



## Planning for the long haul

There's been a lot of conversation across the community over the past several weeks about Queenstown Airport's proposed noise changes.

It's an important conversation and we thank everyone who has taken part by attending our drop-in sessions or participating online at the new airport engagement hub – [our.queenstownairport.com](http://our.queenstownairport.com).

A lot of the feedback has been around growth – what's the right number, how much is too much and how can we collectively manage growth going forward? They're all good questions and we're very mindful that Queenstown Airport is but one part of the larger regional puzzle.

Many people rely on the airport to connect them to national and international destinations, employ them or support their business or lifestyle or all of the above. Many are also concerned by aircraft noise, traffic congestion and other pressures on destination infrastructure.

Our challenge is to strike a balance between providing a world-class tourism airport group and being a good neighbour in our community and region, supporting its economic evolution. Our job is also to plan for the long-term, and not simply think about a few years in the past or into the future.

It is not our intention to lead the conversation about future growth in the district, but we do have a responsibility to give the community, our shareholders, airport stakeholders and employees, the business community and the tourism industry meaningful information on airport constraints and viable options to unlock them and then ask for their input.

The important conversations we're having today and the work we're doing to plan for the future will provide a critical roadmap as we develop both Queenstown and Wanaka airports to serve our customers in years to come.

Over the weeks and months ahead, we will be analysing the feedback from the public consultation on the proposed noise plan changes for Queenstown Airport and at the same time begin the master planning work for Wanaka Airport – consistent with the "two airports, one airport company" model.

We also will continue to work closely with key stakeholders and the communities we serve to ensure we create well connected aviation centres for our region that are sustainable, adaptable, affordable and memorable.

On a lighter note, two of the region's major winter events take place in August and September and we're proud to support both the Audi quattro Winter Games NZ and Winter Pride. There's still some great snow on the hills and our visitors from NZ and around the world will hopefully be wowed by some of the amazing spring skiing and activities still to come.

I hope you get the chance to enjoy some of the fun at these events and others around the region as winter moves into spring.

Keep warm and stay safe.



Colin Keel  
Chief Executive



## June passenger numbers

Passenger numbers for June compared to the same period last year

**+16%** Total passengers

**+18%** Domestic passengers

**+9%** International passengers

 View all airport stats at [queenstownairport.co.nz/stats](http://queenstownairport.co.nz/stats)

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# International arrivals - Autumn

We've been looking at the visitor profile for our international visitor arrivals during Autumn 2018 (March-May) and wanted to share some of the key insights.

- International visitor arrivals through Queenstown Airport were up by 15% (March-May)
- Easter was earlier this year resulting in less arrivals for April, but this was offset by consistent growth across both March and May
- Historically, autumn is a quiet season for Australian visitors but arrivals for this market grew by 13% across the three months
- The USA and Singapore markets also grew 17% and 40% respectively
- Visitors from New South Wales accounted for 45% of the Australian arrivals, followed by Victoria at 24%
- Travellers from Western Australia saw the biggest increase year-on-year, up 86% during this period.

For more Queenstown Airport statistics visit [www.queenstownairport.co.nz/statistics](http://www.queenstownairport.co.nz/statistics)

## New timing

From 28 October 2018, Air New Zealand's first ZQN-AKL flight of the day will leave at the slightly earlier time of 6.40am.

It's anticipated the slightly earlier departure time will help customers heading into the Auckland CBD avoid the morning traffic and also may improve the customer flow through security screening. The earlier flight will also allow a seamless connection for customers travelling to Narita, Tokyo from Auckland.



## Delivering digital



Following a recent tender process, APN Outdoor has been appointed as Queenstown Airport's new advertising partner. For those of you who have been through the terminal recently you will have seen the new ad spaces and digital screens going up.

APN delivers high quality products across other NZ airports and key locations and their innovative, customer-centric approach aligns

well with QAC's values and vision to be a world-leading tourism airport group.

APN's vision for Queenstown Airport is to create an advertising environment unlike any other airport in New Zealand, with an aim to deliver innovative and emerging technologies that will enhance the customer journey and create a contemporary look and feel for the advertising assets at the airport.

To find out more about advertising at Queenstown Airport please visit [www.queenstownairport.co.nz/commercial](http://www.queenstownairport.co.nz/commercial)

## Common People



Wanaka-based New Zealand luxury bag brand Common People has opened a new pop-up store at the airport, showcasing a unique range of handbags, travel bags, backpacks and wallets.

Designed locally in their studio in Lake Wanaka, Common People was created from a love of fashion, an appreciation of all things design and a burning desire to see things differently. Their latest collection is a mix of classic and sophisticated punk. Clean lines meet metal studs and sharp embossed graphics.

**Open 7am-8pm until 30 Sep 2018.**

# SAFETY MATTERS

You may have noticed wee red First Aid 'Pods' have appeared around the terminal.

