

DRAFT MASTER PLAN COMMUNITY CONSULTATION REPORT

AUGUST 2023



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EXECUTIVE SUMMARY

This consultation report describes the community and stakeholder engagement activities undertaken by Queenstown Airport Corporation (QAC) on its draft Master Plan for Queenstown Airport.

PRE-ENGAGEMENT

As part of the development of the draft Master Plan, QAC talked to a broad range of people from across the region to guide us on the issues of significance to our communities. Four independently facilitated pre-engagement workshops were held in Queenstown, Wānaka, and Cromwell in September 2022.

Independently facilitated workshops were also held for QAC staff to ensure our team had an opportunity to contribute as the draft Master Plan was being prepared.

The feedback from these workshops informed the development of the draft Master Plan.

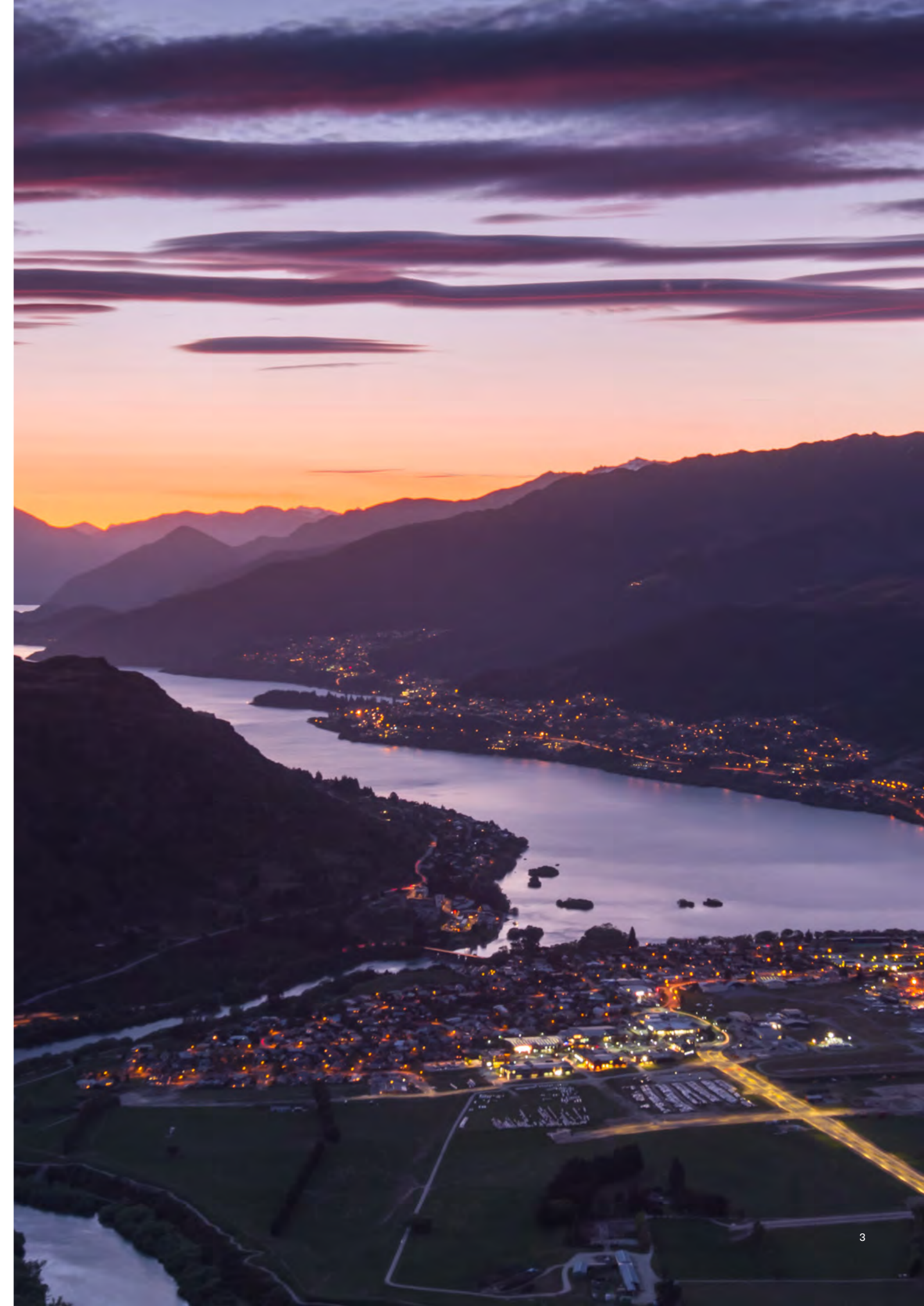
CONSULTATION

As QAC is a Council Controlled Trading Organisation (CCTO) and the airport is an important community infrastructure asset, the input of the community and our stakeholders is essential.

Between 24 May and 23 June 2023, we undertook community engagement on the draft Master Plan in partnership with our major shareholder, the Queenstown Lakes District Council (QLDC).

We followed the principles of consultation outlined in section 82 of the Local Government Act 2002 to ensure our communities were provided with information about the decisions to be made, and understood the opportunities they had to engage, and how they could best make their views known.

The following report summarises feedback received through this process. Anonymised verbatim comments and supplementary submissions provided through the online consultation platform, Let's Talk, are available to download from our website at www.queenstownairport.co.nz/masterplan.



OVER THE 5 WEEK PERIOD:

**WE SPOKE
TO OVER 500
PEOPLE
AT PRESENTATIONS,
ENGAGEMENT STALLS,
AND FACE TO FACE.**



236
ONLINE SURVEYS



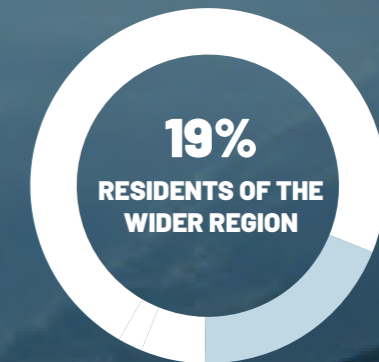
2,935
WEBPAGE VIEWS



2,300
ANIMATION VIEWS



63,805
SOCIAL MEDIA
REACH



INTRODUCTION

Queenstown Airport's 10-year Strategic Plan, released in September 2022, outlines our aspiration to be an innovative airport that serves the Southern Lakes region well.

The draft Master Plan aims to deliver that vision by ensuring infrastructure is delivered where and when it is needed, while supporting QAC's decarbonisation and sustainability targets, enhancing safety and resilience, and enabling the decarbonisation of air travel.

