

Minutes

- Subject:** Meeting of the Aircraft Noise Community Consultative Group
- Location:** Pavilion Room III, Sudima Hotel, 18 Airpark Drive, Auckland Airport
- Date:** 10 June 2019 **Time:** 1:00pm – 3:07pm
- Present:** Catherine Harland, Independent Chair
Nick Bakulich, Māngere-Ōtāhuhu Local Board
Malcolm Bell, Franklin Local Board (from 1.40pm)
Charlotte Day, Auckland Airport
Mark Easson, Community Representative
Graeme Easte, Albert-Eden Local Board
James Evans, Airways NZ
Helen Futter, Community Representative
David Holm, Puketāpapa Local Board
Kevin Kevany, Special Advisor, Ōrākei Local Board
Bill McEntee, Papakura Local Board
Hugh Pearce, BARNZ
Steve Tollestrup, Wāitakere Ranges Local Board
- In Attendance:** Matthew Dugmore, Auckland Airport
Paul Healey, Airways NZ
Laura McNeill, Marshall Day Acoustics
Pooja Prasad, Minute-Secretary / Auckland Airport
Karl Taylor, Airways NZ
- Members of the public:** Peter Ryan, Wattle Downs resident
- Apologies:** Dr Ashraf Choudhary, Ōtara-Papatoetoe Local Board
Troy Churton, Ōrākei Local Board
Emma Howie, Auckland Airport
Councillor Alf Filipaina, Auckland Council
Nicholas Lau, Auckland Council
Tracy Mulholland, Whau Local Board
Justin Tighe-Umbers, BARNZ

1. PUBLIC SESSION

1.1 Welcome and apologies

The meeting was declared open by the Independent Chair, Catherine Harland, at 1:00pm. The apologies were noted and accepted by the meeting.

1.2 Public Forum

The Chair invited Mr Peter Ryan, a resident of Wattle Downs, to present to the ANCCG and speak to the tabled submission he had provided in advance of the meeting. He addressed the Group, expressing his concerns and seeking answers to the questions raised in the submission.

Mr Ryan stated that Auckland Airport has not engaged South Auckland residents in consultation about aircraft noise and its management. He said other richer and more powerful Central Auckland suburbs have been consulted with considerable publicity about their objections to proposed approaches. The result being in his view that more aircraft are routed to fly over the relatively poorer and powerless population.

Mr Ryan believes that Wattle Downs is significantly affected by aircraft movement with an average of 200 to 250 SMART approaches per week. If all approach types are taken into consideration, there are a lot more movements each week.

Mr Ryan stated that a manipulation of averages has been used to incorrectly classify his suburb as a low noise area yet there are 20 events per day above 70 L_Amax (p37, Nov18-Jan19 Marshall Day report). He believes that aircraft activity should be shared over all of Auckland. As we all share the benefits of Auckland Airport, we should all bear the associated noise burden.

Mr Ryan referred to an article in the American Psychological Association's magazine Monitor on Psychology examining the detrimental effect of noise on children in schools located near flightpaths. He provided a copy of the article to the ANCCG Chair and also listed medical implications of aircraft noise on the general population. He also referred to an article in the Manukau Courier (23 May 2019) describing the airfield expansion plans that will result in 260,000 flights by 2044 and queried which community will get the aircraft routed over it.

Mr Ryan believes Auckland Airport is only concerned with maximising profits. He said the ANCCG is totally inadequate as a body to investigate noise complaints because it is not independent and it serves the airport.

At the conclusion of his verbal presentation, the Chair invited questions from ANCCG members.

Mr David Holm asked which complaints procedures he has used. Mr Ryan advised that his wife has been involved with this aspect and she gets the same, stock standard computer generated replies to say that an answer will be provided in ten days.

Mr Ryan is frustrated because he has installed double glazing and insulation to mitigate the noise and help his wife but, it has not worked. He asked the Group if there was a way that toxic noise can be mitigated or flights re-routed so it is not so onerous on where he lives.

Mr James Evans advised that there are no SMART approaches (arrivals) between 2200 and 0700 for residents and that any noise Mr Ryan hears, between this time, is from departing aircraft, medical or emergency service arrivals.

To this, Mr Kevin Kevany commented that it is not just SMART approaches that affect people and raise blood pressure etc., it is all aeroplanes and the ANCCG should look at solutions.

