

From: [Hamish Hill](#)
To: [Tanya Gore](#); [Warwick Burr](#); [Graham Puryer](#)
Subject: Re: Auckland
Date: Monday, 4 December 2023 6:39:13 pm

Yes... and the risk that if we have to end up using most of the equipment most of the time, then we don't have much resilience left.

Get [Outlook for iOS](#)

From: Tanya Gore <xxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Monday, December 4, 2023 5:36:03 PM
To: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>; Warwick Burr <Warwick.Burr@avsec.govt.nz>;
Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: Re: Auckland

But also highlights that unexpected can happen

From: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Monday, December 4, 2023 3:59:08 PM
To: Warwick Burr <xxxxxx.xxxx@xxxxx.xxxx.xx>; Graham Puryer
<xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Tanya Gore <xxxxx.xxxx@xxxxx.xxxx.xx>
Subject: RE: Auckland

Ah – that explains it... although that'll mean we'll likely cop stakeholder flack now for unreliable equipment rather than resource planning



Will follow up with SD around previous requests to not do maintenance during main operating hours.

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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WE PROTECT AVIATION

From: [Anil Varma](#)
To: [Theresa Carter](#); [Warwick Burr](#); [Hamish Hill](#); [Olwen Northway](#)
Subject: FW: Positive feedback - D365
Date: Monday, 4 December 2023 7:18:54 am
Attachments: [image002.png](#)
[image001.png](#)
[image003.jpg](#)

FYI- positive feedback to start the week.
Regards,

Anil Varma | Station Manager, Auckland

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

6 Cyril Kay Road | PO Box 53 008 | Auckland 2022 | New Zealand

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

Out of scope

From: [Hamish Hill](#)
To: [Warwick Burr](#); [Anil Varma](#); [Theresa Carter](#); [Olwen Northway](#)
Subject: RE: Positive feedback - D365
Date: Monday, 4 December 2023 7:32:00 am
Attachments: [image001.png](#)
[image004.png](#)
[image003.jpg](#)

Thanks Anil – fantastic to get a positive start to the week – YAY! I was nervously checking news articles over the weekend, so hoping that no news is good news as far as queues go?

Have a great week everyone .

Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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WE PROTECT AVIATION

From: Warwick Burr <xxxxxxx.xxxx@xxxx.xxxx.xx>
Sent: Monday, December 4, 2023 7:23 AM
To: Anil Varma <xxxx.xxxx@xxxx.xxxx.xx>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Hamish Hill <xxxxxxx.xxxx@xxxx.xxxx.xx>; Olwen Northway <Olwen.Northway@avsec.govt.nz>
Subject: RE: Positive feedback - D365

Hi Anil

Great feedback. I am assuming the weekend went well.

From the below post I now want to go back to Georgina’s last experience and investigate the 3 hour (?) wait.....Joking.

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

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WE PROTECT AVIATION

Out of scope

From: [Silas Harrison](#)
To: [Hamish Hill](#)
Subject: FW: Good morning everyone, CCTV review Sat 2/12-Sun 3/12
Date: Monday, 4 December 2023 8:14:20 am
Attachments: [image001.jpg](#)
[ITB_021223_main_pax_pond_CCTV_review.pdf](#)
[ITB_031223_main_pax_pond_CCTV_review.pdf](#)
[image002.jpg](#)

To discuss at some stage

From: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Monday, December 4, 2023 7:34 AM
To: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>; Olwen Northway <xxxxx.xxxxxxxx@xxxxx.xxxx.xx>; Silas Harrison <xxxxx.xxxxxxxx@xxxxx.xxxt.nz>; Karl Duckett <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Joanne Prank <xxxxxxx.xxxxx@xxxxx.xxxx.xx>; Beth Waudby <xxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: Good morning everyone, CCTV review Sat 2/12-Sun 3/12

Hi everyone,

Please see attached CCTV review for Sat 2/12 and Sun 3/12, ITB main SP, post-revised lane throughput/allocations to show how it went further to the Sat 25/11 and Sun 26/11 congestion events.

Deliberately exhaustive to capture the pond status across entire day/three peaks, including the additional lanes.

No issues at all over the weekend, no queues/congestion events, busyness at expected worked through without issue.

Thank you.

Best regards,

Theresa Carter | Assistant Station Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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ITB main pax pond – Saturday December 2, 2023 (post-revised lane throughput/lane allocations):

- CCTV review to align with Modelling team’s projections/lane allocations | AIAL-provided data | Customs pax presentation data by flight

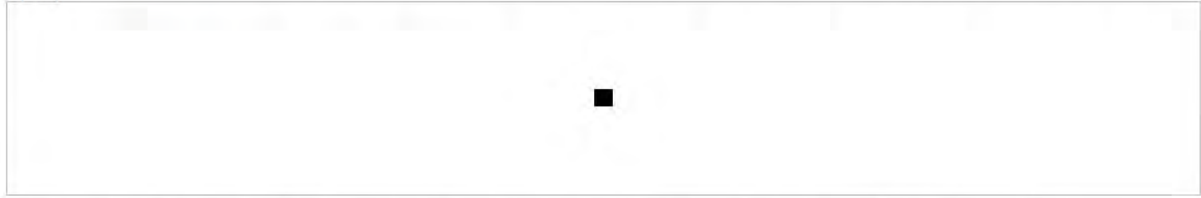


0433, 3 lanes:



From: [Hamish Hill](#)
To: [Tanya Gore](#); [Graham Purver](#)
Subject: RE: EOC Not Open - Congestion
Date: Monday, 4 December 2023 2:11:00 pm
Attachments: [image001.png](#)
[image002.jpg](#)

Hhmm – wonder is there is other disruption going on? We've had 5 lanes open for a chunk of the day, which is technically more than we need, so shouldn't be due to lack of capacity.



At the weekend we if anything over-cooked it. No queue issues but plenty of time with under-utilised capacity. Will send separately FYI for discussion at 3.

Hamish Hill | Manager Workforce and Business Performance

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WE PROTECT AVIATION

Out of scope

From: [Hamish Hill](#)
To: [Graham Puryer](#)
Subject: RE: GM Board Report 14 December 2023 Draft
Date: Monday, 4 December 2023 4:37:00 pm
Attachments: [image001.png](#)
[image005.jpg](#)
[image002.jpg](#)

Hi Graham,

The figures I got from Silas were daily amounts looking at the next 5 days, which is how far rosters are fully locked in.

