

Council Briefing Agenda

Date: Tuesday, 29 April, 2025

Time: 4:30 pm

Location: Civic Centre, Te Iwitihi, 9 Rust Avenue

Elected Members: Cr Phil Halse (Chairperson)
Marjorie Abraham-Quinn (Community Representative)
Mike Chubb (Airport Authority Representative)
Cr Nicholas Connop
Jim Fernie (Community Representative)
Cr Marie Olsen
Bernard Russell (Airport/Tenant Representative)
Gary Stables (Community Representative)
Warwick Taylor (Community Representative)
Ken Walker (Airline Representative)
Paul Carrington

For any queries regarding this meeting please contact the Whangarei District Council on (09) 430-4200.

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2.1 April 2025 Update – Northern Rescue Helicopter Limited Lease

Meeting: Council Briefing
Date of meeting: 29 April 2025
Reporting officer: Tony Collins – Manager District Development

1 Purpose / Te Kaupapa

To update the Committee on lease and operational matters relating to the relocation of the Northland Emergency Services Trust (NEST) to Whangarei District Airport.

2 Background / Horopaki

This report provides an update on the lease and operational matters related to the relocation of the Northland Emergency Services Trust (NEST) to Whangarei District Airport. The relocation was initially supported in principle by the Council on 11 November 2021, with staff delegated to undertake lease negotiation and execution.

Since this time, there have been organisational changes within the helicopter rescue services in New Zealand, resulting in the formation of Northern Rescue Helicopter Limited (NRHL), which now includes NEST and Auckland Rescue Helicopters. For the purposes of this report and the associated lease discussions, NRHL will be used for consistency.

The lease negotiations have progressed, and the final lease documents are currently with NRHL solicitors for signing. Additionally, a standalone agreement has been prepared to accompany the lease, addressing commitments made by NRHL to reduce noise and consider community concerns. Key points of the agreement include noise reduction measures, compliance with noise abatement procedures, and engagement with the Airport Noise Management Committee.

The Committee were last updated on the lease negotiations at the December Committee meeting. This report is confined to matters since that date.

3 Discussion / Whakawhiti kōrero

The Lease Agreement and Standalone Agreement have been finalised and at the time of writing the final lease documents for signing were with NRHL solicitors.

It is noted that the timeframe for the execution of the lease and the construction of the new NRHL facility remains as previously reported, with the NRHL lease at Kensington expiring mid-2026.

The main sticking points that remain to be resolved are:

- The limited lease horizon available at Onerahi due to uncertainty over the airport's future location and the impact this has on NRHL securing central government funding.
- The requirement to manage the noise impact of engine maintenance currently proposed (initial modelling indicated a potential breach of District Plan requirements, with NRHL being advised that they would need to work through this).

At the time of writing NRHL were working through the implications of these requirements, including having any necessary discussions with their funding partners. A further meeting is scheduled for 16 April for NEST to provide an update on their options and proposed pathway forward. A verbal update on the outcomes of that meeting will be provided to the Committee on the day.

A brief update on other matters currently being worked through by NRHL is provided below.

3.1 Standalone Agreement

Staff have finalised the standalone agreement which sits alongside the lease agreement (refer Attachment 1). As with the lease agreement the standalone agreement is also with NR.

3.2 Fly Neighbourly

NRHL have finished a proposed Fly Neighbourly Plan for Whangarei District Airport (refer Attachment 2).

3.3 Financial/budget considerations

The information contained within this report and the action being sought result in no financial impacts.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

5 Attachments / Ngā Tāpiritanga

Attachment 1 – Standalone Agreement

Attachment 2 – Whangarei District Airport Fly Neighbourly

AGREEMENT made this _____ day of _____ 2025

BETWEEN WHANGAREI DISTRICT COUNCIL ("Council")

A N D NORTHERN RESCUE HELICOPTER LIMITED ("NRHL")

BACKGROUND

- A. NRHL operates the Northland Air Rescue Helicopter Service.
- B. NRHL has previously operated from Kensington Park in central Whangarei but is moving to Whangarei Airport ("the Airport") at Onerahi, Whangarei.
- C. Council has granted NRHL leases of land at the Airport on which it can become re-established but at the same time has resolved that any such grants of lease be conditional upon NRHL entering into an operational agreement containing commitments to reduce noise while undertaking its activities.

AGREEMENT

- 1. In its use of land under leases from Council at the Airport NRHL covenants that it shall at all times:
 - (a) undertake its activities taking into account concerns of neighbouring residents as to the potential for noise to be generated from its activities;
 - (b) reduce noise effects wherever reasonably possible;
 - (c) not undertake flight training activities, it being accepted that transit to and from the Airport would still occur for training;
 - (d) have its own Fly Neighbourly Programme ("Programme"), engaging with Council's Airport Noise Management Committee ("ANMC") in reviewing the programme on an annual basis;
 - (e) when reviewing future options for replacement aircraft consider aircraft with lower noise emissions;
 - (f) develop an authorization procedure for late night ground runs, when required for emergency situations;
 - (g) comply with all applicable noise abatement procedures whenever possible;

- (h) comply with any Airport Noise Management Plan ("ANMP") including any requirements or specifications within such a plan providing for maintenance and testing whenever possible;
 - (i) comply with all statutory, regulatory and other governmental controls regulating its activities and in particular governing noise; and
 - (j) engage in good faith with Council and the ANMC.
2. For the purposes of compliance with the covenants set out in clause 1 of this agreement NRHL will develop a Fly Neighbourly Programme ("the Programme"), such to generally in a format similar to that adopted by the Northland Emergency Services Trust in its airport rescue service as operated from Kensington Park, Whangarei, by which NRHL will operate with the Programme to include (inter alia) requirements that NRHL will:
- (a) operate so as to minimize the effects of noise generated by its activities on residents at Onerahi, Whangarei living in proximity to the Airport;
 - (b) ensure its operations are undertaken in accordance with the Programme, and any approved ANMP wherever possible;
 - (c) ensure its pilots are trained, with appropriate refresher courses where necessary, in the content of the Plan and any approved, or from time to time amended, ANMP on an annual cycle;
 - (d) ensure its operatives comply wherever possible with the Programme and any approved, or from time to time amended, ANMP on an ongoing basis;
 - (e) ensure that all training is conducted away from the Airport provided always that flights to and from the Airport are permissible to conduct such training flights with any practicing of simulated aircraft malfunctions on departure or arrival being only permitted if such exercise(s) has no impact on the standard flight path and time taken to arrive or depart; and
 - (f) all instrument approaches flown for training are not to overfly the aerodrome itself but will remain at least .5 nautical miles seawards of the shoreline unless established on the runway centre line with the intention of landing.
3. The ANMP and the Programme will be regularly reviewed by NRHL in conjunction with Council and Council's ANMC to ensure first, ongoing compliance with the ANMP

and Programme and, where possible and necessary, review both and, where appropriate, adjust flight operations to minimise noise pollution and noise effects on the Onerahi community wherever reasonably possible.

4. Council will, in consideration of NRHL's covenants, work with Council's ANMC, in conjunction with NRHL, to update the ANMP on an annual review basis.
5. In its operations at the Airport NRHL shall be limited to a maximum of two operational aircraft with one reserve/backup aircraft only.
6. NRHL shall at the time of the construction of its new base at Whangarei Airport construct a noise protection fence along such parts of the airport, including the boundary of its site as is leased from Council at Whangarei Airport, it being accepted that the solid walls of buildings will of themselves in part constitute a noise control fence, so that such fence shall constitute a barrier to control noise emissions from the leased site with such construction to be over such areas and of such dimensions as is practical but in any event to be to Council's satisfaction.
7. This agreement does not in any way effect or limit the obligations of NRHL as lessee under the leases by which Council leases land at the Airport to NRHL.
8. Nothing herein will derogate from the obligations of NRHL to comply with the relevant requirements under the Whangarei District Plan, the Resource Management Act 1991 ("RMA 91"), any legislation that replaces the RMA 91 if that Act is repealed, and any rules, regulations or other subordinate legislation made under the RMA 91 or any legislation that replaces the RMA 91.

EXECUTED as a deed:

SIGNED for and on behalf of
WHANGAREI DISTRICT COUNCIL

By

Authorised Officer

In the presence of:

Witness to complete in BLOCK letters

Name:

Address:

Occupation:

SIGNED by
NORTHERN RESCUE HELICOPTER
LIMITED in the presence of:

Witness

Signature: _____

Name (in full) _____

Occupation: _____

Address: _____

Issued to:

All Flight Crew and Engineering Staff on 24 February 2025.

Approved by:

Russell Pirihi (Flight Operations Manager)

Objectives:

This programme is designed to minimise the adverse impact of helicopter noise upon local residents at Whangārei Airport (NZWR). It has been developed in cooperation with the Whangārei District Council (WDC) Airport Noise Management Committee and forms part of the future lease agreement with the WDC for NRHL operations at NZWR.

Purpose:

This OI provides guidance and direction to flight crews and engineering staff involved in flight and ground operations at NZWR.

NZWR Aerodrome Chart

Pilots should review the NZWR aerodrome chart (NZWR 51.1) noting the “noise sensitive areas” and associated notes on the chart.

Ground Operations:

- a. Pilots shall minimise the amount of time spent on the ground with engines running, wherever practical.
- b. Pilots shall minimise the duration of warm-up or cool-down periods. Do not idle for extended periods.
- c. Whenever feasible, park into wind to minimise noise. If the wind speed is above 5 knots, avoid parking more than 15 degrees out of wind. This will minimise tail rotor noise.

Hover / Hover Taxi / Ground Taxi:a. Outbound

Pilots should ground taxi to line up on runway 06/24 whenever practical. Hover taxiing should be restricted to when no paved taxiway route to the runway exists.

b. Inbound

Pilots should land at the mid-point of runway 06/24 and then ground taxi to the parking area whenever practical. Hover taxiing should be restricted to when no paved taxiway route to the runway exists.

Take-off and Climb (Departure):

- a. Use runway 06/24 and maintain runway centreline until over the sea. No turns are permitted until over the sea and above 700' AMSL. Where practical, fly a steep departure.
- b. Operations to grass runway 14/32 are not normally permitted unless it is essential to conform to existing circuit traffic, or in the event of an emergency.

Enroute and Cruise Flyover:

- a. Pilots shall avoid overlying the airport or surrounding noise sensitive areas unless there is a specific reason to do so. e.g. IFR departure from Kensington climbing on the “Specific Departure” as per the WRE AFG which should mean crossing NZWR close to 4000'.
- b. Routing overhead the airfield VFR is not permitted unless required to avoid other traffic. In this case transit at 2500' or higher, if possible.
- c. Pilots conducting instrument approaches to NZWR with the intention to break-off visually to the hospital or Kensington Park shall remain at least 1nm clear of the airport shoreline and noise sensitive areas (i.e. prior to Limestone Island on RNAV-C).
- d. Pilots conducting training instrument approaches in VMC shall ensure the missed approach turn is conducted at least 1nm clear of the airport shoreline. For RNAV-C this will require the missed approach turn to be initiated prior to Limestone Island. Increase MDA to minimum 1000' AMSL.



Descent / Landing (Approach):

- Use runway 06/24 and be established on the centreline not below 700' AMSL while still over the sea. Fly a steep approach to land at the runway mid-point.
- Operations to grass runway 14/32 are not normally permitted unless it is essential to conform to existing circuit traffic, or in the event of an emergency.
- Do not join overhead, and avoid joining right base for runway 24.

Training Flights:

- Circuit training at NZWR is not permitted. Training flights may depart from the airport to conduct training elsewhere and return to the airport at the conclusion. Practising simulated aircraft malfunctions on departure or arrival is only permitted if such exercises have no impact on the standard flight path and time taken to arrive or depart.

Ground Maintenance Engine Running / Hovering:

- This should be carried out in the best position to shield noise from neighbours.
- Engine ground runs, hovering for maintenance test flight purposes including winch heavy lift checks, must only be undertaken between 0800 to 1800 unless required for an urgent emergency response. Any noise generating maintenance activities outside these hours are to be recorded and reported to the Whangārei Base Manager who will then notify the Airport Noise Management Committee.

General Exception:

The general exception to noise restrictions is for safety reasons or when dealing with an aircraft malfunction in which case the crew should take the most appropriate course of action. There is also no restriction on continuing an instrument approach to minima and landing at NZWR when required to do so due to weather.

2.2 April Update - Airport Noise Management Communications Plan

Meeting: Council Briefing
Date of meeting: 29 April 2025
Reporting officer: Tony Collins – Manager District Development

1 Purpose / Te Kaupapa

To update the Committee on progress toward developing an Airport Noise Management Communication Plan for Whangarei District Airport.

2 Background / Horopaki

Improving communications by Airport management, Northland Emergency Services Trust (NEST) and the Council with the Onerahi community has been identified as a desirable objective for the Committee to pursue. Development of a Communication and Engagement Plan for the Whangarei District Airport is a central part of such improvements.

The matter was then traversed at the December 2024 Committee meeting. Since this time a draft Communication and Engagement Plan has been developed (refer Attachment 1), in addition to other communications-based improvements.

This report provides an update progress toward improving Airport communications and engagement. A draft Communication and Engagement Plan is presented for consideration as well as detail around the Airport Noise Management Complaints Process.

Feedback is sought from the Committee on the draft Plan to inform drafting of the final version of this plan.

3 Discussion / Whakawhiti kōrero

Work undertaken on improvements to communications and engagement for the Airport since the December Committee is outlined below.

3.1 Communication Plan

The draft communication plan is intended that this be refined and finalised following feedback from the Committee, and once the revisions to the Airport Noise Management Plan are complete.

The key objective in developing the communication plan is to ensure there is a clear understanding by both the community and airport users as to:

- Communication/information around airport activities and their impact on the neighbouring communities.
- What activities can and cannot occur at the airport and under what circumstances. This will be informed by the Airport Noise Management Plan along with those matters specific to NEST as extracted from the stand-alone agreement.

- Detailing activities of the Airport and who is responsible for the management of these and who is responsible/respective roles
- Where information can be found about Airport operations. This would be achieved in the first instance through a web presence with frequently asked questions.
- What the avenues are for remedying complaints. A complaints procedure and specific points of contact via other channels is proposed.
- Ensuring that the community can easily identify key points of contact within Council and Airport Management when seeking clarification on noise related airport matters.

3.2 Webpage Content

Information relating to the airport, noise complaints and the relocation of NRHL has been updated on the Council website <https://www.wdc.govt.nz/Services/Roads-and-Transportation/Transportation/Whangarei-Airport> and will be worked through with the Committee at the meeting. Going forward, this is intended to be the bare minimum information required to inform and engage the community on matters relating to the airport. It will be updated as required to address feedback from the Committee. This information will also be replicated on the Whangarei District Airport website.

3.3 Proposed Survey Approach

The Committee has previously proposed the implementation of a community survey, and this has been supported by Council. Staff have reached out to Versus, an evaluation and research company who Council already uses for other community-based survey work. While they have some reservations as to the value of undertaking a community survey regarding the Airport, as there is no clearly defined outcome that the survey seeks to achieve, they have provided a methodological approach and potential questions (see Attachment 2).

The intended respondents for this survey are residents within proximity of Whangārei Airport. To ensure the survey reaches the right residents, it is recommended a post-to-online approach whereby residents in the target area are sent a letter inviting them to participate in the survey. This approach allows targeting residents near the airport directly.

Recommended Process for Survey

The recommended process for surveying residents is as follows:

- The Council on behalf of the Committee, will identify streets around the airport boundary that they wish to include in the survey (estimated to be approximately 500 properties).
- Versus will then source the properties on these streets and identify the postal addresses (via NZ Post). This is preferable to identifying properties via the Council's ratepayer database as it ensures Versus reach residents within the target area rather than connecting with the property owner who may live outside the target area.
- Versus will send letters to the identified properties inviting the household residents to complete the survey online. Each letter will have a unique identifier to determine the property's location within the target area.
- The survey will remain open for two weeks from the postal lodgement date. Requests for paper copies of the survey will be dealt with as needed.
- Once the survey closes, the data will be collated and analysed, and the results reported to the ANMC via Council.

Council could consider offering a small koha to those participating in the survey to encourage response rates of entry into a prize draw. However, Versus do not recommend advertising the survey via social media as this will likely increase responses from those outside the target area.

For monitoring purposes, Council could consider repeating this survey in the future to ascertain whether there has been a shift in perceptions of residents who live in the target area. However, Versus recommend that this decision be made once the initial survey has been completed and the value of the results has been determined.

Survey Content

As with all market research, this work will provide a view of residents' perceptions. With this in mind, Versus recommend that the questions focus on how residents anticipate the helicopter base's relocation will affect their daily lives, their concerns, their support for the relocation, and any challenges they feel need to be addressed.

This line of questioning is recommended rather than asking questions about perceptions of technical factors (e.g. noise volume, flight frequency, flight paths, etc.), as the Council can assess these factors with greater accuracy through mechanisms other than a perception survey.

Attachment 3 provides a table outlining a possible questionnaire structure. The questionnaire should be relatively short and easy to complete. The Committee via Council can confirm the questions for the survey upon the project's commissioning.

The estimated cost for undertaking this survey is \$9,510 excluding GST.

3.4 Management of Noise Complaints

To ensure a consistent and transparent approach to airport user noise complaints, Airport Management will adopt Council's Complaints Policy (refer Attachment 3) and as such complaints will be processed through Council's standard online Requests process. To facilitate ease of navigation for members of the public wishing to complain, the appropriate click through link will be located on both Council's Airport webpage and the Airports own website.

Noise Complaints will be managed through the existing Council Requests system. Using this system takes advantage of the tracking, monitoring and reporting capabilities available within this system.

When finalised, information relating to the noise complaints process will be included within the revised Airport Noise Management Plan as an Appendix.

Noise Compliant Process

The process for making a noise complaint is proposed further below:

1. Member of the public logs noise complaint

There are multiple channels available to do this. The complainant may:

- Call in and the Contact centre will create the request on behalf of the customer
- Come directly via an email or a request
- Come in person at the Te Iwitahi building and Customers services will log a request on their behalf
- Email and the Contact Centre will create a request

2. Noise Complaint Investigated

- The AMNC Chairperson or designated person, will be responsible for ensuring that correct investigation procedures are followed:
 - All complaints will be investigated in a timely manner
 - All complaints and complainants are treated fairly

- All practicable procedures shall be used to confirm complaint details before contacting the aircraft operator
- The outcome of each investigation will be recorded along with any action taken
- Noise complaint is reviewed and assigned to the appropriate person to investigate or review and assign the request
- Complainant basic details are taken (including the nature of the complaint)
- Basic details of noise complainant are forwarded to the Airport Manager for action
- The investigation of the noise complaint shall be conducted in a manner and on a scale that is appropriate to the nature of the complaint and or incident. This investigation will include, but is not limited to establishing:
 - The identification / confirmation of the flight and or incident in question
 - Use any flight monitoring systems available to identify the specific flight or noise event causing the disturbance
 - The prevailing weather conditions at the time of the incident and whether these conditions may have influenced the incident
 - Determination as to whether or not the flight, or noise generating incident was operating in accordance with Civil Aviation Rule flight Procedures and or in accordance with the provisions of the Whangarei Airport Noise Management Plan
 - Any extenuating circumstances
 - Any further matters that are relevant
- Where the Complainant accepts investigation and actions taken the matter is closed within the Council Request system.
- Where the Complainant does not accept investigation and actions taken the matter will be referred to the Airport Noise Management Committee for consideration within its Terms of Reference.

