

Paraparaumu Airport Noise Management Plan

September 2010¹

¹ On 9 September 2010, the Kāpiti Coast District Council's Regulatory Management Committee received this version of the Paraparaumu Airport Noise Management Plan and agreed that it complies with the requirements of the District Plan. The Committee also agreed that the next review will take place in the first half of 2012.

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PART ONE

1. GENERAL INFORMATION

1.1 Introduction

Airport noise in Paraparaumu is managed through the Kapiti Coast District Plan. Under Civil Aviation rules neither the Airport Operator nor Kapiti Coast District Council (KCDC) has jurisdiction over airspace and therefore neither can stop flying activity that is unrelated to the airport. The Airport Operator's responsibility is to control noise levels within the noise contours as set out in the District Plan and cannot be responsible for distant areas such as Otaki, Te Horo, Waikanae etc or for high altitude "fly overs", or for aircraft outside the circuit areas (ie to the North or South) which can be from anywhere and are often simply transiting the area.

This Noise Management Plan ("NMP") has been prepared in compliance with the Kapiti Coast District Plan. The purpose of the NMP is to describe the standards and procedures that will be used to manage the noise generated from airport activities, in accordance with the relevant District Plan rules and standards.

By way of background it is noted that the first NMP was produced by Paraparaumu Airport Limited (PAL) and approved by Council in June 2007, under the provisions of Plan Change 18 which introduced the Airport Zone in 2005. Plan Change 18 has now been superseded by Plan Change 73, which became operative on 21 January 2010. The noise-related requirements of Plan Change 73 are incorporated into this NMP.

The NMP is split into several parts:

1. Part One introduces the NMP and identifies the key parties.
2. Part Two identifies the noise related restrictions included within the Airport Zone of the Kapiti Coast District Plan, which are relevant to the NMP and with which activity at the airport is required to comply. Any amendment to Part Two can only be made by formal application to change the District Plan.
3. Part Three specifies those procedures that are used to manage noise generated by aircraft and other activities on a day to day basis.
4. Part Four outlines the monitoring and reporting procedures associated with the noise management plan.
5. Part Five identifies the communication and complaints procedures.
6. Appendix A sets out the terms of reference for the airport Community Liaison Group.
7. Appendix B contains the CAA Rules relating to the Paraparaumu Aerodrome (Part 93E Subpart E).

8. Appendix C shows the Airport circuits and approach paths, as required by the District Plan standard D9.2.1 which deals with the content of the NMP (see section 2.2 of this NMP for more detail).
9. Appendix D presents the current pro forma complaint form available at the Paraparaumu Airport website as of September 2010.

1.2 Community Liaison Group (CLG)

While the primary parties to this Noise Management Plan are Paraparaumu Airport Limited (PAL) and Kāpiti Coast District Council (KCDC), as required by the Kāpiti Coast District Plan, stakeholder involvement is assured through the associated Community Liaison Group, consisting of:

- The Independent Chair
- Airport Manager (AM)
- Kapiti Coast District Council (KCDC) - Advisory Role
- Community Representatives, including one Community Representative from the Paraparaumu/Raumati Community Board, and two other members appointed by KCDC
- Paraparaumu Airport Operators – one of which will be a Helicopter Operator
- Ati Awa ki Whakarongotai
- Paraparaumu Airport Limited (PAL)

This group shall serve as the Community Liaison Group (CLG) referred to in standard D9.2.1 Noise of the Kapiti Coast District Plan. The purpose of the CLG is to consider and where appropriate make recommendations to the Airport Manager (AM) on aircraft noise issues and concerns that arise from the operation and activities at Paraparaumu Airport. The specific activities of the CLG, and the terms and conditions of CLG membership are detailed in the terms of reference contained in Appendix A.

The respective role of each of the parties that make up the CLG is as follows.

1.2.1 The Independent Chairperson

The purpose of the independent chairperson will be to ensure that all appropriate matters are considered in accordance with the NMP and that all parties are able to adequately express their opinions.

The independent chairperson will be jointly selected by PAL and the Kapiti Coast District Council (KCDC), and serve for a period of three years.

1.2.2 Airport Manager

As part of the Airport Manager's (AM) functions, the AM is responsible for the development, implementation and maintenance of the NMP. For this purpose the AM will ensure that all relevant operators working on the airport are aware of their responsibilities under the NMP. PAL and AM will also ensure that future development within the Airport Zone is undertaken in accordance with the NMP.

1.2.3 Kapiti Coast District Council

Kapiti Coast District Council (KCDC) is the local authority within whose territorial jurisdiction Paraparaumu Airport is located. In accordance with standard D9.2.1 Noise of the Kapiti Coast District Plan, PAL shall prepare a Noise Management Plan (NMP) and

KCDC is responsible for review of the NMP, and enforcement of KCDC District Plan rules and standards.

KCDC will act in an advisory role to the CLG.