As noted in the FY24 Statement of Intent, the Master Plan provides a long-term blueprint for the future of Queenstown Airport. It outlines the land use planning and development intent for the airport site. The Master Plan will ensure we seamlessly combine the elements of the land and air journey experience at Queenstown Airport and will deliver a flexible response to the evolving needs of both passengers and our community.

The purpose of this report is to provide an overview of the methods used to engage with the community and a summary of the feedback received from this consultation process.

THE REPORT IS STRUCTURED AS FOLLOWS:

Sections 4, 5 and 6

Provide an overview of the community consultation programme and the methods used to engage with the community.

Section 7

Set out the themes from responses received.

Section 8

A brief concluding statement about the outcomes of the public consultation.

The community engagement process was undertaken in partnership with Queenstown Lakes District Council (QLDC), our majority shareholder, between 24 May and 23 June 2023. During this period, QLDC's Let's Talk platform was used to gather public feedback.

As well as engaging with the community, we consulted other stakeholders / interested parties, including the Civil Aviation Authority, Airways, our scheduled airline customers and non-scheduled aviation operators, our commercial tenants, and the wider business community.

These comments relate to specific areas of airport operations that will be considered in our Schedule of Changes.



PRE-ENGAGEMENT

QAC conducted a comprehensive pre-engagement programme with key stakeholders at a local, regional and national level. The purpose was to provide an overview of the forthcoming draft plans.

Early in the development of the draft Master Plan, we held four pre-engagement workshops to canvass what is important to the communities we serve and what improvements they would like to see at Queenstown Airport. These workshops were held in Queenstown, Wānaka and Cromwell in late September and October 2022 and were independently facilitated.

A broad cross-section of representatives from the region's communities attended and were given four questions to stimulate discussion:

1. What do you think we should consider in our Master Plan to help us realise our vision of "An innovative airport that people love to travel through, and the community takes pride in"?
2. Growth and Queenstown Airport's noise boundaries – your thoughts on managing growth and our commitment to operate within our noise boundaries for the next 10 years.
3. Transport at Queenstown Airport includes public transport, walking, cycling, car parking, shuttles, coaches and rental cars – what is important to you and how would you like to see the airport manage these activities?
4. Our terminal – what would you like to see as our terminal is upgraded and modernised?

Participants also had the opportunity to raise any other points not covered by these questions and were invited to email us if they subsequently wanted to add further comments.

The focus in the sessions was on capturing a full range of opinions, not on reaching an agreed group position. Independently facilitated workshops were also held for QAC staff to ensure our team had an opportunity to contribute as the draft Master Plan was being prepared. All employees were invited, and these sessions were well attended, with good discussion of the same four questions.

Analysis of the responses of the focus groups revealed eight consistent themes:

- improve the ease of getting to and from the airport
- improve the management of vehicle parking
- improve access to and the flow through the airport site and terminal
- maximise the airport's connection with the landscape and environment
- be an airport that the community is proud of and has a sense of ownership of
- focus on an excellent customer experience
- a renewed community conversation about the factors that affect growth, addressing what the community is comfortable with and what is needed
- noise management.

This feedback provided an initial indication of factors the wider community considered important in the development of Queenstown Airport and informed the development of the draft Master Plan.



ENGAGEMENT APPROACH

In developing our engagement plan with QLDC, we took a multi-channel approach to maximise community reach and visibility, providing several ways to participate and give feedback, both in person across the district and digitally.

In line with our Statement of Intent (SOI) commitment, special efforts were made to engage with community stakeholders. These included community associations directly and indirectly affected by the airport's operations, residents' associations, iwi, the business community, regional tourism organisations, industry sector groups and community groups specifically established around airport matters.

Invitations to our independently facilitated pre-engagement workshops in late 2022 were extended to all these groups and we also engaged directly over the course of the consultation and ensured resources were accessible to these organisations and their members.

SNAPSHOT

Between 24 May and 23 June 2023, Queenstown Airport Corporation, in partnership with its major shareholder, the Queenstown Lakes District Council, undertook community consultation on the Queenstown Airport draft Master Plan.

The consultation programme was highly effective at reaching a broad range of people and overall 236 online survey responses were received from individuals, community groups, organisations and businesses.

In summary, engagement included:

- a highly visible communications and marketing campaign using screens in the airport terminal, radio advertising, local and national print media, local websites, and a podcast
- a dedicated page on the QAC website allowing anyone to view a video explaining the draft Master Plan, download a summary document or the full draft Master Plan, and to ask questions about it
- a short online survey, hosted on QLDC's Let's Talk platform
- pop-up information sessions held at various locations around the Southern Lakes region to provide an opportunity for people to speak to the project team members about the plan
- an online webinar to provide an overview of the plan and an opportunity for Q&A session

In addition to community consultation, in partnership with QLDC, QAC held series of meetings and workshops with airport stakeholders, including government agencies, commercial partners and industry bodies. The feedback received from this group of stakeholders does not form part of this consultation report.



MEDIA ENGAGEMENT

MEDIA

The draft Master Plan generated a significant amount of media attention during the four-week consultation phase. This included media coverage across local, regional and national media outlets. Outlets that covered the draft Master Plan, included:

- Lakes Weekly Bulletin
- Stuff / Southland Times
- Mountain Scene
- Otago Daily Times
- Crux (online media)
- NZ Herald
- Radio NZ
- Aviation News
- Wānaka Sun
- Mike Hosking Breakfast show
- Business Desk
- NBR
- simpleflying.com
- The NZ Shipping Gazette
- Wānaka App

VIDEO ANIMATION

A four-minute animation video was created to highlight key features of the draft Master Plan and explain how members of the public could have their say.

More than 2,300 people viewed the animation on [YouTube](#), linked from the Queenstown Airport website, news articles and social media posts, and 31 people viewed it on the Let's Talk page.

SOCIAL MEDIA

Online advertisements were run on Facebook and Instagram. The QAC-owned channels were the strongest performer from the online mix, delivering the most traffic to the website landing page.

Reach	Link Clicks	Website Visits
63,805 accounts	2,130	1,620

ADVERTISING

Advertisements were run in the Lakes Weekly Bulletin and Mountain Scene, Otago Daily Times, Crux, Wānaka App, Queenstown App, and Central Otago App. Display advertising across the regional media outlets were viewed more than 260,000 times during the course of the campaign.

RADIO

Radio advertisements were run across nine regional radio stations.

