

Airways' Pricing Consultation

Customer Feedback Template



This feedback template features the questions set out in Airways' proposed pricing for the 2019 – 2022 period consultation document, as well as one final question relating to any further comments you may want to make.

The feedback questions are there to help you develop your submission and to help Airways analyse your feedback. You are welcome to comment on other topics should you wish to.

The template is in a Microsoft Word format for you to download from Airways' website. Please save it and type directly into the spaces provided.

Please start by reading Airways' proposed pricing for the 2019 – 2022 period consultation document before filling out this template. Email your completed template to submissions@airways.co.nz by 15 March 2019. Alternatively, you can post your completed template to: Airways pricing consultation, Airways New Zealand, PO Box 294, Wellington 6140.

All customer submissions will be carefully considered before prices are finalised and released publically on 29 May 2019.

Important note for submitters

All submissions will be made available to the public from Airways' website. However, you can request the removal of content (clearly identified in your submission) as commercially-sensitive or confidential and Airways will remove the information prior to publication. Submitters should highlight any comments or contents that are commercially-sensitive or confidential.

Your details

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Consultation feedback questions



Question 1: Do you support Airways' roadmap to implement digital tower services at Invercargill and Auckland during the 2019-2022 pricing period?

Feedback: **No.** These funds should be spent to maintain a physical present at these and all other towers. By having centralised digital towers, you take away the personnel relationship between controller and pilot at local areas. Locally based controllers are more aware of local conditions, funds are spread more evenly though out the country to support local communities.

Question 2: Do you support Airways' involvement in the AIAL project to implement an FCR at Auckland?

Feedback: Yes. All areas in times of need should be usable.

Question 3: Do you support Airways' UAV detection and management initiatives to enhance safety in and around controlled airspace?

Feedback: Yes. But you are only targeting the people who are honest enough to register, the real issues are the operators that say nothing and just fly where they want to.

Question 4: Do you support the projects in figure 11? Are there other service enhancements that Airways should be considering?

Feedback: Yes. But need to review IT costs. By decreasing this figure, it will allow you to invest more into regional tower upgrades.

Question 5: Do you support Airways' business transformation to improve the resilience and flexibility of future services?

Feedback: Do not agree with centralizing of staff in two main centres. You need locally based people in all areas. Not some call centre based in some foreign country type of arrangement.

Question 6: Do you support Airways' capital programme to maintain safe and reliable services? Note full details of the capital programme are provided in Appendix 2.2.

Feedback: Yes

Question 7: To continue to maintain safe and efficient services do you accept Airways' increase to base operating costs?

Feedback: Yes. I agree with paying staff a fair wage, however not to land owners increasing ground rentals. There should be no cost to have a tower located on an aerodrome. Councils and land owners benefit from commercial and private traffic that a tower brings to their asset in revenue from landing fees and public spending etc.

Question 8: Recognising that the inflation inputs will be updated with current information at the time of setting final prices, do you agree with the sources of Airways' inflationary inputs?

Feedback: No. Ground rental as mentioned above needs to be sent back to government for a re-think on why we are generating inflation passing money between government entities and SOE's. As for insurance this should be a tender process, stop using only government approved providers.

Question 9: Do you agree with the inputs into Airways' capital charge calculation?

Feedback: Yes. But where does this money go, I hope back into Airways and not government social spending fund.

Question 10: Is there any other information Airways should consider to forecast future volume growth?

Feedback: Yes. Talk to your customers more through meetings and seminars, visit more than just three North Island centres and a couple in the south Island and find out what their needs are.

Question 11: Do you support proposed changes to charges for Queenstown night operations, and extended or unscheduled out-of-hours services?

Feedback: Yes

Question 12: Do you support the Scorecard metrics in figure 27?

Feedback: No. These type of reporting systems only serve to burn valuable human resources and take valuable time away from other more important activities. Employ a simple reporting system that only takes moments to fill out by the operator. Spend the funds on employing more staff to operate towers and radar and the safety figures will reflect the input.

Question 13: Are there any other measures Airways should consider including in the Scorecard?

Feedback: Don't use it.



**Proposed prices
for General Aviation**

Question 14: Do you agree with the inflationary inputs used to uplift GA prices?

Feedback: No. These service fees for private opps should be removed.

Question 15: Do you agree with the proposed changes to Milford prices?

Feedback: Yes. But these costs should be passed onto only commercial operators using the aerodrome.



Other feedback

Are there any other comments you would like to make?

Feedback: