

Matters Arising from ANCCG Meeting on 11 March 2024

	Ongoing Matters Arising	Meeting	Action By	Due Date	Status
1	Auckland Airport to look into the possibility of surveying past complainers on the usability of the system, and report back to the Group.	11/03/24 10/06/24	J Lo	09/09/24	Auckland Airport is in discussions with the Customer Service team to look into a customer satisfaction metric.
2	Airways and Auckland Airport to reassess the issue of late night/early morning central city overflights and report back to the Group.	11/03/24	AIAL Airways	10/06/24	Airways will provide an update as part of Agenda item 11.
3	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.	11/03/24	J Lo MDA	10/06/24	MDA will provide an update as part of Agenda item 9.
4	MDA and Auckland Airport to liaise and report back to the Group on sensitivity test modelling for wind-direction/ climate variations.	11/03/24	J Lo/ K Higgs A Marshall MDA	10/06/24	MDA will provide an update as part of Agenda item 9.
5	Auckland Airport to discuss the possibility of a covenant video/online presentation with Russell McVeagh and report back to the Group.	11/03/24	J Lo A Marshall	10/06/24	Andrea will provide an update as part of Agenda item 8.
6	Provide an update on Chair recruitment process.	11/03/24	AIAL	10/06/24	PD was prepared and advertisement placed on SEEK closing off in late May. Verbal update to be provided.

	Ongoing Matters Arising	Meeting	Action By	Due Date	Status
7	Meetings with Ōrākei and Waitākere Ranges Local Boards.	11/03/24	AIAL	10/06/24	Verbal update and pre-circulated memo.
8	Draft 2023 Financial Year Annual Noise Management Report - include in the standard process, noise monitoring audits from a sample of houses post NMP installations.	11/09/23	J Lo A Marshall	11/12/24	Five NMP were installed in FY23. No NMP have been installed this financial year to date, however, post-installation noise monitoring audit reports from a sample of houses will be obtained for the 2023/2024 installations.
9	After one year, review effects arising from the Dec 2023 changes made in relation to the CASPER Noise Complaint System and revisit addition of a secondary cause of complaint.	11/09/23 11/12/23	J Lo	09/12/24	Background In December 2023, CASPER implemented two key updates in response to ANCCG feedback. Firstly, three additional categories were incorporated into the primary reasons list for noise complaints ('Too frequent', 'Vibration' and 'Ground noise'). Secondly, CASPER advised users to open the Flight Tracker and Noise Complaint Form in Google Chrome and activate the translation plugin to facilitate complainants use of languages other than English including Te Reo Māori.
10	Investigate CASPER Noise Lab proposal and provide advice on Auckland Airport's assessment of its viability.	11/09/23 11/12/23	J Lo K Higgs	11/06/24	Budget for CASPER Noise Lab proposal is not approved for the FY25 budget.

Completed since previous meeting

	Matters Arising	Meeting	Action By	Due Date	Status
1	AIAL to develop a video featuring residents who have completed the noise mitigation package to raise awareness & understanding of the programme.	19/12/22 13/03/23 12/06/23 11/09/23	A Marshall	11/03/24	Agenda Item 10 of March 2024 meeting identified that due to significant level of interest arising from recent offer, implementation of new engagement initiatives has been deferred.
2	Auckland Airport to confirm if the Marae would be used for March ANCCG meeting.	11/12/23	J Lo	11/03/24	Due to technology challenges, the meeting will not take place at the Marae, but an alternative location will be looked into for a future meeting.
3	H Futter has sent through three points for discussion.	11/12/23	H Futter J Lo	11/03/24	Completed - Agenda Item 9.
4	Mark Easson to provide his ideas in writing for an approach to considering night flights over central suburbs to Auckland Airport	11/12/23	M Easson J Lo	11/03/24	Completed - See Agenda Item 7.