- 212 unassigned duties was the max over those 5 days, so you could say “...Up to 200 unassigned duties per day...”
- OT varied from 87 – 167 hrs per day over the 5 days (vs 20 – 60hrs per day in Nov)
- Note both of these are AFTER e-learning has been removed from the rosters to free up capacity.

Olwen is doing a ‘before & after’ comparison for AKL to see how many FTE worth we’ve added with fixing extra lanes but this will be part of her next month’s modelling & isn’t ready yet – will have hat next week. Sickness has also increased & will be a factor in some of the OT required, but we can & should indicate that the extra lane openings have increased staff hours & OT considerably in spite of freeing up roster capacity.

Probably too much info for the Board report but if you need it for other internal meetings, the demand charts with WTMD volumes from yesterday illustrate how we provided max capacity around the busiest times & added capacity around the fringes in an effort to stop queues building. They also show why a flat resourcing model is not a wise approach when we have such variation in demand. Also – the issues with lanes being out for repairs today shows the risk with planning to use maximum capacity for long periods – i.e. little redundancy or wiggle-room if things go wrong.

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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From: Graham Puryer <xxxxxx.xxxx@xxxx.xxxx.xx>
Sent: Monday, December 4, 2023 4:20 PM
To: Hamish Hill <xxxxxx.xxxx@xxxx.xxxx.xx>
Subject: FW: GM Board Report 14 December 2023 Draft

Can you advise the impact of the changes. 180 hours of OT over what period ????? 200 unassigned duties over what period?

Regards

Graham

Graham Puryer | Executive Group Manager

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Karen Urwin <xxxxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Monday, December 4, 2023 8:25 AM

To: Graham Puryer <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Karen Andrews

<xxxxxx.xxxxxx@xxxx.xxxx.xx>; Ben Smith <xxx.xxxxx@xxxx.xxxx.xx>; Murray Breeze

<xxxxxx.xxxxxx@xxxx.xxxx.xx>; Peter Lockett <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Sarah Preece

<xxxxxx.xxxxxx@xxx.xxxx.xx>

Cc: Mark Wheeler <xxxx.xxxxxxx@xxxx.xxxx.xx>

Subject: Re: GM Board Report 14 December 2023 Draft

I would make note of the fact that fixing the lanes at AKL is coming at a cost - more over time, less leave and training etc. the way the report reads makes it sound as if we had these additional resources loafing around.

Alos I would change the bit about the TSA and the BDO programme. It's not "changes" that are likely but more of an "expansion" which is a different thing all together!

K

From: Graham Puryer <xxxxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Monday, December 4, 2023 7:19:21 AM

To: Karen Andrews <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Ben Smith <xxx.xxxxx@xxxx.xxxx.xx>;

Karen Urwin <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Murray Breeze <xxxxxx.xxxxxx@xxxx.xxxx.xx>;

Peter Lockett <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Sarah Preece <xxxxxx.xxxxxx@xxx.xxxx.xx>

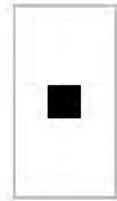
Cc: Mark Wheeler <xxxx.xxxxxxx@xxxx.xxxx.xx>

Subject: RE: GM Board Report 14 December 2023 Draft

I have added a few questions and tracked changes.

Regards

Graham



Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira āi

From: Karen Andrews <Karen.Andrews@avsec.govt.nz>

Sent: Monday, December 4, 2023 6:41 AM

To: Ben Smith <Ben.Smith@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>;

Karen Urwin <Karen.Urwin@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>;

Peter Lockett <Peter.Lockett@avsec.govt.nz>; Sarah Preece <Sarah.Preece@caa.govt.nz>

Cc: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>

Subject: RE: GM Board Report 14 December 2023 Draft

Hi all

Link to the paper in InfoHub....(let me know if you are unable to access)

GM Board Report 14 December 2023 Draft.docx

<https://infohub.aviation.govt.nz/otcs/cs.dll/link/60615058>

Cheers, Karen

From: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>

Sent: Sunday, December 3, 2023 5:43 PM

To: Ben Smith <Ben.Smith@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>;

Karen Urwin <Karen.Urwin@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>;

Peter Lockett <Peter.Lockett@avsec.govt.nz>; Sarah Preece <Sarah.Preece@caa.govt.nz>; Karen

Andrews <Karen.Andrews@avsec.govt.nz>

Subject: GM Board Report 14 December 2023 Draft

Team please review by lunchtime tomorrow please. Pete, can you pull it together please and give it your detailed eye. Karen A can you put it in info hub and send the link out please. For those reviewing it pick either the info hub link or track change a copy to Pete please.

I'm not precious on any point.

Mark

CIVIL AVIATION AUTHORITY BOARD / COMMITTEE PAPER

Title	General Manager Aviation Security Service (AvSec) Monthly Board Report
For	Noting
Author	Mark Wheeler, General Manager AvSec

Recommendations

1.	Note the contents of this report.
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Purpose

This report provides the Board with an overview of the performance of AvSec and any focus areas for the General Manager AvSec, generally since the last Board Meeting on 19 October 2023.

Executive Summary

The start of the summer peak is almost here. We are as ready as we can be in most locations. We had a challenging start with Auckland queues over Thanksgiving weekend, however applying the lessons from this I am confident we are as prepared as possible. Addition comments in the main body below. Since the last Board, the dominant topic meeting has been queues and queue management. GM AvSec joined the Chief Executive to meet the Simeon Brown, the new Minister of Transport on Tuesday 5 December and the AvSec expected topic was expected to be queues. A verbal Board update will be provided.

Board Matters

- No major papers pending.

- **Out of scope**

Queues Update

- Queues, not security outcomes, have tended to dominate current discussion and initiatives. The new Minister Simeon Brown expressed concern on queuing time at the NZ Airports Association on 11 October 2023.

'National will also expect our government agencies to ensure that the aviation sector operates with unmatched efficiency, free from bottlenecks. We will work with government agencies like AvSec to ensure that our most efficient systems have been utilised at our airports. Security lines at airports across the country have regularly reached gridlock in recent years. In January security

lines at Wellington Airport reached 45 minutes. I hear your frustration about this and I want to make it clear that this is an area that National will be focused on improving.'