Dispute Resolution

The Airport Noise Management Committee (ANMC) operates under the Local Government Act 2002 and associated Standing Orders. The management and operation of the ANMC is independent of the Whangarei Airport Authority.

The principal vehicle for the resolution of such differences is the Airport Noise Management Committee (ANMC). The Whangarei Airport Authority and its management are committed to a process whereby differences between the Airport Authority or its management and other parties can be resolved through consultation and consensus.

Where consensus or resolution cannot be reached, the Whangarei Airport Authority endorses the use of the ANMC to consider such issues and provide recommendations to Council where necessary/appropriate.

Within this meeting staff will seek feedback from the Committee on the level of detail it wants around its procedures for the consideration of complaints. While staff consider there is benefit in having a less prescriptive process, should the committee favour more detail then the following could also be included:

- Details of the dispute shall be included as an Agenda Item for the next meeting. In exceptional circumstances, the issue may be raised as "Urgent Business"
- The Chairperson of the ANMC will determine any point of differences existing within the Committee by acting as a mediator
- To facilitate a successful resolution, the Whangarei Airport Authority will provide (at its cost) the Committee with the information and advice that the Committee considers is

reasonably necessary, including if required a legal opinion, to resolving the points of difference

- If a consensus cannot be reached within the Committee, the Whangarei District Council will consider any recommendation on the issue in dispute that the Committee may make and Council will formally advise the Committee at the earliest practical opportunity of its decision, and the reasons for its decision

It should be noted that the Airport Noise Management Committee only has the power to make recommendations to Council, and it is the role of the Council to ratify, endorse or reject any recommendation made by the Committee.

This is a general procedure that may be modified on a case-by-case basis by the Committee. Feedback on the process will be sought within this meeting, with a revised process being brought back to the Committee for decision making and incorporation within the ANMC as appropriate.

Reporting

As part of standing business, the Committee will be regularly appraised of all noise related complaints. At each meeting, the Airport Manager will provide a report to the Airport Noise Management Committee detailing the number of complaints received, the nature of the complaints, results of any investigation and actions taken.

The report will also highlight any unresolved complaints and details about such complaints. Airport noise complaint documentation shall be made available on an annual basis (or at any other such time determined by the Airport Noise Management Committee) for audit purposes.

3.5 Financial/budget considerations

Outside a potential investment in a community survey the remaining information contained within this report and the action being sought result in no financial impacts. Should the Committee direct proceeding with the survey, Staff will investigate where the budget for this best sits and what, if any, financial impacts there will be.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

5 Attachments / Ngā Tāpiritanga

Attachment 1 – Draft Communications Plan outline
Attachment 2 – Draft Survey Format
Attachment 3 – Council Complaints Policy

Attachment 2 – draft Airport Noise Management Communications Plan

Background

At the September 2022 Council meeting, it was recommended that Council work with the Airport Noise Management Committee to develop a communications plan for local residents.

Objectives

- Build clear understanding of what activities can and can't occur at the airport.
- Provide clarity on the Airport Noise Management Plan and matters covered by the NEST stand-alone agreement.
- Provide community with easy access to information via online and local channels.
- Publish mechanisms for community feedback and complaints.

Tactics

Update the Whangarei Airport page on www.wdc.govt.nz to make it the one source of truth.

Page to include:

- FAQs
- Key information
- Links to relevant plans/documents
- Link to Customer Request system for feedback, enquiry and reporting an issue
- Dedicated email address

Use local channels to promote page and share updates and information, with options including:

- Onerahi Orbit
- Onerahi Facebook group
- What's New Whangarei email newsletter
- Briefings to Ward councillors and local R&R groups

Leverage Whangarei airport channels including website and Facebook page to share messages and point people to Council's website information.



Survey Component	Possible Questions
Introduction	Summary of events and rationale for the survey
Awareness	<p>Before this survey, were you aware that the rescue helicopter base was being moved from Kensington to the airport at Onerahi?</p> <ul style="list-style-type: none"> • Yes • No
Support for movement of the base	<p>How supportive are you of moving the rescue helicopter base from Kensington to the airport at Onerahi?</p> <ul style="list-style-type: none"> • Very supportive • Supportive • Neither/nor • Not supportive • Not at all supportive <p>Why do you say that? OPEN TEXT</p>
Perceived effect on daily life	<p>To what extent do you think the rescue helicopter base's presence at the airport will disrupt your daily life?</p> <ul style="list-style-type: none"> • Significantly • Moderately • A little • Not at all • Don't know <p>Why do you say that? OPEN TEXT</p> <p>To what extent do you anticipate each of the following will affect your day-to-day living? (rating scale alternative to question above, items to be confirmed)</p> <ul style="list-style-type: none"> • Increased road traffic • Increased flight traffic • Increased number of people working in the area
Concerns	<p>What, if anything, are your primary concerns about the rescue helicopter base being at the airport? OPEN TEXT</p> <p>What are the positive aspects of the rescue helicopter base being at the airport? OPEN TEXT</p>

Survey Component	Possible Questions
Demographics	Age, gender, employment status
Close and re-contact	<p>This survey may be conducted again in the future to monitor residents' views. Would you be interested in participating?</p> <ul style="list-style-type: none"> • Yes • No <p>Would you like to be added to an email list to stay informed about any changes in the area relating to the helicopter base being at the airport?</p> <ul style="list-style-type: none"> • Yes • No <p>Would you like anyone from the Council to contact you about the rescue helicopter base being at the airport?</p> <ul style="list-style-type: none"> • Yes – please specify what you would like the Council to contact you about • No <p>IF YES TO ANY OF THE ABOVE: Please enter your email address and preferred contact number.</p>

Project Timing and Reporting

The anticipated timing for a project of this nature is shown below.

Component	Actions	Approximate Timing
Survey set up	Invitation letter drafted and approved Survey drafted and approved Survey set up online	2– 3 weeks
Sample creation	Streets identified for inclusion Address appending Database collation and checking	2 weeks
Fieldwork	Letters printed and lodged with NZ Post Letters sent to residents Survey completed by residents	4 weeks
Analysis	Collation and coding of data Analysis and reporting of feedback	2 weeks

Two options for reporting the survey results are included in the proposal's costing section.

1. A summary of all the results in MS Excel, with the data provided in tabulated format and analysed by key demographic groups. This option is preferable if the team is interested in the results but does not plan to formally present them to the Council or make the report publicly available.
2. A full written summary of the data with all the results charted, and notable differences included where appropriate. This reporting option is preferable if the Council plans to make the results more widely available.

Whangarei District Council

Complaints Policy

***Policy
#212***

Policy title			
Audience (Primary)	Internal (customer facing)	Business Owner (Dept)	Customer Services
Policy Author	Manager Democracy and Assurance	Review Date	Annual

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Introduction

At Whangarei District Council we value your feedback. It is important we know when we get it right so we can continue to meet the expectations of our customers.

However, we know that like every organisation that serves the public, we will receive complaints. We provide a wide range of services and often make decisions on issues where people have conflicting opinions, particularly in relation to regulatory and enforcement matters. We also know that sometimes we will make mistakes or fail to meet customer expectations.

Whatever the cause of dissatisfaction with the service received, we want people to let us know so that we can resolve issues before they become serious problems.

Your feedback will help us to improve our decision-making and quality of services. Sometimes your feedback becomes a complaint and we will take your complaints seriously, and work with you to resolve them through our formal complaints process.

Purpose

The purpose of this policy is to explain to the public, and council (staff, contractors and volunteers)

- our definitions of a complaint
- principles we will apply when dealing with complaints
- our process for management of complaints
- roles and responsibilities of our Council personnel

Scope

This policy applies to and is followed by all council personnel across all council services.

Policy Exclusions

This policy does not apply to services provided by our Council Controlled Organisations; however, we encourage them to adopt policies that are consistent with those of council.

Complaints regarding individual council staff are dealt with by our People and Capability Department in accordance with our Employee Complaint Handling Guidelines.

Complaints regarding Elected Members are dealt with under the Elected Members Code of Conduct and excluded from this policy.

Definitions

Council Personnel	For the purpose of this policy, personnel includes any individual undertaking work or activities on behalf of Council (i.e. council staff, contractors and volunteers).
Complaint	<p>An expression of dissatisfaction by a member of the public about:</p> <ul style="list-style-type: none"> • council's action or lack of action • a council decision, policy, process or charge • the standard of service provided by or on behalf of council • council staff, contractor or volunteer conduct <p>where a response or resolution is explicitly or implicitly expected.</p> <p>Under the scope of this policy a complaint does not include:</p> <ul style="list-style-type: none"> • a suggestion which does not require a formal response • requests for service or information • reporting an incident • requests for information under the Local Government Official Information and Meetings Act 1987 (LGOIMA) • feedback as part of a formal consultation process • a complaint about Council following a process that it is required to follow by legislation • any internal complaint from one staff member against another • a complaint over which the customer or council have begun legal proceedings, or which has already been heard by a court or tribunal • allegations against a contractor, volunteers or staff member of serious misconduct such as sexual harassment, fraud or assault • insurance claims.
Confidential / anonymous complaint	Is a complaint where the customer does not wish to provide information that might identify them. These complaints will be logged, assessed where appropriate and used for process improvement but will not involve further communication with the customer.

Principles

The following principles are central to how we handle complaints.

We will:

- make it easy for you to make a complaint, if you wish to do so
- acknowledge and respond to your complaint within the agreed timeframes
- communicate in a way that is easy to understand
- handle complaints with professionalism and discretion and in accordance with Council's Privacy Statement and Tikanga.

Process

Customers can make a complaint through any of the following mechanisms:

- over the phone
- in writing (email or letter)
- in person
- through our website

All customer complaints are logged in our Customer Request Management (CRM) system and tagged as complaints if they meet the definition in this policy.

These complaints will be handled by the formal complaints process

We will acknowledge your complaint within **2 working days**.

Council's complaints management model is based on **four levels of escalation**.

LEVEL 1 (BAU) STAFF & CONTRACTORS	<p><i>Customer expresses dissatisfaction or raises an issue which can be resolved by staff or contractors.</i></p> <p>Timeframe: on the spot or within 2 working days for acceptance /acknowledgements. 15 working days for resolution.</p>
LEVEL 2 DEPARTMENT	<p><i>If immediate resolution is not possible and/or the customer wishes to escalate the issue, then a complaint will be logged, acknowledged and assigned to the appropriate department member. This includes escalation to a Department Manager or Team Leader and may require multi department response.</i></p> <p>Timeframe: usually within an additional 15 days.</p>
LEVEL 3 GROUP MANAGER OR CHIEF EXECUTIVE	<p><i>If the customer asks for Council's initial response to be reviewed OR there is a complexity to the complaint and may require a multi departmental response, the complaint will be assigned to the appropriate Group Manager or the Chief Executive.</i></p> <p>Timeframe: ideally within an additional 15 working days, however this may need to be extended depending upon the complexity of the enquiry.</p>
OMBUDSMAN REVIEW	<p><i>If the customer is not satisfied with Council's response to their complaint they are entitled to ask the Ombudsman to review Council's response.</i></p> <p>www.ombudsman.parliament.nz</p>

If we can't resolve the issue together

Sometimes council cannot provide the outcome that the person making the complaint seeks.

- If council has followed the formal complaints process, a final response will be provided, and the matter closed.
- If the person making the complaint thinks they have been treated unfairly by council, they can refer the matter to the Office of the Ombudsman, who may be able to assist.

In a very small number of cases, the behaviour of customers with complaints can become unreasonable.

Our Unreasonable Complainant Conduct Policy sets out how council will deal with customers whose behaviour meets the definition of unreasonable complainant conduct under that policy.

When this happens, council will take proactive and decisive action to manage any customer conduct that negatively and unreasonably impacts on the organisation and its staff.

Relevant Legislation

- Local Government Act 2002
- Privacy Act 2020
- Health and Safety at Work Act 2015
- Local Government Official Information and Meetings Act 1987

- Public Records Act 2005
- Ombudsman Act 1975

Related Policies and documents

- WDC Elected Member Code of Conduct
- WDC Employee Complaint Handling Guidelines
- WDC Unreasonable Complainant Conduct Policy (pending)

Appendix One: Roles and responsibilities

Everyone in the council is responsible for listening and responding to customer feedback, both positive and negative. This section sets out the roles and responsibilities of council staff for dealing with complaints.

Role	Description
Staff or Contractor	<p>Where staff or contractors have direct contact with customers as part of their role. Responsible for listening to what our customers say, for resolving issues where they can and escalating if they cannot resolve them.</p> <p>Contractors are representatives of Council and the complaint would be escalated as appropriate within the contractor organisation and within Council if needed.</p>
Complaint owner	<p>Every complaint must have an owner. This is defined as the person to whom the complaint has been assigned. This will be normally be the relevant Department Manager. The owner is responsible for:</p> <ul style="list-style-type: none"> • the relationship with the customer • communication with the customer about the complaint, timeframes and outcome • delegation of investigation and communication to appropriate experts
Policy Owner	<p>The Customer Services Department of council are the <i>best practice experts</i> in customer services and are responsible for:</p> <ul style="list-style-type: none"> • promoting, managing and maintaining the council complaints policy and procedures • providing advice, guidance and constructive challenge on all aspects of complaint handling and resolution (seeking advice from specialist advisors where required) • being the conduit for business improvement identified as a result of the complaints process

Approval

This policy has been approved by the Kete policy approval process.

2.3 April 2025 Update - Airport Noise Management Plan

Meeting: Council Briefing
Date of meeting: 29 April 2025
Reporting officer: Tony Collins – Manager District Development

1 Purpose / Te Kaupapa

For the Committee to consider and provide feedback on initial draft revisions to the Airport Noise Management Plan.

2 Background / Horopaki

This report provides an update on staff progress toward completing a revision to the Whangarei Airport Noise Management Plan (ANMP). The purpose of the report is to seek feedback from the Airport Noise Management Committee on draft revisions to that plan. Feedback received will inform further revisions to the ANMP, which will be brought back to the next Committee meeting.

The ANMP was originally developed in 2004 and was last fully reviewed in 2009. In 2022, following direction from the Committee, staff undertook an initial review of the ANMP to identify areas where there are known changes to legislation, plans and/or procedures. That review did not involve a technical review (i.e. by operators, Marshall Day and/or Airport Management), or incorporate any feedback from the Committee. The technical review will be completed once lease terms with Northland Rescue Helicopters Limited have been finalised and can be incorporated into any review of impacts.

Since that time the ANMP has been brought back to the Committee on a number of occasions, most recently at the December 2024 meeting.

In response to feedback received at the December 2024 meeting, staff have since undertaken a review of Airport Noise Management Plans developed by other New Zealand airports, to identify common elements currently considered as best industry practice, and determine how these elements align or otherwise with the current Whangarei ANMP.

This report presents the findings of that review and provides a draft revision to the Whangarei ANMP that responds to these findings, with a view to working through the components of a potential 'straw person' plan.

It is important to note that the draft under Attachment 2 is indicative only and is subject to Committee, Airport, technical and stakeholder review / input. It is intended to prompt initial discussion, getting feedback from the Committee as to whether or not it wishes to do a full overhaul of the ANMP, and what information any ANMP should contain.

3 Discussion / Whakawhiti kōrero

Staff have undertaken a review of other Airport Management Plans. For the purposes of developing a comparison, six airports were chosen that were from various locations

throughout New Zealand and of varying sizes and ownership/management models. These included:

- Hamilton
- Kapiti Coast
- Queenstown
- Palmerston North
- Wellington
- Nelson

The below table outlines the common elements across these Airport Noise Management Plans.

Elements	Hamilton	Kapiti Coast	Queenstown	Palmerston North	Wellington	Nelson
Introduction	✓	✓	✓	✓	✓	✓
Noise Performance Standards	✓	✓	✓	✓	✓	
Compliance Monitoring	✓	✓	✓	✓	✓	✓
Aircraft Noise Management	✓	✓	✓	✓	✓	✓
Complaints and Communications Procedure	✓	✓	✓	✓	✓	✓
Review of Noise Management Plan	✓	✓	✓	✓	✓	✓
Sources of Airport Noise	✓	✓	✓		✓	
Noise Limits	✓	✓	✓		✓	
Noise Management	✓	✓	✓		✓	
Noise Monitoring Programme	✓	✓	✓		✓	✓
Complaints Handling	✓	✓	✓		✓	✓
Stakeholder Engagement	✓	✓	✓		✓	✓
Noise Management Website					✓	

Attachment 1 contains more detail of the individual plans and their content.

3.1 Generic Airport Noise Management Plan Structure

Based on the review, it is recommended that the Whangarei ANMP be structured, with recommended generic content based on other plans included in that structure, as detailed in the table below but taking into account local characteristics, community concerns and differences in District Plan requirements:

Components	Proposed Generic Content
Introduction	Introductory purpose statement, something like 'The objective of this Airport Noise Management Plan (ANMP) is to manage and minimize the effects of aircraft and airport noise on the surrounding community while supporting the ongoing operation and growth of the airport. This plan outlines the procedures, controls, and measures to achieve this objective'.
Noise Performance Standards / Noise Limits	An overview section linking to the rules and requirements of the District Plan and Whangarei Airport Designation.
Aircraft Noise Management	A section outlining aircraft noise management practices including noise abatement procedures, practices for managing engine testing, and the promotion of considerate flying practices. Specific guidelines for engine testing locations and times could be included, but the District Plan rules would prevail.
Sources of Airport Noise	An overview of sources of airport noise including aircraft operations (arrival, taxiing, departure), auxiliary power units (APU), ground service equipment, ground power units (GPU), engine testing, construction and maintenance activities, wildlife management, airport fire station activities, and ancillary activities.
Noise Management	An overview of any noise management measures proposed by the Committee/approved by Council. Could include improvements to equipment, implementation of curfews for non emergency flights, noise abatement procedures, looking at any noise mitigation etc
Noise Monitoring Programme	Outline noise monitoring practices and frequency. Data collected could be used to evaluate compliance with noise limits and investigate noise complaints.
Noise Management Website	Link to a dedicated noise management section on the airport's website providing information on the ANMP, noise monitoring data, complaint summaries, and any online flight monitoring system complaints.
Complaints and Communications Procedure	Provides a clear process for receiving, recording, investigating, and responding to noise complaints.
Complaints Handling	A dedicated complaints handling procedure shall be established to address noise-related complaints from the community. This includes recording complaints, investigating their causes, implementing corrective actions, and providing feedback to complainants.

