

## District-wide planning gaining momentum

### It's been a busy few months for the airport team on a number of levels.

We've just finished participating in Airport Safety Week, with staff from Queenstown, Wanaka and Invercargill airports taking part.

It's been a great chance for all the airport community to come together and shine a light on health, safety and security at the airport and some of the highlights can be seen on page 3 of the newsletter. We look forward to building on this year's success and involving even more people and new initiatives next year.

In July we shared information on our proposed noise boundary changes to seek the community's views. During this process we received strong feedback that the airport should not be leading the broader conversation on district growth.

We agree and, after considering all feedback received, have decided to realign our work with other key long-term initiatives underway by other regional and national organisations, particularly Queenstown Lakes District Council, before progressing the noise change proposal to the next stage. Having more insights and an integrated approach will help ensure the right outcome for all.

For our part, we will continue to progress our work on the Wanaka Airport Master Plan, which started in September. During the next year while we work on the plan, there's no doubt that the big conversations about our region's future will continue.

We will very much be a part of those conversations, continuing to engage with our stakeholders and the community on these important pieces of work, sharing information and seeking feedback on the way.

Combined, the outcomes of these regional initiatives will be essential in determining a collective view on a desired and sustainable level of growth and development for our district, including the infrastructure required for the delivery of air services to the Queenstown Lakes region.

While we continue to work on unlocking the constraints to long-term growth, we remain committed to ensuring the most memorable airport experience we can for our customers in the here and now.

Part of this commitment is starting work on the approximately \$20-million-dollar Project Pathway initiative, a two-year programme of works designed to enhance the customer experience (see page 4 of the newsletter for more information on the first project underway).

Pathway will increase terminal capacity and related infrastructure to cater for growth over the next several years to cater for approximately 2.8 million passenger movements per year, mostly within the current terminal footprint.

This is an extensive project and we appreciate your understanding and patience during this period of transformation.

As spring turns to summer and the heat wave hopefully begins, please take time for a rest and some time out before the busy summer season. Take care and stay safe.



**Colin Keel**  
Chief Executive



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# Summer outlook

The summer season is almost upon us, so we've pulled together an overview of the 2018/19 summer season (November-March) to help people plan ahead.

- Overall capacity is scheduled to increase 16% from last summer.
- International capacity is set to increase by 21% with increases consistent across the months. Domestic capacity increases 15% with November and December seeing the greatest increases in seat capacity (20% and 18% respectively).



- The busiest passenger days through Queenstown Airport are forecast to be Saturday 5 January, the weekend beginning Saturday 22 December, and the weekend beginning Friday 28 December.
- The peak summer period is from Thursday 20 December to Sunday 6 January with an average of 64 daily flights for this period (arrivals and departures).

## Regional events calendar



For a list of regional events this summer please visit our events guide on the website.

NZ School Holidays  
approximately  
18th Dec – 28 January  
(7 February for some)

Gibbston Valley Winery Concert  
19 January

Red Bull Defiance  
19 – 20 January

Challenge Wanaka  
16 February

New Zealand Golf Open  
28 February – 3 March

Motatapu Off-Road Adventure  
9 – 10 March

Wanaka A&P Show  
8 – 9 March

## Plan ahead

If you are travelling through Queenstown Airport this summer, we encourage you to plan ahead for your trip. We'll be releasing our detailed Top Tips for Summer Travel in December but in the meantime, here's some pointers to get you started:



1. Book your airport transport before you arrive or depart
2. Check the terminal car parking availability with our real-time data display on the website
3. Plan your route to the airport and check the events guide for local events that may affect your usual route (Queenstown Marathon weekend)
4. Check-out www.nzta.govt.nz for road closures and construction works before you travel
5. Finally, check-out our arrivals or departures guide before you fly to maximise your airport experience

Here's to a safe and happy summer ahead in the Southern Lakes region.



# SAFETY MATTERS

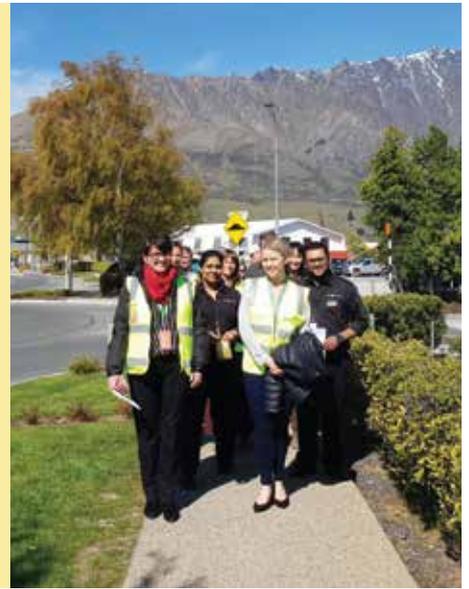
## 2018 Airport Safety Week

Hundreds turned out once again for the annual Airport Safety Week held across both airports earlier this month and for the first time members of the Invercargill Airport team took part.