- This was followed by the CE and GM AvSec attended a meeting with the Minister on 5 Dec 23. Recent AKL queues over Thanksgiving weekend, Saturday 25 and Sunday 26 November made the media. In addition, there are a number of OIAs regarding queues.

- Queues Thanksgiving weekend Saturday 25 November and Sunday 26 November.
 - It was a painful though useful dress rehearsal before the summer peak. After queues on the Saturday, AvSec confirmed our modelling data with AIAL and agreed the Sunday presentation rate. On Sunday afternoon there were 28 Code E flights with higher-than-expected load factors. Some passengers were delayed by 60 to 90 minutes, and some passengers missed their flights. Root cause(s): a mismatch between the forecast pax presentation rates, throughput assumptions and lane allocations, especially for US bound flights rather than the reason being staffing levels or equipment serviceability. Examples:
 - Passenger presentation times. Over 50% passengers presented over three hours early, and some over five hours early.
 - Passenger carryon bags were higher in number than modelled, and at the debrief it was highlighted that there is no limit with US carriers. As a result, anecdotally, the number of trays per passenger increased from 1.7 to over three per passenger. With maximum 600 trays mechanically per hour it is a maths equation as to passengers per hour.
 - Customs e gates software for US bound passport holders was not working and unsurprisingly Customs were not ready for the volume of manual processing. This on it's own created another blockage in the queueing process. The software has since been corrected.
 - Immediate solution for AKL international for this summer is for AvSec to fix open four lanes with the ability to go to six (our maximum) and plan on a load factor greater than 90% that were seen on the 26th. load factors are commercial in confidence to airlines so best estimates and adjusting higher for holiday periods is the normal process.. AvSec is also working with AIAL and other agencies on enhanced communications, queue management and other initiatives. Daily and weekly meetings are occurring between all parties. AKL staffing is OK (498 staff out of 517 positions) with 80 load assistants, and support where possible from CHC along with overtime and recalls. We are working on an agreement with Custom to provide more regular passenger data, which will provide more information on passenger presentation times.

- The Authority Queues Task Force continues.
 - Communication with stakeholders, at a strategic level with the SSG and regular updates published fortnightly.
 - What has worked: Queue-calming and managing passenger's expectations as they enter the queue; regular communications with key stakeholders; digital campaigns to increase passenger awareness and preparedness; anticipated peak times published on our website; removal of discretionary duties from the roster at peak periods; changing lane rostering to better match passenger presentation; Q-Views, internal reporting tool, where we capture information from the frontline about queue observations; collaborative approaches with airports & airlines to facilitate queues when they form, and Integrated Operations Centres have proved to be invaluable where we have them.

- Future initiatives: more work on identifying triggers ahead of time; investigating the benefits of a more specialised workforce, remote image screening, different rostering models at peak times; prepared passenger lanes and/or family lanes; boarding pass checks so only people departing from the pier access the sterile area; system thinking such as harmonised screening; one-stop security; cabin baggage allowances: check-in times; infrastructure for extra lanes; slot planning; call forward by airline etc; and the introduction of advanced prohibited items detection systems (APIDS).

- **Out of scope**

Out of scope

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To: [Hamish Hill](#); [Warwick Burr](#); [Graham Puryer](#)
Subject: Re: Auckland
Date: Monday, 4 December 2023 5:36:06 pm

But also highlights that unexpected can happen

From: Hamish Hill <Hamish.Hill@avsec.govt.nz>
Sent: Monday, December 4, 2023 3:59:08 PM
To: Warwick Burr <Warwick.Burr@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Tanya Gore <Tanya.Gore@avsec.govt.nz>
Subject: RE: Auckland

s 9(2)(g)(i)



From: [Graham Puryer](#)
To: [Hamish Hill](#)
Subject: RE: GM Board Report 14 December 2023 Draft
Date: Tuesday, 5 December 2023 7:43:58 am
Attachments: [image001.png](#)
[image005.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Thanks Hamish

I have provided to Mark and if he wants to put it in the report he can or he can keep it to talk to.

Regards

Graham

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

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around the busiest times & added capacity around the fringes in an effort to stop queues building. They also show why a flat resourcing model is not a wise approach when we have such variation in demand. Also – the issues with lanes being out for repairs today shows the risk with planning to use maximum capacity for long periods – i.e. little redundancy or wiggle-room if things go wrong.

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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[REDACTED]

[REDACTED]

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Sent: Monday, December 4, 2023 7:19:21 AM
To: Karen Andrews <Karen.Andrews@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>; Peter Lockett <Peter.Lockett@avsec.govt.nz>; Sarah Preece <Sarah.Preece@caa.govt.nz>
Cc: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>
Subject: RE: GM Board Report 14 December 2023 Draft

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Regards

Graham



Graham Purver | Executive Group Manager

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Mark

From: [Hamish Hill](#)
To: [Matilena Pitu](#); [Theresa Carter](#); [Tony Surj](#); [Joanne Prank](#); [Andrew Forbes-Faulkner](#); [Roelof Smit](#)
Cc: [Anil Verma](#); [Beth Waudby](#)
Subject: RE: International Departures | Avsec - AIAL Collaboration Weekly Catch Up
Date: Tuesday, 5 December 2023 8:08:00 am
Attachments: [--WS0000.jpg](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Hi All,

You guys will be better equipped than me to talk to the agenda item around the equipment breakdown, but in our defence I think we need to point out that when we've been pushed into a position where we are opening more lanes more of the time, then that carries a risk that we have little redundancy when things go wrong or space for preventative maintenance.

I note we had 5 lanes scheduled open for a chunk of the day yesterday, which is technically more than we needed...

s 9(2)(a)

... and looking at your CCTV snapshots from the weekend we could argue that we over-resourced at some times. So not taking anything away from the AKL team's great performance over the weekend (a great relief for all concerned no doubt that we had no queue issues), but when it comes to the item on forward lane forecasts I think we can assert the fact we have taken the situation seriously & pulled all the levers we can, but need to be prepared in our forward projections to adjust back so we don't over-resource beyond realistic levels that will stretch both our people & our equipment too far.

Talk at 9:30.
Hamish

Hamish Hill | Manager Workforce and Business Performance
New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
Level 15, 55 Featherston Street | PO Box 3555 | Wellington 6140 | New Zealand
+64 4 460 4737 T | 4737 Ext | +64 027 544 5983 M | hamish.hill@avsec.govt.nz

WE PROTECT AVIATION

Out of scope

From: [Theresa Carter](#)
To: [Hamish Hill](#); [Matalena Patu](#); [Tony Sun](#); [Joanne Prank](#); [Andrew Forbes-Faulkner](#); [Roedolf Smit](#); [Anil Varma](#); [Beth Waudby](#)
Subject: Good morning everyone, RE: International Departures | Avsec - AIAL Collaboration Weekly Catch Up
Date: Tuesday, 5 December 2023 8:40:22 am
Attachments: [image007.jpg](#)
[image008.jpg](#)
[image009.png](#)
[image010.png](#)
[image011.jpg](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)

Good morning everyone,

Thanks Hamish, good points raised.

I've spoken with Jamie this morning, he's pulling together a timeline in any case re the faults on lane 2, 6 yesterday. Nutshell: after Smiths fixed lane 2, they then had to fix an E-stop fault on lane 6. Lane 6 was going to have PM done but they didn't do it as they were fixing the E-stop instead (which took 1+ hrs, time TBC by Jamie.)

I'll talk to all of this in today's 0930 meeting.

Thank you.

Best regards,

Theresa Carter | Assistant Station Manager
New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road | PO Box 53 008 | Auckland 2022 | New Zealand
M +64 27 302 8231 | E theresa.carter@avsec.govt.nz

WE PROTECT AVIATION
Collaboration Transparency Integrity Respect Professionalism
Me mahi tahi Me mahi pono Me mahi tika Me mēnashi Kōia tū rangatira aī

From: Hamish Hill <Hamish.Hill@avsec.govt.nz>
Sent: Tuesday, December 5, 2023 8:09 AM
To: Matalena Patu <Matalena.Patu@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Tony Sun <Tony.Sun@avsec.govt.nz>; Joanne Prank <Joanne.Prank@avsec.govt.nz>; Andrew Forbes-Faulkner <Andrew.Forbes-Faulkner@avsec.govt.nz>; Roedolf Smit <Roedolf.Smit@avsec.govt.nz>
Cc: Anil Varma <Anil.Varma@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>
Subject: RE: International Departures | Avsec - AIAL Collaboration Weekly Catch Up

Hi All,

You guys will be better equipped than me to talk to the agenda item around the equipment breakdown, but in our defence I think we need to point out that when we've been pushed into a position where we are opening more lanes more of the time, then that carries a risk that we have little redundancy when things go wrong or space for preventative maintenance.

I note we had 5 lanes scheduled open for a chunk of the day yesterday, which is technically more than we needed...

s 9(2)(a)

... and looking at your CCTV snapshots from the weekend we could argue that we over-resourced at some times. So not taking anything away from the AKL team's great performance over the weekend (a great relief for all concerned no doubt that we had no queue issues), but when it comes to the item on forward lane forecasts I think we can assert the fact we have taken the situation seriously & pulled all the levers we can, but need to be prepared in our forward projections to adjust back so we don't over-resource beyond realistic levels that will stretch both our people & our equipment too far.

Talk at 9:30.

Hamish

Hamish Hill | Manager Workforce and Business Performance
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+64 4 460 4737 T | 4737 Ext | +64 027 544 5983 M | hamish.hill@avsec.govt.nz

WE PROTECT AVIATION

Out of scope

From: [Mark Wheeler](#)
To: [Hamish Hill](#)
Subject: Re: AKL Intl security
Date: Tuesday, 28 November 2023 8:08:31 am
Attachments: [image001.png](#)

Thanks Hamish - Olwyn provided that after modelling.
Mark

From: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Tuesday, November 28, 2023 7:51:13 AM
To: Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <xxxxxx.xxxx@xxxxx.xxxx.xx>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Cc: Olwen Northway <xxxxxx.xxxxxxx@xxxxx.xxxx.xx>; Theresa Carter <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Ben Smith <xxx.xxxxx@xxxxx.xxxx.xx>; Peter Lockett <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Murray Breeze <xxxxxx.xxxxxx@xxxxx.xxxx.nz>; Beth Waudby <xxxx.xxxxxx@xxxxx.xxxx.xx>; Nichola McKinney <xxxxxx.xxxxxxx@xxxxx.xxvt.nz>
Subject: RE: AKL Intl security

Hi Mark,

Thanks for circulating. Just one point of correction for us internally (doesn't change the overall gist of your messaging).

While using a planning throughput figure of 260/hr, with higher loading was discussed as a way to force more lanes open, in practice this can result in more lanes being generated than we have. So intent is still the same (i.e. to bolster capacity), but suggest you are wary of quoting specific lower throughput figures such as this externally as it may not be what we actually operate to, and it could give the impression that we cannot ever achieve a higher throughput (which we know we can under the right conditions).

We are meeting with Chris Ting & team today to further discuss lane settings, and the AKL team will be reviewing the increased lane plan for the 14 Dec to 29 Jan peak summer period tomorrow ready for implementation.

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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+64 4 460 4737 T | 4737 Ext | [+64 027 544 5983 M](#) | [xxxxxx.xxxx@xxxxx.xxxx.xx](#)

WE PROTECT AVIATION

From: Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>
Sent: Tuesday, November 28, 2023 6:27 AM
To: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Karen Urwin <xxxxxx.xxxx@xxxxx.xxxx.xx>; Graham Puryer <Graham.Puryer@avsec.govt.nz>

Cc: Hamish Hill <Hamish.Hill@avsec.govt.nz>; Olwen Northway <Olwen.Northway@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Peter Lockett <Peter.Lockett@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Nichola McKinney <Nichola.McKinney@avsec.govt.nz>

Subject: FW: AKL Intl security

Last night Chloe sent some slides on AvSec ITB enclosed for your consideration. My reply proofed by Anil is below.

Mark



Out of scope

<xxxxxx.xxxxxx@xxxxx.xxxx.xx >

Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Here's a suggested response –

The Aviation Security Service acknowledges the inconvenience to some passengers over recent delays in airport security screening. While safety is never compromised, we are conscious that when people are travelling time is of the essence.