1.2.4 Community Representatives

It is noted that significant residential areas surround Paraparaumu Airport. As a result the operation of the airport has the potential to adversely affect the amenity of these areas. Conversely the residential activity has the potential to generate reverse sensitivity pressure on the operation of the airport, which is a regional aviation resource.

For this reason community representation on the CLG has an important role to:

- present the views of the local residents
- ensure these views have a direct route into the noise management process
- enable the AM's noise management plans to be effectively communicated to the local residents.

Two community representatives will be appointed by KCDC. One additional community representative from the Paraparaumu/Raumati Community Board will be appointed by the KCDC Regulatory Management Committee (RMC) or its equivalent.

1.2.5 Airport Operator Representatives

The airport operators are responsible for many of the noise generating activities at the airport, and as such their involvement in and commitment to the NMP is essential to its success.

For this reason, Airport Operator representation on the CLG has an important role to:

- present the views of the Airport Operators
- ensure these views have a direct route into the noise management process
- enable the AM's noise management plans to be effectively communicated back to all Airport Operators.

Representation of the airport operators will be appointed to the CLG jointly by PAL and KCDC.

1.2.6 Ati Awa ki Whakarongotai

Ati Awa ki Whakarongotai will be invited to provide a representative on the CLG. Their role will be to represent the views of Tangata Whenua on the CLG.

1.2.7 Paraparaumu Airport Holdings Ltd (PAHL)

Paraparaumu Airport Holdings Ltd (PAHL) as the ultimate owner of the Airport will be invited to provide a representative on the CLG to represent the views of the owner.

1.3 Document Amendment

The District Plan states that, in consultation with PAL, KCDC is responsible for reviewing this NMP one year after the operative date of Plan Change 73 and thereafter at regular intervals coincident with the review of the air noise contours, required under standard D9.2.1 Noise.²

If either KCDC or PAL propose any changes to the procedures or matters which are outlined in the NMP, these proposed changes will be first sent to the CLG for their consideration and comment.

Part Two of the NMP outlines the noise provisions of the Airport Zone of Kapiti Coast District Plan, which are relevant to the noise management plan. This part of the NMP may only be amended by way of a change to the District Plan.

² See cover page note that the 9 September 2010 meeting of KCDC's Regulatory Management Committee agreed that the next review would take place in the first half of 2012. This is because the development of this new NMP was effectively a joint KCDC / PAL review of the previous NMP and was completed less than 5 months prior to the 1-year anniversary of Plan Change 73 becoming operative (21 January 2011), thus diminishing the need for an additional review prior to that date.

PART TWO

2. DISTRICT PLAN RESTRICTIONS

2.1 Introduction

The following section outlines the noise standards, included within the Airport Zone of the Kapiti Coast District Plan, which are relevant to this noise management plan. These restrictions may not be changed unless a formal change is made to the Kapiti Coast District Plan under the current Resource Management Act or its equivalent.

All references to Paraparaumu Airport Limited or PAL, owners of the Airport at the time the relevant District Plan provisions were drafted, should be read to mean Paraparaumu Airport Holdings Limited or PAHL.

2.2 Noise Management Plan

District Plan standard D9.2.1 (Airport Zone Standards – Permitted Activity Standards) requires that:

A Noise Management Plan (NMP) shall be prepared and implemented by PAL to assist all interested parties in complying with noise rules in the District Plan for the Airport Zone. The NMP shall include the following:

- 1. Procedures for the establishment and maintenance of a programme to demonstrate compliance with the permitted activity noise standards for aviation activities, including a process for estimating annual aircraft movements.*
- 2. Procedures for reporting compliance to the Council.*
- 3. Identification and establishment and implementation of procedures and systems to:*
 - Facilitate communication between residents around the Paraparaumu Airport, airport users and Kapiti Coast District Council; and*
 - Identify key people for communication purposes and methods of contact; and provide a dispute management system to receive, record, deal with and monitor complaints.*
- 4. Provisions for monitoring within 12 months of the Plan Change 73 becoming operative, then every 36 months, and then annually once annual aircraft movements exceed 70,000 in each calendar year.*
- 5. Provision for recording the details of essential unscheduled engine testing that occurs between 10.00pm and 7.00am or which does not comply with the engine testing rule.*

6. *The route of the circuits to be used for both training aircraft and helicopter. (The intention of including this is to encourage discussion between the Airport owner, the relevant operators and the community as to the circuit routes that will minimise effects on residents, while still meeting all regulatory and safety requirements.)*

7. *Identification and reporting on the best practicable options taken to avoid unreasonable noise from the operation of the glider tug in respect to the choice and maintenance of equipment and operating procedures.*

8. *Restrictions of the undertaking of helicopter training at the Airport. This will include a prohibition on extended hovering taking place within 50 metres of any residential dwellings, and a prohibition on “sling loading” training activities on the Airport. (Note: short duration – 5 to 10 minutes – sling load and slope landing may need to occur on the Airport as part of flight testing.)*

9. *Details of the circuit paths for fixed wing aircraft and helicopters, and details of the arrival and departure tracks.*

The NMP shall also provide that if an aircraft commences regular commercial scheduled operation from the Airport, which has a louder noise characteristic than any existing aircraft which it is to replace or, if a significant new aviation operator establishes at the Airport, then the Airport owner shall obtain confirmation from an appropriately qualified acoustic consultant that the use of the proposed aircraft or proposed significant new aviation operator will not result in the noise contours for the Airport being exceeded.

