

# Memo

To: Aircraft Noise Community Consultative Group

From: Jeremy Lo and Kylie Higgs (AIAL) Catherine Harland (Independent Chair)

Date: 8 August 2023

Subject: Proposed updates to CASPER noise complaint system

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## Purpose

To confirm additional changes to CASPER in relation to the complaint field and language provision. The following report is being circulated in advance for members advance review and will be submitted for consideration at the 11 September 2023 ANCCG meeting.

## Background

At the 19 December 2022 ANCCG meeting the potential to make changes to the CASPER noise complaint lodgement process was raised. Kristina Cooper progressed suggestions with CASPER in early January 2023 and the following was reported back as part of Matters Arising at the 13 March 2023 meeting:

- *Removal of title as a compulsory field (change made)*
- *Allowing multiple reasons for a complaint to be selected (change unable to be made at present but request noted for future product development)*
- *Changing the default setting for complaints to be that a response is requested. (change made)*

*The functionality to change the date and time of the flight being complained about is already present by clicking on the date and time picker icons to the right of the date and time field.*



Melbourne-based CASPER representatives Chris Middleton, Regional Manager for Asia, Pacific and Middle East and Kathleen Delaney, Global Airport Solutions Manager addressed the 13 March 2023 meeting of the ANCCG and spoke to a slide presentation. CASPER provides Auckland International Airport Limited (AIAL) with both noise monitoring equipment and the online flight monitoring system so members of the public are able to view details of the aircraft using Auckland Airport and make a complaint/ enquiry about aircraft noise.

As part of the March 2023 discussion the meeting explored whether the drop-down answers can or are varied by country. The possibility of providing more options to describe the reason for a complaint (adding a secondary cause of complaint) and the ability to enable us of another language were raised and members expressed interest in pursuing these.

At the 12 June 2023 meeting, Jeremy Lo and Kylie Higgs had received information from CASPER and gave a verbal update on that to members. As members did not have the benefit of a paper describing the options it was difficult to grasp what these were and exactly what feedback was being sought so it was suggested a paper be provided for members to progress the matter further.

### Addition of a Secondary Cause of Complaint

CASPER has advised that this request can be accommodated.

By way of background, it notes the General Data Protection Regulation (GDPR) a Regulation in EU law on data protection and privacy applicable from 25 May 25 2018 resulted in European airports reviewing what data was collected and what questions were asked. That resulted in complaint and feedback forms being simplified. Airports there generally record one cause of complaint.

Across the US, complaint forms allow for a main/primary cause of complaint. The Port Authority of New York & New Jersey's airport noise [complaint management system](#) which includes John F. Kennedy International Airport, is the only one that has a multi-select option (shown below with a few selections by way of example)

<b>Primary Type of Complaint:</b>	<input checked="" type="checkbox"/> Too Loud & Low	<input type="checkbox"/> Too Loud
	<input checked="" type="checkbox"/> Too Low	<input type="checkbox"/> Too Frequent
	<input checked="" type="checkbox"/> Hovering	<input checked="" type="checkbox"/> Excessive Vibration
	<input type="checkbox"/> Too Early or Late	<input type="checkbox"/> Change in Flight Pattern
	<input type="checkbox"/> Military	<input type="checkbox"/> General Complaint/Other <small>(Provide Details in Comments)</small>

Heathrow Airport's [noise complaints form](#) has the following options (only one can be selected):

- Low flying
- Too loud
- Night-General
- Night-Early morning
- Track Keeping
- De-alternation
- Increased flights
- Other

Gatwick Airport's [noise complaint form](#) has the following options (only one can be selected)

- Low
- Loud
- Low & loud
- Time of day
- Night flight
- Off flight path
- Frequency
- Increased flights
- Odour
- Ground noise
- Enquiry
- Other

In New Zealand Wellington and Christchurch Airports only have a primary complaint field in their complaint portal. Wellington airport gives the following options in its [noise form](#):

- Late night/early morning
- Unusually loud
- Vibration
- Enquiry only
- Flight path
- Low flying aircraft
- Other (please provide detail)

Christchurch airport has a basic drop-down list in its [noise form](#) for the Type of Operation: Low flying aircraft / Engine Testing / Hovering / Unknown

The table below shows the current Auckland Airport drop-down list when submitting a noise concern, along with two options CASPER has suggested could be considered for recording a secondary cause.

Reason for Noise Concern – current list	Option 1 – duplicate current list	Option 2 – more detailed listing enabling complainer to select something more specific
Too Loud		Aircraft too noisy during the day
Low Flying		Aircraft too noisy during the night
More flights		Aircraft too noisy during the early morning hours
Noisier flights		Aircraft noise is too frequent
Other		Aircraft flying too low
Late night		Aircraft flying off normal flight path
Early morning		Number of flights near me has increased
Height		More ground noise is coming from the airport
Flight path		Flying activity causing vibrations in my home
Noise mitigation packages		

For continuity/comparison purposes retaining the current listing seems appropriate. However, having reviewed a number of airports primary causes of complaint, adding three additional reasons to the current Auckland Airport list could be beneficial (1) Too frequent (2) Vibration (3) Ground noise.