Stakeholder Engagement	Details that the Airport Noise Management Committee (ANMC) shall be established to oversee compliance with noise requirements and the development/implementation of the ANMP. Details committee role, membership and review periods.
Compliance Monitoring	Outlines compliance monitoring processes and timeframes. Links to monitoring section above, may be superfluous.
Review of Noise Management Plan	Outlines that the ANMP shall be reviewed regularly (at least every three years) to ensure its effectiveness and compliance with noise management objectives and statutory requirements.
Appendices	Relevant Appendix to be included once plan fleshed out.

As outlined above the proposed content is indicative only and is provided as a prompt for discussion. Actual content is subject to Committee, Airport, technical and stakeholder review / input.

3.2 A New Plan or a Revised ANMP

As traversed in the December committee meeting there was a strong argument that supported a revision (albeit an extensive one) to the existing ANMP rather than starting from scratch. This approach acknowledged that the limitations of the current ANMP are centred around too much superfluous content and a need to update terms to reflect changes in rules, regulations and law since the ANMP was last revised.

Based on this, Staff have, in drafting revisions to the current ANMP:

- taken into account learnings from the review of other Airport Noise Management Plans;
- removed information considered to be extraneous; and
- collated the remaining information from the original plan into a concise user-friendly document that reflects the structure outlined in Section 4.2 above.

The nature of this review was extensive and to retain the extensive tracked changes would render it unreadable. As such, Attachment 2 provides a draft revised ANMP (without track changes) for feedback from the committee. Attachment 3 is the last version of the ANMP viewed by the Committee at previous meetings, containing Staff review comments.

3.3 Financial/budget considerations

All work in relation to the Airport Noise Management Strategy is being undertaken by Staff and is funded from Operational budgets. The information contained within this report and the action being sought result in no financial impacts.

3.4 Next Steps

Based on the feedback from this meeting, further changes will be made to the draft ANMP (Attachment 2) document to be presented at the next scheduled Committee as a final draft for approval.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

5 Attachments / Ngā Tāpiritanga

Attachment 1 – Comparison of other Airport Noise Management Plans

Attachment 2 – Draft Revised Whangarei ANMP

Attachment 3 – Existing ANMP with Staff review comments

Attachment 2 - Summary of key elements from 6 Airport Noise Management plans

Hamilton Airport Noise Management Plan (NMP) - July 2021:

1. Introduction

Overall Concept: The NMP aims to manage and mitigate aircraft noise at Hamilton Airport, balancing community and operator needs.

Objectives: Includes managing noise, facilitating community feedback, documenting procedures, increasing community knowledge, setting complaints and dispute resolution processes, and ensuring compliance with District Plan noise rules.

2. Airport Community Liaison Group

Purpose: Provides a forum for discussion, information exchange, and feedback on noise issues.

Membership: Includes an independent Chairperson, community representatives, airport operator, district council representatives, Airways Corporation, and major aircraft operators.

Roles: Members provide updates, technical reports, feedback, and advice on noise mitigation.

Meeting Frequency: Held every six months or as needed.

3. Noise Mitigation

Operator Considerations: Guidelines for flight training, night operations, and engine testing to minimize noise impact.

Night Training Operations: Restrictions on night-time circuit training and specific procedures to reduce noise.

4. Complaint Procedures and Dispute Resolution

Complaint Procedure: All noise complaints must be in writing and are logged and investigated by the airport operator.

Dispute Resolution: The Liaison Group seeks to resolve disputes, with mediation and recommendations if necessary.

5. Noise Rules

District Plans: Noise boundaries and rules are defined in the Waipa, Waikato, and Hamilton City District Plans.

Proposed Amendments: Future updates to noise rules and boundaries are planned as part of runway extension projects.

6. Compliance Monitoring Program

Purpose: Regularly review and validate noise exposure assumptions.

Observations and Recording: Continuous data collection on aircraft movements.

Threshold Criteria: Specific criteria for taking further noise management actions.

Monitoring Once Threshold is Met: Annual noise contour preparation and in-field monitoring if necessary.

7. Contact for Noise Complaints

Contact Information: Details for submitting noise complaints to the Community Liaison Group.

Appendices

Noise Complaint Register and Form: Templates for logging and investigating noise complaints.

VFR and IFR Procedures: Detailed procedures for visual and instrument flight rules training.

General Aircraft Operations: Explanatory information on standard operating procedures and training requirements.

Kāpiti Coast Airport Noise Management Plan (NMP) - Amended 2024:

1. General Information

Introduction: The NMP is designed to manage noise generated from airport activities in compliance with the Kāpiti Coast District Plan.

Community Liaison Group: Includes an Independent Chairperson, Airport Manager, Kāpiti Coast District Council, community representatives, airport user representatives, Ati Awa ki Whakarongotai, and Kāpiti Coast Airport Holdings Ltd (KCAHL).

2. District Plan Restrictions

Noise Management Plan: Must include procedures for compliance with noise standards, communication between stakeholders, and monitoring of aircraft movements.

Noise from Aircraft Operators: Noise levels must not exceed 65 dBA Ldn at or outside the Air Noise Boundary. Curfews and restrictions on circuit training are specified.

Noise Other than From Aircraft Operations: Noise limits for activities other than aircraft operations are outlined.

Engine Testing: Restrictions on engine testing noise levels and times.

3. Noise Mitigation Mechanisms

Civil Aviation Authority Rules: All flight operations must comply with Civil Aviation Rules.

Considerate Flying Practices: Guidelines for minimizing noise impact, including specific procedures for fixed-wing aircraft and helicopters.

4. Monitoring & Reporting

Field Monitoring: Conducted by an independent acoustics engineer every 36 months or annually if aircraft movements exceed 70,000 per year.

Regular Monitoring: Includes observation of airport operations and documentation of essential unscheduled engine testing.

Reporting: Results are posted on the airport website and provided to the Kāpiti Coast District Council and Community Liaison Group.

5. Communication & Complaints

Communication Procedures: Use of the airport website and Community Liaison Group for information dissemination.

Complaint Procedures: Complaints must be submitted in writing and will be investigated by the Airport Manager. Unresolved complaints are referred to the Community Liaison Group.

Appendices

Community Liaison Group Terms of Reference: Details the purpose, activities, membership, and meeting procedures of the group.

Civil Aviation Authority Rules Part 93E: Relevant rules for Paraparaumu Aerodrome.

Runway Circuits & Main Aircraft Approach Routes: Diagrams of runway circuits and approach paths.

Complaint Form: Template for submitting noise complaints.

Queenstown Airport Noise Management Plan (NMP) - Revised 2024:

1. Introduction

Objectives: Includes maintaining dialogue with the community, monitoring and reporting noise levels, handling complaints, mitigating noise effects, and managing noise impacts on the community.

Availability: The NMP is available from QAC, QLDC, QALC representatives, and on the QAC website.

2. Queenstown Airport Liaison Committee (QALC)

Purpose: Acts as a forum between the airport and the community regarding noise issues.

Membership: Includes representatives from QAC, Airways Corporation, QLDC, community, airlines, and general aviation/helicopter operators.

Roles: Members present views, ensure communication, and promote understanding between residents and airport users.

Functioning: Meetings are held up to four times per year, with QAC providing venue and support services.

3. Noise Monitoring

Standards: Noise is measured according to NZS 6805:1992 and NZS 6801:2008.

Annual Aircraft Noise Contours (AANC): Produced annually using noise prediction software and actual aircraft movement records.

Compliance: Noise levels must not exceed 65 dB Ldn outside the Air Noise Boundary (ANB) or 55 dB Ldn outside the Outer Control Boundary (OCB).

Non-Compliance: Procedures include advising QALC and QLDC, investigating the source, and implementing mitigation measures.

4. Engine Testing Rules

Procedures: Engine testing is conducted on the runway or taxiway areas, with specific conditions for noise management.

Reporting: QAC reports unplanned engine tests to QALC, explaining the necessity and noise management practices followed.

5. Complaints Procedures

Lodging a Complaint: Complaints can be submitted via phone or the Queenstown Airport website.

Investigation: Complaints are investigated by the Noise Administrator, who responds to the complainant and forwards details to QLDC.

Reporting: Complaints and responses are reviewed by QALC, with unresolved issues referred to community representatives.

6. Considerate Flying Practices

Promotion: QAC encourages considerate flying practices, subject to CAA rules and safety procedures.

Operational Considerations: Guidelines for fixed-wing aircraft and helicopters to minimize noise impact on the community.

Monitoring: QAC monitors flying practices and addresses issues with pilots and operators.

7. Noise Mitigation Plan

Purpose: Mitigates noise effects on existing Activity Sensitive to Aircraft Noise (ASAN) within the ANB and 2037 60 dB Noise Contour.

Progressive Mitigation: Offers mechanical ventilation and sound insulation based on noise levels reaching properties.

Implementation: QAC funds and installs mitigation measures, with property owners entering into covenants to maintain effectiveness.

Monitoring: Effectiveness of noise mitigation is monitored and reported to QALC.

Annexures

Noise Control Boundaries: Maps showing noise contours.

Ventilation Table: Requirements for mechanical ventilation within noise boundaries.

Flight Tracks: Updated flight tracks published in the Aeronautical Information Publication New Zealand.

Palmerston North Airport Noise Management Plan (NMP) - August 2020:

1. Introduction

Purpose and Objectives: Set standards for noise from airport activities, monitor and report noise emissions, manage noise effects on the community, and ensure compliance with District Plan Rule 13.4.6.1(i).

2. District Plan Airport Noise Performance Standards

Noise Emissions: Must not exceed 65 LDN at the Airnoise Boundary, excluding certain emergency and diverted flights.

Other Noise Sources: Specific limits for non-aircraft noise emissions.

Military Jet Training: Limited to specific hours.

Engine Testing: Subject to various noise controls.

Sound Insulation: Requirements for habitable rooms and office activities within the Airport Environs Precinct.

Zone Interface Noise Rules: Specific noise limits at the interface of Airport, Residential, and Rural Zones.

3. Compliance Monitoring

Monitoring Programme: Monthly calculation of rolling 3-month LDN noise levels at representative locations using actual aircraft movement records and noise levels for individual aircraft operations.

Reporting Procedure: Results made available on the PNAL website and provided to PNCC and MDC for review.

4. Aircraft Noise Management

Compliance with CAA Rules: All flight operations must comply with Civil Aviation Authority rules.

Considerate Flying Practices: Promoted to minimize noise impact, including specific procedures for circuit patterns and altitude restrictions during certain hours.

5. Complaints and Communications Procedure

Airport Noise Liaison Committee: Includes representatives from PNCC, MDC, and PNAL to manage local airport noise issues.

Complaints Procedure: Mechanism for the community to report noise complaints, with a process for receipt, recording, investigation, and resolution.

Monitoring of Complaints: PNAL maintains a Complaints Register and provides copies to PNCC and MDC annually.

6. Review of Noise Management Plan

Review Process: The NMP is reviewed by PNCC and PNAL, with input from the community and MDC, every three years.

Appendices

Compliance Monitoring Locations: Map showing monitoring locations.

Passenger Service Aircraft Forecasting 1998: Historical data on aircraft forecasting.

Noise Complaint Register and Form: Templates for logging and investigating noise complaints.

Wellington Airport Noise Management Plan (ANMP) - May 2023:

1. Introduction

Objective: To manage and minimize the effects of aircraft and airport noise on the surrounding community while supporting the ongoing operation and growth of Wellington Airport.

Key Policies: Include improving awareness, implementing the Quieter Homes Programme, monitoring and reporting noise levels, dealing with complaints, and minimizing night-time disturbances.

2. Statutory Context

International: ICAO standards guide aviation-related legislation.

National: The RMA and Civil Aviation Act provide the framework for noise management.

Local: The Wellington City District Plan includes designations and conditions for noise control at the airport.

3. Sources of Airport Noise

Aircraft Operations: Arrival, taxiing, and departure of aircraft.

Auxiliary Power Units (APU): Provide power to aircraft systems when main engines are off.

Ground Service Equipment: Includes cargo loading, refueling, and maintenance activities.

Ground Power Units (GPU): Provide electricity to aircraft at stands.

Engine Testing: Running engines for mandatory checks after maintenance.

Construction and Maintenance: Often carried out at night due to operational constraints.

Wildlife Management: Includes methods to scare away birds to prevent strikes.

Airport Fire Station: Noise from routine testing and emergency equipment.

Ancillary Activities: Activities related to airport operations, such as vehicle movements and equipment maintenance.

4. Noise Limits at Wellington Airport

Aircraft Operations: Noise exposure must not exceed 65 dBA Ldn at or outside the Air Noise Boundary (ANB).

Engine Testing: Restricted to specific hours and locations, with limits on noise levels.

Ground Power and Auxiliary Power Units: Noise limits for GPUs and APUs, with exemptions for certain activities.

Land-Based Noise: Specific limits for noise emissions from activities within different designated areas.

5. Noise Management

Managing Airport Noise: Includes improvements to equipment, implementation of curfew, noise abatement procedures, and providing noise mitigation packages.

Noise Abatement Procedures: Specific procedures for aircraft to minimize noise.

Curfew: Restrictions on aircraft operations during night-time hours, with some exemptions.

Engine Testing: Procedures and guidelines for managing engine testing noise.

Ground Power and Auxiliary Power Units: Efforts to minimize noise from GPUs and APUs.

Construction Noise Management Plan: Procedures to minimize disturbance from construction and maintenance works.

Future Development of the East Side Area: Plans for noise management in future developments.

Military Aircraft Operations: Expectations for compliance with noise management requirements.

6. Noise Monitoring Programme

Measuring Aircraft Noise: Based on the Day/Night Sound Level (Ldn) and monitored at three sites around the airport.

Airport Noise and Operations Monitoring System (ANOMS): Integrates noise data with radar information for compliance monitoring and complaint investigation.

Land-Based Noise Monitoring: Conducted by a qualified person and reported to the City Council and ANMC.

Noise Level Exceedances: Procedures for addressing and reporting non-compliance with noise limits.

7. Complaints

Complaint Handling: Procedures for recording, responding to, and reporting noise complaints.

Lodging a Complaint: Multiple channels for submitting complaints, including email, phone, and website.

Complaint Process: Investigation and response procedures, with updates provided to complainants and the City Council.

Non-Compliances: Procedures for addressing non-compliance with designation conditions and ANMP procedures.

Analysis and Reporting: Regular analysis of complaints to identify trends and implement mitigation measures.

8. Stakeholder Engagement

Airport Noise Management Committee (ANMC): Oversees compliance with noise conditions and implementation of the ANMP.

Quieter Homes Programme: Offers noise mitigation packages to homeowners within the ANB.

Stakeholder Communications Plan: Annual plan for community engagement and communication.

9. Noise Management Website

Information Availability: ANMP, noise monitoring data, and complaint summaries are available on the Wellington Airport website.

Webtrak: Online flight monitoring system for viewing aircraft movements and submitting noise complaints.

10. Review

Regular Review: The ANMP is reviewed regularly to ensure effectiveness and compliance with noise management objectives and statutory requirements.

11. Airport Noise Management Committee Terms of Reference

Purpose, Membership Roles, Meeting Procedures, Dispute Resolution Procedures

12. Quieter Homes Programme Rollout Map

13. Airport Wide Construction Noise & Vibration Management Plan

Nelson Airport Noise Management Plan (NMP) - November 2023:

1. Introduction

Objectives: Engage with the community on noise management, define monitoring and reporting processes, manage noise-related complaints, and provide certainty regarding compliance with noise limits.

2. Noise Management Plan Procedures and Controls

Aircraft Operations Noise Monitoring: Compliance with Designation DAA2 and NRMP, measured in accordance with NZS 6805:1992.

Noise (Ldn) Calculation & Monitoring Procedure: Spreadsheet calculation system maintained by an acoustic consultancy.

Night Single Event Calculation & Monitoring Procedure: Certification of aircraft for night operations based on noise levels.

Reporting: Regular reports to Nelson City Council and NANEAC.

Audit: Independent audit every 5 years.

On-Wing Aircraft Ground Run Engine Testing: Procedures for maintenance-related engine testing.

Considerate Flying Practices: Encouragement of practices to minimize noise impact.

3. Noise Complaint Management

Procedure: Establishes a process for receiving, recording, and responding to noise complaints.

4. Construction Noise Management Plan

Purpose: Minimize disturbance from construction and maintenance works, with specific measures for night-time operations.

5. Nelson Airport Noise and Environment Advisory Committee (NANEAC)

Purpose: Advise on noise and environmental issues.

Membership: Includes representatives from NAL, NCC, the community, airlines, general aviation, and maintenance providers.

Roles and Activities: Identify community concerns, propose noise minimization procedures, and monitor compliance.



Noise Management Plan 2025 (Draft V1.0)

Whangārei Airport Noise Management Plan (ANMP) – 2025

Draft Version 1.1 *Updated to simplify and include missing elements and best practices from other NZ airports – indicative content only and subject to Committee, Airport, technical and stakeholder review/feedback*

Whangārei District Airport Authority

Final Approval: [Date]

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1. Foreword

The Whangārei Airport Noise Management Plan (ANMP) is a non-statutory document which provides a structured approach to considering noise impacts from airport operations, outlining pathways to compliance with national and local New Zealand regulations while maintaining transparency with the community.

2. Introduction

2.1 Purpose of the ANMP

- Establish clear noise management procedures.
- Ensure compliance with relevant aviation and environmental regulations.
- Enhance community relations through engagement and transparent communication.
- Mitigate noise impacts through strategic land-use planning and flight operations adjustments.

2.2 Background and Noise Management Need

Whangārei Airport operates near residential and commercial areas, requiring a comprehensive noise management strategy.

2.3 Scope and Applicability

This ANMP applies to:

- All aircraft operations at Whangārei Airport.
- Ground operations and engine testing.
- Airport expansion and development plans.
- Noise monitoring and complaint resolution procedures.

3. Regulatory and Legislative Framework

3.1 National Regulations

- **NZ Civil Aviation Act 1990** – Governs noise-related airport operations and safety requirements.
- **Resource Management Act 1991 (RMA)** – Mandates environmental compliance, including for noise.
- **Health Act 1956** – Covers public health concerns related to noise pollution.

3.2 Local Regulations

- **Whangārei District Plan** – Defines airport noise boundaries, land-use controls, and zoning regulations.
- **Airport Designation Rules** – Outlines operational restrictions and conditions for Whangārei Airport.

4. Roles and Responsibilities

4.1 Whangārei District Airport Authority

- Implements noise mitigation strategies.

4.2 Whangārei District Council

- Manages zoning, enforces noise regulations, and handles public complaints.

4.3 Civil Aviation Authority (CAA)

- Sets national aviation safety and noise control standards.

4.4 Airport Operators and Pilots

- Develop and implement noise abatement procedures and operational restrictions.

