

Minutes

Subject:	Meeting of the Aircraft Noise Community Consultative Group	
Location:	Meeting held in Person and via Microsoft Teams	
Date:	11 March 2024	Time: 1:08pm – 2:46pm
Members Present	In Person: Catherine Harland, Independent Chair Heather Haylock, Community Representative Kylie Higgs, Auckland Airport	Via “Teams”: Andrew Kay, Franklin Local Board (alternate) Ben Levesque, Auckland Airport Bruce Kendall, Howick Local Board Fiona Lai, Puketāpapa Local Board Garth Wyllie, Industry Representative Geoff Hounsell, Airways (till 2.33pm) Helen Futter, Community Representative Karl Taylor, Airways (alternate) Kelvin Hieatt, Papakura Local Board Malcom Bell, Franklin Local Board Maria Meredith, Maungakiekie-Tāmaki Local Board Mark Allen, Waitākere Ranges Local Board Mark Easson, Community Representative Patrick Whelan, BARNZ (alternate) Troy Churton, Ōrākei Local Board (late)
In Attendance	In Person: Andrea Marshall, Auckland Airport Yvonne Gumbo, Auckland Airport Steve Hardwick, Auckland Airport Stephanie King, Marshall Day Acoustics	Via “Teams”: Nicholas Lau, Auckland Council Kathleen Delaney, CASPER Airport Solutions Manager (Australia)
Members of the Public	Nil	
Apologies	Councillor Alf Filipaina, Auckland Council Ashraf Choudhary, Ōtara-Papatoetoe Local Board Cath O’Brien, BARNZ David Wong, Auckland Council Hugh Pearce, BARNZ Jeremy Lo, Auckland Airport Joe Glassie-Rasmussen, Māngere-Ōtāhuhu Local Board (alternate) Tauanu’u Nick Bakulich, Māngere-Ōtāhuhu Local Board	

1. Opening Karakia, Kylie Higgs

2. Introductions and Apologies

The Independent Chair declared the meeting opened at 1:08pm.

Introduction: Yvonne Gumbo from Auckland Airport as new support person.

The apologies were noted and accepted.

3. Public Forum

The Chair noted that no requests were received from the public to speak at or to observe the meeting.

4. Minutes of Meeting Held on 11 December 2023

No discussion and changes. The Chair moved and the ANCCG resolved that the minutes of the meeting held on 11 December 2023 be confirmed as true and correct.

[Note: an updated Agenda order (not previously circulated to the Group) was on display during the meeting which inserted consideration of Mark Easson's paper 'Late Night City Overflights from Australia' as Item 7, with other items re-numbered which is reflected in these Minutes]

5. Matters Arising from the Previous Minutes

Kylie Higgs spoke to the Matters Arising paper with the following additional comments or discussion:

- **Matters Arising Item 4:** See agenda item renumbered as 10.
- **Matters Arising Item 5:** Members were advised that the Marae's technology limitations mean it is unable to host the meeting, an alternative location will be explored for a future meeting.
- **Matters Arising Item 6:** Mark Easson's paper was pre-circulated to members - see agenda item 7.
- **Matters Arising Item 7:** Queries from Helen Futter - see agenda item 9.
- **Completed Items** (refer to "Status" column of the Matters Arising paper).

There were no further questions or comments.

6. CASPER – Flight Tracker and Complaint Form

Kathleen Delaney, CASPER Airport Solutions Manager (Australia) passed on apologies from her colleague Chris Middleton, then spoke to the slides circulated as part of the Meeting Pack, and in respect of slide 4, focussed on the publicly available complaints management system. Kathleen Delaney then shared her screen with the Meeting to show (in the following order):

- Auckland Airport website, Managing Aircraft Noise page (<https://corporate.aucklandairport.co.nz/sustainability/managing-aircraft-noise>).
- The noise complaint on-line form (also accessible via hyperlink 'aircraft complaint/enquiry online' from the Auckland Airport website Aircraft Noise page below the sub-heading "Contact us") (<https://akl.flighttracking.casper.aero/complaint/index.php>)
- The "Flight Tracker" for Auckland Airport (also accessible via hyperlink 'online flight monitoring system' from the Auckland Airport website Aircraft Noise page below the sub-heading "Contact us") (<https://akl.flighttracking.casper.aero/>)

In respect of the noise complaint on-line form, Kathleen Delaney gave an overview of the fields and mentioned the Google Translate option available when using the Google Chrome browser. In respect of the "Flight Tracker" for Auckland Airport, Kathleen Delaney:

- Mentioned the application has a 30-minute delay on it from live flight instances.
- Described some of the far-left-hand vertical toolbar options.
- Clicked on an actual flight to show how a complaint can be linked to a particular aircraft (using the complaint form accessible from the actual flight details pop-up box).