PODCAST

A podcast with QAC Chief Executive Glen Sowry detailing the draft Master Plan was featured on The Outlet and was downloaded 197 times (the second most downloaded podcast on the channel).

OTHER

Imagery was provided to QLDC to display on screens at community facilities (QLDC offices, the Queenstown Events Centre, the Memorial Hall, and libraries across the district).

Posters were provided to libraries and community noticeboards.



COMMUNITY CONSULTATION

QAC WEBSITE

A dedicated Master Plan webpage went live on 24 May 2023, and included links to the summary document and full draft Master Plan, frequently asked questions (FAQs), and the video animation. The summary and full documents were available to both view and download.

- The page was viewed by 2,935 users, totalling 3,692 page views.
- The detailed summary document and full Master Plan were downloaded 1,380 times combined.
- The page also included a link to the online Let's Talk survey.
- The Master Plan webpage will continue to be updated and available as we proceed to a final Master Plan.

INVITING STAKEHOLDERS TO PARTICIPATE

When community consultation was launched, it was promoted to interested groups and individuals in a range of ways:

- personal emails were sent to key stakeholders by the CEO inviting their participation. Emails were also sent to existing airport users and airport interest groups
- a media release to local and national media
- Queenstown Airport's electronic newsletter
- consultation information and event listings were featured in Destination Queenstown, Lake Wānaka Tourism, Queenstown Chamber of Commerce, and Wānaka Chamber of Commerce communications to members
- QLDC's Scuttlebutt
- social media campaign

- media advertising
- digital displays and posters in the airport terminal.

WEBINAR

A one-hour interactive webinar hosted by the Queenstown Airport Senior Leadership Team was held at lunchtime on 31 May 2023 and open to anyone; nine people participated. The webinar was recorded and made available on the QAC website and Let's Talk Platform, where it was watched a further 119 times.

REGIONWIDE DROP-IN SESSIONS

Eight community drop-in sessions were held, with more than 130 people interacting with QAC staff and the consultation materials at the following locations:

- Remarkables Park Shopping Centre, Frankton: two sessions with 34 people
- Queenstown Events Centre, Frankton: one session with 5 people
- Cromwell (New World): one session with 35 people
- Queenstown Airport Terminal: three sessions with 50 people
- Wānaka (New World): one session with 15 people.

We also held two QAC staff drop-in sessions with good attendance across the QAC team.

COMMUNITY AND BUSINESS MEETINGS

Consultation information and event listings were supplied to residents' associations to share via their email, print and social media channels. In addition to the QAC-led consultation sessions, the Frankton Community Association invited QAC Chief Executive Glen Sowry to present the draft Master Plan at a community meeting. The Kelvin Peninsula Community Association was also invited to attend this meeting. About 20 people in total attended, including representatives of Protect Queenstown and FlightPlan2050.

An invitation from the Wānaka Stakeholders Group (WSG) for an in-person recorded interview with Glen Sowry was accepted. A 30-minute video was produced by WSG and published on their website and social media channels.

Throughout the engagement period, members of the Senior Leadership Team also presented to:

- Wakatipu Heritage Trust
- Queenstown Chamber of Commerce Board
- Tourism New Zealand Engagement Hui
- Wānaka Chamber of Commerce Board and members at a Business After 5 event, hosted by QAC
- Queenstown Chamber of Commerce Women in Business
- leadership teams of Destination Queenstown and Lake Wānaka Tourism.

AIRPORT COMMUNITY & STAKEHOLDER ENGAGEMENT

Early in the consultation, members of the Senior Leadership Team met:

- airline partners Air New Zealand, Virgin and The Qantas Group.
- the Airways Corporation
- the Board of Airlines Representatives New Zealand (BARNZ)
- the Civil Aviation Authority.

During the consultation period, members of the Senior Leadership Team also met and presented to:

- local Aviation Security, Customs, Immigration, Ministry of Primary Industries and Police teams at the airport Strategic Collaborative Operations Group (SCOG) meeting
- airport retailers and rental car operators.

- Operators of general aviation activities based at the airport (helicopters, fixed-wing, corporate jets and maintenance).

IWI ENGAGEMENT

QAC is committed to positive engagement with iwi and hapū. QAC's majority shareholder, the Queenstown Lakes District Council, has established partnerships with both Aukaha and Ngāi Tahu ki Murihiku (Te Ao Marama), who work on behalf of iwi to work with relevant territorial local authorities.

We have begun discussions with a goal to building relationships with these organisations as we work to respect the whakapapa of Kāi Tahu as part of our master planning and cultural heritage initiatives. QAC will ensure that iwi values and issues are reflected in plans and initiatives.

A series of formal and informal meetings and discussions were held during the preparation of our draft Master Plan and during the consultation period.

QLDC hosts a regular planning and infrastructure meeting with Te Ao Marama and Aukaha. In the lead-up to the public consultation, QAC presented to this group and received initial feedback and guidance that informed the preparation of the draft Master Plan.

The approved Master Plan will be used to inform a more detailed Terminal Development Plan. By continuing to build our relationships with iwi, we will work to reflect Kāi Tahu values and narratives in the terminal precinct, and to support Kāi Tahu outcomes, as outlined in the QLDC Spatial Plan.

ONLINE SURVEY (LET'S TALK)

QAC partnered with QLDC and used its dedicated online engagement platform “Let’s Talk” to gather feedback from 24 May to 23 June 2023.

The online survey included five open-ended / free-text questions, as well as limited demographic information. There was also an opportunity to upload supplementary submissions if desired.

The results of the online survey are set out in the following sections. For the purposes of this analysis, the qualitative responses have been reviewed, assessed, and categorised into themes.

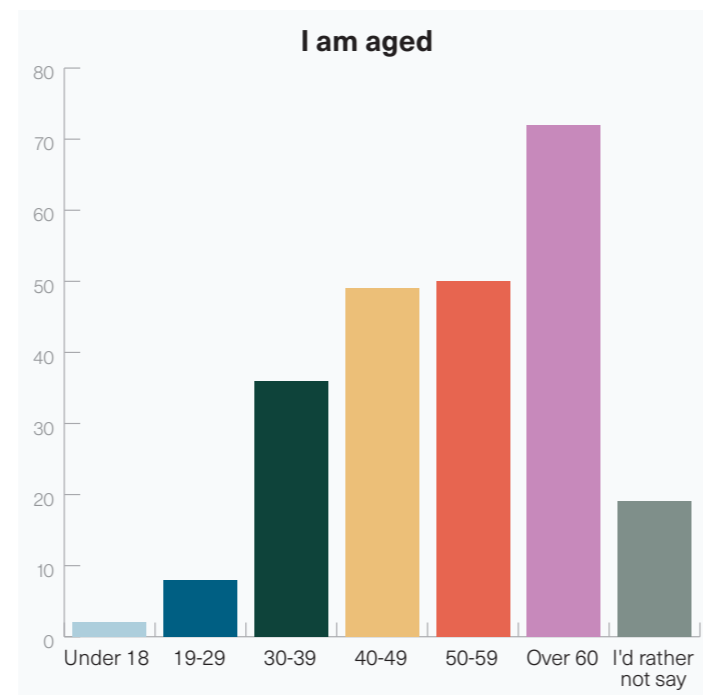
A total of 236 people or groups submitted responses on the Queenstown Airport draft Master Plan using the Let’s Talk survey form. The Let’s Talk Queenstown Airport draft Master Plan web page was visited more than 1,000 times during the consultation period.