4.5 Airport Noise Management Consultative Committee

- Considers, and where appropriate makes recommendations to council on, aircraft noise and concerns that arise from the operation and activities at the Whangareai Airport.
- Membership under current Terms of Reference (note, terms of reference are set by Council under the Local Government Act 2002) is comprised of:
 - Three Councillors, with one appointed Chair)
 - Four Community Members
 - Three Airport User/Operational Representatives
- Meetings: as required, but no less than every six months For a period of at least 5 years after Northland Emergency Services Trust relocate to the Airport (as agreed between Council and SOUND)

5. Noise Management Strategies

5.1 Noise Abatement Flight Procedures

To be worked through but based on other examples could include:

- Optimised departure and arrival routes to minimise noise impact.
- CAA Part 93 noise abatement profiles for take-off and landing.
- Helicopter approach routes to reduce disturbance.
- Procedures to petition CAA for additional flight restrictions.
- Specific procedures for emergency aircraft

5.2 Ground Operations and Engine Testing Regulations

- To comply with District Plan/Designation requirements.

5.3 Helicopter and Military Flight Restrictions

- To comply with District Plan/Designation requirements

5.4 Alternative Flight Paths for Noise Reduction

To be worked through but based on other examples could include:

- Use of navigation technologies to optimise flight corridors.
- Encouraging flight paths over non-residential areas where feasible.
- Consultation with operators to ensure compliance with noise reduction strategies.

6. Community Engagement and Transparency

6.1 Noise Complaint Management System

- A structured complaint resolution system will be in place.
- Complaints logged and reviewed regularly.
- Residents can submit complaints through designated channels.

6.2 Public Communication and Reporting

- Bi annual reports on noise contours made publicly available.

7. Noise Monitoring and Reporting

7.1 Aircraft Movement Logging and Real-time Noise Monitoring

- Bi-annual noise contour updates.
- Looking into systems for aircraft movements and ground noise events.

7.2 Compliance Checks and Reporting

- On CAA and RMA regulations?
- Contours compiled bi-annually (with public access).

7.3 Review and Audit Schedule

- Annual performance updates to ensure effective monitoring.

8. Land-Use Planning and Mitigation

8.1 Noise Zoning and Land-Use Restrictions

- As per the District Plan/Designations

8.2 Future Expansion and Environmental Impact Considerations

To be worked through but based on other examples could include:

- Evaluating any long-term airport expansion impacts on noise-sensitive areas.
- Integrating environmental impact assessments into future planning.
- Implementing noise reduction measures for planned infrastructure expansions.

9. Implementation and Review

9.1 Review Cycle

- 3-year review cycle with interim updates as needed.

10. Appendices

Consisting of relevant supporting documents to be confirmed following review but based on other examples could include:

- Definitions and Abbreviations
- Noise Contour Maps
- Any Published Flight Paths
- Relevant Legislation Excerpts
- Complaint Resolution Process



WHANGAREI
DISTRICT COUNCIL

Whangarei Airport Noise Management Plan

Recommended By
Airport Noise Management Consultative Committee

~~*Updated September 2009*~~

Updated2022

Creating the ultimate living environment



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1. Foreword

This Whangarei Airport Noise Management Plan has been developed in response to submissions received on the Proposed Whangarei District Plan Variation 2003/33 (Airport Noise). Submissions on the Proposed Variation ranged from engine testing and helicopter noise through to the location and way the Proposed Air Noise Boundaries were calculated. Many of the submissions related to matters that could not be addressed through the Whangarei District Plan as they were associated with airport management issues, rather than District Plan issues.

Commented [DK1]: Update with 2022 context and membership

Following receipt of submissions, the Whangarei District Council, in conjunction with the Whangarei Airport Authority set up two mechanisms, in addition to the formal Resource Management Act (1991) process to address the concerns raised by the community. These mechanisms were:

The formation of the Airport Noise Management Consultative committee to create a transparent consultative environment

The development of an Airport Noise Management Plan to address community concerns that could not be addressed through the District Plan process

This Noise Management Plan represents the first major step by the Whangarei Airport Authority to developing a more consultative approach to the management of the effects of the Airport on the community. The Plan has been developed in close consultation with the Airport Noise Management Consultative committee, which has representatives from both Airport users and the community.

The Airport Noise Management Consultative committee, along with the Whangarei Airport Authority recognises that this document is a "living document" and will evolve over time. The development of the document will occur in close consultation with airport users, the community and the Airport Authority through the Airport Noise Management Consultative committee.

The Airport Noise Management Consultative committee has endorsed this document on the basis that it is a substantive step toward the long term management of noise issues at the Airport and that future noise management will be achieved through a consultative approach.

Chris Barber Chairperson Airport Noise Management Consultative -committee	Cr Sue Glen Councillor Whangarei District Council	Mike Chubb Airport Manager Whangarei Airport Authority
Carole Doherty TULEO	Neil Secker Onerahi Residents	Warren Thomas Onerahi Resident
Michelle Wotherspoon Airline User Representative		Scott Booth Airport Users Representative (Helicopters)

2. Introduction

2.1 General Introduction

The Onerahi peninsula, which encompasses the Whangarei Airport and the surrounding residential area, was originally known as Grahamtown, however, was renamed Onerahi due to confusion with another locality of the same name. The site where the Airport is currently located was originally a large flat area containing Kauri and associated Manuka scrub. The historical presence of Kauri is evidenced by local children from Onerahi School fossicking for Kauri gum as a source of pocket money in the 1930's.¹

The Onerahi peninsula has been a strategic transport link for Whangarei, going back to the 1890's when large volumes of Kauri and coal were being produced from Puhipuhi forest and Hikurangi respectfully.² In 1885, it was recognized that the shipping facilities at Kioreroa Wharf did not provide sufficient depth. In 1896 timber merchants were floating their logs down the Hatea River so that they could be loaded onto large ships waiting in deep water at Onerahi. Following several false starts, a railway (The Grahamtown Extension) line was constructed to Onerahi; this railway line followed what is now "Beach Road" and was linked to a 400 meter long wharf located where the Onerahi Yacht Club is now. This wharf was utilized for the export of Kauri logs and coal.

At the time, there was no rail link to Auckland and road access was marginal at best, with Dome Valley being completely impassable for much of the time. Onerahi was therefore a major strategic transport link for passengers and cargo (primarily Kauri and coal). Passengers would take a train out to Onerahi where they would board a passenger ship for the overnight journey to Auckland. Onerahi as a cargo and passenger port declined over time with the reduction in both Kauri and coal production and the linking of the Whangarei Rail with Auckland. It was around this time that an air transport was being developed.

The first passenger air trip to Whangarei was made in March 1920 by Seaplane, landing in Onerahi. Within seven years, an air service was provided to Whangarei by the Air Survey and Transport Company. This service utilized seaplanes, with the principle landing area being near to Onerahi. At about this time, the first aerial photograph of Onerahi was taken by Captain Bob Going. Although indistinct, the photograph shows the current location of the airport to be largely bare land (possibly with some low intensity farming activities occurring). The photograph also shows some residential development around the periphery of the existing airport, including those houses that were shifted as part of the original Airport development, and the possibility of at least one road extending across the field.

The first formal proposals to develop a permanent aerodrome in Whangarei were made in 1928, with a strong push for developing the site at Pohe Island. However, by 1933 Pohe Island was abandoned due to a range of difficulties, including flooding. At this time, six sites were considered, and in 1936 the Onerahi Site gained approval as the most satisfactory site.

Onerahi Airport was gazetted in 1937 and the airport was completed in May 1939. To make way for the Airport, some 20 - 30 houses were relocated to Handforth Street and other locations. By this time World War 2 was imminent and during the following five years the airport was used for war-time purposes. This had an immediate effect on the Onerahi School. War time hangers and air raid trenches were constructed on or adjacent to school grounds with class work hindered by testing and maintenance of aero engines. Following the war, the military activities wound down and the airport was used for unscheduled passenger services and aero-club activities.

In January 1947, a regular passenger service began using a 10 seat Electra aircraft and by January 1948 this service was operating twice daily. The Electra's were used until 1950 where they were withdrawn from service and replaced with Loadstars and DC3's. However, the

¹ "A History of Onerahi District and School – 1893-1993; Onerahi Centennial Book Sub-committee; 1993

² General information for these paragraphs are derived from "Foote Prints Among The Kauri"; Bill Haigh

Whangarei Airport was too small for these larger aircraft so the small 6 seat Dominie aircraft were used. During peak times, the Dominie's were doing six return flights per day until 19 December 1963.

In 1951, permission was given to purchase 6 ½ acres of land at Sherwood Rise for the development of a new school. The relocation of the school, which at that time was still immediately adjacent to the Airport, was primarily due to over crowding and an inability for the site to be further expanded. The last class to move from the Airport Site of the school to Sherwood Rise was in 1961.

From December 1963 through to around May 1964, the Airport was upgraded with the construction of a sealed runway, taxiway, apron and other associated buildings and works. The extension of the runway utilized earth removed from the nearby Pah Hill. Once completed, the Douglas DC-3 Skyliner started to operate. This upgrade to larger aircraft roughly coincided with Whangarei reaching City status.

November 1969 saw the opening of a new terminal building which to a large extent completed the airport to its current layout.

The first official night-time landings followed the installation of airport lights, including leading lights in December 1990. A great deal of the work undertaken to install these lights was undertaken by volunteers (most probably aero-club members) with their contributions ranging from digging trenches through to the preparation of the lights for installation.

Over the years, the use of the Airport has changed in line with the economic conditions in the North. The Airport has had regular scheduled services and commuter flights, a significant Northern Districts Aero Club presence, as well as other commercial aircraft. At one point, some six top dressing planes operated out of the Airport, including a DC-3 that had been adapted for top dressing purposes. Recent years have seen an increase in helicopter use at the Airport. Although only a very few helicopters use the Airport as a permanent base, the number of these aircraft has increased significantly in the Northland Region, with those aircraft visiting the Airport for a number of reasons, including refueling and training purposes.

Over recent times, there has been increasing conflict between the Airport and the noise sensitive land uses that surround it. This has resulted from Airport developing and changing with a greater demand for scheduled services, more recreational flying and the development of helicopter usage, coupled with an increasing density of residential land uses around the Airport.

Commented [DK2]: The committee may want to consider removing the history in order to make the plan more concise/focussed on its core purpose

2.2 Background

As a result of the 2001 Whangarei District Plan as amended by Council decisions being published, three references were lodged with the Environment Court with respect to airport related provisions in the Proposed Whangarei District Plan. All three references sought very different outcomes, and as such it was decided that the best practicable means of addressing the references, and identified shortcomings in the Proposed District Plan was to undertake a Plan Variation. This approach was supported by all parties, including the environment Court.

The Submissions received on the Proposed Airport Noise Variation 2003/33 principally related to airport noise, including engine testing, helicopter activity and the future growth of the airport in conjunction with the future development and effects on the amenity value of the surrounding residential area.

Noise generated by airport activities, operations, and it's management, along with the broader management of activities on the airport site are some of the main issues raised in submissions and further submissions received. The development of a Noise Management Plan to better manage noise emissions arising from activities and operations at the airport, along with the establishment of a noise management committee that represented Council, airport users and the community was considered the most appropriate way to resolve the concerns raised. A Council Resolution on 17 June 2004 set this process in motion.

This Noise Management Plan is intended as a management document for the Whangarei Airport Authority and the day-to-day management of the Airport. The Plan will also provide a basis for the Whangarei Airport Noise Management Consultative committee and the Whangarei District Council for auditing how well the Airport manages noise emissions.

Commented [DK3]: To be updated to 2022 context

2.3 Purpose

The purpose of the Whangarei Airport Noise Management Plan is to set out the management procedures and actions to be undertaken by the Whangarei Airport Authority (including day-to-day managers) to meet, and where practicable, exceed the requirements of the noise emission components of the Whangarei District Plan. This Plan is intended to provide a guide for use in both the day-to-day management and long term strategic planning decisions with respect to procedures, obligations and best practicable options relating to noise emissions.

2.4 Scope

The scope of this Plan extends to managing noise emissions resulting from the operation, management and long term development of the Whangarei Airport.

Among other things this Noise Management Plan will address:

- Procedures for handling noise complaints
- Noise abatement procedures
- The methods to be employed to monitor the implementation of this Plan and the level of compliance with noise rules
- Timely provision of aircraft noise and flight path monitoring information

The Plan cannot address the control of aircraft following take-off or prior to landing, as these aspects are, by law, under the control of the Civil Aviation Authority. Neither does the Plan address non-noise issues such as fuel emissions, vibration or visual aspects of the airport or its operation.

Where there is inconsistency or conflict between this Plan and other relevant legislation or regulations, the requirements of the relevant Act or Regulations will have priority. In particular, the requirements of the Civil Aviation Authority, Civil Aviation Rules and Regulations will prevail over any aspect of this Plan.

It should be noted that where there is conflicting interest, the Civil Aviation Authority will be consulted in the first instance to seek a suitable solution.

2.5 Plan Status

The Whangarei Airport Noise Management Plan is a non-statutory plan for the Whangarei Airport Authority.

The Plan is a public document which has been developed via a public process within the Whangarei Airport Noise Management Consultative committee, which is comprised of Council, industry and community representatives. The Plan has been recommended to the full Whangarei District Council by the Whangarei Airport Noise Management Consultative committee. The Plan has been adopted by both the Whangarei District Council and the Whangarei Airport Authority. ~~has adopted the Plan.~~

3. Planning Status of Airport

3.1 — Relevant Legislation

Resource Management Act (RMA) 1991

The Whangarei District Plan, along with the associated airport provisions, is written under the Resource Management Act 1991 (RMA). The RMA promotes the sustainable management of natural and physical resources to meet the reasonably foreseeable needs of future generations whilst avoiding, remedying or mitigating significant adverse effects of activities on the environment. Section 326 of the RMA defines excessive noise as:

Although it is subject to interpretation, the terms “immediately before or after flight” is taken to include taxiing to a take off point (or from a landing point), instrument checks and other procedures required to be undertaken whilst engines are running as part of CAA procedures or “good practice” for flight safety.

This Plan gives effect to the provisions of the Whangarei District Plan, including the relevant Designations) and is consistent with the provisions of the Resource Management Act 1991. However, it should be noted that, although this Plan is consistent with the RMA, it is not a “Resource Management Act document” rather; it is a management document for the Whangarei Airport Authority.

Civil Aviation Act 1990

The Civil Aviation Act 1990 establishes rules of operation and divisions of responsibility within the New Zealand civil aviation system in order to promote aviation safety. In general, all aspects of flight, flight safety and airport operation are conducted under the Civil Aviation Act (1990), its regulations or the rules made under this Act.

Airport Authorities Act 1966

The Airport Authorities Act 1966 provides for the formation of the Whangarei Airport Authority. The Act sets out the responsibilities of the Airport Authority, along with the limitations of its powers.

Health Act 1956

The Health Act 1956 sets out the general powers and responsibilities of District Councils with respect to public and environmental health issues. The Health Act 1956 provides for the appointment of Environmental Health Officers. The Act also gives those officers certain powers to enforce public and environmental health rules and regulations.

Environmental Health Officers are also responsible for enforcing District Plan Rules with respect to noise nuisances. However, the enforcement procedures are generally undertaken through the provisions of the Resource Management Act and / or District Plan Rules.

3.2 — Appeal Version of the Whangarei District Plan

The principal planning document that relates to the Whangarei Airport is the Whangarei District Plan. This Plan has been developed in accordance with the Resource Management Act 1991. The Plan provides for an aerodrome through a Designation and further manages noise emissions from the Whangarei Airport through district plan rules and other methods. In addition, the District Plan identifies the area around the Airport as “Low Density Residential”

The Designation allows for all airport related activities to be undertaken, but rules within the Noise and Vibration chapter manages noise emissions from all activities (whether airport related or not) at the airport.

Commented [PP4]: The WDC website refers to this as the “Appeals Version of the District Plan”. It is almost ready to be made operative but is waiting for two final appeals to be settled. Neither affect the airport nor the surrounding residential area.

Commented [PP5]: This is not a correct statement – it applies that all noise is restricted beyond the site and as previously stated the RMA prevents district plans from managing certain noise emitters. (sec 326 RMA)

Aerodrome Designation

The Whangarei Airport is designated for "Aerodrome" purposes in the Whangarei District Plan (WDC 55). This Designation authorises airport related activities, including aircraft movements, procedures for the safe and efficient operation and movement of aircraft, as well as all other activities reasonably associated with an airport.

In effect, the Designation makes all airport related activities within the identified boundaries of the Designation, a Permitted Activity. The Permitted Activity status of airport related activities means that, providing the conditions (1 and 2 below) of the Permitted Activity are met, no Resource Consent is required under the Resource Management Act 1991.

Designation WDC 55 is subject to the following conditions:

"1. The activities authorised by Designation WDC 55 shall be subject to the Airport noise limits imposed by the District Plan of the Whangarei District Council and in particular (but without limiting the application of this condition) Rule NAV.6.8 relating to aircraft engine testing and NAV.6.7 relating to noise from aircraft operations.

2. Within 6 months of the date of commencement of these amended conditions of Designation WDC 55, the Whangarei Airport Authority shall submit to the Whangarei District Council as consent authority for approval an Airport Noise Management Plan (ANMP). The ANMP shall include:

a) The manner in which the Airport Authority will comply with the District Plan rules relating to Airport noise. That section of the ANMP shall be prepared by a suitably qualified and experienced acoustical engineer.

b) Provision for an Airport Noise Management Consultative Committee, the membership of which committee should include representatives of interested parties.

c) The manner in which the Airport Authority will deal with the following:

- helicopter flight paths;
- helicopter hovering activity;
- engine testing;
- education of airport users and operators;
- complaints; and • monitoring;
- any other relevant matters"

The ANMP is also a key mechanism for ensuring that the airport operates within the defined noise limits, as well as setting out procedures for monitoring compliance with the noise limits and for dealing with noise complaints.

Airport Zone The Airport Zone (AIRPZ) recognises the significance of the Whangārei Airport ("Airport") to the Whangārei District and Northland Region as regionally significant infrastructure.

The Airport Zone applies to land used for aerodrome facilities as well as a range of facilities to support its regional air transport function including: a main runway and cross wind runway, taxiways and apron areas; a passenger terminal; navigation aids; and maintenance and support buildings and facilities.

The Airport Zone provides for activities that are compatible with the Airport in a manner that protects the Airport from adverse effects and reverse sensitivity. Designations take priority over

zoning and any conditions or restrictions on the Aerodrome or Airspace designations will override the provisions in the Airport Zone, should a land use or subdivision conflict arise. It is also acknowledged that the Airport may relocate in the future and it is expected that the management of land use and subdivision in the Airport Zone will have regard to potential future uses

The full text of the Airport Zone provisions is contained in Appendix

Commented [PP6]: To be attached

Noise and Vibration (NAV) Rules

Rules relating to noise from aircraft (NAV 6.7) and noise relating to aircraft testing (NAV 6.8) are found within the Noise and Vibration chapter of the district plan. In addition, the rules sets out the circumstances whereby the noise standards can be exceeded.