The NMP shall be reviewed by the Council in consultation with Paraparaumu Airport Limited within 12 months of these rules becoming operative, and at regular intervals thereafter.

2.3 Covenants on land titles

The District Plan requires that a covenant be registered with Council as a condition on resource consent applications associated with certain listed parcels. The parcels affected by this requirement and the wording of the resource consent condition are included within section D.1.2.1 Noise (v) of the KCDC District Plan.

PAL recognises this requirement and will endeavour to ensure that it has been provided for within relevant resource consent applications to which it is connected. In instances where PAL sells any relevant land parcels prior to a resource consent application having been lodged, and therefore prior to the covenant having been registered, PAL undertakes to inform the purchaser of this requirement.

2.4 Noise from Aircraft Operators

The Day/Night noise level (L_{dn}) from aircraft operations at Paraparaumu Airport shall not exceed 65 dBA at or outside the Air Noise Boundary as shown on Paraparaumu Planning Maps.

Curfews

Aircraft operations must not occur between the hours of 10.30pm and 6.00am, and helicopter operations must not occur between the hours of 10.00pm and 7.00am, in any one 24-hour period, except for the following:

- *Disrupted flights where operations may be permitted for an additional 30 minutes;*
- *Aircraft using the Airport as a planned alternative to landing at a scheduled airport;*
- *Aircraft using the Airport in an emergency, including emergency aircraft operations to rescue persons from life-threatening situations or to transport patients, human vital organs or medical personnel in a medical emergency;*
- *The operation of unscheduled flights required to meet the needs of a national or civil defence emergency declared under the Civil Defence Act;*
- *Such other flights as the Director of Civil Aviation may approve in special circumstance.*
- *Flights certified by the Minister of Defence as necessary for reasons of National Security in accordance with section 4 of the Act.*
- *Aircraft undertaking fire fighting duties.*

Noise from the above aircraft operations shall be excluded from the compliance monitoring set out below.

In addition, there shall be no circuit training at the airport of either fixed wing or helicopters:

- *Between the hours of 9:30pm and 6.00am during the winter months, defined as the period 1 ½ months either side of the shortest day*
- *Before 9.00am or after 6.00pm on Sundays and Public Holidays.*

2.5 Noise Other than From Aircraft Operations

District Plan standard D9.2.1 Noise requires that:

Noise from any activity other than aircraft operations or engine testing, construction, maintenance and demolition work, shall not exceed the following levels at the boundary of any adjoining Residential and the notional boundary of any dwelling in any adjoining Rural Zone:

<i>7:00 am to 10:00 pm</i>	<i>50 dBA (L10)</i>
<i>10:00 pm to 7:00 am</i>	<i>45 dBA (L10)</i>

During the night time hours (10:00 pm to 7:00 am) no noise event shall exceed 75 dBA L_{max} .

Noise levels shall be measured in accordance with NZS 6801:1991 “Measurement of Sound” and assessed in accordance with New Zealand Standard NZS 6802:1991 “Assessment of Environmental Sound”.

All noise resulting from construction, maintenance or demolition work shall be measured and assessed in accordance with New Zealand Standard NZS 6803:1999 Acoustics – Construction Noise.

2.6 Engine Testing

District Plan standard D9.2.1 Noise requires that:

No person shall start or run an aircraft propulsion engine for the purpose of engine testing unless carried out in compliance with the following maximum noise levels at or within the boundary of any residentially zoned site or the notional boundary of any rural zoned site:

Monday to Saturday 7:00am to 10:00pm 55 dBA L_{eq} (15 hours)

All engine testing shall be scheduled to take place between 7.00am and 10.00pm.

Notwithstanding that, in some situations it may be necessary to conduct essential unscheduled maintenance and engine testing that cannot comply with the above noise limits or is undertaken between 10.00pm and 7.00am. No more than 12 of these tests shall be conducted in any calendar year and in each event the total duration of testing during night time hours (10.00pm - 7.00am) shall not exceed 45 minutes. The time and duration of each event shall be recorded. Night time testing shall not occur in reliance on this exemption unless it is necessary for the maintenance and testing to occur at night (eg. To ensure that commuter planes can keep to scheduled flights).

All measurements shall be in accordance with the requirements of NZS 6801:1991 “Measurement of Sound”.

PART THREE

3. NOISE MITIGATION MECHANISMS

3.1 Introduction

This Part of the document outlines the Civil Aviation Rules relevant to the Paraparaumu Airport and also mechanisms that will be used to give effect to the KCDC District Plan Standard D9.2.1 - Noise. The mechanisms have been developed to enable the airport operations to meet the District Plan requirements, while not compromising operational flight safety or unnecessarily impeding the commercial viability of the Airport as a regional aviation resource.