QUESTIONS 1 AND 2: NAME AND EMAIL ADDRESS

This question was completed by all respondents. Personal details provided in these responses have been redacted to protect privacy.

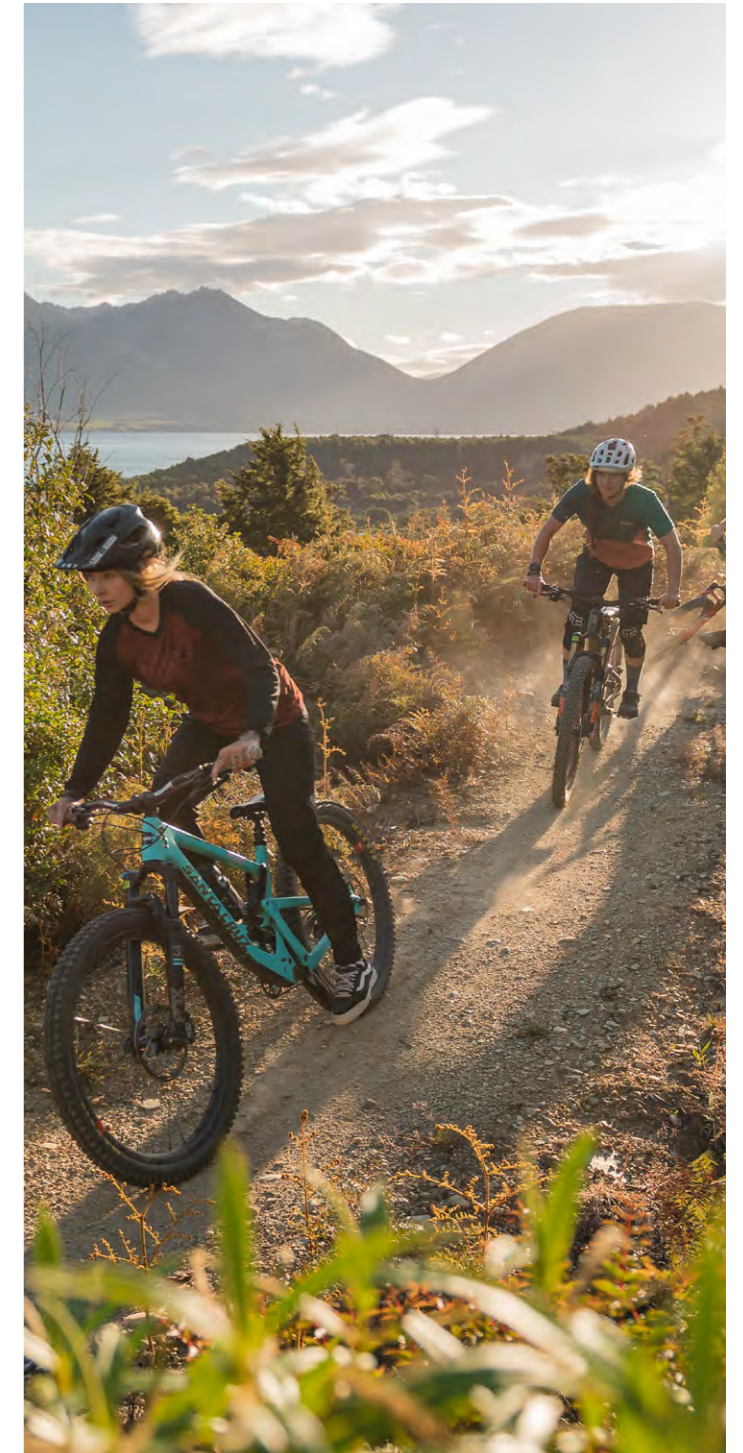
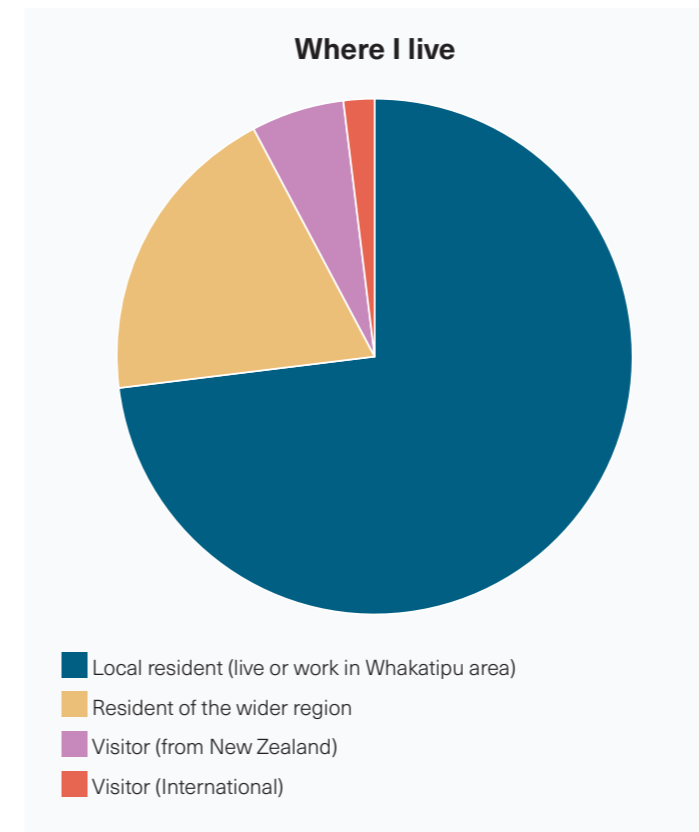
QUESTION 3: AGE BRACKETS

This question was completed by all respondents.