NAV 6.6 Applies to Activities Establishing near the Airport and requires new habitable building in the identified Air Noise Margin to meet certain noise insulation standards while prohibiting new sensitive activities (eg residential dwellings) on land within the Air Noise Boundary.

The Air Noise Boundary defines the area around Whangarei Airport within which the 24 hour daily aircraft noise exposure will be sufficiently high as to require appropriate land use controls or other measures to avoid, remedy or mitigate any adverse effect on the environment, including effects on community health and amenity values, whilst recognising the need to operate an airport efficiently. The average night weighted sound exposure over a 24 hour period at the air noise boundary shall not exceed 65Ldn. The air noise boundary shall be established in accordance with NZS6805:1992.

The Air Noise Margin means the area of land that lies between the air noise boundary and the Outer Control Boundary.

The Outer Control Boundary defines an area outside the air noise boundary within which there shall be no further incompatible land uses. The predicted 3 month average night weighted sound exposure at or outside, the outer control boundary shall not exceed 55 dB Ldn.

The full text of the NAV 6.6-6.8 Rules is contained within Appendix E. The location of the Air Noise Boundary and Outer Control Boundary are identified on District Plan Map 76 and is contained in Appendix

Low Density Residential

The Low Density Residential zone applying to residential land on the Onerahi Peninsula is adjacent to the Whangarei Airport, and the Outer Control Boundary (L_{dn} 55dBA) overlaps the Low Density Residential zone.

The Low Density Residential Zone is an area that is utilised primarily for low density residential purposes. The Policies and Rules therefore restrict certain activities that are incompatible with residential uses. In addition, the Rules set noise limitations on activities within that environment. Where the Land within the Low Density Residential zone is also subject to the Air Outer Control Boundary and or the Air Noise Boundary, the rules in NAV 6.6 apply.

4 Roles and Responsibilities

4.1 Overview

This Sub-Section sets out the various roles and responsibilities that are relevant to this Plan. In terms of responsibilities for the regulation of noise generating activities, the Whangarei Airport

is relatively unique. Traditionally, the Territorial Authority has regulatory authority for noise generating activities. However, in the case of Airports, once the aircraft (noise generating activity) leaves the ground, the regulatory responsibility for noise moves to the Civil Aviation Authority. In addition, there is a hierarchy of responsibilities for the overall management of the Whangarei Airport.

This Sub-Section sets out both the regulatory organisations responsible for noise issues and the day-to-day responsibilities for the implementation of this Plan.

4.2 Organisational Roles and Responsibilities

There are four key organisations that have critical roles with respect to the overall management of the Whangarei Airport and addressing noise related issues. These organisations are:

- Civil Aviation Authority
- Whangarei District Council
- Whangarei Airport Authority
- Airport Noise Management Sub-Committee

Civil Aviation Authority

The Civil Aviation Authority (CAA) is established by Section 72(a) of the Civil Aviation Act 1990 and through that Act, is the regulatory authority responsible for civil aviation safety and security. The Civil Aviation Act 1990 gives the CAA sole statutory responsibility for the regulation of navigable airspace in New Zealand.

In terms of noise, the Civil Aviation Authority is responsible for all aircraft that are in flight. In effect, as soon as an aircraft leaves the ground during take-off, regulatory responsibility for aircraft noise shifts from the Territorial Authority (Whangarei District Council) to the Civil Aviation Authority.

Section 29(b) of the Civil Aviation Act 1990 (Rules for Noise Abatement Purposes) states that "without limiting the power conferred by Section 28 of this Act, the Minister may make ordinary rules prescribing flight rules, flight paths, altitude restrictions, and operating procedures for the purposes of noise abatement in the vicinity of aerodromes". This Act also sets out the process for making such rules, including the need for public notification and consultation.

In practice, the CAA does not consider it appropriate to take on the role of co-ordinator of all aircraft noise abatement regulation at aerodromes, rather, it expects the Territorial Authority to petition the CAA (having first undertaken all public consultation) for the need to have a Rule. The CAA will then take over responsibility for taking that draft rule through the processes described in the Civil Aviation Act 1990.

The Civil Aviation Act 1990 does not allow the Minister to delegate authority to make rules, and sets out the limitations of action that can be taken by CAA with respect to breaching such rules.

In terms of this Noise Management Plan, the CAA has the following key responsibilities:

- All in-flight activities and procedures
- Flight Path Rules for noise abatement purposes
- All aspects of aircraft safety, whether in the air or on the ground

These responsibilities mean that this Noise Management Plan may not be inconsistent or contradictory to any existing Civil Aviation Authority Rule, Regulation or other requirement.

Whangarei District Council

The Whangarei District Council is the Territorial Authority (in accordance with the Local Government Act 1974) with jurisdiction over the Whangarei Airport. The Whangarei District Council has a range of functions and responsibilities under a variety of Acts. Generally these

responsibilities encompass the sustainable management of natural and physical resources and the promotion of social, economic, environmental, and cultural well-being of communities, both in the present and the future.

The Whangarei District Council has a responsibility toward not only the local community surrounding the Whangarei Airport, but also the community of the Whangarei District as a whole. This responsibility is not limited to the current community's needs or wishes, but by statute, must extend to the needs of future generations and communities.

In terms of this Noise Management Plan, the Whangarei District Council has specific functions and responsibilities under the Resource Management Act (1991) and the Health Act (1956). These responsibilities include, but are not limited to the control of the emission of noise and mitigation of the effects of noise, and the enforcement of noise standards and the control of noise nuisances.

In terms of noise generated by the airport, the Whangarei District Council may impose and enforce noise standards for airport activities, once an aircraft has landed, and prior to its take-off. Once an aircraft is airborne, the Civil Aviation Authority is the responsible authority.

In terms of this Noise Management Plan, the Whangarei District Council has the following key responsibilities:

- The establishment, implementation and review of objectives, policies and methods for the sustainable management of the Whangarei Airport (particularly relating to noise)
- The enforcement of any established noise standards
- Control of any new land-use, activities or development in, on, or in the vicinity of the Whangarei Airport that may have an effect on either the airport or the surrounding area

In undertaking its duties and responsibilities, the Whangarei District Council must recognise that it has a responsibility toward the local community at Onerahi, as well as the wider community of the district and future generations of both communities.

Whangarei Airport Authority

Under Section 3 of the Airport Authorities Act 1966, the Whangarei District Council is deemed to be the Airport Authority with respect to the Whangarei Airport.

The Whangarei Airport Authority is responsible for the ongoing management of the Whangarei Airport, including but not limited to maintenance, improvement, and safe and efficient aircraft operations. Management includes airport approaches, buildings, and other accommodation, and equipment, land and general airport operations on the ground.

The Whangarei Airport Authority is required by statute to operate the Whangarei Airport as a commercial undertaking. That is, any and all maintenance and/or development must first and foremost be undertaken for the safe and efficient use of the airport, but must also be undertaken in a manner, rate or time that allows the airport to operate in a commercially viable manner.

The Whangarei Airport Authority's primary responsibility is toward the airport itself.

In terms of this Noise Management Plan, the Whangarei Airport Authority has the following key responsibilities:

- Ensuring the safe and efficient management and operation of the airport
- Ensuring the ongoing commercial viability of the airport
- Implementing this Noise Management Plan
- Managing the airport in a way that is consistent with its designation as an Airport under the Whangarei District Plan and in a manner that complies with relevant rules and/or consent conditions arising from the Whangarei District Plan or Resource Consents issued to the Whangarei Airport Authority.

The Whangarei Airport Authority is the airport managing authority, whilst the Whangarei District Council is the regulatory authority with respect to the airport. Both of these organisations are in effect, the same. In the interests of transparency of regulatory decisions, both of these functions of Council maintain a degree of separation, much in the same way as the Works and Services part of Council maintains a degree of separation from the policy and regulatory arm of the Council.

Airport Noise Management Committee

The Airport Noise Management Committee is a Committee of the Whangarei District Council and as such operates under Council Standing Orders and the Local Government Act 2002. The scope of the Committee is set out by Terms of Reference, as adopted by the Whangarei District Council.

The purpose of the Committee is to consider, and where appropriate make recommendations to the Whangarei District Council on aircraft noise issues and concerns that arise from the operation and activities at the Whangarei Airport.

Specific responsibilities of the Airport Noise Management Consultative Committee with respect to this Plan include:

- Identifying community concerns relating to aircraft noise
- Formulating and recommend methods and procedures to minimise noise impact on the community that surrounds the Whangarei Airport (including the development of this Plan)
- Acting as an advisory committee with respect to noise complaints toward the Whangarei Airport Authority and report these recommendations to Council
- Monitoring the results of noise level monitoring and compliance with noise abatement procedures and the Noise Management Plan

The Noise Management Consultative Committee is, in itself a method of implementation with respect to noise management at the Whangarei Airport.

4.3 Individual Responsibilities

The organisations outlined above primarily have policy, regulatory or review responsibilities. There are three key individuals (or group of individuals) that have critical roles with respect to the day-to-day management of the Whangarei Airport and the actual implementation of this Plan. These individuals are:

- Whangarei District Council Property Manager
- Airport Manager
- Individual Airport Users

Whangarei District Council - District Development Department

The Whangarei District Council District Development Department is directly responsible for the management of letting and managing contracts and leases for a wide range of goods and services relating to the Airport. These contracts range from the day-to-day airport management contract through to major maintenance and improvement services.

In addition to capital works budgeting, the Whangarei District Council District Development Department is responsible for monitoring the contractual relationship with the Airport Manager and ensuring that all matters that are required to be completed, complied with or otherwise addressed by the Airport Manager has actually been carried out appropriately. In effect, the District Development Department is responsible for ensuring that the Airport Manager has fulfilled all responsibilities with respect to the implementation of the Noise Management Plan.

The District Development Department is responsible for receiving a monthly report from the Airport and reporting activities to the Whangarei Airport Authority and / or the Whangarei District Council.

Commented [DK7]: Changed to reflect current structure and to be specific to the airport

Airport Manager

The Airport Manager is contracted by the Whangarei District Council District Development Department to undertake the day-to-day management of the Whangarei Airport. It is the Airport Manager's responsibility, among other duties, to draft, compile and publish airport operational rules (ie: Local Notices To Aviators) and ensure that the Airport is operated, as a first priority, in accordance with relevant Civil Aviation Rules and regulations, with a specific emphasis on maintaining operational safety and security.

The Airport Manager is responsible for ensuring that the operation of the airport complies with all rules, regulations and consent conditions. This also includes the implementation of any management documents approved by either the District Council or the Whangarei Airport Authority. The Airport Manager therefore has primary responsibility for the implementation of the Whangarei Airport Noise Management Plan.

The Airport Manager also has a responsibility to keep appropriate records and provide a monthly report to the District Development Department. All, or a part of this monthly report may be audited by an independent party.

Individual Airport Users

Individual airport users include, but are not limited to pilots and commercial aircraft operators, aero-clubs (including their members), maintenance contractors, airport service providers and any other individuals, organisations or companies that utilise the Whangarei Airport whether permanently, temporarily or on ad-hoc basis.

Individual airport users have a responsibility to ensure that they are fully aware of relevant requirements of the Noise Management Plan in terms of the activities that they are undertaking at the airport. Where a particular activity is not specifically identified the individual airport user has a responsibility for undertaking the activity utilising the Best Practicable Option for avoiding or minimising significant noise emissions beyond the boundary of the airport.

Subject to specific flight rules and safety considerations, all individual users of the Whangarei Airport should respect and show consideration to the residential community that surrounds the Airport and be aware that noise from their activities can impact on those residents.

5. Noise Management - Implementation

The Whangarei District Plan sets out the noise emissions for which the Whangarei Airport must comply. The Implementation section of this Plan sets out the specific measures and methods that the Whangarei Airport Authority will implement in order to ensure the long term compliance with the District Plan. This Section of the Plan has been divided into the following sub-sections:

- General Objectives and Principals
- Best Practicable Option
- Flight Operations
- Operational Control
- Management Procedures
- Other matters

The implementation section of this Noise Management Plan contains a variety of methods and options that range from very prescriptive procedures, such as the "Noise Complaints Procedure" through to more general methods such as "liaison with CAA". In some cases, the Plan sets out a specific outcome, for example, monitoring of aircraft movements, but the specific way in which the Airport Authority achieves this is a matter for the Airport Authority to decide given available options and resources.

In developing implementation options and methods, the commercial objectives of the Whangarei Airport Authority, (as required by legislation) which is *to operate the Airport as a commercial*

business in a cost-effective and efficient manner at no cost to the Whangarei District Council or the Crown and to maintain and enhance the airport's assets must be recognised. Where there is an outcome based method of implementation (for example Aircraft Movement Recording) the Airport Authority will develop a detailed methodology to achieve that outcome that takes into consideration issues such as commercial viability, CAA requirements and other operational matters. These commercial concerns need to be balanced with the needs or concerns of the neighbouring community.

5.1 General Objectives and Principals

The four Objectives outlined below recognize the four key factors associated with the management of noise at the Whangarei Airport. Those key factors are:

- Compliance with the provisions of the Whangarei District Plan
 - Existing residential and noise sensitive activities around the Airport
 - Operational and flight safety
 - Efficient use of the Airport
1. To ensure short, medium and long term compliance with the requirements of the Whangarei District Plan with respect to noise, and in particular with the conditions of the Whangarei Airport Designation.
 2. To have a noise monitoring regime in place that ensures that the airport's compliance with the District Plan can be adequately monitored and controlled
 3. To manage, and where practicable, minimise the adverse effects of aircraft noise arising from the development and use of Whangarei Airport on residential and other activities sensitive to aircraft noise.
 4. To ensure any noise solutions or methods implemented do not compromise operational flight safety standards or conflict with the requirements of the Civil Aviation Authority in respect of those operations or the airspace within which flying activities are conducted.
 5. To have consideration for the efficient use and development of land and operational facilities at Whangarei Airport

In addition to the above Objectives, the management of noise at the Whangarei Airport shall be undertaken in a manner that is consistent with the following guiding principles:

1. The Airport is operated by the Whangarei Airport Authority in partnership with the Ministry of Transport with a legislative requirement that the Airport be operated in a commercially viable manner.

Where there is a conflict between this Plan and the Civil Aviation Act or Civil Aviation Rules, that Act and the Rules will take precedence over this Noise Management Plan.
2. Safety, both on the ground and in flight is absolutely paramount.
3. Section 326 of the Resource Management Act 1991 specifically excludes noise emitted by aircraft immediately prior to, during and immediately following flight and it is generally accepted that this also includes taxiing to and from the runway. It is therefore inappropriate to manage individual aircraft; rather, it is the overall noise emissions from the Airport as a whole that should be managed.
4. Recognition that although the Whangarei Airport has existing use rights under Section 10 of the Resource Management Act 1991, it is also located in an area where residential land-uses have developed over time. Maintaining an open dialogue with residents through the Noise Management Sub-committee (with respect to noise emissions) is therefore a part of the responsible management of the Airport.

5.2 Best Practicable Option

The Noise and Vibration Chapter of the Whangarei District Plan indicates that under Section 16 of the Resource Management Act 1991 (RMA) there is a duty on every occupier of land and every person carrying out an activity in, on, or under a water body or the coastal marine area to adopt the best practicable option to not emit more than a reasonable level of noise. Section 16 of the Act states that a national environmental standard, plan or resource consent may prescribe noise emission standards. The noise provisions in the Noise and Vibrations chapter, particularly NAV 6.6 (activities establishing near the Airport zone), NAV 6.7 (noise from aircraft operations), NAV6.8 (aircraft testing) are designed to achieve a reasonable level of noise both within the actual Airport zone, and in the adjoining residential area. The principle of the 'best practicable option' as defined in the RMA is a useful mechanism to guide activities to meet the stated noise provisions in the Whangarei District Plan.

The RMA defines 'Best Practicable Option' in relation to a discharge of a contaminant or an emission of noise, as meaning:

"The best method for preventing or minimizing the adverse effects on the environment having regard, among other things, to -

- (a) The nature of the discharge or emission and the sensitivity of the receiving environment to adverse effects; and*
- (b) The financial implications, and the effects on the environment, of that option when compared with other options; and*
- (c) The current state of technical knowledge and the likelihood that the option can be successfully applied".*

Essentially the RMA advises that the best practicable option is the optimum combination of all methods to limit noise to the greatest extent achievable. In terms of noise management at Whangarei Airport, this will mean implementing the measures and methods of this Plan appropriately in both the day-to-day management of, and long-term strategic planning for, the Airport.

A 'best practicable option' approach will be fundamental in upholding the purpose and integrity of the Noise Management Plan, which will in all cases with the guidance of the Noise Management Committee seek to adopt the most appropriate or 'optimum combination' of methods that are available to address and limit the extent of aircraft associated noise on the community while still ensuring that the airport can function effectively and efficiently. -

It is anticipated that the Airport Authority will, over time, seek to expand this Noise Management Plan in conjunction with the Airport Noise Management Consultative Sub-committee to encompass new "Best Practicable Options" with respect to noise.

5.3 Flight Operations

Introduction

Flight Operations are those activities that are directly related to flight, which includes initial engine run-up, pre-flight activities (including engine / instrument checks), taxiing, take-off, landing and in-flight (refer definitions in Appendix A).

Section 326 of the Resource Management Act 1991 (and amendments) specifically excludes consideration of noise from aircraft whilst in-flight, including engine run-up, pre-flight checks, take-off and landing. In addition, any aircraft that has left the ground (and arguably during

take-off procedures) is beyond the authority of the District Council and the provisions of a District Plan and the direct control of the Whangarei Airport Authority.

Despite the fact that Flight Operations are effectively beyond the scope of the District Planning process, the Whangarei Airport Authority recognises that noise emanating from Flight Operations is a contributing factor to the overall noise emissions from the Airport. As such, it is appropriate that "Flight Operations" are separated from other activities at the Airport, and the associated noise emissions managed within legal limitations.

Consultation and Petitioning of Civil Aviation Authority

All flight operation activities must comply with Civil Aviation Authority Regulations and safety standards. These regulations and standards include:

- Pre-flight instrument checks and engine run-up
- Engine testing following maintenance
- In-flight rules
- Approach paths and flight vectors

In particular, under the Civil Aviation Act 1990, the Minister of Civil Aviation may make rules for the purpose of noise abatement at aerodromes. These rules can prescribe flight rules, flight paths, altitude restrictions, and operating procedures for the purposes of noise abatement in the vicinity of aerodromes.