The Chair opened the item up for member questions and discussion.

- Chat question – what happens to the data collected? Kathleen Delaney – CASPER is a “data collector”, then Auckland Airport acts upon the data. Kylie Higgs – Jeremy Lo of Auckland Airport manages the complaints and the relationships with the persons instigating the complaints, as well as determining if systemic issues are arising.
- Troy Churton spoke in person to his chat question(s) indicating he has in the past “tried to provide data to the system”. His belief has been that Auckland Airport would “consider data thoughtfully” to effect changes to flight paths. In providing data he has experienced the on-line complaints system to be “cumbersome” (eg, users required to enter an exact street address; can’t be sure of exact height of any particular aircraft; a “range of options is not provided”, etc). He supports “greater ways of entering data” and is unsure if anybody “can just ring at 4am” for example?
- Kylie Higgs (and subsequently The Chair) – as a Group, the September 2023 meeting agreed that CASPER would add more options to some of the drop-down fields, and that the usage of these new options would be examined after a period of use to determine the effects, if any.
- Troy Churton – if he were to experience increased flights where he lives, “does he click ‘loudness’ or ‘flight path’ etc”? The “pigeonholing” the system imposes is undesirable, and it is not set up to make data collection simple.
- Kylie Higgs – benchmarking against other airports’ systems has been done.
- Troy Churton – believes the Group should reconsider the issues around this. The Chair advised that it has been scheduled for reconsideration in December 2024.
- Mark Allen – does the system have capacity for additional noise monitors? Kathleen Delaney – yes, as many as there may exist.
- Mark Allen – is there a mobile app available for download? Kathleen Delaney described the CASPER “Complaint Portal” which allows people to set up log-in accounts that contain all the users’ previous complaints and which will auto-populate the complaints form’s standard fields.
- Mark Allen – a mobile app would be very useful. Kathleen Delaney noted this and added that the web-based forms already discussed can be accessed on a mobile phone.
- Mark Allen – Suggested ANCCG is not getting good data to ‘track what is going on’, as the system is not widely-used enough and questioned how they do it elsewhere in the world? Kathleen Delaney repeated that benchmarking had occurred with other airports (some of which receive hundreds of thousands of complaints per year), and their complaint profile was not dissimilar to Auckland Airport.
- Kylie Higgs – the September 2023 meeting materials contained the relevant information (see Item 10 - Memo ‘Proposed updates to CASPER noise complaint system’).
- Mark Easson – complimented a very useful presentation, adding that complaints need not be entered straight away, stored information allows people to return the following day or week to make their complaint(s), but that publicising that fact would be beneficial.
- Heather Haylock – had the system showing on her mobile phone, and asked if information she was seeing (which was “a half-hour late”) is able to be seen “live”? Kathleen Delaney – CASPER uses a fairly standard half-hour delay at the majority of airports (she has only ever set up one airport with a “live” feed, and even then there is an unavoidable approximate 5-minute delay). That “delay or live” decision is for the airport to make.

There were no further questions.

Item 8 was dealt with at this point.

7. Late Night City Overflights from Australia

[Paper from Mark Easson was circulated separately to the Group via email from the Chair on 3 March 2024]

Mark Easson spoke to his paper indicating that he was seeking to revisit an issue that “he was not satisfied about”; freighters (mainly) that “end up flying over Mount Albert area in the middle of the night”, originating from Australian cities. Airways have said they “route them to the South” but he thinks Airways does not do so “as much as they could”.

The Chair invited comment from the Airways representatives present. Geoff Hounsell of Airways responded as follows:

- “The allocation of night stars (10pm to 6am) is automatic unless compelling reasons otherwise exist”. At the time of allocation, an aircraft is allocated a point of entry into domestic airspace, which “is not manual, it is automatic”.
- “Ground speed” showing in the CASPER system will often be higher than the actual aircraft speed in the air, citing impacts such as wind speeds at altitude that will generally cause this effect, adding that this may not be widely understood.
- Airways is currently doing an analysis for February 2024 “of what was allocated”.
- He was unsure where a figure of “10,000 feet over LOSGA” (mentioned in verbal discussion at the Meeting) had come from, LOSGA height limit was formerly 6,000 feet, now raised to 7,000 feet.

Karl Taylor of Airways – These freighter numbers are generally 7-8 per week from Melbourne, Perth and/or Adelaide, but the majority of them are from Sydney.

