



**Minutes of the Queenstown Airport Liaison Committee held by Video Conference
Tuesday 22nd February 2022**

Present: Jane Taylor (Chair)
 Glen Sowry (QAC CE)
 Rachel Tregidga (QAC GM Property & Planning)
 Melissa Brook (QAC Strategic Planning Manager)
 Lee Summer, The Building Intelligence Group (TBIG)
 Meggan Bain (QLDC)
 James Stokes (General Aviation) (from 6.30pm)
 Greg Miller (Community Representative)
 Patrick Whelan (Airline representative, BARNZ)

Apologies: Steve Mclsaac (Community Representative)
 Jon Brooks (Airways)

1. Welcome

The meeting commenced at 6.18pm. The Chair welcomed participants to the meeting and declared the meeting open.

2. Residents to Address QALC

There were no residents wishing to address the meeting.

3. Minutes of Previous Meeting

The minutes from the Queenstown Airport Liaison Committee on 21 November 2021 were approved as a true and correct record.

3a. Actions and progress status from this and previous meetings

Date Raised	Action	Response	Status
2019/20	After new representation on the Committee is finalised, noise training sessions will be organised, which would also be open to all members. Rachel to action.	Ongoing	Open
2019/20	QAC to progress the real estate agent training initiative (info pack and evening). Rachel to action	Ongoing	Open

May 2021	QLDC have been requested to start the recruitment process for the two vacant community representative positions. Lake Hayes Community Association have expressed interest in providing members, this has been forwarded to QLDC for action.	Ongoing	Open
August 2021	QAC to annex list of affected property owners who have chosen not to take up mitigation measures to future QALC agendas, only including new refusals within the Work Plan.	Ongoing	Open
August 2021	Airways to provide data for all air traffic movements within the Controlled Area.	Ongoing	Open

4. Standing Agenda Items

4.1 Aircraft Activities

Rachel took the meeting through the report, noting the impact of the Auckland lockdown on flights and the increase from mid-December when Auckland came back on-line. It was noted that load factors were low and QAC was anticipating an uncertain period over the next few months due to the impact of Omicron. Airlines were cancelling flights and it was noted that we had a 30% reduction in selling schedule over the last six weeks.

Rachel noted that Helicopter landings were high in December and the committee noted that this could be partially explained due to the cherry drying operations undertaken in December and January.

Rachel noted that Fixed Wing landings were very low compared to prior years and that this could be attributed primarily due to the impact of the COVID-19 pandemic.

4.2 Unplanned engine testing

There were no unplanned engine testing incidents to report for the period.

4.3 Complaints register summary

One complaint was received since the last meeting and Melissa gave a brief overview of the complaint. The Committee was advised that the complainant had decided not to attend the meeting. The nature of the complaint was further discussed under operational reports item 5.1.

Melissa advised that following the dissemination of the agenda two further complaints had been received. They were being investigated by the Operations team and would be reported on at the next Committee meeting.

5. Operational Report

The operational report was taken as read.

5.1 Helicopter departures pre-6am

The committee discussed QAC's position. It was determined to endorse the position that protection of crops be included as an emergency operation, and the requirement that these operations be self-reported by the operator undertaking the flight when it occurs outside of the 6am – 10pm operating hours.

5.2 Noise contours update

Rachel advised the committee that it is anticipated 2021 compliance contours will be available at the May Committee meeting.

5.3 QALC Community Representatives

Melissa noted that post the preparation of the agenda, correspondence had been received from the Chair of the Lake Hayes Community Association, indicating an interest from members to fill the community representative role. This information has been passed on to QLDC to continue the appointment process. QLDC have been requested to complete the process to fill both the Lake Hayes and Frankton community representation positions.

5.4 Noise Mitigation Programme – General Update

Lee took the committee through the Dashboard and made the following general comments:

- In the prior period we have completed the selection of the mechanical contractor and now have the core team to move into the next phase;
- We have formally followed up with all homeowners previously visited in person;
- The Presbyterian Support Services retirement units have had surveys carried out and designs are currently being peer-reviewed
- There are 7 further properties in the survey phase where homeowners have shown some interest
- There are ten property owners who we have been unable to get contact with through home visit or mail. Lee will now try and establish phone contacts or email addresses to directly contact these homeowners.
- We are beginning to undertake homeowner visits to the properties eligible over the next two calendar years to increase interest in the programme.