Flight Rules

The process that the Airport Authority will follow with respect to petitioning the Civil Aviation Authority for the introduction of in-flight rules for noise abatement purposes has been set out by the Civil Aviation Authority:

- The Whangarei Airport Authority will ascertain that there is an aircraft noise problem within their jurisdiction that can only be dealt with by airspace control.
- Once a problem is established, the Whangarei Airport Authority will undertake the necessary public consultation to establish the case for making a rule.
- It must be shown that the proposed noise abatement procedure is in the public interest, taking account any additional costs incurred by aircraft operators and any projected benefits resulting from the proposal.
- The full case is then put to the Civil Aviation Authority in the form of a petition to make a rule, following the process detailed in Part 11 of the Civil Aviation rules.
- The Civil Aviation Authority will assess the petition and if it considers it appropriate, will prepare, an ordinary rule involving further consultation.
- The rule is then presented to the Minister to make.

The alteration of Rules for Noise abatement Purposes is a substantive legal undertaking and as such will only be embarked upon if all other options have been exhausted, and there is a real identified need to alter flight paths.

Other Matters

The Whangarei Airport Authority will maintain an ongoing dialogue with the Civil Aviation Authority with respect to issues that are noise related, including:

- Consulting the Civil Aviation Authority prior to the implementation or development of management or operational procedures
- Ensuring updated charts of the Whangarei Airport, including notes on noise issues, are updated

- Where necessary, reporting of pilots or aircraft that are persistently creating a significant noise nuisance

General Flight Operations – In Flight Noise Abatement Procedures

The Civil Aviation Authority is responsible for issuing noise abatement rules for airports. Procedures for updating or amending these Rules are outlined in 6.3.2 (above).

Civil Aviation Rule (CAA) Part 93 "Special Aerodrome Traffic Rules and Noise Abatement Procedures" (9 January 2004) prescribes aerodrome noise abatement procedures for the Whangarei Airport. Sub-part H "Other Aerodromes" sets out the aerodrome traffic circuit, where each pilot in command of an aircraft shall conduct a right hand aerodrome traffic circuit when approaching for a landing at or after take-off from a runway at the Whangarei Aerodrome, unless:

1. Otherwise authorised by ATC; or
2. A turn in the opposite direction for an IFR procedure has been prescribed under Part 97

Civil Aviation Rule 93, and specifically Appendix D of this Rule, sets out Noise Departure Profiles for aircraft. Two procedures are prescribed which are detailed in (A) and (B) below:

(A) Noise Abatement Departure Profile – Procedure C

Each pilot in command of an aircraft shall –

1. from take-off to an altitude of not less than 800 feet above aerodrome elevation:
 - i. Use take-off power; and
 - ii. Use take-off flap; and
 - iii. Climb at V2 plus 10 to 20 knots; and
2. at or above 800 feet above aerodrome elevation:
 - i. Reduce thrust by manual throttle reduction or by automatic means; and
 - ii. For aeroplanes not equipped with an operating automatic thrust restoration system, achieve and maintain not less than the thrust level necessary after thrust reduction to maintain, for the flaps-slats configuration of the aeroplane, the take-off flight path engine-inoperative climb gradients specified in FAR 25.111(c)(3) in the event of engine failure; and
 - iii. For aeroplanes not equipped with an operational automatic thrust restoration system, achieve and maintain no less than the thrust level necessary after thrust reduction to maintain, for the flaps-slats configuration of the aeroplane, a take-off path engine inoperative climb gradient of zero percent, provided that the automatic thrust restoration system will, at least, restore sufficient thrust to maintain the take-off path engine-inoperative climb gradients specified in FAR 25.111(c)(3) in the event of an engine failure; and
 - iv. During the thrust reduction, co-ordinate the pitchover rate and thrust reduction to provide a decrease in pitch consistent with allowing indicated airspeed to decay no more than 5 knots below the all engine target climb speed and, in no case, to less than V2 for the aeroplane configuration; and
 - v. Maintain the speed and thrust requirements specified in (i) through (iv) to the higher of 3000 feet above the aerodrome elevation, or until the aeroplane has been fully transitioned to the en-route climb configuration, then transition to normal en-route climb procedures.

(B) Noise Abatement Departure Profile – Procedure D

Each pilot in command of an aircraft shall –

1. from take-off to an altitude of not less than 800 feet above aerodrome elevation:
 - i. Use take-off power; and
 - ii. Use take-off flap; and
 - iii. Climb at V2 plus 10 to 20 knots; and
2. at or above 800 feet above aerodrome elevation:
 - i. Initiate flaps and / or slats retraction; and
 - ii. Reduce thrust by manual throttle reduction or by automatic means; and
 - iii. For aeroplanes not equipped with an operating automatic thrust restoration system, achieve and maintain not less than the thrust level necessary after thrust reduction to maintain, for the flaps-slats configuration of the aeroplane, the take-off flight path engine-inoperative climb gradients specified in FAR 25.111(c)(3) in the event of engine failure; and
 - iv. For aeroplanes not equipped with an operational automatic thrust restoration system, achieve and maintain no less than the thrust level necessary after thrust reduction to maintain, for the flaps-slats configuration of the aeroplane, a take-off path engine inoperative climb gradient of zero percent, provided that the automatic thrust restoration system will, at least, restore sufficient thrust to maintain the take-off path engine-inoperative climb gradients specified in FAR 25.111(c)(3) in the event of an engine failure; and
 - v. During the thrust reduction, co-ordinate the pitchover rate and thrust reduction to provide a decrease in pitch consistent with allowing indicated airspeed to decay no more than 5 knots below the all engine target climb speed and, in no case, to less than V2 for the aeroplane configuration; and
 - vi. Maintain the speed and thrust requirements specified in (i) through (iv) to the higher of 3000 feet above the aerodrome elevation, or until the aeroplane has been fully transitioned to the en-route climb configuration, then transition to normal en-route climb procedures.

Vertical Take-off and Landing

Vertical take-off and landing principally applies to rotary winged aircraft (helicopters), however, there are other fixed winged aircraft that are capable of vertical take off and landing. The ability to hover gives these aircraft greater flexibility in terms of take-off and landing vectors.

Helicopter Flight Vectors

The Whangarei Airport Authority will require helicopters, as far as practicable, to utilise runway vectors for both departing and approaching the Airport. This will be achieved by:

Publication of approach notes for rotary winged aircraft on Airways Corporation AIP Charts

Education of pilots through the publication of information and other materials for pilots using the Airport (*refer 5.4 below*)

Take appropriate follow up action where procedures are not followed

Where appropriate, petitioning the Civil Aviation Authority for the introduction of in-flight rules relating to helicopter approach and departure vectors

It should be noted that helicopters will only be required to utilize main runway vectors where there is little or no conflict with fixed wing aircraft and while it remains safe to do so in terms of air traffic volumes. Where significant conflict occurs, or a flight safety issue arises, alternative departure and approach vectors for rotary winged aircraft will be established. These alternative vectors will take account of the need to minimize the noise impact on the local community and

the requirement to comply with the noise restrictions contained within the Whangarei District Plan.

Take-off Hovering and Taxiing Hovering

Rotary winged aircraft do not normally taxi out to a take-off position or taxi to shift positions on the Airport. Rather, they are designed to lift off and travel at low altitude to the new position. In addition, normal safe practice prior to take-off is lift off to a low altitude hovering position, run any final checks, hover for a time to check for other aircraft to ensure that it is safe to take off. This pre-take-off hover is essential for flight safety, particularly in the absence of formal air traffic control at the Airport. This type of hovering is an essential aspect of the safe and efficient operation of the Airport and of a short duration. The Airport Authority does not propose formal controls on this activity, other than to educate pilots with respect to the potential noise impacts of their general activities on the surrounding community (*refer 5.4 below*).

Hovering for Engine Testing and Rotor Balancing

This is an essential activity that is undertaken following routine maintenance and inspections. Rotor balancing involves a short duration hover whilst the helicopter is linked to testing equipment and a strobe. The helicopter hovers briefly to establish rotor balance and undertake appropriate instrument tests. These brief hovers may be repeated over a period of time with adjustments been made between hovers. This type of hover is of short duration and is generally undertaken immediately outside the hanger area (due to the equipment that is required).

Although the hanger buildings are located near the boundary of the Airport, they act as an acoustic barrier for the near boundary. This type of hovering activity will be allowed to take place in the following areas:

- On the airport side, immediately outside a hanger or airport facility building
- Within the designated hovering zone on the Airport Noise Map contained in Appendix D.

Rotor balancing is normally a scheduled activity that can be planned in advance, therefore wherever practicable, hovering for rotor balancing and engine testing will be undertaken between the hours of 0700 and 1830.

Where there is a legitimate and reasonable need to hover for engine testing and rotor balancing purposes outside these hours, the time of the event, duration and reason for doing it outside the hours of 0700 – 1830 will be recorded with the Airport Manager.

Hovering for the purpose of rotor balancing and or engine testing between the hours of 2200 and 0700 will only be undertaken in exceptional circumstances or emergencies. Hovering for engine testing or rotor balancing during this time will count toward the 18 unscheduled night time engine testing events permitted under the Whangarei District Plan Airport Designation (except as outlined below). The time of the event, duration and reason for doing it between the hours of 2200 and 0700 shall be recorded by the Airport Manager and reported to the Airport Noise Management Sub-committee. Permission is required from the Airport Manager prior to commencement to ensure that the activity does not result in a breach of the 18 unscheduled tests allowed for within the Whangarei District Plan.

It is recognized that Helicopters play an important and unique role in search and rescue activities and Civil Defence emergencies. Where a Helicopter is being tested or undergoing emergency rotor balancing to make the aircraft operational for urgent or immediate participation in an emergency then the event will be recorded but will not be considered as counting toward the 8 unscheduled night time engine testing events.

Other Hovering

This includes hovering for training purposes, pilot certification, testing and auto-rotation training. Hovering for purposes such as training can often involve extended periods of hovering in a single

position. Often the degree of noise impact on residents is associated with the duration of a relatively fixed noise frequency and the unique nature of the noise made by a hovering helicopter.

Helicopter pilots are required to be able to operate at and around an Airport as part of the pilot training curriculum. In order to pass a license examination it is likely that a pilot will be required to operate in an airport environment with the examiner. It is therefore a reasonable requirement of full and proper training that the pilot undertake a portion of their training within the airport environment.

The Whangarei Airport Authority will manage hovering to minimize as far as reasonably practicable, the noise impact on the community by:

- Restricting prolonged hovering to a zone of the airport that has the least impact on the neighbouring community as identified on the Airport Noise Map contained in Appendix D
- Restricting the time spent hovering in any one session to no more than a consecutive period of 60 minutes
- Working with helicopter operators and instructors to ensure that there is a reasonable break of not less than 60 minutes between prolonged hovering sessions
- Restricting prolonged hovering in the hover zone to one helicopter at a time, unless there is a specific requirement where more than one helicopter must hover in unison then. Where there is a specific requirement for multiple hovering in the Hover Zone, the Airport Manager must be satisfied of its necessity and provide written permission for this to happen. Note, such an activity will only be agreed in exceptional circumstances.
- Where demand for helicopter hovering warrants it, and there is more than one pilot instruction company or organisation, the Airport Authority will work with helicopter operators to introduce a roster system for prolonged hovering sessions to ensure fair use and a minimum period of 60 minutes between hovering sessions
- The Airport Authority will encourage pilots, instructors and certifiers to vary training or certification sessions as far as practicable to avoid extensive prolonged hovering through education (refer 5.4) and ongoing liaison (refer 5.3)

Military Flight Activities

Military flight activities would normally be counted toward the overall noise emission limits, where these flights are normal take-off and landings. However, the military has rights to utilise the Airport. Any prolonged or unusual use of the Airport by the military for military purposes will be dealt with on a case by case basis. It should be noted that where the military utilise facilities such as an Airport, they have liaison officers to deal with public or local issues.

Air Shows / Open days or Other Unusual Activities

Air Shows and open days are public events that can reasonably be expected to occur at an Airport from time to time. These activities generally bring a significant benefit to the wider community. Where these activities are proposed, the Airport Authority will deal with the issues that arise on a case by case basis and will consult with local residents, as well as the wider community. It should be noted that such activities do not occur on a regular basis.

5.4 Operational Control

Introduction

Operational Control at Whangarei Airport is specifically defined as those activities that take place on the ground that are not directly associated with flight operations (*refer 5.3*). These activities include:

- Engine testing (other than initial engine run-up)
- Fueling (where this may result in noise emissions)
- Taxiing (not associated with flight operations)
- Aircraft maintenance
- Dead aircraft maintenance
- Ground vehicle traffic
- General Airport and runway maintenance
- Airport related construction noise

These operational control activities are subject to the relevant rules contained within the District Plan, and Proposed Variation for the Airport Environment, particularly Rules 34.9, and 34.10. In addition, the Noise Management Plan, after consultation with Airport users/operators/contractors, will provide additional methods for mitigating any adverse noise effects as a result of these activities on the surrounding community.

Engine Testing

The Noise and Vibration chapter of the Appeal Version of the Whangarei District Plan sets out performance criteria for aircraft engine testing at the Whangarei Airport. The Whangarei Airport Authority will, as far as practicable ensure that aircraft engine testing complies with the following performance standards:

- Between the hours of 0700 and 2300, noise resulting from engine testing as measured at or within the boundary of the Living Environment shall not exceed 55dBA L_{eq} (16 hours)
- Between the hours of 2300 and 0700, noise resulting from engine testing as measured at or within the boundary of the Living Environment shall not exceed 45dBA L_{eq} (8 hours)
- Between the hours of 2300 and 0700, the maximum noise resulting from engine testing as measured at or within the boundary of the Living Environment shall not exceed 60dBA L_{max}

It is also recognized that in some situations it may be necessary to conduct essential unscheduled maintenance and engine testing. No more than 18 such tests shall be conducted within any calendar year. Where this occurs, the noise limits set out in (a) above shall apply.

With respect to compliance with the above performance standards, sound levels shall be measured in accordance with NZS 6802:1991 Measurement of Sound and assessed in accordance with NZS 6802:1991 Assessment of Environmental Sound.

A single engine testing event may include a series of engine run-ups to full or part power over a period of time, with minor adjustments and checks made between each run-up. An engine testing event is therefore defined as "*testing one or more engine(s) of a single aircraft which may involve multiple run-ups to part or full power with reasonable time periods between run-ups to allow minor adjustments or checks to be made*".

Where it is likely that engine testing will exceed the performance standards set out above, the Whangarei Airport Authority will apply for the appropriate Resource Consent in accordance with the Whangarei District Plan.

Where an engine test occurs between the hours of 2300 and 0700 or there is unscheduled engine testing (identified above), the time of the event, duration and reason for undertaking the test shall be recorded by the Airport Manager and reported to the Airport Noise Management Sub-committee.

Whilst engine testing is an essential activity at the Whangarei Airport, particularly in relation to ensuring that scheduled commuter flights remain operational, the Whangarei Airport Authority recognizes that the activity has a potential noise impact on the community, particularly where testing is undertaken at night. To assist in its management, the Whangarei Airport Authority will

ensure that contractors and maintenance providers are aware of the potential impact, and where possible take reasonably practicable steps to minimize the impact. These steps may include:

- Wherever practicable, scheduling tests during daylight hours
- Minimising the duration of tests as far as practicable
- Undertaking tests in parts of the Airport that minimizes the noise impact on residents, for example where there is existing acoustic barriers (eg: hangers) or on sections of the airport that are remote from adjacent houses
- In the absence of acoustic barriers, varying the location of engine testing to reduce the cumulative effect on individual residences.

Re-Fueling

Refueling in itself is not an activity that generates a significant noise, however, the movement of aircraft to and from refueling sites and leaving engines running whilst refueling does have a noise impact. Turbine engines are run during refueling as the act of stopping and starting engines for short periods significantly increases the engine cycles and reduces engine life and therefore significantly increases maintenance requirements (and therefore engine testing).

Refueling is an essential airport activity. The potential location and design of refueling points is restricted by clear operational requirements and safety issues. In identifying new locations for refueling points, the above requirements will be assessed within the context of:

- Potential noise impacts on the community
- Operational requirements
- Safety

As part of the pilot education proposals (*refer 5.4*), provision will be made to encourage pilots to turn engines off during refueling by advising them of the effects of their activities. It must be noted that in some instances, turning engines off and then restarting can result in greater noise emissions or safety issues.

The current fixed refueling point is being relocated to a position where, among other things, its use will have a reduced impact on the community in terms of noise. Should the location of this re-fueling point continue to cause significant noise impacts on the community, further investigations will be undertaken relating to the possibility of noise attenuation around the re-fueling site.

Taxiing for Non-Flight Purposes

Taxiing, other than for take-off and landing is generally restricted to the movement of aircraft to other parts of the Apron or to and from maintenance bays. Smaller planes may utilize engines for this activity, although generally movements are very small and the smaller planes are pushed into place. Larger aircraft such as Air New Zealand and Eagle Air passenger planes are located in specific bays within reach of refueling points. The only time these aircraft are moved is for maintenance activities. In most cases these larger planes are towed by a small tractor in preference to utilising engines.

Utilising engines for non-flight taxiing increases both engine hours and engine cycles, which in turn increases maintenance and down time. It is therefore normal airport practice to tow aircraft into place. Where aircraft are towed, the noise generated is no different in intensity to that of a normal car.

To manage noise from non-flight taxiing, the Whangarei Airport Authority will encourage pilots and maintenance contractors wherever reasonably practicable, to move aircraft without starting and utilising aircraft engines.

Aircraft Maintenance (other than engine testing)

Aircraft maintenance is primarily undertaken either in or immediately adjacent to hangers that are designed for that activity. Noise generated by this activity is generally no more than that emitted by normal power tools.

Maintenance of aircraft should be undertaken either inside any existing or future hanger, or adjacent to an airport building on the Airport side so that the building acts as an acoustic barrier

Where maintenance occurs between the hours of 2200 and 0700, and the nature of the maintenance has the potential to create significant noise measured at or within the Living Environment, such maintenance will be undertaken, as far as practicable inside the hanger facilities. Where this is not possible, the maintenance contractor will take reasonable steps to ensure that the noise created does not result in a nuisance in the living Environment. These steps could include:

- Positioning the aircraft being maintained as close as possible to the hanger to ensure that the building acts as an acoustic barrier
- Ensuring that non-essential noise generating equipment is turned off when not in use
- Ensuring that where equipment is fitted with mufflers or other acoustic shielding, those components are maintained in good working order

Ground Vehicle Traffic

Ground vehicles are utilised for a variety of purposes at the Whangarei Airport, including for towing of vehicles and moving materials. Noise generated by ground vehicles at the airport is considered insignificant, due to the minimal numbers and use of ground vehicles, the distance from residential dwellings and the fact that the Airport is surrounded by residential areas where there are no controls on noise generated by ground vehicles.

Where mufflers or other noise suppression equipment is designed into ground vehicles, those systems will be maintained in good and sound working order.

Airport Runway Maintenance and Airport Construction

Airport runway and airport construction covers a range of activities, including ongoing maintenance and improvements of both the main sealed runway and the cross wind runway, construction of airport related buildings such as hangers, terminal buildings or any other structure that is reasonably related to airport activities.

With respect to runway maintenance, there is a considerable (in most cases in excess of 100 meters) separation distance from the runway and the boundary of the Airport site. In addition, it is necessary from an operational point of view, to schedule maintenance as far as practicable around scheduled flights.