QUESTION 4: LOCATION

97% of respondents answered this question. The majority are local residents who live or work in the Whakatipu area.



QUESTION 5: WHAT IS YOUR VISION FOR THE FUTURE OF QUEENSTOWN AIRPORT?

This was a free-text question and 88% of respondents answered this question. Many of the supplementary submissions expanded on this question. The following themes were drawn from the responses:

Sense of Pride

- World-class
- Sustainable and Innovative
- Connecting us to the rest of the world
- Modern airport
- Showcase the natural environment
- Important community asset
- Airport we can be proud of
- Continue to work with QLDC's Spatial Plan and district's Destination Management Plan
- Integral part of the community
- A good neighbour to the surrounding community
- Kiwi-flavoured provincial airport
- Gateway to the region
- Readiness for the future
- Community pride in the airport
- Retain what is unique and special

Sustainability and Environmental

- Ensure the airport is reducing its operational carbon emissions and collaborating with airlines
- Waste reduction
- Keep sustainability and the environmental impact front –of mind in decision-making
- Develop to be a world-class sustainable airport
- Concern regarding adverse impact of increased operations on climate change and environment and timeframes for decarbonisation of aviation

Growth

- There was a wide range of views relating to aircraft movements and passenger numbers, including:
- continue with moderate growth
 - maintain the status-quo, with no further expansion
 - reduce the number of flights for environmental and associated regional infrastructure reasons
 - plan for higher growth rates
 - become a hub with increased flights, routes and facilities.
- Ensure collaboration with established surrounding airports in the region to manage demand and growth

Infrastructure and Transportation

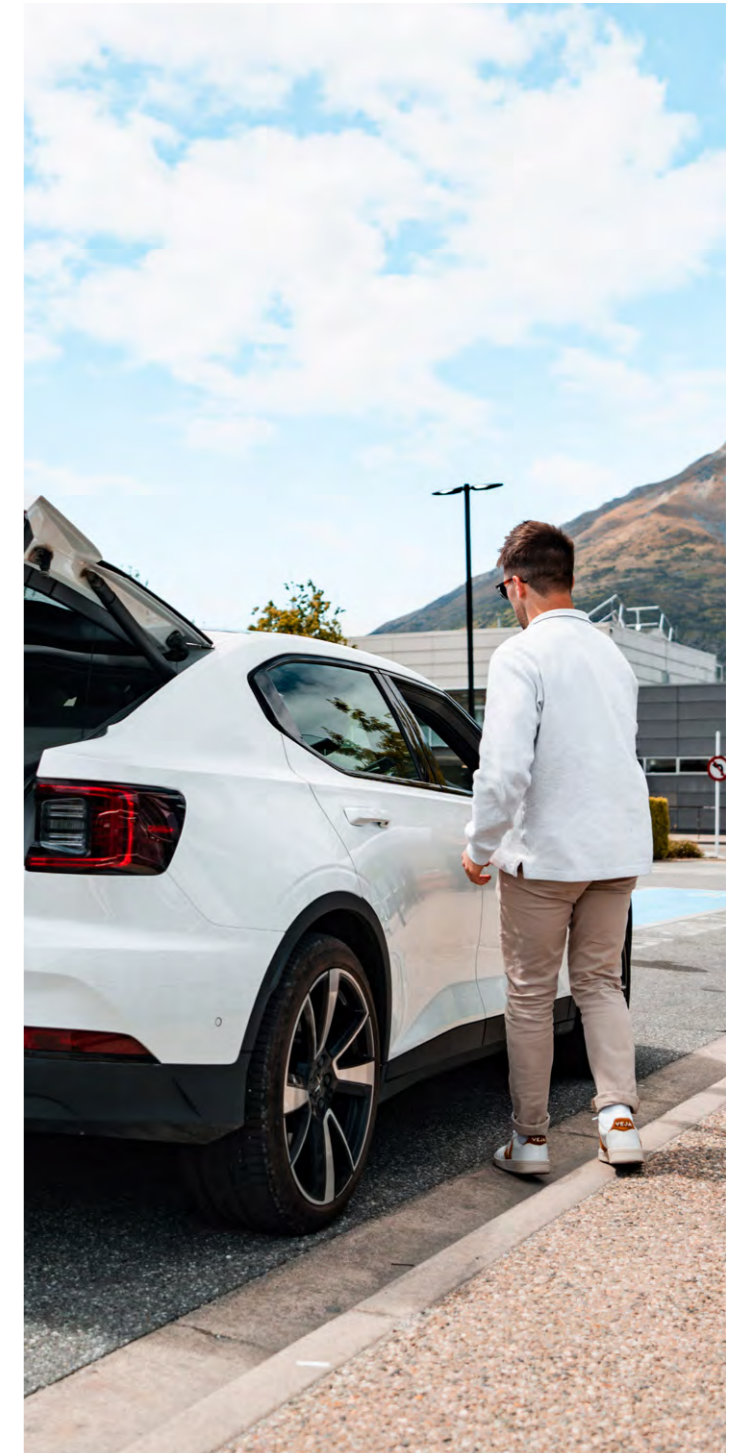
- Be a ground transport hub with options such as a ferry terminal and bike rentals (cargo bikes)
- Emphasis on affordability and good connections
- Plan for drone taxi services and alternative transportation options
- Maintain convenience as a gateway and connection point

Community and collaboration

- Overall support for general aviation
- Job and career opportunities for locals
- Honest and transparent engagement with the community
- Social licence
- Continue to provide a return to shareholders (dividend)
- Incorporation of te reo Māori

Commercial

- Development of QAC's non-aeronautical landholdings in Frankton
- Diversified income streams
- Sustain the local economy
- Ensure flights remain affordable for locals



QUESTION 6: WHAT DO YOU LOVE ABOUT QUEENSTOWN AIRPORT?

This was a free-text question and 84% responded. The following themes were drawn from the responses:

Location
Convenience
Proximity to town
Connectivity
Regular flights
Access to international travel
Views
Surrounding area
Natural landscape
Mountains
Spectacular approach to airport
Size
Ease to get around
Access
Financial
Community-owned
Economic enabler
Valuable

QUESTION 7: WHAT DO YOU THINK COULD BE IMPROVED?