On behalf of the ANCCG, the Chair thanked Mr Ryan for attending and said a follow up letter will be provided to him in answer to the questions he has raised.

1.3 Minutes of meeting held on 4 March 2019

The Chair moved, Mr Kevany seconded, and the ANCCG resolved that the minutes of the meeting held on 4 March 2019 be confirmed as true and correct.

1.4 Matters arising from previous meetings

A hardcopy of Matters Arising in a table format was received by the Group for discussion. Updates were provided on items not yet complete:

- *Point 2:* *Relocation of monitors to be brought to next meeting.* Ms Charlotte Day advised that a hardcopy report has been tabled for those present and will be circulated and placed provided on the website for everybody to read and provide feedback. The Chair invited members to read the material and provide any feedback directly to Ms Day.
- *Point 3:* *Further summary information from a different time period relating to the new Schedule.* Ms Day referred to the Complaints Spreadsheet which had been tabled and noted that one person complained multiple times in the February to April 2019 period and it had skewed the results.

Ms Day proposed that the flight origin and destination information against complaints would be provided for the next ANCCG meeting. This was agreed to by the Group.

Ms Helen Futter said a part of the problem with complainants is that they do not understand the science associated with noise so they have a problem if they see one flight over 70dB. She believes many people in South Auckland do not go through the correct channels and processes to record their complaints.

Mr David Holm commented that the number of complaints is likely to multiply, given the increase in future population and growth in flight numbers. To this, Mr Graeme Easte suggested a discussion should be had with planning people about putting in a rule requiring new houses to be built to a higher noise standard. The Chair noted that no one from council's planning area was in attendance at the meeting to provide guidance in relation to that point.

Mr Kevany believes complaints should be followed up and replied to so that complainants who may be capable of doing 'silly things' can be de-escalated. Ms Day replied indicating all complainants are given answers to their queries and Ms Laura McNeill added that some complainants are also replied to by phone on a case by case basis.

- *Point 6:* *Update on 'cc process' for ANCCG Local Board members when responding to complaints.* The cc process has been implemented and is working. However, Mr Easte noted that he now receives too many emails and enquired if there was a way to consolidate this. He was advised by another Group member to set up an Outlook rule that automatically sends all complaints-related emails to another folder.

1.5 Local Board and Community representation update

The Chair advised the Group that she had prepared the report before them. She noted that local government elections are coming up and while some ANCCG members may be re-elected, new members may also come along. The Chair requested feedback from the Group about how to proceed as the formal processes for appointments by Local Boards are not usually made in time for the ANCCG December meeting.

After some discussion, the ANCCG agreed that the Chair write to the relevant Council officers requesting appointments to the ANCCG be considered as soon as possible after members are sworn into office and the December ANCCG meeting date be moved to one week later i.e. from 2 to 9th December.

In relation to Community Representatives, it was noted that their appointment terms also coincide with the local government term and a process for seeking applications will need to be initiated to enable timely appointments/re-appointments to be made. The ANCCG agreed that the Chair work with Ms Day to progress this.

1.6 Website update

The Chair thanked Ms Futter for the work she has done with the airport team to restructure the website to make it simpler for people to find and use the noise complaints system. The Chair had done some Google searches using different wording options and believes the links for making a complaint are in a better position in the search results and encourage ANCCG members to review it themselves.

Ms Day noted that public and corporate information is divided on the website. She said the complaints process has been simplified to make it easier to make a complaint on the website. She added that it is not possible to include a noise complaints feature within the Airport's mobile app as it is designed to be a customer-focussed information tool when customers are visiting or travelling via the Airport.

Mr Kevany disagreed with that reasoning and believes complaints should be a feature of the app.

1.7 Auckland Route Structure

Mr Evans addressed the Group and presented a summary via PowerPoint presentation on proposed Auckland Route Enhancements, with assistance from Mr Karl Taylor.

Mr Evans said it is important to note that there are limits to what Airways can and cannot do for individual people. He said they have looked at their route structure around New Zealand and tried to keep some routes while moving others away from areas of development.