With respect to other Airport construction, for example hangers, the Airport Authority may not have direct control over contracts let for this type of work as the work may be undertaken on behalf of a third party or Airport tenant. As the Landlord, however, the Airport Authority will seek to ensure that "Good Practice" elements that relate to noise are included in any contracts to undertake the work.

With respect to maintenance or construction works undertaken by the Airport Authority, any contract let will contain "Good Practice for Noise Mitigation" elements within any contract. The exact nature of such provisions will be consistent with:

- The nature of the work to be undertaken
- The location of the work in relation to residential or other noise sensitive neighbours
- The length and duration of the work

- Proposed times that the work will be undertaken to fit within operational or safety requirements of the Airport
- Anticipated levels of noise generated by the activity

Good practice for noise mitigation will generally be consistent with the provisions that are normally associated with similar building (or for runway work – road maintenance) work carried out throughout the Whangarei District. Specific provisions may include, but will not necessarily be limited to:

- Time of day that work will be undertaken
- Duration of works
- Ensuring that machinery is, wherever practicable, switched off when not in use
- Ensuring, wherever practicable that noise generated from construction work is consistent with NZS 6803:1999 – Acoustics for Construction Work, where noise levels are measured in accordance with NZS 6803:1999 at the boundary between the Living 1 Environment and the Airport Environment
- Where noise generated from construction work is outside limits set in NZS 6803:1999, the project manager will be required to liaise with effected parties

5.5 Management Procedures

Bi-annual Aircraft Noise Contours

The Whangarei District Plan establishes an Air Noise Boundary (inner) and an Outer Control Boundary. The location of these boundaries is identified on Planning Map ~~76_46R~~ in the Whangarei District Plan. These boundaries have been established for longer term District Planning purposes and reflect the projected noise boundaries at the Whangarei Airport in 2027, assuming a specific lineal growth in aircraft movements. These noise boundaries are based on the Ldn65 and Ldn55 noise levels respectively and the Airport is required to manage its operations in a way that ensures that these overall limits are not breached.

In order to provide residents and landowners with accurate information relating to current noise emissions and boundaries, the Whangarei Airport authority will prepare, using an appropriately qualified and experienced acoustic consultant, noise contours (Ldn55 and Ldn65) by January 31 in every even year (for example 2006, 2008, 2010...).

Method of Calculation

The method utilised to establish the Bi-annual Aircraft Noise Contours shall be consistent with the recommendations of New Zealand Standard (NZS) 6805 (or any amendment to that standard) or other such recognized standard that replaced NZS 6805. Specifically, unless NZS 6805 expressly recommends a different methodology, an Integrated Noise Model that utilises calculation procedures using an energy averaging technique to calculate noise exposure in terms of L_{dn}.

In order to ensure that the noise contours are appropriate for the Whangarei Airport at Onerahi, the data shall be adjusted appropriately to take account of topography. Input data will be derived from the Whangarei Airport Noise Monitoring Database that records flight movements for the purposes of the "Count and Calculate" noise monitoring method detailed in Section 7.1 (below).

Public Availability

Once prepared the Bi-annual Aircraft Noise Contours, will be reported to the Airport Noise Management Sub-committee for their endorsement. They will then be publicly available.

A public notice shall be placed in one or more newspapers that circulate in the Onerahi area. The public notice shall advise the following:

- A description of what the Bi-annual Aircraft Noise Contours are
- that they have been prepared for informational purposes only
- Where the public can view them.

A copy of the Bi-annual Aircraft Noise Contours shall be available at the main terminal at the Whangarei Airport Managers Office, Council Offices and public libraries.

Limitations of Use

The Bi-annual Aircraft Noise Contours shall remain the property of the Whangarei Airport Authority, and may only be used or made public under the following conditions:

The Bi-annual Aircraft Noise Contours will be made available for information purposes only; to enable the public to compare current noise levels with those that are forecast in the Whangarei District Plan.

The Bi-annual Aircraft Noise Contours shall not be utilized for regulatory purposes, or to limit the operation of the Whangarei Airport beyond the conditions of the Designation within the Whangarei District Plan.

The Bi-annual Aircraft Noise Contours may only be used within a LIMS or PIMS Report if it is used in conjunction with the Airport Noise Boundary and the Outer Control Boundary, as identified on Planning Map 46R (or amendments) and an explanation is included as to the difference between the two maps.

Education of Airport Users, Pilots and Airport Operators

Education of airport users, pilots and airport operators is fundamental to achieving a long term change in pilot culture toward a greater awareness of the community, in which they are operating. . An education package will be developed by the Whangarei Airport Authority, flight training organisations, scheduled flight operators, helicopter operators and flight instructors. Close consultation with these organisations will increase the “buy in” from airport users and therefore increase the long term success of the program.

The overall concept of the education program will be to promote a harmonious relationship between aviation activities and the environmental (noise) interests of the airports neighbours. The long term outcome of the program will be to limit the impact of flying and associated activities on the community and neighbours living in the vicinity of the Whangarei Airport and the Whangarei Aviation Area.

The education program will be initiated within 12 months of the Airport Noise Management Plan becoming operative. The program itself will be a “live program” designed to be developed and to adapt to changing circumstances over time.

The education program will be designed to target four broad groups of airport users:

- Regular commercial and non-commercial pilots – those pilots that would generally consider the Whangarei Airport as “home base”
- Pilot trainees – those pilots undertaking training for pilot certification purposes
- Visiting pilots
- Non-flying companies (maintenance contractors etc) that operate or provide a service at the Airport
- The general public

The overall focus of the education program will be on courteous and considerate flying, and in particular:

- Showing consideration to residential land uses around the Whangarei Airport
- Identifying and adopting procedures that can reduce the noise impact on the surrounding community

- Being considerate to all other users and the neighbourhood by exhibiting a professional attitude and a high level of airmanship
- Avoiding, un-necessary flying during “anti-social” hours such as very early in the morning or late at night
- Varying training schedules to avoid continuous hover training within the airfield area
- Promoting “best practice”

The education package for regular users of the Whangarei Airport will include:

- A package that outlines the responsibilities of pilots using the Whangarei Airport in relation to noise
- Specific procedural requirements, which include helicopter hovering zones, flight vectors and in-flight noise abatement procedures
- Obligation to report of movements and helicopter hovering times

In addition, the Whangarei Airport Authority will, in consultation with regular users of the Whangarei Airport, investigate the development of a “Fly Friendly” certification program similar to that in place at other airports such as Ardmore. This program would include a comprehensive flying ethics training module that focuses on noise abatement as well as other specific issues that better flying can benefit. The object of the program would be to provide local companies (and individual pilots) with certification that they operate in accordance with Whangarei Airport Noise and Ethical flying standards.

The education package for pilot trainees will be similar in nature to that of the package for regular users. However, the Whangarei Airport Authority, in consultation with local instructors would seek to have it included within the curriculum of local pilot training. This component of their training would be in addition to CAA requirements and as such not part of the formal CAA curriculum. If locally trained pilots received this component of their curriculum, they would be awarded similar “fly friendly” certification envisaged for local companies.

Visiting pilots will be provided with a leaflet upon arrival and payment of relevant fees. The leaflet will outline flight vectors for helicopters, hovering zones and other noise abatement procedures in place at the Whangarei Airport.

Regular contractors and non-flying companies that operate at or from the Airport will be provided information relating to procedural requirements and “best practice” that relate specifically to them. This information will be updated on a regular basis.

The general public will be provided with a leaflet (available at the airport or on request) outlining the Noise Complaint Procedure, as well as the actions the Airport Authority is doing to manage noise. Residents within the “Outer Control Boundary” as identified in the Whangarei District Plan will be mailed this leaflet, and further details on noise management procedures.

Airport Noise Management Committee Representation

The Whangarei Airport, as part of the management of the Airport will ensure that it maintains a representative on the Whangarei District Council’s Airport Noise Management Committee. In maintaining representation on this Consultative committee, the Whangarei Airport Authority undertake to:

- Actively participate at the committee in a manner that is consistent with the Consultative-committee’s Standing Orders and the requirements of the Local Government Act 2002.
- Encourage, as far as reasonably practicable, other Airport users and members of the community to maintain representation on the Consultative committee.
- Represent the position, requirements or point of view of the Whangarei Airport Authority in good faith.

- Participate by listening to the concerns and issues raised by the consultative-committee and work in good faith toward practical solutions wherever possible, whilst expressing those matters that are important to the Airport Authority
- Respect decisions made by the Consultative committee.

Investigating Noise Reduction Procedures

Noise management procedures are expected to evolve over the life time of this Plan and that of the Airport. In order to ensure that the Whangarei Airport Authority manages noise emissions in a manner that is consistent with similar airports throughout New Zealand, it will be necessary for the airport Authority to undertake regular reviews of noise management practices and literature.

Objective

To ensure that the Whangarei Airport Authority and the Airport Noise Management Sub-committee is aware of, and able to implement where practicable any improved noise management practices.

Actions and Responsibilities

The Whangarei Airport Authority shall be responsible for undertaking regular reviews of relevant industry literature and practices to ensure that it is adopting the best practicable option in terms of noise minimization from aircraft activities.

Where other similar airports throughout New Zealand adopt improved noise management procedures, the Airport Authority shall review those new procedures or practices to determine whether or not they can be implemented at the Whangarei Airport and whether they are likely to result in improved noise emissions. The Airport Authority will regularly report on the development of new procedures to the Airport Noise Sub-committee.

Noise Complaint Procedure

The Noise Complaint Procedure outlines, in a flow diagram format, the process that will be followed with respect to complaints received at the Whangarei Airport. The Airport Authority will ensure proper and adequate training is provided to those people that are directly involved in the procedure to ensure that it works.

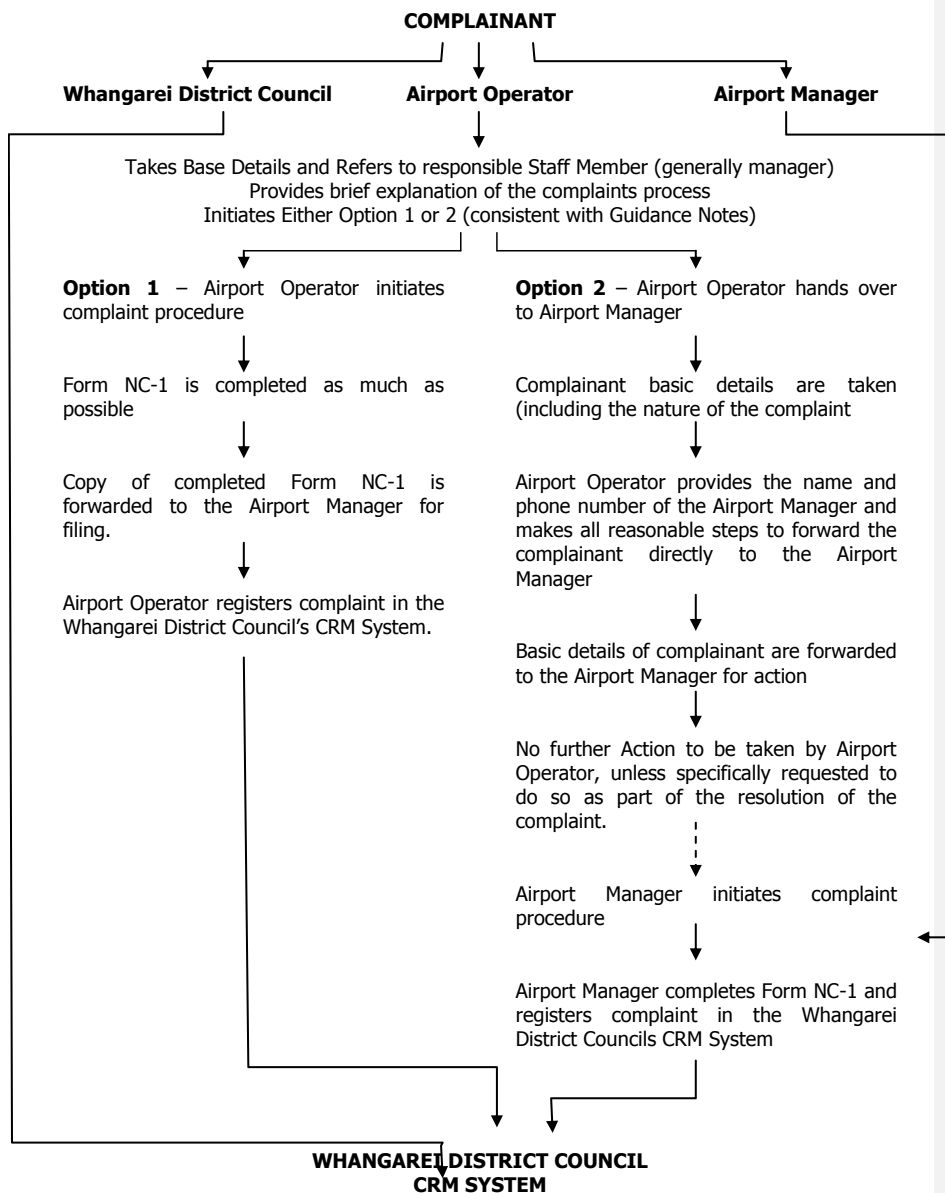
The procedure provides for an audit trail to show that a complaint has been received, whom it was received by, and that it was logged and investigated. Once any investigation is completed, the procedure requires the Airport Manager to inform the complainant of what was undertaken to investigate the complaint, the results of that investigation and any action taken.

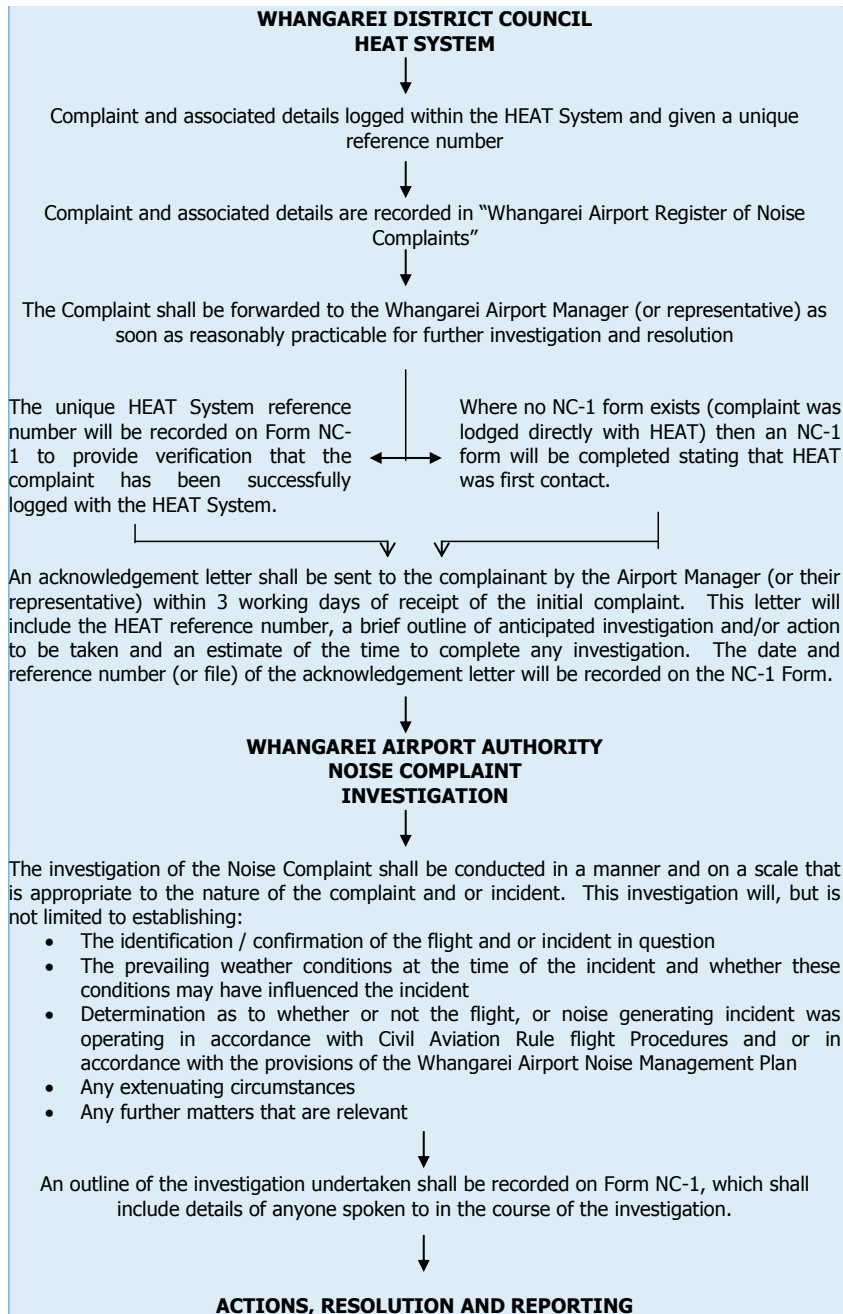
Where the complainant is not satisfied that their complaint was treated appropriately, or the action taken was inappropriate, there is the possibility of the complainant then raising the issue further through the Airport Noise Management Committee.

If in the opinion of the Airport Manager:

- The individual pilot, is or has undertaken un-safe flying
- The pilot has broken CAA rules and regulations,
- The pilot persistently breaches the requirements or spirit of the Noise Management Plan or is otherwise causing an ongoing nuisance

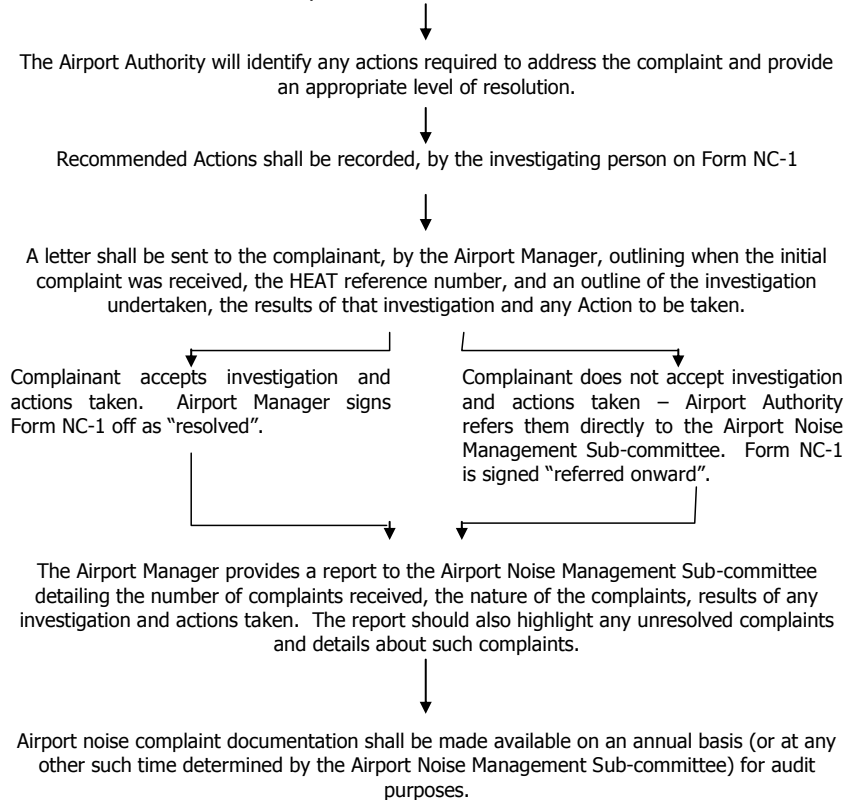
The Airport Manager may further escalate the matter by reporting the incident to the CAA. In the case of breaching the requirements of spirit of the Noise Management Plan, such action will only be considered after other reasonable steps have been taken to achieve a change of behaviour. In all cases, it is the sole discretion of the Airport Manager as to whether a pilot is reported to the CAA in accordance with provisions in this Management Plan.





