

Matters Arising from ANCCG Meeting on 11 September 2023

	Ongoing Matters Arising	Meeting	Action By	Due Date	Status
1	Identify someone from Airport Coordination Limited to speak about airline slots at Auckland Airport.	13/3/23 12/06/23 11/09/23	J Lo	11/12/23	James Miller, Head of Airport Assets and Commercial Operations to present on airline schedule and slot coordination. Agenda Item 6
2	Auckland Airport to telephone the Titirangi complainant to follow-up in relation to the complaints and set up a meeting in person if necessary.	11/09/23	J Lo	11/12/23	J Lo spoke with the complainant and later followed up by providing information addressing her main concerns about the possible causes of low-frequency rumbling noise and vibrations in her residence and explained how the noise contours are designed.
3	AIAL to meet with Karen Wilson re concerns raised at the meeting.	11/09/23	A Marshall, K Higgs, J Lo	11/12/23	A Marshall has met with Karen Wilson and provided updates on ANCCG matters to her.
4	AIAL/MDA to investigate why the 2024 calculations seem to be less than the 2023 measured results on Page 7 Tables 5 and 4.	11/09/23	J Lo	11/12/23	MDA will provide a presentation to explain the differences in calculations. Agenda Item 8.
5	AIAL to talk with industry to identify future noise reduction initiatives for 1Jul23-30Jun24 and report back.	11/09/23	J Lo	11/12/23	An initiative was added to the Annual Noise Management Report, CASPER and AIAL are working together to include multiple languages into the Noise Complaint Form.
6	Corrections to be made to the Draft 2023 Financial Year Annual Noise Management Report	11/09/23	J Lo A Marshall	11/12/23	The FY23 Annual Noise Management Report has been updated with the Chairs editorial suggestions.
7	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.

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8	<p>Progress upgrades to CASPER Noise Complaint System as per ANCCG feedback:</p> <ol style="list-style-type: none"> 1. Add three extra categories to the primary reason's list 'Too frequent', 'Vibration' and 'Ground noise', retain Other with a free-text field. 2. Schedule a review of the effect of the change after one year (approx. Dec 2024) and revisit addition of a secondary cause. 3. Obtain cost-benefit analysis on adding Te Reo Māori and other languages to the complaint form only. 	11/09/23	J Lo	11/12/24	<p>Completed</p> <p>Point 1 – CASPER has added the three extra categories to the primary reason's list 'Too frequent', 'Vibration' and 'Ground noise'.</p> <p>Point 3 – CASPER has recommended to open the Flight Tracker and Noise Complaint Form in Google Chrome and to enable the translation plugin. This will enable the complainant to select the language they want.</p>
9	Investigate CASPER Noise Lab proposal and provide advice on Auckland Airport's assessment of its viability.	11/09/23	J Lo K Higgs	11/12/23	This requires budget discussions with the new Chief of Risk and Safety for FY25. Update to be given in the ANCCG March meeting.
10	<p>Include the following in the final version of the FY23 Annual Noise Mitigation Report:</p> <ul style="list-style-type: none"> • A summary table similar to previous years showing results for consecutive years. • Include an "Annual review of the collateral" in the process listing. 	11/09/23	A Marshall	11/12/23	A table has been included in the annual report. Agenda item 10.
11	Auckland Airport to communicate with Auckland Council about the need to relocate the Prices Rd permanent monitor and its process for doing so.	11/09/23	J Lo / K Higgs	11/12/23	David Wong and Nicholas Lau of Auckland Council have advised that the proposed HANA noise monitor relocation and associated AUP Designation 1100 condition does not require any formal notification to Council.

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12	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	AIAL to develop video to use as supporting collateral for the September/October 2023 noise mitigation offers. A Marshall provided an update at September 2023 meeting, see Agenda Item 8. ANCCG was informed a new team member was starting on 30 October who will assess the viability of a video as supporting collateral. Report back in March 2024.

Completed since previous meeting

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1	Matthew Dugmore to contact Councillor Alf Filipaina to discuss previous initiative by Community Trust to assist residents with the practicalities of applying for the noise mitigation package.	19/12/22 13/03/23 12/06/23 11/09/23	A Marshall	11/09/23	Flood and cyclone issues prevented the discussion occurring. M Dugmore departed Mar 2023 and once his replacement is appointed, that person can discuss with Councillor Filipaina. A Marshall provided an update at the September ANCCG meeting, see Agenda Item 8. ANCCG members were informed a new team member was starting on 30 October and will action discussion with Councillor Alf Filipaina.
2	K Higgs to follow up with A Marshall in relation to NMP matters including: 1) feedback received by members regarding delayed installations and communications regarding NMP. 2) Update on the Mitigation awareness campaign (video/collateral etc) being developed in time for the Sep/Oct offers. 3) Update on role vacated by Matt Dugmore. Upcoming requirement to present at the Sept ANCCG on NMP annual outcomes, new offers etc.	12/06/23 11/09/23	K Higgs A Marshall	11/09/23	Meeting held 10 July 2023 and Items 1-4 discussed. A. Marshall provided an update at the September ANCCG meeting, see Agenda Item 8.
3	Option for appointment of a 4 th community representative to be considered.	19/12/22 13/03/23 12/06/23	C Harland / K Higgs/ J Lo	ASAP and before 11/09/23	J Lo circulated a memo and questionnaire on 7 August to members for response. J Lo collated results and reported at the September 2023 meeting (Item 9). Majority view of those who replied was not to add a 4 th Community Representative.

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4	Casper to look into adding a secondary cause of complaint and enabling other languages into the complaint system.	19/12/22 13/03/23 12/06/23	J Lo	11/09/23	Memo circulated on 8 August for Members to review and discussion held at September 2023 meeting, see Agenda Item 10.