Amendments to the CAA Rules, revised airspace requirements, and introduction of new aircraft types or operating practices, where these changes will impact on the effectiveness of the noise mitigation, will be automatically adopted as part of the noise management practices at Paraparaumu Airport without the need to change the NMP. Any conflicts arising with the current NMP will be addressed at the time of regular review of the NMP.

In administering this Noise Management Plan, the AM shall adopt the best practicable options including but not limited to management procedures and operational controls to reduce excessive exposure of the community to noise from aircraft and airport activities.

It shall be the responsibility of the AM to encourage all aircraft operators to observe the conditions relating to flight operations contained in this Noise Management Plan, to the extent of any remedies that are available to the AM.

3.2 Civil Aviation Authority Rules

All flight operations at Paraparaumu Airport are to comply with the Civil Aviation Rules. Operations relevant to Paraparaumu Airport may be found in CAA Rules Part 93E (Subpart E – Paraparaumu Aerodrome), attached as Appendix B. A secondary purpose Subpart E of Civil Aviation Rules Part 93 is to minimise the noise nuisance associated with operations at Paraparaumu Airport.

3.3 Considerate flying practices

The key noise mitigation mechanism that AM will implement under this plan is to promote considerate flying practices consistent with safe aviation practice. The aim is to effect a long-term change in pilot culture and operational procedures for the benefit of airport neighbours by minimising the impact of flying activities on the community living in the vicinity of Paraparaumu Airport.

3.3.1 Overall Concept

Well-established residential areas surround Paraparaumu Airport, and it is a very popular airport for recreational flying. There may be the potential for noise impacts on residents below the flight paths and near the airport. The contribution of all parties will assist in achieving maximum safety and efficiency, and minimising impacts on the residents of Paraparaumu. Achieving these outcomes will require all parties to exhibit tolerance, a co-operative attitude and high standards of airmanship.

Those using Paraparaumu Airport will be asked to adhere to the following key overall ethic:

- Be considerate of local residents.
- Practice 'Good Airmanship'.
- Comply with noise mitigation procedures unless operational safety will be compromised.

3.3.2 General Noise Mitigation Procedures

- All aircraft, unless the aeroplane is towing a glider and a turn is required to clear an obstruction or avoid flying over residential areas, departing from any runway at Paraparaumu (including overshoot or touch and go manoeuvres) are required to track runway heading until at or above 500 feet Above Mean Sea Level (AMSL) prior to commencing a turn in any direction; and, reduce power to the minimum required for climb out as soon as safely practicable.
- Aircraft are not permitted to orbit within the aerodrome circuit except in an emergency. If there is insufficient spacing to continue the approach or land safely aircraft are expected to execute a full 'Go Round'. Aircraft experiencing emergency situations are to be given priority for the runway.
- Full runway length is to be used for takeoff whenever practicable. All aircraft are to reduce to climb power as soon as possible, consistent with safe operation. Pilots of all aircraft are to use their best endeavours to achieve a minimum height of 500ft AMSL at the airfield boundary.
- The above requirements apply to all aircraft using the runways, whether they are conducting normal circuits, glide approaches, asymmetric training or simulated engine failure after takeoff.
- All aeroplanes arriving at Paraparaumu with the intention of using any paved runway, except runway 16, must not descend below 50 feet Above Ground Level (AGL) until the aeroplane is over the displaced runway threshold.
- Aeroplanes operating under Visual Flight Recording (VFR) must conduct the part of the aerodrome traffic circuit where the aeroplane is not climbing after take-off or descending to land, at an altitude of at least 1000 feet Above Ground Level (AGL) unless a lower height is required to maintain distance from cloud.

- A pilot-in-command of a helicopter must ensure approach and take-off flight paths do not descend below 500 feet Above Ground Level (AGL) over any residential area.
- Low-level passes are only permitted over Paraparaumu Airport during air shows or in emergency where a visual inspection of the undercarriage status is requested by the pilot prior to landing with an 'unsafe' undercarriage indication on the cockpit.
- The AM will consult with the gliding club on the best practicable options identified to avoid unreasonable noise from the glider tug, including the use of silencing equipment, and regular maintenance and operating procedures. The AM will also communicate with the gliding club on any complaints or issues arising from glider tug operations.

3.3.3 Specific Operational Considerations

In addition to above (s.3.3.2), pilots in command of fixed wing aircraft will be encouraged to observe the following:

- Houses should not be used as reference points for training or other manoeuvres.
- On simulated forced landings, glide approaches and simulated engine failure after take-off; keep flight paths away from buildings. Simulated engine failure after take-off for single engine fixed wing aircraft shall take place within 20 degrees either side of the extended centreline of the runway and the exercise completed by not below 500ft AMSL unless the aircraft remains above the runway throughout and after the exercise returns to 500ft AMSL or above as quickly as possible.
- Engine run-up and propeller checks at night are to be conducted away from airfield boundaries where possible.
- Engine testing operations shall be carried out in accordance with District Plan standard D9.2.1 Noise – Engine Testing Standard.
- Power settings and flight profiles should be planned for minimum noise levels consistent with safety and the noise abatement procedures promulgated in the Civil Aviation Rules Part 93E are to be used.
- Circuit training is subject to night curfew restrictions. Refer to section 2.4 for more details.
- Night Cross-country flight routes should be varied through liaison (by AM) with other airport operators.
- Where practicable pilots of multi-engine propeller aircraft should synchronise propellers to reduce their noise contour.