Commented [DK8]: Update terminology

ACTIONS, RESOLUTION AND REPORTING



Dispute Resolution

The Whangarei Airport Authority and its management are committed to a process whereby differences between the Airport Authority or its management and other parties can be resolved through consultation and consensus. The principle vehicle for the resolution of such differences is the Airport Noise Management Committee.

The Committee operates under the Local Government Act 2002 and associated Standing Orders. The members of the Sub-committee include an independent chairperson appointed by the Whangarei District Council (following a public request for nominations), airport user representatives (including the Whangarei airport Authority), and representatives from the local community and a Whangarei District Councilor from the local Ward. The management and operation of the Airport Noise Sub-committee is independent of the Whangarei Airport Authority.

Where consensus or resolution cannot be reached, the Whangarei Airport Authority endorses the use of the Airport Noise Management Sub-committee to resolve such issues. Where a decision must be reached, the following procedure will be followed:

1. If the dispute arises outside the operation of the Sub-committee, details of the dispute shall be made available to the Chairperson, via a Sub-committee member (or other

appropriate Whangarei District Council Representative) in sufficient time for it to be included as an Agenda Item for the next meeting. In exceptional circumstances, the issue may be raised as "Urgent Business". Closing dates

2. The Independent Chairperson of the Sub-committee will determine any point of differences existing within the Sub-committee by acting as a mediator.
3. To facilitate mediation, the Whangarei Airport Authority will provide (at its cost) the Chairperson with the information and advice that the Chairperson considers is reasonably necessary, including if required a legal opinion, to resolving the points of difference. The information sought by the Chairperson shall also be made available to the members of the Noise Management Sub-committee.
4. If the Chairperson deems that a consensus cannot be reached within the Noise Management Sub-committee, the Whangarei District Council will consider and recommendation on the issue in dispute that the Chairperson may make, and will formally advise the chairperson within 10 working days of its decision, and the reasons for its decision.

It should be noted that the Noise Management Sub-committee only has the power to recommend solutions to Council, and it is the role of the Council to ratify, endorse or reject any recommendation made by the Sub-committee. The above procedure is a general procedure that may be modified on a case by case basis by the Sub-committee.

Physical Works

The Whangarei Airport Authority, will as aircraft movements and noise emissions increase, investigate the use of appropriate physical noise attenuation options, including landscaping, tree planting or the use of noise absorption materials. The adoption of such options would take into consideration a balance between the expected benefits and the costs of implementation.

6. Monitoring

6.1 Noise Monitoring

In order to understand whether the Airport Authority is meeting the noise standards of the Appeal Version of the District Plan it is necessary undertake noise monitoring. Accordingly, the purpose of noise monitoring is to ensure that the airport is operating within the noise limits represented by the Air Noise Boundary (ANB) and the Outer Control Boundary (OCB).

The most reliable and consistent method for monitoring compliance with the noise standards for Whangarei Airport is commonly known as the "Count and Calculate" method. This method is based on a monthly tabulation of all aircraft movements, including aircraft arrivals / departures, helicopter hovering, and engine testing events occurring at the airport. Using a spreadsheet calculation this data can be passed to an Integrated Noise Model noise contour calculation to determine if the operational Ldn 65 and 55dBA noise contours lay within the respective noise boundaries (the ANB and OCB).

The Airport Authority shall be responsible for the following:

1. Ensuring the recording of all noise events at the airport. The noise events recorded will be those events set out on the "Count and Calculate" spreadsheet provided by a qualified and independent acoustician, for the purposes of producing noise contours, using an "Integrated Noise Model" as utilised to produce the Noise Contours on Planning Map 76 of the Whangarei District Plan. Noise events include but may not be limited to:
 - All fixed wing aircraft movements (landing, and take-off , touch-and-go)
 - Helicopter landing and take-off

- Prolonged helicopter hovering and extended helicopter movements (including duration of hover)
 - Records are to include Aircraft type and the time of take-off or landing
 - Engine testing (including approximate duration, location of tests and time of day/night)
 - Other noise events, such as refuelling with engines running, as identified by Marshall Day Acoustics Ltd
2. Ensuring that the record of noise events is maintained in a readily available and readable format.
 3. An annual report of the outcomes of the count and calculate calculations to both the Noise Management Committee and the Council.

The annual report on the outcome of the count and calculate calculations shall include detail on the following matters:

1. The number and type of noise events at the Whangarei Airport for the reporting period; and
2. Assessment by a suitably qualified acoustic engineer to confirm the location of the noise contour from the airport operations in relation to the District Plan ANB and OCB, including a comparison of the previous reporting period's results.

6.2 Plan Monitoring

The monitoring of the implementation of this Plan is required to ensure that the environmental outcomes it seeks are being achieved, and the obligations its places on the Airport Authority, the Council and Airport Operators are being adhered to. In addition, Plan monitoring will help to provide the general public and interest groups with confidence that the Airport Authority is actually implementing the Plan.

The implementation of this Plan will be monitored on an ongoing and as required basis. A report on this monitoring will be provided to both the Noise Management Committee and the Council on a two yearly basis. The report will include detail on the actions taken to implement its obligations, including:

1. The number of noise complaints and the actions taken to investigate and resolve these. This will include analysis of recurring complaints of similar nature and the actions taken to investigate and resolve such and is in addition to the regular reporting of complaints to the Airport Noise Management Sub-committee outlined in Section 5.4 (above); and
2. Any noise minimisation procedures undertaken by the Airport Authority
3. Education and liaison with pilots and pilot trainees, including, if applicable the number of people or organisations certified as having completed a "friendly flying" type course at the Whangarei Airport.

6.3 Audit Requirements

This Plan and the obligations its imposes, including the recording of all noise events at Whangarei Airport and the calculation of the actual noise contour from airport operations shall be independently audited on a three yearly basis.

The results of the independent audit shall be reported to the Airport Noise Management Sub-committee and the Council.

7. Review Procedures

7.1 Review

This Plan is a “living document” and as such it is expected to undergo ongoing review and development in response to changing issues. A major review of the document will be undertaken every two years at a time that is consistent with the publication of Bi-annual noise contours. This major review will be undertaken in close consultation with the Airport Noise Management Sub-committee, who will provide a recommendation to the Whangarei District Council regarding the adoption of the updated Plan.

Ongoing minor reviews, improvements and amendments are expected to occur between major reviews. These amendments will be put before the Airport Noise Management Sub-committee for discussion as and when they may arise.

8. Reporting

The following reporting lines will be followed with respect to noise related issues:

- The Whangarei Airport authority, in addition to its normal reporting requirements will report noise related matters to the Airport Noise Management Sub-committee
- The Airport Noise Management Sub-committee will make recommendations to the Whangarei District Council

Matters to be reported on are highlighted throughout this document. For clarity, the key matters to be reported to the Airport Noise Management Sub-committee are:

- Noise complaints received
- Monitoring results
- Plan implementation progress
- Bi-annual noise contours
- Any other agreed “Key Performance Indicators”

Appendix A - Definitions

***Whangarei Airport Noise Management Plan
Airport Noise Management Sub-Committee
30 March 2005***

Definitions

Aerodrome Purposes

Means both "Airport" and "Airfield Activities"

Airport is any defined area of land or water intended or designed to be used either wholly or partly for the landing, departure, movement, or servicing of aircraft, including any buildings, installations, and equipment on or adjacent to any such area used in connection with the airport or its administration.

Airfield Activities means the activities undertaken (including the facilities and services provided) to enable the landing and take-off of aircraft; and includes the provision of one or more of the following:

- Airfields, runways, and parking aprons for aircraft
- Facilities and services for air traffic and parking apron control
- Airfield and associated lighting
- Services and activities that maintain and repair airfields, runways, taxiways, and parking aprons for aircraft
- Rescue, fire, safety, and environmental hazard control services
- Airfield supervisory and security services
- Facilities and services for the maintenance, refuelling and testing of aircraft
- Any other activity or service that is reasonably associated with an airport

Aircraft flying in the

Vicinity of an Aerodrome

Any aircraft that is in, entering, or leaving and aerodrome traffic circuit.

Airport Authority A Local Authority or person or association that is authorised under Section 3 of *the* Airport Authorities Act 1966 to establish, maintain, operate, or manage an airport. In the case of the Whangarei Airport, the Airport Authority is the Whangarei District Council.

Best Practicable Option In relation to an emission of noise, means the best method for preventing or minimising the adverse effects on the environment having regard, among other things, to:

- a) The nature of the emission and the sensitivity of the receiving environment to adverse effects
- b) The financial implications, and the effects on the environment, of that option when compared with other options; and
- c) The current state of technical knowledge and the likelihood that the option can be successfully applied.

Engine Testing

Testing one or more engine(s) of a single aircraft which may involve multiple run-ups to part or full power with reasonable time periods between run-ups to allow minor adjustments or checks to be made

Commented [PP9]: This concept is not defined in the WDP nor is it mentioned in the operative designation (though it was in the original version that set up the committee)

Noise Nuisance	Where noise or vibration occurs in, or is emitted from any building, premises or land to a degree that it is likely to be injurious to health (<i>from Health Act 1956</i>)
Safety Hovering	Hovering of an aircraft for a short duration to undertake safety, instrument or engine checks, including ensuring that flight paths are clear and it is safe to join the departure vector or airport circuit.
Sustainable Management	Managing the use, development and protection of natural and physical resources in a way, or at a rate, which enables people and communities to provide for their social, economic and cultural wellbeing and for their health and safety while: <ul style="list-style-type: none"> a) Sustaining the potential of natural and physical resources (excluding minerals) to meet the reasonably foreseeable needs of future generations; and b) Safeguarding the life-supporting capacity or air, water, soil and ecosystems; and c) Avoiding, remedying, or mitigating any adverse effects of activities on the environment.
Prolonged Hovering	Hovering of an aircraft for a continual period greater than ten minutes within the boundaries of the Whangarei Airport at low altitude, where the purpose of hovering is not associated with pre-flight safety checks, confirming or waiting for clear flight paths.

Appendix B - Forms

Whangarei Airport Noise Management Plan
Airport Noise Management Sub-Committee
30 March 2005

Whangarei Airport Noise Complaints – Form NC-1					
Complaint Reference No.			HEAT Reference No.		
Received By			Position		
Date Forwarded to Airport Manager			Date Registered with HEAT Time		
Complainant Name					
Address					
Telephone			Other Contact		
Complaint Details					
Date			Time		Duration
<u>Aircraft Description</u>					
<u>Identifying Marks</u>					
<u>Description of Event</u>					
Other Information					
Weather Conditions (Circle)	Clear	Overcast	Foggy	Drizzle	Light Rain
	Heavy Rain	Wind:	Light	Mod	Strong Gale
Investigation					
Investigated By			Position		
Flight / Incident Identified Yes No			Operator		
<u>Investigation Outline</u> (incl. people spoken to)					
<u>Findings</u>					
<u>Action Taken</u>					
Complainant Advised of Investigation and Actions: Date					
Signed					
Complaint resolved Yes No			Complainant Referred to Airport Noise Sub-committee		
Date					

Appendix C - Published Vectors and Charts

***Whangarei Airport Noise Management Plan
Airport Noise Management Sub-Committee
30 March 2005***

AIP New Zealand

NZWR AD 2 - 51.1

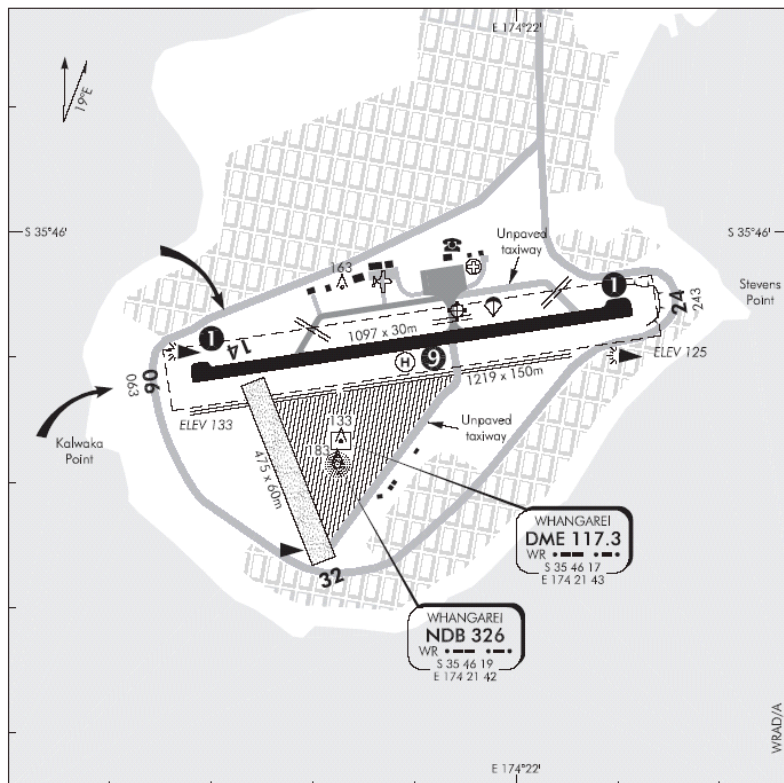
ELEV 133

NZWR

NON-CERTIFICATED

**WHANGAREI
AERODROME**

FLIGHT INFORMATION: CHRISTCHURCH INFORMATION 124.9 AWIB: 119.8 UNATTENDED: 118.6

WRAD/A
Changes from 4 SEP 03: Helipoint symbol, editorial.

1. No holding in turning bays.
2. All aircraft operations are confined to defined runway and taxiway areas.
3. U-turns on paved runway by aircraft above 5700kg MCTOW are not permitted except in turning bays at runway ends.
4. Holding positions are marked by flush yellow concrete markers.
5. Grass taxiway is delineated by orange cone markers.
6. Runway lead-in light system (RLLS). Refer to page NZWR AD 2-46.1 (Vol. 3 IFR only).
7. Parking stands in front of terminal reserved for scheduled operators.
8. **CAUTION:** Bird hazard. Gulls shelter on aerodrome overnight. Gulls on runway and grass vectors throughout winter, particularly during and following rain.
9. Simultaneous operations from TLOF and runway not permitted.
10. Built-up areas around airport are noise sensitive. All approaches (including helicopters) to be in line with runway vectors.

S 35 46 06 E 174 21 54

Effective: 17 MAR 05

© Civil Aviation Authority

**WHANGAREI
AERODROME****Commented [PP10]:** This needs to be checked against WDP maps

Appendix D - Whangarei Airport Noise Management Maps

***Whangarei Airport Noise Management Plan
Airport Noise Management Sub-Committee
30 March 2005***

~~NOTE: Whangarei Airport Noise Management Maps will be those maps in the Whangarei District Plan, once decisions have been taken with respect to Variation 2003/33 (Airport Noise)~~

Appendix E - Whangarei District Plan – Airport Noise Rules

***Whangarei Airport Noise Management Plan
Airport Noise Management Sub-Committee
30 March 2005***

NOTE: Whangarei District Plan – Noise and Vibration Rules relevant to Whangarei Airport ~~Airport Noise Rules~~ will be those Rules in the Whangarei District Plan, once decisions have been taken with respect to Variation 2003/33 (Airport Noise)

2.4 2024 Draft Aircraft Noise Contours

Meeting: Council Briefing
Date of meeting: 29 April 2025
Reporting officer: Tony Collins – Manager District Development

1 Purpose / Te Kaupapa

To update the Committee on the 2024 Aircraft Noise Contours.

2 Background / Horopaki

The Whangarei District Plan establishes an Air Noise Boundary (inner) and an Outer Control Boundary. The location of these boundaries is identified on Planning Map 76 in the Whangarei District Plan.

These boundaries were originally established for longer term District Planning purposes and reflect the projected noise boundaries at the Whangarei Airport in 2027, assuming a specific lineal growth in aircraft movements.

These noise boundaries are based on the Ldn65 and Ldn55 noise levels respectively and the Airport is required to manage its operations in a way that ensures that these overall limits are not breached.

The compliance contours were last updated in 2022, using 2021 data. In the last Committee meeting it was requested that the boundaries be updated based on District Plan and Designation rules.

3 Discussion / Whakawhiti kōrero

The 2024 draft contours (Attachment 1) have been prepared using an appropriately qualified and experienced acoustic consultant, Marshall Day. The contours use the most up to date model, and have been calibrated in accordance with best practice.

While not available at the time of writing Marshall Day are working on a file note to accompany the draft contours when they are formally presented to the Committee at its next meeting.

Any feedback or questions from the Committee will be worked through with Marshall Day prior to that meeting, with a view to bringing back the final contours and supporting information in June/July.

3.1 Financial/budget considerations

The information contained within this report and the action being sought result in no financial impacts.

4 Significance and engagement / Te Hira me te Arawhiti

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website

5 Attachments / Ngā Tāpiritanga

Attachment 1 – 2024 Draft Aircraft Noise Contours



WHANGĀREI AIRPORT

ANNUAL AIRCRAFT NOISE CONTOURS

WDC Boundaries

- WDC Airport Noise Boundary (ANB)
- WDC Outer Control Boundary (OCB)

2024 AANC R02

- 55 dB Ldn
- 65 dB Ldn



Client:
Whangārei District Council

Authors:
Stephanie King

Date of Issue:
16/04/2025 12:51 pm

Drawing Details:
Scale: 1:10,000
Projection: WGS 1984 Web
Mercator Auxiliary Sphere
Map Rotation: 0°

Map Notes / Comments:
This map is for graphical purposes only. While every effort has been made to ensure that the data are accurate and reliable, Marshall Day Acoustics cannot assume liability for errors or omissions in the data graphically represented.
The noise contours were obtained by interpolations of calculated grid points (spacing typically 5-25m), with varying interpolation accuracy. Precise noise levels at specific locations, can be made available at request if not included in the projects point receiver calculations.



0 50 100 200 300 400 500 Meters