

# Minutes

**Subject:** Meeting of the Aircraft Noise Community Consultative Group

**Location:** Meeting held in Person and via Microsoft Teams

**Date:** 11 September 2023

**Members Present**

**In Person:**

Catherine Harland, Independent Chair  
Ben Levesque, Auckland Airport  
Kelvin Hieatt, Papakura Local Board  
Kylie Higgs, Auckland Airport  
Malcom Bell, Franklin Local Board

**Via "Teams":**

Councillor Alf Filipaina, Auckland Council  
Dr Ashraf Choudhary, Ōtara-Papatoetoe Local Board (till 1.40pm)  
Bruce Kendall, Howick Local Board  
Cath O'Brien, BARNZ  
Fiona Lai, Puketāpapa Local Board  
Geoff Hounsell, Airways (till 2.33pm)  
Heather Haylock, Community Representative  
Helen Futter, Community Representative  
Joe Glassie-Rasmussen, Māngere-Ōtāhuhu Local Board (alternate)  
Karen Wilson, Mana Whenua Representative  
Liz Manley (Waitākere Ranges Local Board, alternate for Mark Allen and Linda Potauaine)  
Maria Meredith, Maungakiekie-Tāmaki Local Board  
Troy Churton, Ōrākei Local Board (Joined late)

**In Attendance**

**In Person:**

Andrea Marshall, Auckland Airport  
Jeremy Lo, Auckland Airport  
Steve Hardwick, Auckland Airport  
Pam Heares, Auckland Airport

**Via "Teams":**

Nicholas Lau, Auckland Council  
Stephanie King, Marshall Day Acoustics

**Members of the Public**

Nil

**Apologies**

David Wong, Auckland Council  
Garth Wyllie, Industry Representative  
Tauanu'u Nick Bakulich, Māngere-Ōtāhuhu Local Board  
Mark Allen, Waitākere Ranges Local Board  
Mark Easson, Community Representative

## 1. Opening Karakia, Kylie Higgs

## 2. Introductions and Apologies

The Independent Chair declared the meeting opened at 1:02pm.

Introductions: Pam Heares and Steve Hardwick from Auckland Airport as note-takers.

Liz Manley (via “chat”) noted her attendance was as alternate for Mark Allen.

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 12 June 2023

No discussion and changes.

The Chair moved (seconded by Kelvin Hieatt) and the ANCCG resolved that the minutes of the meeting held on 12 June 2023 be confirmed as true and correct.

## 5. Matters Arising from the Previous Minutes

- **Matters Arising Item 1:** Previous initiative by Community Trust to assist residents with applying for the Noise Mitigation Package – See agenda item 8.
- **Matters Arising Item 2:** AIAL to develop a video featuring residents who have completed the noise mitigation package to raise awareness and understanding of the programme – See agenda item 8.
- **Matters Arising Item 3:** K Higgs to follow up with A Marshall in relation to Noise Mitigation Package matters – See agenda item 8.
- **Matters Arising Item 4:** Option to appoint a 4<sup>th</sup> Community Representative – See agenda item 9.
- **Matters Arising Item 5:** Casper to look into adding a secondary cause of complaint and enabling other languages into the complaint system – See agenda item 10.
- **Matters Arising Item 6:** To identify someone from Airport Coordination Limited to speak about airline slots at Auckland Airport. After meeting with Bruce Cargill, J Lo advised a representative from Auckland Airport would be better placed to talk about flight schedules and slots at the December ANCCG meeting.

## 6. Quarterly Aircraft Noise Report overview and questions

Stephanie King from Marshall Day Acoustics (MDA) provided an overview of the summary report and outlined several points in detail.

Figure 1 (p4) – Aircraft operation numbers increased by 29% when compared to May-Jul 2022 but remain down 12% compared to the same period pre-pandemic May-Jul 2019.

Table 3 (p17) – The total number of complaints for this quarter are 212, increasing from 22 in May-Jul 2022.

Bruce Kendall – Is the East Tamaki complainant eligible for a noise mitigation package? The Chair indicated their location on the map is outside the eligible area. Bruce Kendall – Is it possible to make an exception for that individual? Kylie Higgs – we have engaged with the complainant and noted that the previous Mt Wellington temporary noise monitor was redeployed in the East Tāmaki area, and they are happy with that.