The AvSec Operations team have been coordinating support with our National Rostering Centre and the Auckland Airport Company. Lanes were opened where rostered and additional lanes where possible, which was dependent on staff availability. AvSec re-rostered staff from discretionary duties to assist where this could be done. Unfortunately, it was not enough to handle the high demand.


*We are aware a combination of factors including our forecasting of the number of lanes we could open at peak periods were insufficient for the periods and a number of departing flights to North America for the thanksgiving holiday required more screening time than normal. This was in part due to passengers having **more carry-on luggage** to be screened which slowed processing down.*

We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will continue to work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.

Ngā mihi nui,

Mike

Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  **Aviation Security Service**
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi



 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: Karen Urwin <xxxxxx.xxxxxx@xxxxx.xxxx.xx >

Sent: Sunday, November 26, 2023 7:09 PM

To: Warwick Burr <xxxxxx.xxxx@xxxxx.xxxx.xx >; Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx >;

Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx >; Graham Puryer

<xxxxxx.xxxxxx@xxxxx.xxxx.xx >

Subject: Re: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Do we actually know how long the queues were....? 90 minutes seems to be a bit of an exaggeration... (I hope).

From: Warwick Burr <xxxxxx.xxxx@xxxxx.xxxx.xx >

Sent: Sunday, November 26, 2023 7:06 PM

To: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxxx@xxxxx.xxxx.xx>; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Hi Mike

Firstly I think it would be good if we could have a joined up response with all stakeholders .

Our contribution as I see it is along the lines of

“Recently there have been additional flights added to the schedule flying to Northern America. While we had planned this into our demand there seems to have been something different around how passengers have presented which has impacted the operation and resulted in queues being longer than expected. As a result of this occurring yesterday we made adjustments today to when our lanes opened. We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.”

Thanks

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
Level 14, Asteron Centre, 55 Featherston Street, Wellington 6011 | PO Box 3555, Te Whanganui-a-Tara 6140 | New Zealand
T +64 4 560 9402 | **Ext** 4402 | **M** +64 27 877 7557 | **E** xxxxxx.xxxxx@xxxxx.xxxx.xx

WE PROTECT AVIATION

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Sunday, November 26, 2023 6:40 PM
To: Mark Wheeler <xxxx.xxxxxxxx@xxxxx.xxxx.xx>; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Importance: High

Good evening all!

I've just had a call from AIAL. They asked for us to provide some comment to the NZ Herald, who have also just called me.

Reporter, David Williams said there were delays of up to any beyond 90 minutes to get through security and they are after some explanation to give to their readers.

Do we have anything we can share that could assist, for example sudden schedule changes/late arrival of outgoing aircraft etc that impacted on staffing availability? **s 9(2)(g)(i)**

Ngā mihi nui,


Mike

Mike Richards,
Manager Engagement, Education and Communications


Civil Aviation Authority of New Zealand  Aviation Security Service

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mike.richards@caa.govt.nz

 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

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Out of scope

From: [Graham Puryer](#)
To: [Mike Richards](#); [Mark Wheeler](#); [Karen Urwin](#); [Warwick Burr](#); [Hamish Hill](#)
Subject: Re: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Date: Sunday, 26 November 2023 7:41:24 pm

Hi Mike.
I don't think an apology creates a liability.
So no issues.
Regards.

From: Mike Richards <xxxx.xxxxxxx@xxx.xxx.xx>
Sent: Sunday, November 26, 2023 7:38:06 PM
To: Mark Wheeler <xxxx.xxxxxxx@xxxx.xxx.xx>; Graham Puryer <xxxxxx.xxxxx@xxxx.xxx.xx>; Karen Urwin <xxxxxx.xxxxx@xxxx.xxx.xx>; Warwick Burr <xxxxxx.xxxx@xxxx.xxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxx.xxx.xx>
Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald




Keith has asked if we could add *The Aviation Security Service* **acknowledges and apologies for**.
Thoughts?

Ngā mihi nui,

Mike

Mike Richards,
Manager Engagement, Education and Communications
Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi



 +6445609577 | +64272220290
 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand
 Please consider the environment before printing this e-mail

From: Mark Wheeler <xxxx.xxxxxxx@xxxx.xxx.xx>
Sent: Sunday, November 26, 2023 7:35 PM
To: Mike Richards <xxxx.xxxxxxx@xxx.xxx.xx>; Graham Puryer <xxxxxx.xxxxx@xxxx.xxx.xx>; Karen Urwin <xxxxxx.xxxxx@xxxx.xxx.xx>; Warwick Burr <xxxxxx.xxxx@xxxx.xxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxx.xxx.xx>
Subject: Re: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

From: Mike Richards <xxxx.xxxxxxx@xxx.xxx.xx>
Sent: Sunday, November 26, 2023 7:29:26 PM
To: Graham Puryer <xxxxxx.xxxxx@xxxx.xxx.xx>; Karen Urwin <xxxxxx.xxxxx@xxxx.xxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxx.xxx.xx>; Warwick Burr <xxxxxx.xxxx@xxxx.xxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxx.xxx.xx>
Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Also, can I attribute this to one of you or try and keep it low key and say 'AvSec spokesperson'

Ngā mihi nui,

Mike

Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi



 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:28 PM

To: Mike Richards <xxx.xxxxxxxx@xxx.xxxx.xx>; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>;
Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>;
Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>

Subject: Re: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald

Good by me. Karen. Mark?

From: Mike Richards <xxx.xxxxxxxx@xxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:26:38 PM

To: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Karen Urwin
<xxxxx.xxxxx@xxxxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Warwick Burr
<xxxxxxx.xxxx@xxxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>

Subject: RE: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald


Thanks for that fix GP – I think we are being sincere is this statement and it combines Warwick's suggestions too.

If I make the **change** are we good to go? The reporter has called 3 times...

Ngā mihi nui,

Mike

Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi



 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:24 PM

To: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>

Subject: Fwd: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

I have ccd Hamish do we can get some truths in this.