Pilots in command of helicopters will be encouraged to observe the following:

- Houses should not be used as reference points for training or other manoeuvres.
- Hover training is only permitted in those areas specifically identified for that purpose.
- Helicopters arriving or departing the airfield are to observe approved noise mitigation procedures.
- Power settings and flight profiles should be in accordance with the manufacturer's specifications for minimum noise levels consistent with safety.

- All helicopters should use take off techniques consistent with safety to achieve 500 feet AMSL prior to crossing the airfield boundary.

3.3.4 Communication of considerate flying practices

AM will implement this programme through regular observation of the pilots operating out of Paraparaumu Airport. Where issues are evident from this observation, and from any complaints registered by members of the public, these will be brought to the attention of the pilot concerned.

It is the responsibility of the AM to communicate the noise mitigation measures above to airport users, along with latest best practice.

PART FOUR

4. MONITORING & REPORTING

4.1 Introduction

The District Plan requires that the NMP include procedures for:

- the establishment and maintenance of a monitoring programme to demonstrate compliance with Standard D9.2.1 “Noise”
- procedures for reporting monitoring results to KCDC (as outlined in s.4.3).

The following section addresses these requirements.

4.2 Monitoring

There are two forms of monitoring:

- Field Monitoring by an independent acoustics engineer as required by the KCDC District Plan.
- Regular Monitoring conducted by AM.

4.2.1 Field Monitoring

PAL shall undertake field monitoring of aircraft noise within 12 months of the District Plan rules becoming operative, then every 36 months until such time as there are three consecutive calendar years when the total aircraft movements at the Airport exceed 70,000 in each calendar year. At that time, monitoring shall be undertaken annually. On each occasion, monitoring shall take place for a sufficient duration to adequately demonstrate compliance with the Ldn noise limit which shall be a period not less than one month and shall be undertaken during the busier times of the year (expected to be during the summer months). The monitoring undertaken shall include, as part of that overall assessment, the noise from the operation of the glider tug. The monitoring shall be to determine compliance at the 65 dBA Ldn contour only.

4.2.2 Regular Monitoring conducted by AM

Regular monitoring will include, but is not limited to the following techniques:

- Regular observation of airport operators that AM routinely undertakes – where issues are evident from this observation AM will bring these to the attention of the operator concerned.
- The AM will maintain records to document the time and duration of essential unscheduled engine testing that occurs between 10pm and 7am or which does not comply with the day time engine testing limit as required by section 2.6 of this NMP.

- The AM will collect the following data and tabulate it in such a form as to identify trends in airport usage and identify mitigation actions if appropriate;
 - Types and number of aircraft movements and time of day
 - Number of helicopter movements and time of day
 - Location and frequency of noise complaints

4.3 Reporting of Monitoring

The results from the field monitoring programme will be posted, as they are obtained, on the airport website, and provided to KCDC and the CLG. This will enable immediate access for all interested parties and thereby ensure that all parties are able to track compliance with the NMP.

The results will be in a table format to allow easy comparison of the monitoring results with the number of movements that the District Plan Airport Noise Boundary (ANB) and Outer Control Boundary (OCB) are based on. Further, the results of Section 4.2 will be modeled in the form of a 55 Ldn contour and a 65 Ldn contour if appropriate. These contours will be directly comparable with those in the District Plan and illustrate the level of compliance.

In addition, AM will table reports of the regular monitoring at the meetings of the CLG.

4.4 Mitigation procedure for incidences of non-compliance

The District Plan requires that the NMP include procedures for carrying out such mitigation measures as are necessary to ensure compliance if the monitoring indicates that the noise controls are being exceeded. As it is not possible to identify specific mitigation measures until any non-compliance actually occurs, a general mitigation procedure will be used.

The procedure includes the following steps:

- Non-compliance with the noise standards is detected through the Field Monitoring programme or Regular Monitoring by AM
- The non-compliance will be specifically identified as part of the monitoring results posted on the website
- AM will investigate the source of non-compliance and whether it was a result of breaching of airport curfews, human error, mechanical fault or other non-conformity with the NMP
- AM will also determine whether non-compliance is part of a broader trend or pattern of events
- If necessary AM will meet with the operator concerned and jointly identify mitigation mechanisms
- A short report summarising the outcomes of AM's investigations and the chosen mitigation mechanism will be tabled at the CLG meeting.

At its meetings, the CLG will review the incidents of non-compliance and the mitigation measures undertaken.