Mark Easson – On “Flightradar24” users are offered “actual airspeed” and “indicated airspeed”. Also, the problem is not Night Stars, the real problem is if flights are not allocated otherwise, “they will go over LOSGA”. Also, when the height is raised, they will “need more airbrakes” that generate noise elsewhere.

Karl Taylor – Testing with Air New Zealand had resulted in Air NZ saying pilots had not needed to use speed braking.

Mark Easson – That is an “in theory” answer but his pilot contacts indicate they “invariably need to apply a bit of speed braking”.

Mark Allen – Wished to support Mark Easson’s overall issue. His constituents want to know more on this, as the flights in question go over Titirangi before Mount Albert, and there is no Titirangi noise monitor.

Troy Churton – How do we further this democratically as Mark Easson is asking the Group to “reconsider”?

Geoff Hounsell – “We have 3-night arrivals; one left, one right, and one ‘around the end’; the request is to re-look at the right-hand one ‘over the city’, and this will involve ‘significant cost’ to airlines”. Karl Taylor added that the issue has “been looked at a lot over the years” and it would add up to 1,000 miles extra per month.

Mark Easson – An average of 6 flights per night over Mount Albert “is a lot”; can that be reduced (not necessarily eliminated)?

Chair – Noted an offer made by Geoff Hounsell (Airways) to re-look at the issue and suggested re-presenting a Report the ANCCG previously received on Sydney Night Flights in 2022 (Sep 12), prior to new members joining the Group.

Action – Airways and Auckland Airport to reassess the late night/early morning central city overflights and report back to the Group.

Items 9 onwards were dealt with at this point.

8. Annual Review of Noise Complaint Procedures including CASPER System

Kylie Higgs noted that the ANCCG has an obligation to regularly review the procedures for handling noise complaints and this is scheduled on an annual basis in the Work Plan. The memo outlines the current process and the upgrades made as a follow-up from the September 2023 decisions relating to the drop-down list reasons and the use of Google Chrome so the ‘Translate’ Plug-in can be used.

Mark Allen raised the possibility that previous complainers could be surveyed to determine how easy and/or accessible they had found the process (and could be asked if a “mobile app” would have been an advantage).

There being no further discussion, the Chair noted receipt of the Annual Review Memo and thanked Kathleen Delaney for her CASPER presentation under Item 6.

Action: Auckland Airport to look into the possibility of surveying past complainers on the usability of the system, and report back to the Group.

At this point the meeting returned to consider Item 7.

9. Quarterly Aircraft Noise Report Overview and “Helen Futter Questions”

Stephanie King from Marshall Day Acoustics (MDA) spoke to the following slides in the 4th Quarter (Nov 2023 to January 2024) Monitoring Report:

- Slide 4 Figure 1 (p4).
- Slide 18 Figure 12 (p18) – Casper complaints data is analysed by MDA, noting 29 separate complaints coming from an existing Remuera noise complainant.
- Slide 24 Figure 21 (p24) – Highlighted use of the newly introduced Casper complaint reason “Frequency of flights”, which was used 3 times in the quarter.
- Slide 28 Figure 24 (p28).
- Slide 30 Figure 25 (p30) – Noise exposure at permanent monitors has risen from covid-affected periods but all still remain under the HANA (High Aircraft Noise Area) 65 decibel level.
- Slide 35 Figure 27 (p35) – Noise levels at the Mt Eden temporary monitor continue to be less than pre-covid levels and well below the ANNA (Aircraft Noise Notification Area) 55dB L_{dn}.
- Slide 36 Figure 28 (p36) – The Flat Bush temporary monitor is located within the MANA (Moderate Aircraft Noise Area) contour where noise levels are between L_{dn} 60dB and 65dB.
- Slide 37 Figure 29 (p37) – The Wiri permanent noise monitor is in the MANA contour.
- Slide 43 Figure 34 (p43) – Engine testing in all 3 compliance locations were under the Unitary Plan 55 dB L_{dn} noise limit.

Troy Churton – expressed surprise that in slide 17 Table 3 (p17), the complaints summary showed the number of complainants in past quarters to be totals of 13, 19, 12, as he commonly receives (and would be happy to share with the Group) emails and texts from his constituents equalling those numbers. He is therefore “stunned” that the total numbers of complainants are not far greater than what appears in the MDA table. Presumably this shows the community “is undereducated about how to complain”?

Chair – suggested that the constituents may be telling Troy but then taking matters no further themselves.

Troy Churton – has sent a circular to constituents about how to complain, but that does not seem to be reflected in complaints numbers. He is concerned that decisions are made based on complaint numbers, but the totals are less than the reality.