Mike. Well done. It is the number of carry on bags that is the issue. Not items in the bags

Regards

From: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:16 PM

To: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>

Subject: Fwd: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

FYI

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:12:45 PM

To: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>

Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Here's a suggested response –

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Ngā mihi nui,

Mike

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Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
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+6445609577 | +64272220290

Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx >

Sent: Sunday, November 26, 2023 7:09 PM

To: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx >; Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx >; Mark Wheeler <xxxx.xxxxxxxx@xxxxx.xxxx.xx >; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx >

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Sent: Sunday, November 26, 2023 7:06 PM

To: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx >; Mark Wheeler <xxxx.xxxxxxxx@xxxxx.xxxx.xx >; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx >; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx >

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Thanks

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
Level 14, Asteron Centre, 55 Featherston Street, Wellington 6011 | PO Box 3555, Te Whanganui-a-Tara 6140 | New Zealand
T +64 4 560 9402 | Ext 4402 | M [+64 27 877 7557](tel:+64278777557) | E Warwick.Burr@avsec.govt.nz

WE PROTECT AVIATION

From: Mike Richards <Mike.Richards@caa.govt.nz>
Sent: Sunday, November 26, 2023 6:40 PM
To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>
Subject: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Importance: High

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Do we have anything we can share that could assist, for example sudden schedule changes/late arrival of outgoing aircraft etc that impacted on staffing availability? s 9(2)(g)(i)

Ngā mihi nui,

Mike


Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

mike.richards@caa.govt.nz

 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

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Out of scope

From: [Sarah Preece](#)
To: [Warwick Burr](#)
Subject: RE: AvSec Queues
Date: Wednesday, 13 December 2023 8:02:05 am
Attachments: [Media Pack Regarding Queues.pdf](#)

All good. Attached

From: Warwick Burr <xxxxxxx.xxxx@xxxx.xxxx.xx>
Sent: Tuesday, December 12, 2023 1:30 PM
To: Sarah Preece <xxxxx.xxxxxx@xxx.xxxx.xx>
Subject: AvSec Queues

Hi Sarah

Can you please send me the Queues document again. Somehow it has disappeared off my system

Thanks

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
Level 14, Asteron Centre, 55 Featherston Street, Wellington 6011 | PO Box 3555, Te Whanganui-a-Tara 6140 | New Zealand
T +64 4 560 9402 | **Ext** 4402 | **M** +64 27 877 7557 | **E** xxxxxxx.xxxx@xxxx.xxxx.xx

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Aviation Security Service
Kaiwhakamaru Rererangi

Aviation Security Service

Media pack regarding queues

November 2023

1. General context

Airports are dynamic environments with multiple agencies and services operating alongside each other as a system to enable air transport of passengers and cargo. It is the nature of the system that at any given time, a trigger within a single operation can cause wider impacts. As much as possible, triggers are monitored and anticipated but some are unpredictable.

This is the case for every operator within the system, including Aviation Security Service (AvSec), and each operator has their unique set of challenges to manage.

Triggers elsewhere in the system sometimes cause queues at screening points resulting in longer wait times than passengers expect or are prepared for.

This information pack serves to provide context around queues at Aviation Security Service screening points, challenges posed by our operating environment, and operational procedures within our control that minimise the potential for queues.

It's important to note that queues are a system issue experienced at multiple points within the airport environment and are not a uniquely Aviation Security Service issue. Similarly, finding solutions to queues is a system challenge. We work on an ongoing continuous improvement basis with other operators in the system to enhance our collective ability to minimise queues.

It's also important to highlight that passenger screening represents approximately 33% of duties of the Aviation Security Service's operation; other duties include baggage and cargo screening, non-passenger screening (screening of airport service and airline personnel at separate screening points inaccessible to the public), security patrols and escorts, and explosive detection with our dogs and dog-handlers.

Aviation Security Service operations are mandated by the Civil Aviation Act 1990 (Part 8) and policies and procedures are determined by International Civil Aviation Organization requirements and the National Aviation Security Programme.

Useful links:

[Our role in aviation security | aviation.govt.nz](https://aviation.govt.nz)

[What to expect at the airport | aviation.govt.nz](https://aviation.govt.nz)

[Civil Aviation Act 1990 No 98 \(as at 28 October 2021\), Public Act Part 8 Aviation security – New Zealand Legislation](#)

[Aviation Security and Facilitation \(icao.int\)](https://www.icao.int)

Terminology

Passenger presentation: the number of passengers and rate at which they arrive at the screening point to be screened.

Divest: the first step of screening where passengers put carry-on baggage, personal items and clothes on the belt for screening.

Throughput: the number of passengers screened per hour.

Trays-per-pax: the number of trays a passenger requires at divest, for their personal items to go through the screening point.

Ponding area: the space allocated to the AvSec operation where passengers queue.

SLOT coordination: the process that determines flight schedules across New Zealand and the countries we fly to/from. Airports submit how many passengers they can cope with in arrivals or departures within a particular timeframe and airlines determine their schedules accordingly.

Flight loading: the number of passengers booked on a flight compared with the aircraft's maximum capacity.

Smart lanes: security screening lanes with automated tray handling and require less human intervention to keep the process moving.

2. How we prepare for and handle queues at security screening points

This is a high-level description of how our people handle queues, but it can vary case-by-case and depending on the airport and screening point. It is important to note that the responsibility of Aviation Security Service is to screen people as they present at the screening point and not specifically to control the queue, however we take action in conjunction with airports to manage the queue where possible in the interests of a positive passenger experience.

Security is our primary priority and any action to alleviate queues will not be undertaken if security may be compromised.

- AvSec attends multi-organisational planning events months out, where SLOT planning occurs. This outlines known factors: types of aircraft, expected loadings, expected SLOT for arrivals and departures of that aircraft. AvSec staffing is then planned against these and historic data showing flight loadings. This provides a rostering schedule for day of operations, including the numbers of lanes to be opened and closed.
- AvSec is not funded to have a 'buffer' or surplus staff on duty.

- On day of operations, queues and any other variables are observed and managed by station personnel (usually an Operations Manager or a Team Leader) and attempt to determine cause and impact.
- If a queue develops, there is an evaluation whether intervention is necessary or whether it is likely to dissipate without intervention
- The first intervention option, if resourcing allows, and in conjunction with airlines and airport staff where possible, is to facilitate passengers in the queue – i.e. bring those to the front who risk missing a flight and reassure others that they will be screened on time
- Consideration is given as to whether opening an additional lane is necessary and whether we have sufficient resources to do so. There are limited options on day of operations, including overtime, recalls, rescheduling meal breaks and taking a risk-based approach on other duties.

