

## AUCKLAND AIRCRAFT NOISE COMMUNITY CONSULTATION GROUP (ANCCG)

### PROCEDURES FOR THE PUBLIC COMPONENT OF THE MEETING

**Adopted at Meeting on 17 June 2017  
(administrative updates September 2021)**

1. The Terms of Reference for the Group, set out in the Auckland Council Unitary Plan Designation 1100 concerning the airport's operation, include the following

**"Public Forum**, A brief public forum may be held at the start of each meeting for one of more of the public to speak in front of the Group. The allocation of time for the public forum and allocation of time and speaking arrangements are to be pre-arranged with and managed by the chairperson".

2. The ANCCG wishes to encourage members of the public to assist it in identifying community concerns about aircraft noise and providing constructive input on issues such as noise abatement procedures and procedures for handling noise complaints. Through its website and its local board and other members it also wishes to keep the community informed on developments concerning noise arising from aircraft operations and mitigation of any noise disturbance.
3. This note sets out the arrangements to facilitate the smooth and effective operation of this new procedure.
4. Any person or group of persons wishing to make comments or brief presentations or questions to the Group meeting should advise the Chair ([anccg.chair@gmail.com](mailto:anccg.chair@gmail.com)), if possible two weeks before the meeting, so that the agenda can allow appropriate time for these comments. Individual comments or presentations or questions will normally be limited to 5 minutes.
5. While it is legitimate for members of the public to bring complaints to the Group on noise from aircraft movements the Group does not wish to operate the public session of its meetings primarily as a complaints bureau. Rather it wishes to focus on public feedback on the general issues set out in paragraph 2 above. Therefore any specific complaints should first have gone through:
  - the established arrangements as set out on the Auckland Airport website which provide for a dedicated telephone line where comments or complaints can be made and also provides information through the CASPER on-line flight monitoring system; and/or
  - prior discussion with the relevant ANCCG local board member, the two community representatives, the industry representative and Mana Whenua representatives as appropriate (these are listed on the ANCCG website) before the Chair will agree to that person or persons making a noise complaint to the meeting. See: <https://corporate.aucklandairport.co.nz/corporate-responsibility/managing-aircraft-noise/being-a-good-neighbour/auckland-noise-community-consultative-group>
6. If the person or group of persons remains dissatisfied with the response they received after following the processes set out in paragraph 5 above they may raise the matter at a Group meeting, subject to the Chair's agreement. The Chair will inform the relevant ANCCG members (Auckland Airport, Airways NZ and the Board of Airline Representatives NZ) of the comment or complaint prior to the meeting so that they may fully respond at the meeting.

7. The quarterly noise management report to the Group prepared by Auckland Airport will now be publicly available on the website before each meeting. Members of the public may use this information as the basis for any comments or questions at the meeting or for raising issues through their ANCCG local board member or other relevant Group members.
8. Auckland Airport's Annual Noise Management Report to Auckland Council will also be placed on the website once it has been provided to the Council. The public may also wish to use this document as the basis for comments or questions at subsequent Group meetings or raise issues through their ANCCG local board member.
9. The full agenda for each meeting will also be published on the website two weeks before each meeting so that the public is aware of the issues to be discussed in the non-public part of the meeting. These issues include those which are considered by any member of the Group to require private discussion because of commercial confidence issues or where technical analysis of particular issues is incomplete, as well as other matters where any ANCCG member considers that discussion in private will facilitate discussion between members of the Group. The latter two may include issues which will become public once the technical work is completed – for example the draft report on the Yellow Smart Approach Flight Path Trial, which will become available for public consultation once it is completed.
10. Any comments on these procedures may be made to the Chair – see contact details in paragraph 4 above.