Malcolm Bell – Cited a past situation with a serial complainant on the Āwhitu Peninsula where he and an Auckland Airport representative held an in-person visit, that ended the person’s issues. Once in a while there is a spike in complaints from one or two complainants and on investigation the aircraft are flying according to guidelines.

Karen Wilson – Introduced herself to the group, noted that she had been a complainant, agreed with Bruce Kendall and requested a meeting between herself and Auckland Airport representatives. Karen Wilson – added (via chat) a request to consider placing “a temporary monitor for the property here at [*her personal address was specified*]”.

Helen Futter – Question on slide 29, why did the Velodrome monitor go offline for such a long time? Jeremy Lo – He made several phone calls to eventually find out it was a Vector power supply issue to the entire Velodrome which took a while to be resolved. Helen Futter – Does Casper receive rapid alerts for such outages? Jeremy Lo – Yes.

Liz Manley – Wished to check if there was any other comment on noise levels in relation to the new complainant from Titirangi. Stephanie King advised that the complaints from a resident in Titirangi were investigated and noise levels were found to be within guidelines. The [complainant believed others in the area] also feel the noise levels are higher than previously.

Liz Manley – A re there any additional comments on possible causes, and will there be further correspondence with this person? Jeremy Lo – Advised each of the 139 complaints made were individually investigated. The majority of the complaints were not about aircraft overflying her property but of aircraft arriving and departing the airport. Flights that flew over her property were investigated and all flights were compliant. The problem was possibly a “low rumble noise” travelling over the Manukau harbour from flights taking off and landing. The Chair asked whether the complainant was spoken to and whether the complaints have continued; Jeremy Lo – Advised the correspondence was via email only and there were a few complaints in August, but the level has since dropped off. Kelvin Hieatt – The reason for the complaints dropping off could well be prevailing winds. He experiences a low rumble at Conifer Grove, depending on wind direction. The Chair and Malcolm Bell both supported in-person meetings to assist in understanding spikes in complaints if an initial phone discussion with the complainant revealed that a meeting in person would assist. Jeremy Lo will phone the complainant in Titirangi.

The Chair – Sought clarification on a ban applying to helicopter movements (see Figure 3, p6). Andrea Marshall – Explained the recent heliport closure advising that there will still be helicopter movements at the airport but from a different direction.

**Actions** – Auckland Airport to:

- 6.1. Follow up via telephone with the Titirangi complainant.
- 6.2. Follow up Karen Wilson’s requests off-line.

## 7. Draft 2023 Financial Year Annual Noise Management Report

Stephanie King from Marshall Day Acoustics (MDA) spoke to the annual report.

Air Traffic Records (p4) – Aircraft movements increased by 70% FY23 compared with FY22. The runway split was 53% RW23L/43% RW05R (Historical split typically 70%/30%).

Table 3: Measured noise levels (p6) – Noise levels in the HANA increased 3.2 - 4.0 dB (compared with FY22)

Actual Noise Contour (ANC) (p6) – Shows compliance with MANA and HANA boundaries.

2024 Annual Aircraft Noise Contour (AANC) (p2 & p7) – AANC shows an increase (1.8dB) in noise compared with the 2023 AANC but it is still 1.1 - 2.4 dB lower than pre-pandemic 2020 AANC levels.

Noise Complaints (p9) – Total complaints increased by 450 (486%) compared with FY22 (89 complaints). Three main complainants accounted for 397 complaints or 74% of the total complaints (539 complaints).

Bruce Kendall – Requested a description of the noise reduction initiatives / Alf Filipaina – sought clarification.

Jeremy Lo -

1. Summarised three initiatives: Increasing LOSGA from 6000 feet to 7000 feet; Early morning flights to South Australia departing on Runway 05 to turn soon after take-off to climb and fly over the Manukau Harbour instead of residential areas; and placing a monitor in East Tāmaki to monitor the noise levels of the Green SMART Track approach for arrivals and departure routes during easterly wind conditions.
2. Reminded attendees that new initiatives were requested at the June 2023 meeting, but none were received (and such suggestions are still welcome).

Bruce Kendall – Asked for clarification of how the lines were calculated in Figure 5 in the annual report. Stephanie King – the orange and pink lines are for future proofing and other noise contours.

Jeremy Lo – Also clarified that the report as presented is a draft. Any feedback will be taken account of before the report is finalised.