The following points were noted during the presentation: Airways are looking at strategies for improvement in the controlled airspace (CTA), including greater use/refinement of Standard Instrument Departures (SIDs) and Standard Instrument Arrivals (STARs):

- Increasing climb on initial departure, lessening noise impact
- Having more awareness of built up areas in flight path design, so climbs are clear of populated areas as far as practical and most STAR arrivals from the south avoid as far as practical settlements such as Pukekohe, Tūākau etc
- Reduction in aircraft emissions
- Increasing the number of flights that climb to 5,000 feet as opposed to 3,000 feet before turning

- Raising the crossing height at LOSGA for arriving jets from 5,000 feet to 6,000 feet

In response to the presentation, Mr Easte asked if small aircraft will be more vulnerable if they are put in the same area (and in the wake of) big aircraft. Mr Evans replied that smaller and bigger aircraft will have time and distance-based separations.

Mr Easte also asked what these distances are, and he was advised 1,000 feet apart on paper and 3,000 to 4,000 feet apart in reality.

Mr Mark Easson noted that the arrivals from the North East on Runway 05 is glaringly absent from the presentation and Mr Evans replied that it is being worked on and investigated.

Mr Holm addressed Mr Evans and asked why he had said the changes will be costly. Mr Evans clarified that increases in track mileage will add costs to fuel.

Mr Easson queried whether BARNZ are supportive of the changes given the potential impact on airlines. Mr Pearce clarified that it has been consulted with more discussions to come.

The Group was supportive of the proposal by Airways NZ for the changes to the Auckland Route structure (a copy of the presentation is to be placed on the ANCCG website page).

The Chair addressed the Group and asked what the timeframe is for changes to be introduced and Mr Evans replied that it will be November. To this, Ms Day clarified that changes still need to be signed off by Auckland Airport.

1.8 SMART Approaches update

Mr Evans advised that there is not much to report. He said Airways started on the U23A approach on 23 May 2019. The S23 (Orange) Approach is currently on hold whilst it is recoded with the intention for the trial to continue in September.

Mr Easte queried the process for trials and Ms Day advised that Auckland Airport wants to ensure trial approaches are representative of overflights should the approaches be instigated on a permanent basis.

1.9 Quarterly Aircraft Noise Report

Ms McNeill addressed the Group and discussed the Quarterly Aircraft Noise Report. The following changes were highlighted:

- The pie graphs have been presented as bar graphs so that usages can be compared
- An extra month has been added to make it 13 months
- On page 16, three columns have been added to table 3 so that complaints in previous quarters can be compared with what is happening now
- Pie graphs for the 3-month quarter have been replaced with 4-month quarters

The Chair thanked Ms McNeill for adjusting the report in response to her suggestions.

1.10 Potential Focus Areas for 2019/2020

The Chair addressed the Group indicating the report was a compilation of the material she had received. She noted the information had emerged from non-industry members and the idea is for industry members to take the information away and assess the points to identify what could form an effective work plan.

Mr Kevany said the report is an incredible document and he offered his support. He described it as a new dawn and hoped that 'the other side' will quickly agree whole heartedly.

To this, the Chair clarified that the document is not a direction for the industry. Rather, it is something for the industry to go away and consider with their expertise and respond to.

Mr Easson commented that it is night time departures off Runway 05 that is causing the most distress. He said those departures, in particular have a serious effect on people's comfort.

In relation to pursuing or petitioning for a change to CAA Rule 93.59, the Chair commented that she had reviewed the processes involved for such an initiative. It involves both CAA and the Ministry of Transport Rules programme. It is a long process and the first step involves providing evidence of an issue or problem. She added that a petition that does not include sufficient evidence to support it, is unlikely to be prioritised for further investigation. The industry members can look at whether this is worth considering or not.

On behalf of ANCCG, Mr Kevany thanked Airways for their work on the route structures and the changes they are proposing.

1.11 Other Business

Mr Matthew Dugmore provided the Group with an update on the latest Noise Mitigation Package offer and advised that there are 987 eligible properties in the noise contours (216 HANA, 771 MANA).

- 35 scopes had been done for new installations and 40 installations completed
- Home owners are to be surveyed to ascertain areas for improvement
- Compliance monitoring will be undertaken i.e. going into properties and ensuring the installed noise mitigation packages are working by checking if noise is minimised in houses when the doors and windows are closed. It involves two hours of uninterrupted occupancy with two properties in the HANA and two in the MANA.

In response to an earlier query by Mr Holm, Mr Dugmore indicated that they had observed some landlords take up the noise mitigation package in conjunction with the requirement for insulation by 1 July 2019.

Meeting closed: 3:07pm

Next meeting: Monday 2 September, 1:00pm – 3:00pm
Pavilion Room III, Sudima Hotel, 18 Airpark Drive, Auckland Airport