From drone awareness, FOD walks and civil defence training to wellness talks,

massages and scavenger hunts, this was the biggest turnout yet. The event shines a light on airport and personal safety and is a great way for everyone to continue the conversation about health, safety and security at our airports. Thanks for the great team effort.

**Here's a selection of the best photos from the week. See you all again next year!**



## From chef to chief



**Congratulations to QAC's Royden Cullimore who has been promoted to the position of Rescue Fire Crew Chief!**

Royden, who has been with QAC for 10 years, will lead Rescue Fire's Blue Watch and work closely alongside the other crew chief Doug McKay (Red Watch). He brings a wealth of aviation firefighting experience to the role.

Perhaps a less known fact about Royden's career is that he's also a trained chef. He spent several years at Otago Polytechnic as Senior Chef Lecturer, leading student teams to achieve top rankings at the Nestlé Toque d'Or competition. While his cooking ability had no bearing on his promotion, he's certainly proved that when the heat is on he's cool under pressure.

Congratulations also to Aroha Hyland who has been promoted to Rescue Fire Deputy Crew Chief!

## Did you know?

Queenstown Airport's Rescue Fire 15-person unit is split into 3 watches of 5 team members each. Each watch works four 12-hour shifts a week on a rotating roster. Most of the team also volunteer for the Queenstown and Frankton fire brigades, with Mike Ide heading up Frankton and Doug leading the Queenstown brigade.

## A warm welcome



**Our three new aviation fire fighters, Kylie Litchfield, Marcus Hammett and Isaac Walker, have completed their training and joined the QAC Rescue Fire team this month.**

The training was delivered by instructors from Auckland Airport, giving our staff the very best knowledge and skills in the aviation rescue fire sector.

Delivered over 13 weeks in Queenstown, Auckland and Melbourne, the training and specialised venues enabled the recruits to develop and refine the fundamental skills of the Airport Rescue Fire Fighter (ARFF), which is "attack and approach, and external attack on a hand line hose".

The final week was spent at the Air Services Australia facilities in Melbourne; a \$11.5 million 'hot fire' training facility, which is the only one of its kind in the Southern Hemisphere.

"The staff and management in Melbourne were very accommodating and provided a fantastic service for our recruits to learn essential skills in a real-life scenario. In true Aussie form they even cooked us a BBQ lunch one day," said Gavin.

"We've already started conversations about moving the ARFF industry forward in a collaborative direction, with a mutual interest in what each country does in terms of methods, set ups, and equipment", added Gavin.

**Welcome to the team Kylie, Marcus and Isaac!**

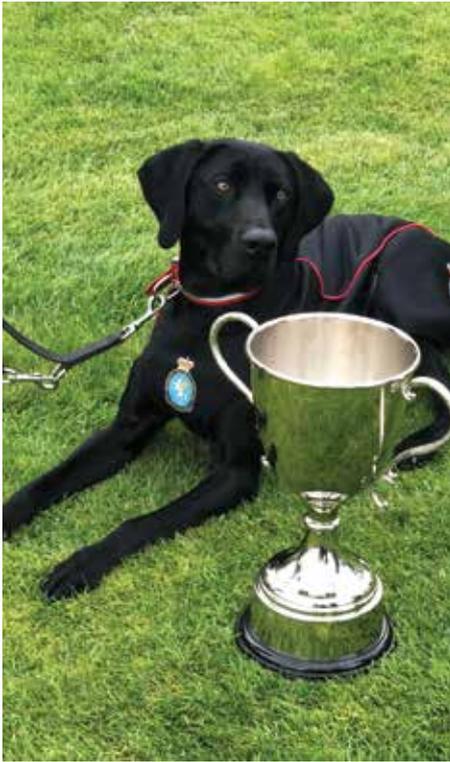


## So long, farewell, Auf Wiedersehen, goodbye

**Airport departure cards will soon be a thing of the past!**

From this November, travellers will no longer have to fill out the cards before flying overseas. The move is designed to improve the experience of all travellers departing New Zealand, enabling a faster and smoother process. It will also save more than 100,000 hours of time currently spent by travellers completing more than 6.5 million departure cards per year.

# Top dog



**Queenstown Airport's Aviation Security Officer Andrew Buchanan and his dog Toby are 'Top Dogs' after taking out second place in the Explosives Detector Dog category at the National Police Patrol and Detector Dog Championships last month.**

Andy and Toby competed against five explosives detector dog teams from Police, Auckland Airport Aviation Security Service and the New Zealand Defence Force (NZ Army).