PART FIVE

5. COMMUNICATION & COMPLAINTS

5.1 Introduction

The District Plan requires that the NMP identify key contacts for communication, outline a procedure for facilitating communication with the residents living around the airport and also include a complaints management system. The following section addresses these requirements.

5.2 Communication procedures

Two key communications mechanisms will be used to help facilitate the effective operation of this Noise Management Plan. The first will be the airport website www.paraparaumuairport.co.nz. The website will be used to allow ongoing public access to the Noise Management Plan and the results of the Field Monitoring programme. The website will also contain information regarding the composition of the Community Liaison Group.

The second communication mechanism will be the CLG, as discussed in paragraph 1.2 above and in Appendix A. The CLG will meet at least twice per year and an Annual Report will be prepared and posted on the airport website.

5.3 Complaint procedures

For reasons of accuracy, all complaints regarding noise generated from Paraparaumu Airport or airport activities shall be submitted in writing, (including the information as requested on the pro forma complaint form) to:

The Airport Manager,
Paraparaumu Airport Ltd,
P O Box 1613, Paraparaumu.

A pro forma complaint form can be downloaded from the airport website: www.paraparaumuairport.co.nz. It can then either be emailed (info@paraparaumuairport.co.nz) or posted to the Paraparaumu Airport. The complaint should include as much information as possible to facilitate investigation of the complaint.

Alternatively complaints can also be registered by phoning a 24hr 7 day phone service 04-918-3434 and providing the operator with the data required by the pro forma complaint form outlined above.

AM will maintain a Complaints Register of all noise related complaints. The register will specify the time, date, and nature of the complaint, the name and address of the

complainant and any other relevant data, together with investigations carried out and any remedial steps taken.

AM will investigate all complaints and a written response of the investigation outcomes and any remedial action taken will be sent to the complainant.

Any unresolved or on-going complaints will be referred to the CLG for discussion.

In the event of multiple unjustified “nuisance” complaints from any particular complainant AM will consult with the airport CEO to determine whether future complaints from that complainant are to be investigated, and the results of that decision will be reported to the CLG.

Any threatening or unduly abusive complaints will not be acknowledged and are likely to be referred to the New Zealand Police and if appropriate to the CAA.

Nothing in this part of the Noise Management Plan shall limit the responsibilities of the Kapiti Coast District Council in carrying out its duties with respect to Section 327 of the Resource Management Act 1991.

5.3.1 Investigation

Investigation of all complaints is to be conducted by AM in a timely manner after the complaint is received.

AM will assess all complaints and any that are within the airport jurisdiction will be investigated. Complaints arising from distant areas such as Otaki, Te Horo, Waikanae etc or from high altitude “fly overs” are not the responsibility of AM and should be referred to CAA.

Investigation will involve the AM determining whether airport noise rules or curfews have been breached and where the complainant has not identified the aircraft, listening to voice transmission tapes to ascertain the aircraft and pilot concerned. Other investigation measures may be initiated by AM.

Investigative actions and/or findings are to be recorded in the appropriate section of the Complaints Register and if necessary remedial steps taken.

If in the opinion of the AM the complaint is of such a nature as indicates non-compliance with Civil Aviation rules, then the complaint is to be referred under Civil Aviation Rule Part 12 to the Investigation Branch of the CAA and the complainant advised in writing.

5.3.2 Remedial Actions

In giving effect to the results of any investigation proving an identified and unreasonable transgression of airport noise rules or curfew, the AM may take the following remedial actions:

- Consult with the operator to bring the transgression to his/her attention and reinforce the airport noise rules and curfews.

- Such consultation is to be documented and could include referring the operator to Noise Management Plan sections 3.3 Considerate Flying Practices and the accompanying mitigation procedures.
- In the instance of repeated transgressions of airport noise rules or curfews the operator will be advised in writing that the continued use of the airport by either the pilot and/or the aircraft concerned may be subject to restrictions.

Such restrictions could include;

- Restrictions on hours of operation of the offending aircraft; or
- Restrictions on the way the aircraft operates to/from the airport.
- Requesting the CAA to take legal action under the Civil Aviation Rules.
- Withdrawing the right of the pilot and/or the aircraft to operate at the airport.

5.3.3 Reporting

A written response of the investigation outcomes and any remedial action taken will be sent to the complainant.

Complaints concerning breaches of CAA Rules and forwarded to the CAA may only be reported back to the complainant at the discretion of the CAA (CAA Rules Part 12.61 & 63). It will be up to the complainant to contact CAA directly to obtain feedback.

At regular intervals AM will provide a written report to the CLG documenting complaints, investigation undertaken, any breaches of airport noise rules or curfews, and any remedial action taken.

The AM will refer any unresolved or on-going complaints to the CLG for discussion.

CLG Annual Reports will be posted on the airport website.

Appendix A – Community Liaison Group Terms of Reference

Purpose

To consider and where appropriate make recommendations to Airport Manager (AM) on aircraft noise issues and concerns that arise from the operation and activities at Paraparaumu Airport.