6. General Business

6.1 Pre- 7am flights

Rachel informed the Committee that Queenstown Airport's operating hours are 6am until 10pm however, to ensure that we continue to operate in a socially responsible manner and consider the impact on our neighbouring communities, QAC has determined that, at this time, it will constrain any arrivals or departures prior to 7am.

Arrivals or Departures between 6am and 7am will only be permitted by prior arrangement with the General Manager – Operations and Safety and will be considered on a case-by-case basis. Noise generated by aircraft prior to 7am has a significant impact on compliance with permitted noise boundaries, so any request for authority to arrive or depart prior to 7am will need to be supported by evidence of essentiality. This position will be monitored on an ongoing basis. The operations and protocols for emergency flights is not impacted, including the emergency operations discussed under item 5.1 above.

The Chair requested that the Committee be kept apprised of any issues that arise with this approach.

6.2 General update

The Committee was advised that private jets were to be permitted to travel from Australia to Auckland, Wellington and Christchurch Airports upon the opening of borders with Australia, but at this time Queenstown Airport has been excluded. It was noted that the Government will look to include Queenstown when traveller health declarations go live (anticipated March 31st).

The Committee noted that network planners are moving their fleet to northern hemisphere routes, and this will have an impact on New Zealand airports and traffic volumes.

Glen advised that traffic volumes were the lowest that they have been in over 20 years at Queenstown Airport.

7. Date for the next meeting

The date of the next meeting was confirmed as Tuesday, 31 May 2022, commencing at 6.15pm.

The meeting closed at 6.51pm.



**Minutes of the Queenstown Airport Liaison Committee held via Microsoft Teams
Tuesday 30th August 2022**

Present: Jane Taylor (Chair)
Glen Sowry (QAC CE)
Rachel Tregidga (QAC GM Property & Planning)
Melissa Brook (QAC Strategic Planning Manager)
Lee Summer, The Building Intelligence Group (TBIG)
Steve Mclsaac (Community Representative)
Patrick Whelan (Airline representative, BARNZ)
Peter Jackson (Community Representative)
Jon Brooks (Airways)
Alana Standish (QLDC)

Apologies: Meggan Bain (QLDC)
James Stokes (General Aviation)
Greg Miller (Community Representative)

1. Welcome

The meeting commenced at 6.18pm. The Chair welcomed participants to the meeting and declared the meeting open.

2. Residents to Address QALC

There were no residents wishing to address the meeting.

3. Minutes of Previous Meeting

The minutes from the Queenstown Airport Liaison Committee on 13 June 2022 were approved as a true and correct record.

3a. Actions and progress status from this and previous meetings

Date Raised	Action	Response	Status
2019/20	After new representation on the Committee is finalised, noise training sessions will be organised, which would also be open to all members. Rachel to action.	Ongoing	Open

2019/20	QAC to progress the real estate agent training initiative (info pack and evening). Rachel to action	Ongoing	Open
May 2021	and discussions with Lake Hayes Community Association is ongoing.	Ongoing	Open
August 2021	QAC to annex list of affected property owners who have chosen not to take up mitigation measures to future QALC agendas, only including new refusals within the Work Plan.	Ongoing	Open
August 2021	Airways to provide data for all air traffic movements within the Controlled Area.	Ongoing	Open
June 2022	Develop a plan showing the change over time of the compliance noise contours since the inception of the Committee would be interesting.	Ongoing	Open
August 2022	Rachel to contact complainant regarding helicopter noise following Peter providing the contact details.	New	Open
August 2022	Investigate what can be provided on the website in relation to flight paths and wind directions and also what could be provided as explanatory text as to why aircraft noise appears louder in different circumstances. Jon and Rachel to action.	New	Open
August 2022	QLDC has been undertaking the recruitment process for the two vacant community representative positions. The Frankton Community Representative has been appointed. Melissa to request that the Chair of the Lake Hayes Community Association to ask that they seek candidates from the wider community.	New	Open

4. Standing Agenda Items

4.1 Aircraft Activities

Rachel took the meeting through the graphs noting that we are now in FY23 and suggested we start using the information provided in 2019 to make the graphs easier to see.

Rachel shared the website data that is available, including aircraft movements and passenger numbers. The Chair suggested that we use the

graphs from the website for the agenda going forward. There was no disagreement to this suggestion.

4.2 Unplanned engine testing

There was one unplanned engine testing incident to report for the period.

4.3 Complaints register summary

One complaint was received since the last meeting and Melissa gave a brief overview of it. The Committee was advised that the direction of take-off was predominantly due to wind direction.