This was a free-text question and 84% responded. The following themes were drawn from the responses:

Terminal and Landside Facilities
Make positive terminal improvements / increase in terminal footprint
More efficient processing time for arrivals and departures
More efficient security screening times
More food, beverage and retail options
Ease congestion and expand dwell spaces
Improved signage
Address current “pinch points”
Ensure the terminal is big enough and gives all the operators sufficient space.
More cycle-friendly options
More short- and long-term car park spaces
Infrastructure and Transport
Improved accessibility through various transportation options, including public transport and shuttle services
Emphasis on sustainable transportation solutions and reduction of car use
Improved transport links to Queenstown CBD
Better public transport connections to surrounding towns like Wānaka and Cromwell

Sustainability
Importance of reducing aircraft emissions
Be future-focused with flexibility for aviation developments as the sector decarbonises
Regulate flights (QAC as a gatekeeper)
Continue to reduce emissions / decarbonise
Passenger tax to raise funds for regenerative tourism / local community projects
Airfield
Additional taxiway
General aviation (GA) facilities, including hangars
Air bridges
Fewer weather disruptions / better ability for aircraft to land

QUESTION 8: WHAT IS YOUR VIEW ON THE DRAFT MASTER PLAN

This was a free-text question and 87% responded. The following positions were expressed in the responses:

- The majority of submitters were generally supportive of the proposed plan, commenting on the importance of the airport to the district, supporting further investment in the terminal and airfield, and expressing positive views regarding alignment to the district's Destination Management Plan, sustainability goals, social and economic contribution to the district, and connectivity for residents and businesses of the region. Adjectives used included well-considered, positive, balanced and measured.
- A small number of respondents were neutral.
- Other respondents were not supportive of the proposed plan, raising concerns relating to infrastructure capacity in the district, growth rates, tourism, climate change, aircraft noise, and community well-being.
- A small number of responses focused on Wānaka Airport or did not respond directly to this question and provided general commentary.

QUESTION 9: DO YOU THINK THERE IS ANYTHING MISSING FROM THE DRAFT MASTER PLAN?

This was a free-text question and 64% responded. The following themes were drawn from the responses:

Planning / Financial / Commercial

Reference to long-term plans for Wānaka Airport

Airport infrastructure in the lower South Island (existing and proposed)

The economic value Queenstown Airport brings to the region

Plans for non-aeronautical landholdings

Commercial diversification opportunities

Address how to support and sustain airport workers (staff accommodation on airport-owned land)

Collaboration

Ensure QAC works with infrastructure providers

Ensure QAC works with Otago Regional Council to ensure regional connectivity

Genuine dialogue with the community to ensure social licence

Ensure Master Plan is in line with Statement of Intent

Do not plan in isolation from the wider Queenstown area

Have te reo Māori as a main language

Infrastructure and Transport

More direct pedestrian access or electric transport to both sides of the airport or an underpass

Further consideration of public transport to central Queenstown and the wider region

Better facilities for cyclists (such as showers, secure bike storage, charging stations) and details of plan to be 'the world's most cycle-friendly airport'; also promote cycle tourism

Provide an evaluation of how the Master Plan aligns with or will contribute to regional development goals, and connectivity with other airports

Sustainability

Environmental mitigation – acknowledge climate change/ a concrete plan to lower emissions is required

Recognition the aviation industry will have to change

Engage leading scientists and researchers on sustainability to better understand the role airports have in designing a sustainable future.

Terminal

Bigger terminal, bigger security area

More food, beverage and retail options

Provide airbridges



QUESTION 10: PLEASE PROVIDE ANY FURTHER FEEDBACK HERE

Question 10 was an opportunity for submitters to provide any further information and 61% of respondents did so. The following themes were drawn from the responses:

Collaboration

While feedback was largely positive, referring to a fresh approach to engagement and the level of interaction through the process, some expressed scepticism that all views will be considered

Growth

Mixed views in line with previous comments

New airport development in the region

Although out of scope for the Queenstown Airport Master Plan, feedback was received on Wānaka Airport with emphasis on QLDC's role in leading this community consultation

Some respondents provided comment on Christchurch International Airport Limited's proposal to build a new wide-body international airport on land it has purchased in Tarras. The majority expressed a negative view for a range of reasons, while a small number of respondents were supportive

General Aviation

There was overall support for the general aviation community, which also included acknowledgement of services that would be needed for Civil Defence in the event of an emergency

QUESTION 11: UPLOADING SUBMISSIONS OR SUPPORTING INFORMATION

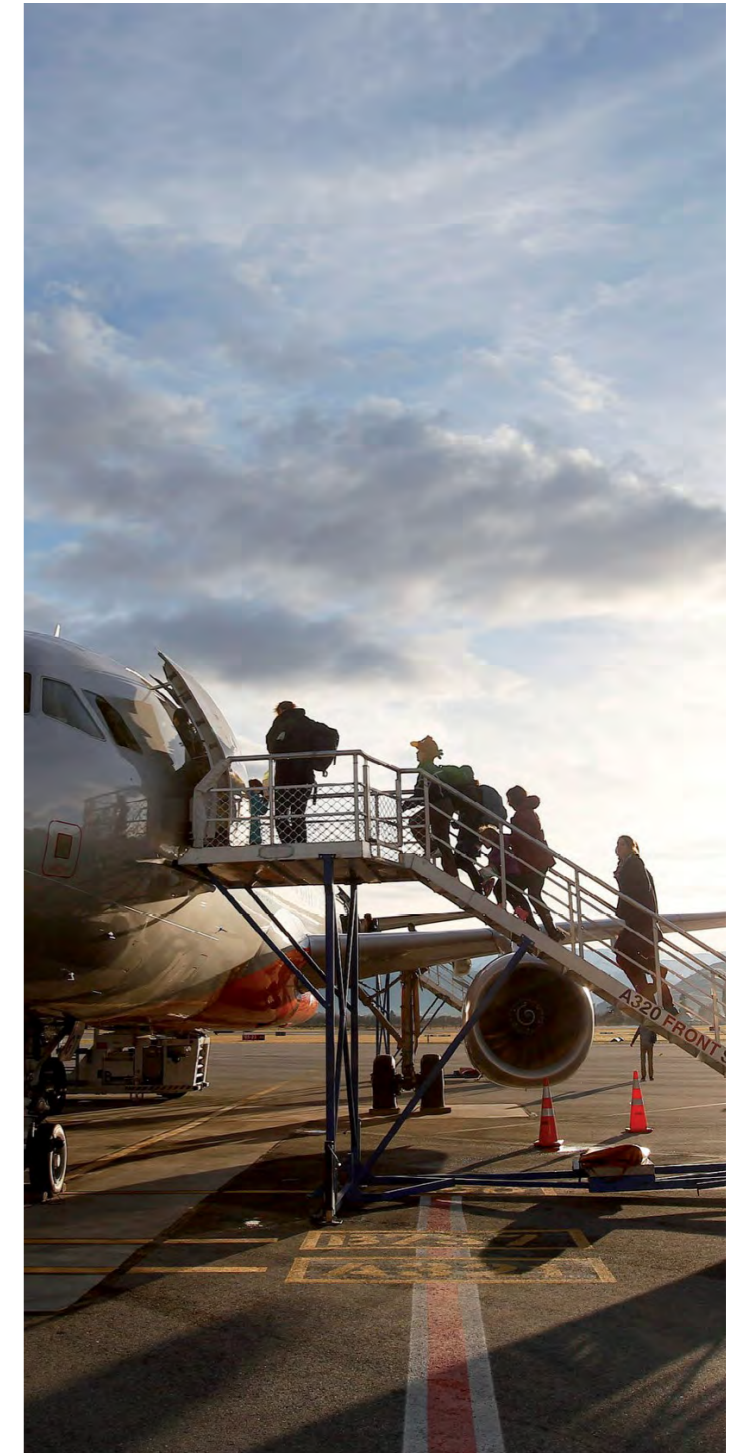
This question gave respondents an opportunity to upload submissions or any supporting information.