3. Common triggers for queues at Aviation Security screening points

Many triggers are predictable and can therefore be planned for. Aviation Security Service rostering methodology takes into account flight schedules, flight loadings, passenger presentation data modelling, and various other factors.

Other triggers are unpredictable, which means any response to queues is limited by the personnel we have available on the day and the context of our wider operations.

Some of the regular unpredictable triggers which can result in queues are as follows:

- **Inclement weather:** this can force changes to flight schedules which can in turn result in passengers presenting at the screening point at different times or in higher volumes than was anticipated; it can also impact the amount of clothing worn by passengers which increases the number of trays-per-passenger and therefore passenger throughput. Depending on the event it can take days of unscheduled activities to clear backlogs.
- **Inbound flight delays:** this impacts the outbound flight schedule which can in turn result in passengers presenting at the screening point at different times or in higher volumes than was anticipated. Inbound “flights on time” performance can vary between 50 to 100%
- **Unusual passenger presentation:** despite our modelling data, sometimes passenger presentation behaviour doesn’t conform with averages, such as a higher volume of passengers for a particular flight presenting earlier or later than anticipated. For example, passengers travelling in large groups, such as sports teams, school groups, cruise ship change-overs won’t show as a group in our modelling data and will present at the screening point altogether. There are also different cultural or national behaviours; for example US-bound passengers tend to show up three hours before their flights.

- **Staff illness:** our people are human just like everyone else and sometimes they're not well enough to work and it's important that we support their wellbeing. Extra shifts are offered to our other personnel in cases of illness but can't always be filled at short notice. Delays caused by staff illness affect all parts of the network, such as flight schedules and check-in, both of which change day of operations presentations.

4. General challenges and limitations of Aviation Security Service

Aviation Security Service is not alone in facing challenges and limitations due to the nature of the system. Our challenges are summarised here and provided to give additional context to our operation; their inclusion doesn't necessarily indicate that we would change the situation if we were able to, as we recognise that many possible solutions are subject to commercial demands.

- **Workforce:** AvSec is in a recruiting and training phase until the end of 2024. We retained all staff throughout the pandemic, but due to uncertainty we didn't recruit to account for attrition. This resulted in a shortage of approximately 160 staff when travel rebounded, with attrition rising to over 20% as the job market opened up. In addition, increased security requirements led to the need for additional resources on top of those existing vacancies and additional training requirements. This is a common situation for many other airport services in New Zealand and around the world. For peak periods such as holidays we supplement full time staff with casual roles called load assistants.
- **Personnel rotations:** there are certain security requirements and skill sets that mean staff MUST be rotated between responsibilities at predetermined intervals, which means it's not always possible to re-assign staff from other duties to alleviate a queue.
- **Maintaining wellbeing:** it's important that we protect our people and their wellbeing by ensuring they have rostered breaks and sufficient leave to recharge – this is not to be considered a negative challenge, however it does sometimes limit the availability of resources.
- **Infrastructure:** the configuration of the space in which we operate is negotiated with the airport company and this determines how much space there is for screening equipment and passengers queuing area. There is a tension between the need for airports to meet commercial imperatives and allocate sufficient space to government agencies with legislated functions to operate at the border.
- **Funding:** our operation is largely funded by domestic and international passenger levies which dictates how many people we can hire and therefore the size of our workforce. A funding review is under preparation to ensure AvSec can meet enhanced security requirements, increases in flight schedules and subsequently increased passenger volumes. An increase in levies would result in increased cost for airlines, which would be taken into account alongside their wider financial considerations. It is a Government decision how we are funded on an ongoing basis and the proposed funding review is anticipated to take effect in 2025.

- **Throughput measurement:** Throughput is a measurement of the number of passengers processed per hour at a screening lane. The metric can be inaccurate because it only accurately indicates performance if the screening point is under constant demand. For example, if the screening point is under high demand and another lane is open, the queue may dissipate and result in a period of no passengers at the screening point which means throughput will drop.
- **Trays per passenger:** the number of trays each passenger uses at divest impacts the volume of images the screener must assess, and subsequently can impact throughput downward. We account for this wherever possible, when higher trays-per-pax are expected, such as winter when boots and coats are more common or for flights to locations which regularly see passengers travelling with more carry-on luggage. Most airlines limit passengers to one carry-on bag; however, this isn't always monitored by the airlines. Recent challenges at Auckland International screening have been exacerbated by the number of carry on bags passengers have had on flights to the USA.
- **Passenger preparedness:** some passengers are more prepared than others when they reach divest, with frequent travellers generally being more prepared. We account for this wherever possible when we anticipate a higher number of less-frequent travellers (such as school holidays) or where flights are scheduled to destinations that are more commonly for holidays travellers. Families travelling with children, people with disabilities or the elderly understandably take a little longer at divest and our people do whatever we can to accommodate them at the screening point.
- **Flight loading information:** we don't receive this systematically in advance from airlines, for commercial sensitivity reasons, which limits our ability to accurately anticipate the exact numbers that will come through the screening points.
- **Concentrated flight schedules:** multiple flights within a short period can result in the corresponding volume of passengers exceeding our maximum throughput capacity. AvSec can forecast the number of passengers in an hour relating to flight departures; however, what is not known is when they will present for screening.
- **Airline On Time Performance (OTP):** OTP is the proportion of flights that arrive within a particular timeframe to be considered "on time". The lower the OTP, the higher the impact on unpredictability in our rostering.
- **Passenger presentation:** While we predict passenger presentation at the screening points based on our historical information there are some factors which don't appear in the data, for example, cruise ship passengers can arrive by the bus-load all impacting the airport at once, with no warning.
- **Queue measurement limitations:** our technology is able to record throughput and trays-per-pax data but we don't currently operate software that counts the number of people in the queue or measures the time in queue for each passenger. Software of this nature comes at great cost; where it is in use, or in the process of being integrated by some airports, we are working on data sharing arrangements where possible.

- **Optics and passenger perception:** queues often look worse than they are in terms of the impact to passengers – i.e. a long queue doesn't automatically result in a longer-than-usual wait time, and even if passengers wait longer than usual it is very rare for flights to be missed or delayed. This is particularly noticeable where a queue exceeds the screening point ponding area. This is reflected when we analyse complaints, which often show a significant discrepancy between the wait-time reported by the complainant and their actual wait-time when CCTV footage is reviewed.
- **Disjointed complaint channels:** there is no centralised channel for complaints from passengers – some come via our website, some through the stations and many are second-hand from other airport partners. This makes it challenging for us to effectively review all complaints.