The Chair – Previously Auckland Airport talked to industry in advance (i.e., taking a proactive approach) rather than relying only on lay community representatives volunteering their own suggestions. Is Auckland Airport suggesting there is nothing still to do? Kylie Higgs / Andrea Marshall – We can take that as an action item for the next meeting.

Karen Wilson – Asked if it was possible to get herself on a priority list? Noted initiatives should not have a negative impact; also, if one person makes hundreds of complaints it will mean there is a problem.

Helen Futter – Cited a previous meeting of this Consultative Group at which an Auckland University person presented about some people being more highly-sensitive to noise than others.

Cath O’Brien – Requested clarification from Marshall Day as to why the report showed the 2024 proposed boundary (Fig 6) as being less than the proposed Hana/Mana boundary. Stephanie King – It is not a proposed boundary they are just calculations.

The Chair – Page 7 Table 5, questioned the AANC 2024 noise calculation which seems to be less than the actual noise measurements obtained in FY23 (Table 4) suggesting it should be higher given the further increase in air traffic movements anticipated, (see results for Puhinui School where it measured 59.8 dB FY23, compared to the lower figure of 59.3dB calculated for 2024 and for the Velodrome 60.7 dB measured versus 59.4 calculated)? Stephanie King replied that the modelling won’t be totally accurate but could be further worked on to refine the noise model. Andrea Marshall – suggested the possibility that the traditional 70/30 wind direction prediction may not apply for 2024? Stephanie King – Yes possibly. The Chair – Can we do a 60/40 model? Kylie Higgs – Cited La Nina/El Nino, and requested an explanation of the modelling please? Stephanie King – It’s based on last year which was closer to 60/40, multiplied by “a factor”. Also, its only a couple of decibels difference which is “quite small”. Kylie Higgs – We will put together an explanation for the next meeting to better understand the discrepancy.

The Chair – Pointed out an error on page 7 of the report, and suggested that the report be amended to reflect that the AIAL offers were extended to both the HANA and MANA properties, not just the HANA.

The Chair – Requested clarification of the first sentence under heading 6.0 of the report, which uses the words “anticipated to be published in September 2023”, but the figure below it does actually contain that information? Andrea Marshall – “publication” refers to the publication of the offer of mitigation packages. The Chair – can the sentence please be reworded more clearly.

The Chair – A few other points can be taken offline, but page 13 last bullet “post installation audits”; does that involve Marshall Day testing or is it just a check of the installations? Andrea Marshall – It involves checks that the equipment was installed correctly. The Chair – Can noise levels be measured after the equipment is installed on a sample of homes and listed as part of the process (page 13)?

Kelvin Hieatt – What is the percentage uptake on the offers? Andrea Marshall – Highest historically has been 35%. For FY23 147 offers were made and only had 20 uptakes. Over the last twelve months there has been a lack of internal resource to promote the offers, which we are looking to reverse when the new person starts their role. AIAL has also retained eligibility for all properties since 2005 (i.e., no expiry date on eligibility to take up an offer) and we have extended the offer to notify tenants as well as owners, but that also didn’t lift the uptake. Kelvin Hieatt further commented that colleagues in those suburbs should be promoting the offers.

Heather Haylock asked if there is a replacement for Matthew Dugmore? Andrea Marshall replied, yes, commencing on 30 October 2023, after which a wider range of communications will recommence (we went to market three times in order to recruit this person). Also, in February 2023 we lost all the planners who coordinated installations. We will continue to outsource but streamline the process so that all tradespeople attend at the same time so that installations can be completed in one day.

Bruce Kendall – Asked if there is a test to determine if a person is extra-sensitive to noise? Helen Futter responded that her own high sensitivity to noise was something she came to realise over time, but which the Auckland University presenter caused to “fall into place” for her. She did not think that Auckland Airport should be required to cater for highly sensitive persons, as they already do comply (though Karen Wilson commented it would be good to be able to cater for persons highly sensitive to noise). Bruce thanked Helen.

**Actions** – Auckland Airport to:

- 7.1. Include an explanation at the next meeting of the modelling process (including a weather component) and the apparent discrepancy whereby modelled noise for 2024 is less than what was measured in 2023 at two of permanent noise monitor locations.
- 7.2. Give consideration to returning to its former “proactive” approach of involving the industry in identifying and designing noise reduction initiatives as part of the annual cycle of “Future Initiatives” and report conclusions back to the ANCCG.
- 7.3. Ensure corrections the Chair has identified (during meeting & off-line) are made to the Report.
- 7.4. To include in the standard process noise monitoring audits from a sample of houses post NMP installations (page 13).
- 7.5. Provide a memo on La Nina/El Nino weather patterns for the meeting in December.

## 8. Annual Noise Mitigation Report

Andrea Marshall spoke to the Annual Noise Mitigation Report, making the following additional comments:

1. In addition to the 5 actual installations, 5 more owners have registered covenants. AIAL and its lawyers have been assisting those owners with the legal formalities associated with that process.
2. Others have registered interest, but Auckland Airport has not yet taken action on those, though it will do so in the near future.
3. The intention is that the formal 2024 offer will be made in October 2023, and will not include the words “valid for this year” or equivalent, as it transpires owners who received offers in previous years but did not accept, may now wish to take up the offer (e.g., due to renovations now being undertaken, etc).
4. The intention is for the FY24 offers to go to all properties within the FY20 AANC MANA is because that was a larger geographical area.

Helen Futter -

1. Re the requirement upon homeowners in the MANA to pay the remaining 25% of the cost, does Auckland Airport inform them they can apply to the Trust? Andrea Marshall – Yes.
2. Sought to clarify if the 5 registrations of interest have not been contacted? Andrea Marshall – Yes they have, but the actual installation process has not yet occurred.
3. Has the external Project Manager actually signed a contract yet? Andrea Marshall – Mutual refinements to content caused some delay, but it is now back with them for their signature.

The Chair -

1. The last 2 years’ Reports included a useful summary table, can that be reinstated please?
2. Can the 2024 process include an “Annual review of the collateral”?

**Actions** – Auckland Airport to:

- 8.1. Include a summary table similar to previous years with the addition of consecutive years in the final version of the Report.
- 8.2. Include an “Annual review of collateral” in the 2024 process.

## 9. Option for 4<sup>th</sup> Community Representative

Jeremy Lo summarised the memo outlining the results of a questionnaire to members to decide the matter. The majority of members who responded (9/14) did not agree with the addition of a 4<sup>th</sup> Community Representative. As a result, the ANCCG will continue to operate with three community representatives.

The Chair observed 22 Members could have provided a response but only 14 were received. There were no further questions or comments to this item.

## 10. Proposed Updates to Casper Noise Complaints System

Jeremy Lo summarised the memo for this item detailing the options within the Casper system to reconfigure the complaint lodgement process and offer alternative languages, and which sought members' comments. The following comments and questions were received:

Helen Futter -

1. That extra categories should be added for "too frequent", "vibration" and "ground noise".
2. A secondary cause was not needed, as there is already a free text field, and adding a secondary cause may complicate the reporting aspect.
3. Adding translation for Te Reo was a definite yes, but that other languages would be guided by a "percentages" type calculation.

Cath O'Brien -

1. Agree with Helen Futter that those extra categories should be added.
2. "Yes" to adding translations "for the main languages".
3. [via chat] If the translation complexity is a challenge, a middle ground could be providing PDF help sheets in alternative languages (Te Reo, probably Samoan, and "widely spoken" languages, as per statistical information).

Kylie Higgs requested Jeremy Lo speak to the alternative languages' challenges. Jeremy Lo informed the group that Casper could provide Mandarin translations already, but those other languages appropriate to the New Zealand audience presented some complexities. In order to provide meaningful content for the on-line process, around 400 words or terms would need to be translated, there were also cost to benefit considerations. Kylie Higgs added that overseas jurisdictions may have several official languages, and there is a need to know more about how essential such translations in the New Zealand context in fact are.

Chair – When Casper representatives attended the previous meeting, they indicated it would be easy; was she mistaken in that interpretation? Kylie Higgs – "It's not as easy as we thought".

Karen Wilson – "Yes" to adding translations for Te Reo; commented that Waka Kotahi had to cater for "English as a 2<sup>nd</sup> language" and that we should also.

Liz Manley -

1. Agreed with Karen Wilson and was "strongly" in favour of having a Te Reo option.
2. Commented that Manukau and wider South Auckland was in the flight path, therefore a large Pacifica contingent, and that it would be a barrier not to include their languages.
3. It "is a one-off job" and should happen.
4. Cited Auckland Hospital as an example where alternative language options "increased uptake".