A number of organisations and community groups provided feedback on the Let's Talk platform, including:

- Frankton Community Association
- Kelvin Peninsula Community Association
- Albert Town Community Association.

In addition, we received supplementary submissions from a range of individuals, organisations and companies, either uploaded directly to Let's Talk or emailed to QLDC and/or QAC for inclusion as public feedback (listed at right in alphabetical order):

- Queenstown Gateway (5M) Ltd, prepared by Barker and Associates
- Queenstown Central Ltd, prepared by Barker and Associates
- 4Sight Consulting on behalf of BP New Zealand Ltd
- Central Otago District Council
- Destination Queenstown
- Drawdown Aotearoa
- FlightPlan2050 (emailed to QAC due to large file size, for inclusion in public feedback)
- Protect Queenstown
- Remarkables Park Limited (emailed to QLDC for inclusion in public feedback)
- Sustainable Tarras
- The Lightfoot Initiative Charitable Trust
- Rotary Club of Queenstown
- The Queenstown Chamber of Commerce
- Waka Kotahi NZ Transport Agency
- Wakatipu Heritage Trust
- Wānaka Stakeholders Group
- WAO Charitable Trust
- Whakatipu Hangarau Trust.



WHAT WE HEARD

A wide range of comments were included in the 236 submissions received on the Let's Talk platform. After comprehensive analysis, these have been categorised into nine themes, and a selection of opinions paraphrased.

The themes are listed in hierarchical order based on the frequency each theme was mentioned or identified.

1. COMMUNITY PRIDE IN THE AIRPORT

- Maintain the unique character of ZQN as a regional airport.
- Represent the region well by providing an excellent airport experience.
- Queenstown Airport is an airport that the communities of the region / ratepayers can be proud of.

2. TOURISM, PASSENGER NUMBERS AND GROWTH

- A broader, connected conversation about growth is required.
- Consider the capacity of connecting infrastructure and the impact on the resident population (both positive and negative). The community's appetite for growth varies:
 - Increase capacity and opportunities for growth.
 - Limit growth to existing passenger numbers.
 - Modestly increase capacity as proposed.
 - Plan to stop growth and reduce passenger numbers.

3. AIRPORT TERMINAL, LANDSIDE PRECINCT AND CAPACITY ENHANCEMENT

- Enhance airport infrastructure to better accommodate passenger numbers and facilitate smooth operations.
- Improve terminal facilities, optimise space, and provide seamless passenger flow.
- Review number of car parks needed for short-term and long-term parking (mixed views re increases or decreases).
- Demand for more affordable long-term parking options and improved Park and Ride services.

4. INFRASTRUCTURE AND TRANSPORT

- Improve transportation options to and from the airport, including public transportation to central Queenstown and the wider region.
- Improve cycling infrastructure and access to Queenstown's trails.
- Investigate shuttle services, including low-carbon options, better signage, and connections to surrounding commercial and accommodation areas.
- Investigate possibility of linking commercial areas to the east and west of the airfield.

5. COLLABORATION AND STAKEHOLDER ENGAGEMENT

- Collaborate with iwi to reflect Kāi Tahu values and narratives in the terminal precinct.

- Collaborate with airport community and business sector on sustainability and decarbonisation initiatives.
- Foster strong partnerships with airlines, government agencies, community groups, and nearby businesses.
- Actively involve the community through regular consultations and public forums.

6. SUSTAINABILITY AND ENVIRONMENTAL

- Continue to implement sustainable practices to reduce the airport's carbon footprint and environmental impact.
- Promote renewable energy sources, energy-efficient infrastructure, and waste reduction initiatives.
- Protect and preserve the natural surroundings and biodiversity in and around the airport.
- Develop initiatives that promote sustainable tourism and contribute to the overall well-being of the local community.

7. PLANNING CONSIDERATIONS / COMMERCIAL / FINANCIAL

- Include consideration of and future planning of Wānaka Airport.
- Plan for the utilisation of vacant land surrounding Queenstown Airport, considering future growth and sustainability goals.
- Identify opportunities for the development of retail, accommodation, and commercial projects.

- Ensure the cost of flights remains affordable for locals.
- Consideration of additional domestic routes.
- Consideration of airport infrastructure and future capacity across the lower South Island, including:
 - the capacity and development opportunities for the QLDC owned Wānaka Airport
 - QAC-owned land neighbouring Wānaka Airport
 - Dunedin and Invercargill airports
 - Christchurch International Airport Limited's ownership of land in Tarras and interest in building a new wide-body international airport.

8. AIRFIELD AND SAFETY

- Ensure the airport is an efficient and safe facility for passengers, employees, and the airport community.
- Invest in airfield technology, including the proposed parallel taxiway and engineered materials arresting system (EMAS).
- Maintain effective emergency response capabilities.

9. NOISE MANAGEMENT AND COMMUNITY WELL-BEING:

- Address concerns related to noise impacts on the local community and implement mitigation measures.

CONCLUSION

A wide range of individuals and organisations have taken the time to review the Queenstown Airport draft Master Plan and provide comprehensive feedback, which is greatly appreciated.

While the majority of submissions received are supportive of the direction proposed in the draft Master Plan, there is a shared focus on tourism, passenger numbers and growth, sustainability and community wellbeing across the board.