"The NZ Police Nationals are what we all strive to be a part of and it's where the hard work and training pays off", says Andy on behalf of him and Toby.

"It's never a walk in the park as it's really challenging and the one week where your stress levels can really climb. Toby and I are

stoked to be the first dog team to win the Shadow Award, putting Queenstown Airport on the map. To be the top Avsec Dog is a great accolade which will inspire others to strive for it in future years," he adds.

Inspector Todd Southall, Police National Coordinator: Police Dogs, says the national championships are a highlight of the year and designed to bring out the best of handlers and their dogs.

"All the tasks and test activities are based on the real-life skills and decisions that handlers and their dogs must make when they are responding day and night to a variety of incidents.

"Dog teams do a fantastic job in helping keep our communities safe. They provide a critical frontline response, detection and prevention capability."

Congrats Andy and Toby – treats coming your way!

**Following the win, we caught up with Andy to find out more about his and Toby's role in keeping our airport safe.**

**Why did you choose this job?** Becoming a dog handler has given me a new personal challenge. With everything that's going on around the world I also thought it would be exciting and rewarding to work with a dog as my partner to ensure the safety of the travelling public.

**How did you get started?** I was already an Avsec officer and so initially I was able to spend time out on the road with the dog units at first gaining an insight into exactly what was involved. I enjoyed learning more about how the dogs worked so closely with their handlers so I applied for the role. I also spent a lot of time with friend's pets and bonding with dogs too.

**What skills do you need?** The main skill is an understanding and experience socializing around dogs. I also read books and talked with other dog handlers to pick their brains and gain knowledge. You also need to be physically fit to keep up with the high energy drive the dogs have, so walking in my spare time is key.

**What's your daily routine?** Our daily work involves being proactive and having a



presence at the airport as well as responding to unattended bags, top level alarms where something's been escalated, and trace screening point. Exercise and ongoing training for the dog and handler is also an important part of our daily role.

**What is the best aspect of the job?** Working around a dog and my fellow handlers, other Avsec staff and airport workers. I have a great respect for the role everyone plays in their own jobs, working together to keep things safe and moving at the airport. I also enjoy the passenger comments saying how good

Toby looks when he's working. People have a genuine appreciation for the job we do.

**What is the most challenging aspect?**

The whole job is challenging but enjoyable, things can happen quickly, which is why we do a lot of training to keep improving and our skill levels high for both myself and my dog.

**Tell us something most people don't know about the job?** That we can be deployed off the airport if required to assist Police at any given time to any threat involving explosives.

# Farewell Naoto



Well the time has finally come. After 16 years amazing service with Air New Zealand, Naoto Unno (Operations Manager) officially finished up at Queenstown Airport on Sunday 21 October.

The call to return home to Japan has been answered and he is off to re-join his family and start a new life running the family business. Naoto has overseen multiple game-changing initiatives during his time, whilst seeing Queenstown evolve and grow into the booming destination it is today. Maria Jones will transfer from Air New Zealand Auckland Airport to replace Naoto, joining the team on Tuesday 23 October. We'll miss Naoto's smiling face around ZQN but look forward to welcoming Maria to the team.

## Deepest sympathies

The Queenstown, Wanaka, aviation and conservation communities are in mourning following recent tragedies which took the lives of four special men this month.

Our thoughts and prayers are with the friends, families and colleagues of much-loved Wanaka aviator Nick Wallis and Department of Conservation staff Paul Hondelink and Scott Theobald. Nick, Paul and Scott are a massive loss to our country, our conservation efforts, their communities and their friends and family. Words cannot convey what a tragic loss this is. Janet Rutherford and the wider family are also in our hearts following the sudden passing of Glenorchy Air chief pilot and co-owner Robert Rutherford (71) who passed away after a fall at home. The Queenstown and Wanaka airport teams are thinking of you all during this time.

## It's hammer time!

As we move into a slightly quieter time of year, a number of projects are getting underway this month around the terminal.

The works, which are being conducted in stages during the day and night, and are expected to finish before the lead-up to the 2019 winter season, are a mix of above ceiling services maintenance and reconfiguring some spaces to improve flow and better accommodate staff and customers.