The First Aid Pod concept was created in Dunedin and is an instant pop-up shelter (red tent) which can be used during medical events to provide immediate privacy for the patient and shelter from the elements – it's waterproof and UV resistant.



It also has handy guidance for First Aid responders and emergency services printed on the inside, which walks them through First Aid procedures. You'll find one at Check-In and others in our International Departure Lounge near the AEDs. The other two will be placed in our onsite containers which hold emergency supplies. For more info, check out: [www.firstaidpod.com](http://www.firstaidpod.com)

## Walk in my shoes

Queenstown and Wanaka airports will once again take part in Airport Safety Week between 15 and 19 October.

Watch this space for details of informative and interactive events which shine a light on aviation safety. This year's theme is "Walk in My Shoes".

## Annual results

Passenger demand and increased revenue helped QAC achieve a solid underlying profit and reported profit for the year ended 30 June 2018.

QAC Board Chair Prue Flacks said the company had invested over \$4 million in infrastructure, safety, innovation and technology.

"Other major projects included the construction of a dedicated operations centre, terminal building improvements and new equipment which has streamlined operations. The \$14.5 million long-term lease for Wanaka Airport was also a major investment."

"We worked hard to enhance the customer experience with the launch of the Park and Ride, new wayfinding signage, and expanded pop-up food and beverage offerings. Investment in innovation and technology included a new safety management system, real time parking tracking, new flight information display screens (FIDS) and queue time monitoring at the security screening point."



### ZQN total passenger movements

1 July 2017 - 30 June 2018 compared to previous year

**2,140,669** ▲ 13%



**596,276**

International passengers  
12% ▲

**1,544,393**

Domestic passengers  
14% ▲

### Revenue (\$ million)



### Investment

**4.0 million**

IN SAFETY, CUSTOMER EXPERIENCE, INNOVATION AND TECHNOLOGY  
2017 - 2018

**14.5 million**

IN 100-YEAR LONG-TERM LEASE FOR WANAKA AIRPORT



### Profit (\$ million)



### Annual dividend

**5.4 million**

RETURNED TO THE QUEENSTOWN LAKES DISTRICT COMMUNITY  
2017 - 2018

**\$215**

PER RATEABLE PROPERTY IN THE DISTRICT

## Annual Profile

To view the full Annual Report and Annual Profile visit:

[www.queenstownairport.co.nz/company/planning-and-performance](http://www.queenstownairport.co.nz/company/planning-and-performance)

## From the tower



Later this year Airways, our air traffic control team, will be making some changes to the way it works to be consistent with New Zealand's main international airports.

Aircraft in New Zealand airspace are managed by controllers in different locations throughout various stages of their journey. Air Traffic Controllers in towers normally manage aircraft only in the very first and final stages of flight, once they are in close range of the airfield. While they are at higher altitudes, they are tracked using surveillance technologies including radar and managed from our centre in Christchurch. For flights into and out of Queenstown, some of this management has historically taken place from the tower.

Later this year Airways will switch this function to the centre in Christchurch, in line with best practice already in place at Auckland, Wellington and Christchurch airports utilising surveillance technology. The Queenstown tower team will continue to provide aerodrome traffic control at Queenstown Airport.

Moving to this approach will help their teams to enhance safety and provide efficient services to manage future increases of flights into Queenstown as the region continues to grow. These will all be behind-the-scenes changes and won't affect the traveller experience.

## Supporting our communities

As the gateway to the Southern Lakes, we're proud to back events that showcase the best of our region.

### Winter Pride NZ

1 – 8 SEPTEMBER 2018



Winter Pride NZ, previously known as Gay Ski Week QT, is renowned for fun on and off the mountain.

Queenstown Airport is proud to be supporting the new initiative 'Pride Pledge 2018' and we look forward to welcoming thousands of festival-goers through our gates – the info desk is already dressed to impress!

#### The Pride Pledge

QAC commits to all LGBTQ+ people having the freedom to be safe, healthy and visible. We will use our voice and influence to support visibility, safety, tolerance, love, diversity and inclusion to all LGBTQ+ people.

### Audi quattro Winter Games NZ

24 AUGUST - 8 SEPTEMBER 2018



The sixth Audi quattro Winter Games NZ is taking place during August and September 2018.

Almost 900 athletes from 32 countries will be welcomed through ZQN for the first major championships of the season. Watch them compete for glory in freestyle skiing, snowboarding, alpine skiing, cross-country skiing, Freeride Skiing and Snowboarding, Ice Hockey and Curling.

The Games are one of the world's top five winter sports competitions and the only one in the southern hemisphere. They are also New Zealand's largest recurring sports event.

Check-out the Winter Games flavour throughout the terminal when you're next visiting.

Visit [www.wintergamesnz.kiwi](http://www.wintergamesnz.kiwi) for details.

## Keep up to date with WKA news

Phone: +64 3 443 1112  
[www.wanakaairport.com](http://www.wanakaairport.com)



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