Bruce Kendall – is it possible to identify decibel levels for specific complaints coming from locations close to monitors (citing complaints labelled 2 and 6 on slide 18 as being close to a monitor location)? Stephanie King answered yes it should be possible, with Kylie Higgs seeking clarification from Stephanie King whether that was in fact possible due to monitors not distinguishing between aircraft noise and general environmental noise? Stephanie King indicated it could be done but that it has not been highlighted before in Reports and for “compliance” there is no set decibel level for single aircraft flyovers. Bruce Kendall requested further investigation on this.

Action – MDA and Auckland Airport to liaise and report back to the Group on identifying decibel levels corresponding to specific complaints originating from areas close to noise monitor locations.

Heather Haylock – figures appear to show an increase from new complainants within HANA and MANA areas; why is that? Andrea Marshall proposed it may simply be due to increased post-Covid flight numbers. Heather Haylock noted that it would be worth “keeping an eye on that” to determine if it is a trend.

Mark Eason drew attention to slides 12 and 14 as being of particular interest, namely, slide 12 (Fig. 8) shows “central city being fairly clear other than the thick red line which likely represents about 4-5 flights” and that slide 14 (Fig 10) shows “paths from the 05 right-hand/night as working even better”, noting however that he “would hate to be on those southern paths that turn right off the end of the runway”.

There being no further discussion on the quarterly report, discussion moved on to consider MDA’s Memo addressing queries raised by Helen Futter. (Note: the Memo Subject line had incorrectly attributed the queries to the Chairperson).

Stephanie King – started to speak to the MDA responses as detailed in the memo and drawing attention to the “blue and red lines” in a diagram. Helen Futter interjected to explain that the pertinent question is why

are the “calculated levels over the community lower than actual levels”, and more specifically, if that situation is possible, then the whole methodology “needs to be re-looked at”.

Stephanie King – suggested in response it could be related to which end of the Runway is used predominantly during that year.

Kylie Higgs – The [*historically predominant wind direction*] “70/30 split is back now”; the previous year had been an unusual departure from that. However, does MDA hold “a list” of their modelling considerations?

Helen Futter – cited the need for “a safety factor” so that we never get the situation where modelled noise levels are lower than actual levels.

Chair – For members clarification are HANA/MANA boundaries fixed in stone?

Stephanie King and Andrea Marshall both referred to compliance as opposed to eligibility for insulation packages; noise contours are based on details from the previous year for compliance purposes, but insulation package eligibility is based on predicted (ie, anticipated future) noise levels and flight volumes.

Chair – We still have the issue that the modelled future noise levels were lower than actual levels in the past year and we are going into an environment where aircraft movements are rising further.

Kylie Higgs – “we had an abnormal factor last year”. Andrea Marshall – we need a “sensitivity test” for times not involving the usual 70/30 wind-direction split, which would also “tell us how many additional homes in the MANA we should be offering to over and above the normal number”.

Action – MDA and Auckland Airport to liaise and report back to the Group on sensitivity test modelling for changes in wind-direction /climate variations that could impact noise levels.

10. Quarterly Noise Mitigation Programme Report

Andrea Marshall spoke to the item, noting that since the report had been written stating 109 total enquiries, 12 further enquiries had been received.

Helen Futter gave congratulations that the “covenant issue has been picked up on as being a bottleneck” [*an overview of the covenant is in Appendix D to the memo in the Meeting Pack*]. Andrea Marshall added that covenant registration on a property title records the fact the noise mitigation package has been installed so Auckland Airport has met its obligations to that property. Auckland Airport’s law firm Russell McVeagh can do this work, but it can become a roadblock if the package recipient engage their own lawyers who may be unfamiliar with covenanting processes and struggle to provide advice or progress matters for their clients.

Chair – Could Russell McVeagh produce a video explaining the covenanting process suitable for educating lawyers and clients? Heather Haylock supported that suggestion, citing her own experience with going through the process, the more lawyers who were familiar with the process the better.

There were no further questions or discussion.

Action – Auckland Airport to discuss with Russell McVeagh the possibility of a video/online presentation on the covenant registration process and report back to the Group.

11. Work Plan and Any Other Business

Kylie Higgs spoke to the item. The next Meeting will be the last for the current Chair who is stepping down in July 2024. Auckland Airport has started preparing a Position Description which will be recruited for using normal recruitment channels and via Council. There will be an update for the group at the June Meeting.

Action – Auckland Airport to include an update on Chair recruitment in the June 2024 Meeting Agenda.

There being no other business the meeting concluded.

Closing Karakia by Kylie Higgs

Meeting closed: 2.46pm

Next meeting: 10 June 2024