It would also be sensible to reorder the current list so ‘Other’ appears at the bottom of the drop-down list, rather than part way through.

Complainants are able to provide further information about their complaint or enquiry in the open field Description text box.

**ANCCG members are asked to consider whether:**

- (a) Too frequent, Vibration and Ground noise be added to the current drop-down list for noise concerns;**
- (b) The current list be reordered so ‘Other’ appears at the bottom of the drop-down list;**
- (c) A secondary cause for complaint be added using “Option 1 – duplication of the current list (including additions if approved) be progressed”; OR**
- (d) A secondary cause for complaint be added using “Option 2 – a more detailed listing”;**
- (e) Provide any other feedback in relation to adding a secondary cause of complaint.**

**Language options**

The predominant language used in the complaint forms across CASPER’s clients is English with some airports, for example, Geneva Airport, have French as the main language with the option to translate the page to English.

When accessing Copenhagen Airports (CPH) CASPER [inquiry system](#) a pop-up Google Translate option appears enabling the information form to change from Danish to English.

At the March 2023 ANCCG meeting members were advised that the option to change the language to another language could be enabled as part of a CASPER system upgrade.

At this stage it is unclear whether more than one other additional language could be provided for and how feedback input using another language could be readily converted and included in reporting. Auckland Airport has concerns about whether including alternate languages may cause translation difficulties.

The 2018 Census identified the languages spoken in each Local Board area (see Attachment A for the breakdown). It shows a diverse set of languages with concentrations in certain areas e.g.

**Samoan** - Māngere-Ōtāhuhu / Manurewa / Ōtara-Papatoetoe / Maungakiekie-Tāmaki / Whau

**Tongan** - Māngere-Ōtāhuhu / Ōtara-Papatoetoe / Maungakiekie-Tāmaki / Manurewa

**Northern Chinese (includes Mandarin)** – Howick / Albert-Eden / Ōrākei / Puketāpapa / Whau

**Yue (includes Cantonese)** – Howick / Albert-Eden / Ōrākei / Puketāpapa

**Sinitic (not further defined)** – Howick / Albert-Eden

(these are East Asian/Chinese languages other than the above)

**Hindi** – Ōtara-Papatoetoe / Howick / Manurewa / Puketāpapa / Whau

**Panjabi** - Ōtara-Papatoetoe / Manurewa

**Māori** – Manurewa / Papakura / Māngere-Ōtāhuhu / Ōtara-Papatoetoe

**ANCCG members are asked to consider whether:**

**(a) An additional language should be added to the CASPER complaints portal, and**

**(b) Identify which language(s) should be the priority for addition on a trial basis.**

### Next steps for feedback

Members of the ANCCG are asked to consider the report and provide their views at the next meeting of Group on **Monday 11 September 2023**.

## Attachment A: New Zealand Census 2018, Languages Spoken in ANCCG Local Board Area

	Albert-Eden	Franklin	Howick	Māngere-Ōtāhuhu	Manurewa	Maungakiekie-Tāmaki	Ōrākei	Ōtara-Papatoetoe	Papakura	Puketāpapa	Whau	Waitākere
English	92,463	72,402	126,198	71,136	87,795	70,182	80,424	76,269	53,784	51,942	72,147	49,872
Afrikaans	315	1,302	3,597	87	450	354	627	90	519	120	237	306
French	2,220	657	981	258	243	840	2,193	201	249	513	570	810
German	1,188	489	774	147	159	534	1,269	75	162	300	495	762
Hindi	3,387	627	5,004	2,592	4,341	2,127	1,002	6,345	2,238	4,710	4,869	915
Māori	1,623	1,854	1,299	3,621	6,075	2,397	996	3,054	3,303	765	1,614	1,248
Northern Chinese (inc Mandarin)	6,075	624	15,453	471	1,245	2,838	4,296	888	888	4,032	4,185	750
Panjabi	720	633	3,015	519	3,456	660	291	4,566	2,619	903	879	198
Samoan	1,800	381	1,989	14,325	11,877	3,858	366	13,602	2,310	2,385	4,671	1,809
Spanish	1,527	399	819	189	207	732	1,464	153	258	480	618	498
Tagalog	786	297	2,604	627	1,077	1,926	741	552	717	576	1,209	459
Tongan	825	480	693	8,250	3,267	3,804	252	4,077	756	1,536	1,401	297
Sinitic (not further defined)	3,069	351	6,855	210	558	1,269	1,938	432	444	1,728	2,304	330
Yue (inc Cantonese)	3,105	447	10,077	543	867	1,689	2,532	1,032	480	2,640	2,208	309
Other	13,227	3,489	18,258	9,057	10,362	9,573	9,282	12,120	4,731	12,084	14,121	4,572

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