The Chair suggested that if it is easy to do, it would be worth looking at providing graphs on our website that show flight tracks, including wind direction etc. She referred to the Heathrow website (noise section) as an interesting example. Jon advised that this data wasn't readily available but the directional take-off flight tracks could be provided. Jon undertook to investigate what data could be made available. Jon and Rachel both advised that the flight tracks at ZQN are very predictable due to the surrounding topography and winter / summer wind directions.

Alana asked if we could provide some simple explanatory text that explains why some days the aircraft sound louder than others. The Chair agreed that this would be beneficial.

Peter Jackson raised that a member of the public had raised with him that he had made a couple of complaints re helicopter noise but hadn't received a response. Rachel undertook to investigate this and advised that she would contact the complainant directly.

5. Operational Report

The operational report was taken as read.

5.1 Noise contours update

Rachel took the Committee through the compliance report and how it demonstrated how our compliance was measured.

5.2 QALC Community Representatives

Melissa advised that the Lake Hayes Community Association chairperson had not had any luck with finding someone on the Association to take on the Community Representative role. Melissa will contact the Chairperson again and ask that she 'cast the net wider'.

5.3 Noise Mitigation Programme – General Update

Lee took the Committee through the Dashboard and made the following general comments:

- PSS had their board meeting today so hoping to get further feedback on what option they would like to progress with.
- We are now getting more interest from Inner properties.
- Have visited Inner properties and are currently costing for construction on these properties.
- Hoping that next meeting we will be discussing construction rather than solely planning.
- Will be a focus on reaching further into the projections for future years to get more interest.

6. General Business

6.1 General update

Glen advised of recent events regarding the strict application of the 10pm curfew. This has resulted in some undesirable outcomes where aircraft have been unable to take-off, which has resulted in hundreds of passengers being significantly inconvenienced and disrupted. Committee members gave initial views on the matter to assist QAC with their consideration.

The Chair formally thanked Alana for her previous service on the Committee.

7. Date for the next meeting

The date of the next meeting was confirmed as Tuesday, 29 November 2022, commencing at 6.15pm.

The meeting closed at 7.18pm.



**Minutes of the Queenstown Airport Liaison Committee held via Microsoft Teams
Tuesday 29th November 2022**

Present: Jane Taylor (Chair)
Glen Sowry (QAC CE)
Rachel Tregidga (QAC GM Property & Planning)
Wayne Stiven (QAC Head of Assets & AES)
Patrick Whelan (Airline representative, BARNZ)
Peter Jackson (Community Representative)
Greg Miller (Community Representative)
Meggan Bain (QLDC)
James Stokes (General Aviation)

Apologies: Steve McIsaac (Community Representative)
Lee Summer, The Building Intelligence Group (TBIG)
Jon Brooks (Airways)

1. Welcome

The meeting commenced at 6.15pm. The Chair welcomed participants to the meeting and declared the meeting open.

2. Residents to Address QALC

There were no residents wishing to address the meeting.

3. Minutes of Previous Meeting

The minutes from the Queenstown Airport Liaison Committee on 30 August 2022 were approved as a true and correct record.

3a. Actions and progress status from this and previous meetings

Date Raised	Action	Response	Status
2019/20	After new representation on the Committee is finalised, noise training sessions will be organised, which would also be open to all members. Rachel to action.	Completed Monday 21 Nov 2022	Closed

2019/20	QAC to progress the real estate agent training initiative (info pack and evening). Rachel to action	Ongoing	Open
May 2021	QLDC have been requested to start the recruitment process for the two vacant community representative positions. The Frankton Community Representative has been appointed and discussions with Lake Hayes Community Association is ongoing.	Frankton rep appointed. LH/SC/QR rep recruitment unsuccessful.	Closed
August 2021	QAC to annex list of affected property owners who have chosen not to take up mitigation measures to future QALC agendas, only including new refusals within the Work Plan.	Included in regular reporting	Closed
August 2021	Airways to provide data for all air traffic movements within the Controlled Area.	Ongoing	Open
June 2022	Develop a plan showing the change over time of the compliance noise contours since the inception of the Committee would be interesting.	Ongoing	Open
August 2022	Rachel to contact complainant regarding helicopter noise following Peter providing the contact details.	Completed	Closed
August 2022	Investigate what can be provided on the website in relation to flight paths and wind directions and also what could be provided as explanatory text as to why aircraft noise appears louder in different circumstances. Jon and Rachel to action.	New	Open
August 2022	QLDC has been undertaking the recruitment process for the two vacant community representative positions. The Frankton Community Representative has been appointed. Melissa to request that the Chair of the Lake Hayes Community Association to ask that they seek candidates from the wider community.	Frankton rep appointed. LH/SC/QR rep recruitment unsuccessful.	Closed
Nov 2022	James Stokes (GA rep) to feedback to QMUG the reports of low flying helicopters over Frankton Beach, and to remind operators and pilots of the Fly Friendly programme.	New	Open
Nov 2022	Lake Hayes / Shotover Country / Quail Rise rep – review again at end of 2023. Ensure	New	Open