Activities

1. To identify community concerns regarding aircraft noise.
2. To assist and advise AM in the dissemination of relevant information to the community.
3. To review the current procedure for handling noise complaints, as set in the Noise Management Plan and to propose modifications to the procedure where necessary.
4. To assist Kapiti Coast District Council and AM in the implementation and review of the Paraparaumu Airport Noise Management Plan which addresses:
 - Procedures for handling noise complaints;
 - Noise abatement procedures; and
 - Timely provision of aircraft noise and flight path monitoring information.
6. To monitor noise levels and compliance with the noise abatement procedures and Noise Management Plan.
7. To access appropriate technical expertise and guidance as required.
8. To produce an Annual Report summarising activities in the past 12 months.

Chairperson

Meetings will be chaired by an independent chairperson jointly appointed by Paraparaumu Airport Limited (PAL) and Kapiti Coast District Council (KCDC). The Chairperson may invite other persons on an ad hoc basis to address the Group on particular agenda items.

Membership

Independent Chair	1
Airport Manager (AM)	1
Kapiti Coast District Council (KCDC) - Advisory Role*	2
Community Representatives – including one from Paraparaumu/Raumati Community Board, and two other members selected by KCDC	3
Paraparaumu Airport Operators – one of which will be a Helicopter Operator	2
Ati Awa ki Whakarongotai	1
Paraparaumu Airport Holdings Ltd (PAHL)	1

*Note: The NMP calls for meetings to run on consensus; however, the KCDC Representative is a non-voting Advisory Role.

Membership Term

1. Independent Chair – Term of 3 years at the end of which the incumbent may be reappointed if available and agreed to jointly by PAL & KCDC.
2. Airport Manager – Term of the Airport Manager representative is at the discretion of Paraparaumu Airport Ltd
3. KCDC Advisory Role – Term of the KCDC advisors is at the discretion of KCDC
4. Community Representatives – Each of the two general Community Representatives is appointed for a term of three (3) years at the end of which the incumbents may be reappointed if available and agreed to by KCDC. The Paraparaumu/Raumati Community Board representative is appointed by the KCDC Regulatory Management Committee on the recommendation of the Community Board for a term corresponding to Community Board elections (currently 3 years)
5. Paraparaumu Airport Operators – Each Airport Operator representative is appointed for a term of two (2) years at the end of which the incumbents may be reappointed if available and agreed to by PAL and KCDC.
6. Ati Awa ki Whakarongatai – Term of the Ati Awa ki Whakarongatai representative is at the discretion of Ati Awa ki Whakarongatai.
7. Paraparaumu Airport Holdings Ltd (PAHL) – Term of the PAHL representative shall be at the discretion of PAHL.

General

1. The CLG will meet at least twice per year.
2. The Group will be governed by these terms of reference that may be amended jointly by AM and KCDC from time to time where appropriate.
3. KCDC will provide secretarial and support services at KCDC's cost and expense.
4. PAL and KCDC will share equally the reasonable costs of the Independent Chairperson.
5. AM will provide data and technical information on aircraft movement and a noise complaint summary.
6. The group has an objective to reach consensus, however, dissenting views will be recorded.
7. In the event that a CLG representative fails to attend three (3) consecutive meetings without apology, the position shall be deemed vacant and another representative will be appointed.
8. Community and User Representatives have a responsibility to liaise with their groups to ascertain any issues requiring CLG attention.

Meeting procedure

1. **Chairperson:** PAL and KCDC will be jointly responsible for appointing and removing the chairperson. The terms of appointment will set out the conditions of appointment and removal. The chairperson will chair the meeting. If the chairperson is not present within 15 minutes of the time appointed for the meeting then the members of the group will elect another person to chair the meeting.
2. **Notice of the meeting:** Chair will arrange for a notice of meeting, together with any other relevant information to be sent to all members of the Group at least five working days before the meeting. The notice of the meeting will set out the time

and place of the meeting and the nature of the business to be discussed.

Members of the Group may advise Chair of items to be included in the notice of meeting.

3. **Method of holding meeting:** A meeting will be held by a number of members, who constitute a quorum, being assembled together at the place, date and time appointed for the meeting.
4. **Quorum:** No business may be transacted at a meeting of the group if a quorum is not present. A quorum is present if there are at least four people, including one of the community representatives and the AM representative. If a quorum is not present within 15 minutes of the time appointed for the meeting, then the meeting is to be adjourned to the same day in the following week at the same time and place or to such other date and place as the Group may appoint.
5. **Members may act by representative:** A member of the CLG may appoint a representative to attend one or more meetings of the group, with approval by the Chair prior to the meeting.
6. **Minutes:** AM will ensure that minutes are kept of all proceedings, with KCDC secretarial assistance. Minutes of the previous meeting will be sent to members with the notice of meeting for the next meeting. Minutes to be made public on KCDC and PAL website within no more than 4 weeks following the meeting.