The Queenstown Lakes District is a highly desirable destination with a relatively small resident population. Of the themes identified, one of the strongest was creating an airport that the community is proud of, which reflects the community's expectations and aspirations for its airport.

Improving customer experience was a consistent theme, in particular passenger flow through the terminal and the retail/food and beverage offering.

There was strong support for safety and security enhancements and for airfield upgrades.

There was strong support for QAC to take a leadership role in ground transport improvement to encourage mode shift from private vehicles to public transport and active travel, increased access to and uptake of public transport and championing active transport, in particular through our connection to the cycle trails.

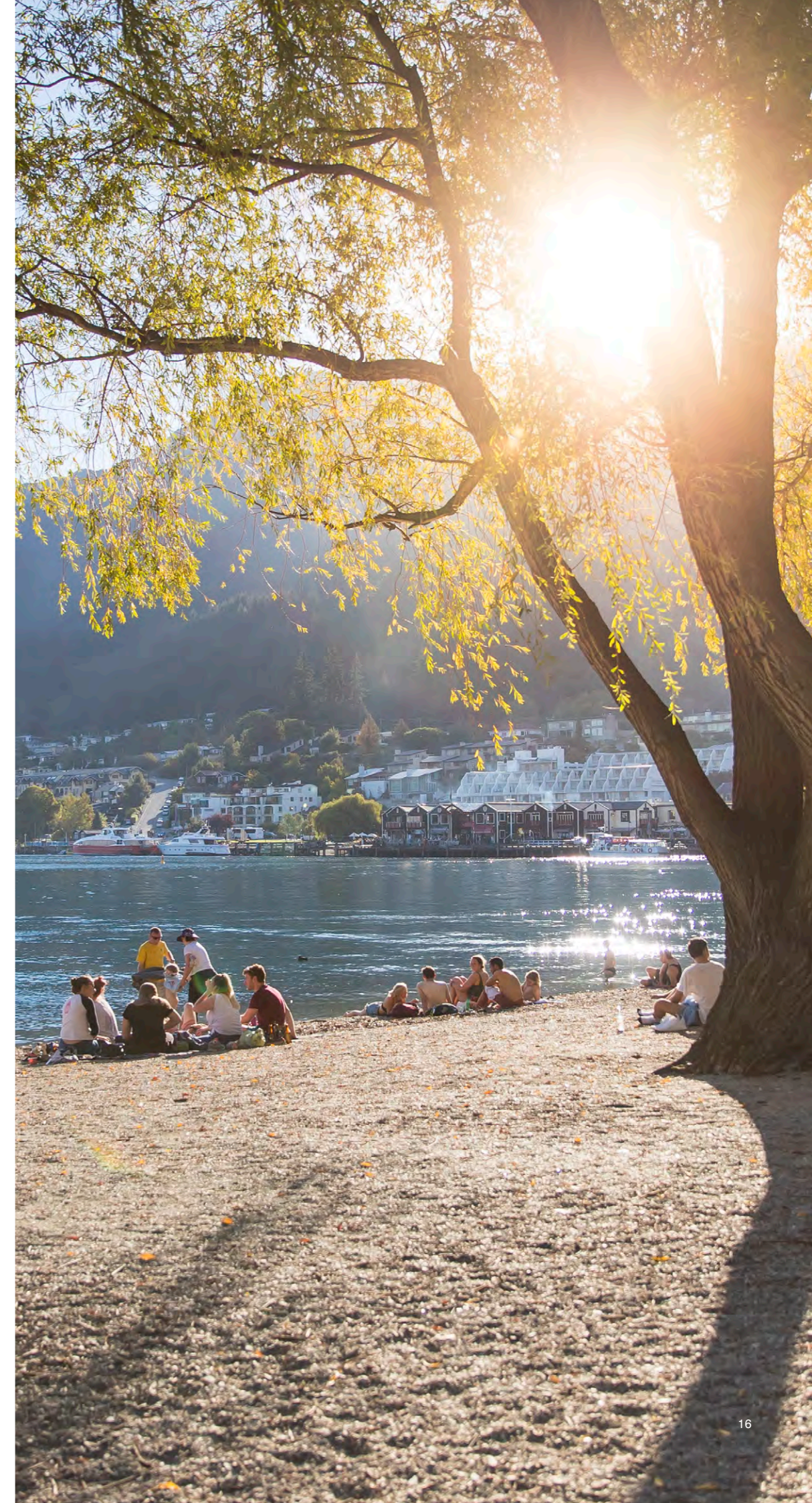
On balance, the proposed relocation of general aviation operators was also well supported by operators and by residents living near the airport.

A wide range of views were expressed relating to growth (visitor and residential) and responding to demand in the district and wider region. It was noted by some that this requires a broader conversation involving multiple parties, of which the airport is one. Aligning the airport's plans to the Destination Management Plans of both QLDC and the Central Otago District Council (CODC) was viewed as important.

There was some commentary about the role of other existing and proposed airports in the region. Several respondents raised the future development opportunities for the QLDC-owned Wānaka Airport and the QAC-owned land neighbouring Wānaka Airport.

A number of submitters challenged or expressed concerns about the proposed infrastructure upgrades and development of Queenstown Airport and an increase in flights resulting in increased aviation emissions.

The impact of noise and increased activity on the local community was also raised as a concern, in particular by those individuals and community associations neighbouring the airport.



NEXT STEPS

All the feedback we have received is being carefully considered by QAC, which fits broadly into three categories:

TO BE ADDRESSED IN THE FINAL MASTER PLAN

Feedback relating to the layout of the Master Plan will be specifically addressed in the final Master Plan. Feedback about detailed design, precinct-specific activities and commercial considerations will be recorded and will inform our detailed development plans.

QAC'S RESPONSIBILITIES LINKED TO MASTER PLAN

Some issues raised are beyond the scope of a spatial master plan. However, QAC will either take direct responsibility, for example financial planning, sustainability and decarbonisation plans, or will work with others to influence, such as provision of public transport or electricity capacity. We will include these in the Master Plan document and commit to influencing and advocating for improved services particularly where they impact on QAC's successful operations.

REGIONAL/NATIONAL CONSIDERATIONS

QAC recognises that certain issues cannot be solely led by QAC but we can contribute to the discussion and outcomes. QAC will actively contribute to these matters through collaboration and partnership. These include questions about the optimal visitor and residential numbers, the role of Wānaka Airport, or other existing and proposed airports in the wider region, and the district's climate change and decarbonisation plans.

TIMELINE

We will report the final Master Plan to shareholders and seek shareholder endorsement before final approval by the QAC Board.