	it is understood by community associations that there is an open invitation.		
Nov 2022	Advertising for a new Chair of QALC to commence in early 2023, due to Jane Taylor stepping down	New	Open

4. Standing Agenda Items

4.1 Aircraft Activities

Rachel took the meeting through the graphs noting that there had been a steady increase in landings for both scheduled, fixed-wing and heli over the Sept to October period, and aircraft movements are starting to return to pre-covid levels.

Graphs have now been updated to only include 2019 onwards.

4.2 Unplanned engine testing

There was one unplanned engine testing incident to report for the period.

4.3 Complaints register summary

One complaint was received since the last meeting and Rachel gave a brief overview of it.

Rachel advised of the following response to this incident

- QAC responded to the complainant acknowledging that on Monday 21 November 2022, a helicopter departed from Queenstown Airport at 0559. The operator did not request QAC's approval to depart, nor would it have been granted approval to depart outside of our operating hours.
- QAC takes its obligations very seriously, and we understand that we are ultimately responsible for upholding the conditions of our designation and our official operating window is between 6.00am and 10.00pm unless there is an emergency.
- QAC apologised for the incident, and has undertaken the following actions:
 - We have self-reported this incident to the CE of QLDC;
 - We immediately contacted the operator who breached the operating hours and have issued a formal warning and written to them outlining our expectations;
 - We have notified the chair of the Queenstown Airport Liaison Committee (QALC);
 - We will be sending a notice to all of our general aviation operators reminding them of the curfew, and advising that this is a strict liability requirement.
 - The incident will also be reported to the QALC that meets quarterly. The next meeting is scheduled to be held at 6:15pm on Tuesday 29th November at the airport, and our CE Glen Sowry will

be in attendance. We also invited the complainant to come to the meeting to talk to the committee.

The committee discussed this incident and noted the actions QAC had taken to address the situation. A question was raised about the knowledge of the general aviation community around Queenstown Airport's operating hours. It was confirmed that this has been well communicated and all operators should be aware of the operating hours. QAC has also requested that operators do not fly between 6am and 7am other than by exception, to be agreed in advance with QAC's COO or CEO.

One of the community reps also noted that they had personally experienced some low flying helicopters over Frankton Beach. James Stokes, general aviation representative committed to feedback to QMUG the reports of low flying helicopters over Frankton Beach, and to remind operators and pilots of the Fly Friendly programme.

5. Operational Report

The operational report was taken as read.

5.1 Noise contours update

The next noise compliance report will be due in the first quarter of 2023.

5.2 QALC Community Representatives

Rachel advised that Melissa had contacted the Lake Hayes Community Association chairperson, but that they had not had any luck with finding someone on the Association to take on the Community Representative role. Melissa has contacted the Chairperson again and asked that she 'cast the net wider'. We have had no further response to date.

The committee discussed and determined that there had been many attempts to encourage a representative, but no interest. It was decided to formally review this at the end of 2023. In the meantime, ensure that it is understood by community associations that there is an open invitation, should there be any interest.

5.3 Noise Mitigation Programme – General Update

Wayne took the Committee through the dashboard and made the following general comments:

- There has been no movement in the Mid Sector including owner uptake over the period.
- QAC have taken the decision to fund 100% of the Mid Sector works to help drive better uptake, and this change will be implemented in the New Year.
- Base designs are complete for 68 and 79 McBride Street and final costing being undertaken.
- The required demolition work at 68 McBride Street is scheduled to being in the coming weeks, and long-lead time material orders have been placed enabling construction work on three properties to be completed between January and March 2023.

6. General Business

6.1 General update

Jane Taylor announced that she was stepping down from the position of Chair as at 31 March 2023. The committee thanked her for her 10 years of service, and will look to advertise the position in the New Year.

7. Dates for 2023 QALC Meetings

Committee meeting dates for 2023 are:

- Monday 27 February
- Monday 29 May
- Monday 28 August
- Monday 27 November

The meeting closed at 7.05pm.