Dispute Resolution

AM is committed to a process whereby differences between the parties represented on the CLG are resolved within the Group through the provision of information, analysis, consultation and the development of a consensus.

AM recognises however that there may be occasions where a consensus does not emerge in an area where a decision is required. On those occasions the following procedure will be used:

1. AM accepts that it is the Chairperson of the CLG's prerogative to determine that a point of difference exists and that the Chair may endeavour to resolve the issue within the Group by acting as mediator.
2. To facilitate mediation AM will provide at its cost the Chair with whatever information and advice that the Chair considers is reasonably necessary including if required a legal opinion on the issue or aspects of it, on the basis that the information and advice will be made available to the members of the CLG.
3. If despite best efforts, including independent mediation if the Chairperson so chooses, a consensus cannot be reached within the CLG, AM will consider any recommendation on the issue in dispute that the Chairperson may make and will formally advise the Chairperson within 10 working days of its decision in respect to any such recommendation and the reasons for its decision.

Appendix B – CAA Rules Part 93E (Subpart E – Paraparaumu Aerodrome)

Part 93

CAA Consolidation **25 March 2010**

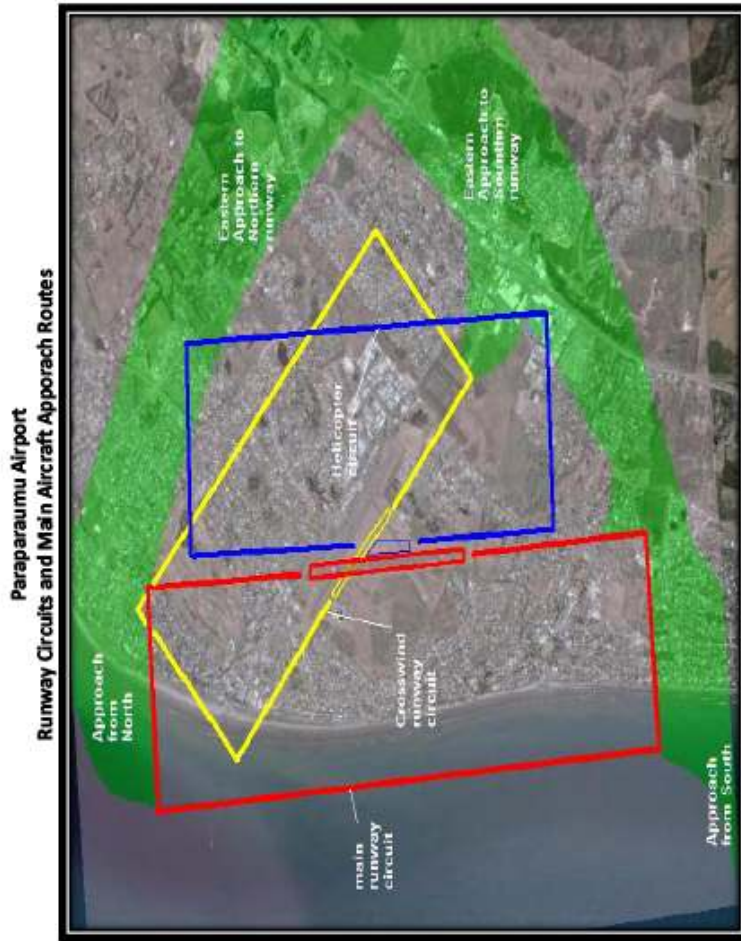
Published by the Civil Aviation Authority of New Zealand Civil Aviation Rules Part 93 CAA Consolidation

Special Aerodrome Traffic Rules and Noise Abatement Procedures

Hard copies can be printed from the following link:

http://www.caa.govt.nz/rules/Rule_Consolidations/Part_093_Consolidation.pdf

Appendix C – Paraparaumu Airport Runway Circuits and Main Aircraft Approach Routes



The diagram above shows the runway circuits and main approach paths for aircraft at Paraparaumu Airport. These circuits and approach paths are indications only. Aircraft may fly wider or longer circuits than depicted and pilots may decide to approach the airport from different directions than what is shown above.

Appendix D – Pro Forma Complaint Form

(from www.paraparaumuairport.co.nz as of September 2010)

Complaint Form

PARAPARAUMU AIRPORT LTD

Noise Enquiry Record

File no: _____

Enquirer Details	Name (Mr, Mrs, Ms, Miss): _____
	Telephone: _____
	Address: _____

Description Of Events	Date: _____ Time: _____
	Description of aircraft: _____
	Identifying markings: _____
	Description of events: _____

Circle One Arrival Departure Run-up Circuit

Received by	Name: _____
	Organisation: _____
	Date: _____ Time: _____

Further Info	Flight ID: _____
	Aircraft type: _____
	Runway: _____
	Wind direction: _____
	Weather: _____
	ATC Comment: _____
	General Comments: _____

RETURN TO: Airport Manager, Paraparaumu Airport Ltd
P.O Box 1613
Paraparaumu 5252
Or fax to (04) 2981005