

Minutes Port Noise Liaison Committee #9

Date:	23 Sept 2009
Venue:	Port Nelson Board Room
Time:	6pm
Present:	Bob Dickinson (Chair), Matt McDonald (PNL), Thomas Marchant (PNL) Digby Kynaston (PNL), Jacquetta Bell (PNL minutes); Bruce Robinson, Sue Thomas, Albert Hutterd (residents' reps), Bob Askew (NCC – Environmental Inspections Ltd).

	Agenda	Discussion	Action Points Arising
1.	Previous minutes	Crane refurbishment: correction, the sensors being fitted are for height, not noise. Minutes passed Albert/Matt.	
2.	Matters arising	Crane refurbishment: Digby said the height sensors are still to be fitted, computer controls have yet to arrive. Will be months rather than weeks.	
3.	Noise complaints	<p>Nine complaints since the last meeting. Digby spoke to a tabled report. There had been a recent spate of container noise calls, mainly at MWS.</p> <p>24 July, log ops. Solved by reversing beeper being turned off.</p> <p>3 August, crane noise, possibly from a noisy operator. Digby advised there are 5 crane drivers and one trainee. Training is done during the day as far as possible, night training to be restricted to BQ.</p> <p>8 Sept, x 2, dropped containers. Caller surprised that crane driver can't always see into hold.</p> <p>14 Sept, crane noise. Caller is coming to have a look at crane ops to pinpoint noise. Possibly insulation in winch house could be improved.</p> <p>Digby explained new shipping line vessels had to be worked at MWS because of their size.</p> <p>20 Sept, generator noise from Sealord JV vessel Arctic Chieftain. NCC has spoken with Sealord. Albert concerned it had taken a local company three days to deal with the noise. Bob said Sealord had acted once the complaint was traced to them.</p> <p>Discussion on 'noise pockets' a long way from port (e.g. Brougham St, Cleveland Tce) particularly on frosty nights.</p>	
4.	Complaints procedure review.	<p>Draft NCC Noise Complaints Procedure was tabled. Bob said the aim is to reduce complaints by mitigating noise. Question of whether calls should go to NCC or PNL – ideally info should go to both, as should outcome.</p> <p>Sue said now that port is acting on calls, residents would be happy with going straight to PNL.</p> <p>Matt said calls helped to keep port informed, also noise monitor will be in place in a few weeks and Gatehouse will be able to tell if noise is from port. It will be installed on the cement silo or on Queens Rd. Monitor and software cost \$75k.</p> <p>Albert said gatehouse staff are not always 'user friendly'. Noted they now report to Digby.</p> <p>Bob said issue is how best to effect a response. Sporadic noise is hard to identify by NCC. He said if people are confident port will respond well it would be better for calls to go direct. Would help to build up a culture that port is doing its best. NCC role is to assist with</p>	<p>Thomas and Bob to continue work on procedure. It will come back to next meeting.</p> <p>Digby to speak with gatehouse staff about telephone manner.</p>

		<p>transparency and ensure response. Noted that most calls on register had gone to Gatehouse. NCC had ten calls over year, PNL had 40. Phone number to call (Gatehouse) is advertised in resident's newsletter. Status quo to be maintained in the meantime – calls to go to port.</p>	
5.	Acoustic Treatment	An email had been sent to residents' reps. PNL wants to avoid situation where they pay twice for mitigation work (if house is sold), port will therefore assist with payment only to the full standard or not pay at all.	
6.	Update on Stage 1 and 2 properties.	<p>Report tabled. Stage 1. Just one house left to be sold on Queens Rd. Progress made on 8 out of 11 homes. Discussion on houses that have been tested and meets standard, could have certificate issued. Stage 2: Noted that level of work is a lot lower than Stage 1. Of 110 letters sent, there have been 47 replies, about 35 have requested some work to be done, 15 now have acoustic reports, but work not commissioned yet. Sue reported she had just put in wool insulation and it had been effective against traffic noise.</p>	
7.	Continuous noise monitoring.	<p>Matt had spent time with Methanex New Plymouth where they have a similar monitoring system. Will take a few months to get the system sorted out. Reports will go to Noise Meetings. Noise is recorded, when it triggers a set level e.g. 65 dBA it automatically keeps a sound file. Thomas will then listen to the sound file. Suggestion that media be notified when monitor is in place.</p>	
8.	Noise mediation	<p>Matt said the monitor will provide data. Dealing with Lmax will be set out in Mitigation Plan. Bob explained that Lmax is ceiling, LEQ sets level for 'bucket of noise'. Albert noted it is the Lmax that wakes you up. Bob outlined difficulties of getting accurate measurement of Lmax, NCC has moved to 'unreasonable noise' as more enforceable with night clubs.</p>	
9.	AOB	Sue & Albert reported on positive feedback from residents and a marked reduction in calls.	
		<p>Meeting closed, 7.25. Next meeting, end of Nov TBC. Albert & Sue left, rest went on to view crane operations.</p>	