Bruce Kendall –

1. Flatbush/East Tamaki/Howick are 70% not NZ-born, and 46% are Asian (which includes India, China and Korea).
2. Botany has a significant number of Housing For Sale signs only in Mandarin.
3. Many Botany events have translators, as many attendees are unable to speak English.
4. Was it possible to explain the process to decide which languages would have priority?

Kelvin Hieatt -

1. Which languages would be chosen?
2. In his area, "4 out of 5 walking down the street" are elderly Punjabi people with scant English.
3. What languages does Auckland Hospital use?

Andrea Marshall – Statistics NZ has population groups' percentages.

The Chair noted -

1. The "noise audience" may not be the same as other communities.
2. Te Reo is an official language of NZ.

3. If Auckland Airport is to implement this, the costs vs benefits must be better understood first.
4. Maybe implement Mandarin?

Jeremy Lo -

1. In the system, users encounter the "Flight Tracker" aspect first (which involves approx. 400 words/phrases), followed by the Complaint Form.
2. CASPER have created the complaint form in Mandarin, the Flight Tracker page is still in English.

The Chair -

1. Would it be "not so onerous" to translate the Complaint Form in various languages as a start?
2. Then use Google Translate?
3. Can Auckland Airport prepare a cost/benefit analysis of options in relation to translations for the Group?
4. Also raised the CASPER Noise Lab that Chris Middleton/Kathleen Delaney spoke about in March, which provides easier and more timely online information to community members about aircraft movements and other matters – could advice on progressing that be provided to the ANCCG?

Kylie Higgs – Can the Group please clarify what system updates are being asked for?

In summary the Chair identified Group's request is:

1. Add extra categories for "too frequent", "vibration" and "ground noise".
2. Do not add a secondary cause, instead continue to rely on the "other" free text field, then revisit this after one-year to see if adding a secondary cause would be beneficial.
3. Do more work/research on the translation issue and come back with advice on that and the Casper Noise Lab possibilities.

**Action - Auckland Airport to:**

- 10.1. Engage Casper to implement extra categories for "too frequent", "vibration" and "ground noise".
- 10.2. Provide for a review of the effect of the additional categories after one year and at the same time revisit whether adding a secondary cause would be beneficial
- 10.3. Progress the translation matter further and present a memo to the Group which would include cost/benefit analysis as well as consideration of the "real-time" on-line information as per Casper Noise Lab.

## 11. Prices Road Noise Monitor Relocation

Jeremy Lo summarised the memo outlining the reasons for relocating one of the 3 monitors required by the Auckland Unitary Plan. Relocation will be needed due to urban development (scheduled to begin in October 2023 for the area it is in) rendering the current location unsuitable in the future.

In response to a question from the Chair, Jeremy Lo and Kylie Higgs clarified that:

1. There would not be any period without coverage (ie, that the replacement would be in place and functional before the current monitor is removed).
2. A location would likely be decided upon by the end of September 2023.
3. It would be installed in a temporary manner for 1 or 2 years to ensure the location was acceptable to be "permanent" (with "temporary" only meaning it would not be cemented into the ground in case problems were identified with the new location).
4. Auckland Airport would communicate with Auckland Council due to this monitor being one of the required "permanent" monitors.

## 12. Work Plan and Any Other Business

Heather Haylock – Wished to inform the Group and Auckland Airport that due to the future development of an Airport to Botany bus rapid transit route, her own house (and some others) on Puhinui Road would be compulsorily acquired and that any leftover land would be subject to "intensive housing development". This could affect the numbers eligible for the noise remediation packages.

Andrea Marshall -

1. Such housing would not be eligible, as new builds are excluded.
2. Cited “noise overlays” and Plan Change 78, the effects of which are to impose restrictions on new land developments within the contours, and that Auckland Airport is actively involving itself in the planning process to “remind” Council and developers of the restrictions due to noise issues.

Helen Futter asked if the reports from acoustic testing after the Noise Mitigation Package installation were presented or distributed to the members? The Chair replied that she recalled there were reports on two houses circulated in the past and Stephanie King confirmed she can only find two reports noting that post-installation testing had stopped due to COVID-19 lockdowns.

No points of discussion arose from the ANCCG Work Plan and there being no other business, the Chair closed the meeting.

**Closing Karakia by Kylie Higgs**

**Meeting closed:** 2.46pm

**Next meeting:** 11 December 2023