All care has been taken to minimise any disruption to staff and customers and works will stop between 15 December and 14 January to ensure that the terminal is clear and fully operational for the Christmas peak period. The key projects are:

- **Check-in area** From 15 October, scaffolding towers will be moved through the check-in area in 3 separate stages to complete some above ceiling services maintenance. The work will be finished by 15 December.
- **Border Agency Secondary Processing Area (International Arrivals)** If you're travelling through International Arrivals, you'll start to see some hoardings going up. This marks the start of a \$2.4 million upgrade to the space primarily used by Customs, MPI (now Biosecurity NZ) and Immigration which will ultimately enhance the overall arrival experience for international passengers and expand the working environment of the border agency teams. It will also include a new "dog rest" building outside the terminal for the Customs and Biosecurity NZ working dogs. This is part of the Pathway programme of works which will help us meet short to medium demand – watch this space for more details on Project Pathway.
- **Gate 6, International Departures** We've erected a construction hoarding by Gate 6 (International Departures) so that we can create a temporary 'swing lounge' between Gates 4 & 5 (Domestic) and Gate 6 (International) to help alleviate the current capacity issues in the Domestic departure lounges. We will look to make this a more permanent swing lounge in 2019. The aim is to have the temporary swing lounge operational by 15 December in time for Christmas and the summer domestic peak season so that it can swing between International and Domestic.

We'll continue to update everyone as things progress. Thanks for your patience while the works are completed.



## Marathon effort

This year is the fifth anniversary of the Air New Zealand Queenstown International Marathon (17 November)

A flat out beautiful course set between the stunning Crown and Remarkable mountain ranges. There's always a great buzz around the airport on marathon weekend and we'll be flat out ourselves with Air New Zealand adding five more flights on both the marathon Friday and Sunday to cater for the visiting



competitors and supporters. As always we're proud to support the event and this year we have a number of the airport team taking part. QAC is also sponsoring one of the aid stations so keep an eye out for the QAC team along the route, we may have a few surprises in store!

## Cherry baby



In keeping with our theme to provide visitors with a taste of Central Otago when they come through Queenstown Airport, Liam Kirk from Wanaka will be setting up his Cherry Cheer fruit stall in the forecourt from 1 December until 28 February 2019.

Liam will make the most of the abundant local cherry season pre-Christmas selling juicy Central Otago cherries until they run out, followed by other locally-grown stone fruit throughout the rest of the summer. QAC Property and Commercial Manager Mark Samways said there was “no better location

for an authentic fruit stall than at the region’s aviation gateway”.

“Fresh Central Otago fruit isn’t always that easy to find in the Wakatipu. Now visitors and locals alike can pick up fresh Central fruit as they depart to visit friends and family or as they arrive to begin their alpine adventures.”



## Keeping it classy

Our winter retail pop-up, Wanaka-based handbag and accessories brand Common People, will be extending its stay through until January 2019 to cater for the busy summer period.

The latest collection includes tan and white versions of the brand’s most popular handbags as well as tan and silver wallets and a silver paper plane pendant. From 19 November, more of the sold-out Zoe Gets Hitched bags will be available in black and tan along with



some new design samples which will be available for a sneak preview and possible one-off sale at the airport store. Pop-in to see Jodie and the team when you’re next flying or

make a special trip to find the ideal Christmas present for that special someone. Open 9am-5pm. Visit [www.commonpeople.co.nz](http://www.commonpeople.co.nz) to preview the range.

## Sushi for summer

We’re delighted to welcome back Shawn and Yong from Hikari to the airport community.

Following on from the success of last summer, the Hikari team are once again coming on-board for summer as part of our pop-up strategy to provide quality, local food and retail offerings.

From early November until the end of March, Hikari will offer hot and cold freshly made food including sushi, miso soup, donburi,



Japanese curries and ramen from a purpose-built food truck in the airport’s forecourt area. Hikari is well-known by Queenstown locals

who have enjoyed Japanese cuisine at their permanent Beach Street restaurant over the past few years.

## August passenger numbers

Passenger numbers for August compared to the same period last year

**+7%** Total passengers

**+12%** Domestic passengers

**ON PAR** International passengers

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

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## Blue September



The Queenstown Airport Avsec team hosted a breakfast last month for Blue September putting on an awesome spread with amazing cakes and a BBQ.

The breakfast generated \$580 for the initiative which raises awareness and funds for the Prostate Cancer Foundation for New Zealand. Great work guys.

## WOW flying scholarships



**The first Warbirds Over Wanaka Flying Scholarship to be awarded to a Wanaka-born pilot has been announced.**

Daniel Pezaro (right) first fell in love with aviation and historic aircraft when he attended Wanaka airshows as a young boy.

Dan will receive one of two \$5,000 flying scholarships announced by the Warbirds Over Wanaka Community Trust. The second



scholarship has been awarded to Masterton-based pilot, Bevan Dewes who is also thrilled to get the award.

"Flying Warbirds has been my passion for as long as I can remember, so being accepted for this scholarship will enable me to take the next leap in my warbird flying career."

Bevan is no stranger to flying at Wanaka airshows, displaying his Chipmunk at the Easter 2018 event as part of the classic aircraft flypast.