5. Specific challenges and limitations at certain airports

There are specific challenges presented at some airports, highlighted below. It should be noted that some of these factors are not possible or feasible for the airports to resolve, though we're working collaboratively with airports where possible to find solutions.

Wellington:

- Wellington is pier screening, where there are two domestic screening points and one international screening point. When flights are scheduled from all three, we have to have a minimum of one lane open at each screening point, even if the passenger volume wouldn't demand two lanes, were it to be through a single screening point.
- Relocation of flights from the southern domestic pier to northern domestic pier, when no flights were scheduled to depart from the northern pier, results in us splitting our workforce and limits the number of lanes we can open. This may occur due to weather.
- At the international screening point, NZ Customs is stationed after AvSec and has limited space for passengers to queue. If the Customs area fills up, we have to pause screening until the congestion eases.
- The peaks, in terms of flight schedules, for the two domestic and the international screening points all overlap splitting resources across the three locations, especially in the morning.

Auckland domestic:

- Auckland domestic will remain constrained until the new combined terminal is opened in 2028/29. There currently is a maximum of 5 lanes possible and no depth to put in full length smart lanes which enable faster processing of passengers.
- The ponding area is small compared to number of lanes and regular passenger volumes

- No ‘back-up’ space to extend the queue due to the surrounding layout and spills out to a single lane down the terminal
- The lack of eateries in the airside area means passengers often wait until the last moment to go to their flight

Auckland international:

- NZ Customs is stationed ahead of AvSec and can process people faster than AvSec can screen them meaning any backlog will always be at the AvSec screening point and can impact on their operation as well.

6. Queues Taskforce

On 16 June 2023 an internal Authority-wide Taskforce was established to address “unacceptable” queues at Aviation Security screening points across Aotearoa New Zealand. This was in recognition of the frustration caused by queues and the subsequent pressure that puts on people across AvSec, airport companies and airlines. This not only affects our people’s wellbeing but can also lead to negative security outcomes.

The Taskforce doesn’t seek to prevent queues entirely; but to understand more fully the reasons they occur and take a whole-of-system approach to minimising queues and their impact on passengers’ experience. This has led to greater engagement with airports and airlines to manage the choke points.

The Taskforce’s focus on queues is not about prioritising passenger convenience over security outcomes. It’s about ensuring we are collaborating across the system, using all the tools and resources at our disposal to solve key issues, and reducing the pressure queues create on frontline staff and their wellbeing.

More information about the Taskforce and workstreams is included in Attachment 1.

Defining “unacceptable”

We define an unacceptable queue as one that negatively impacts passengers, our people, or other airport operators. That may be defined by: a severe impact to any one of these areas, a moderate impact to a combination of two, or a minor impact for all three.

With the impact on passengers, it’s clear that the perception is what matters, and that optics can play as much of a role as wait-times. Therefore, the threshold for what constitutes as negative may be location-specific.

Current focus

- Reducing trays-per-pax
- Establishing data-sharing arrangements for digital queue counting systems being installed by airports
- Engaging with [Airports Council International](#) to understand our performance in detail with respect to airports around the world.
- Monitoring new screening technology for any impact on throughput
- Preparation with airport and airline counterparts for busy summer period
- Stakeholder engagement with those who can impact the peaks that make it difficult to manage queues.

7. Our data

Queue performance sample data

Table shows: percentage of passengers processed through screening points within 10 minutes in the past 12 months.

	Location	Nov22	Dec22	Jan23	Feb23	Mar23	Apr23	May23	Jun23	Jul23	Aug23	Sep23	Oct23
Domestic	Auckland	60%	70%			73%	100%	87%	93%	81%	83%	97%	77%
	Wellington	80%	80%	100%	100%	93%	93%	100%	87%	87%	80%	90%	97%
	Christchurch	90%	100%	91%	100%	93%	100%	80%	87%	97%	97%	97%	97%
	Queenstown	100%	90%	90%	87%	93%	93%	87%	87%	93%	83%	87%	90%
	Dunedin	90%	100%	100%	100%	100%	93%	93%	93%	90%	70%	80%	80%
	Invercargill	<i>Refer to note below</i>											
International	Location	Nov22	Dec22	Jan23	Feb23	Mar23	Apr23	May23	Jun23	Jul23	Aug23	Sep23	Oct23
	Auckland	90%	90%	67%	80%	67%	80%	80%	67%	82%	93%	87%	83%
	Wellington	100%	90%	80%	80%	80%	93%	93%	93%	77%	75%	53%	47%
	Christchurch	90%	100%	80%	80%	87%	80%	93%	93%	97%	93%	97%	97%
Queenstown	90%	90%	70%	87%	73%	93%	87%	80%	80%	57%	80%	80%	

Notes to this data:

- As a non-security metric, queue times are not continuously monitored with full-coverage data
- The data is sampled from CCTV footage; historically at 10 samples for each location, each month; this was recently increased to 30 samples.
- Methodology (from CCTV footage) provides consistent data but is a manual and labour-intensive process with small sample sizes.
- Depending on exactly when samples are taken, results may not be available for every location every month, and no data is available in some cases (e.g. if no international departures, or CCTV footage expires).
- Invercargill wait times are not monitored as a minimal viable operation screening 1 departure 4-5 days a week.

Independent survey from Kantar Public

At the start of August 2023, we engaged Kantar Public to conduct a survey observing queues throughout the day at Auckland, Wellington, Christchurch and Queenstown.

Over 2,400 queue time measurements taken across whole days in August and September. The data showed that queues of 10 minutes or longer occurred on only 1.5% of occasions.

Staffing position

Despite ongoing recruitment, as at the end of October, AvSec was 180 Officers short nationwide of the number required to meet demand by June 2024. At peak periods, we attempt to alleviate this with casual staff (load assistants), noting they can only lawfully undertake a limited range of duties.

8. Industry engagement

Given the nature of the system, it's important all of us operating within it work in collaboration where possible. Aviation Security Service engages with airport companies, airlines, other Government agencies, and industry representative organisations on a regular basis. Our engagement seeks opportunities to improve the whole system while recognising our differing objectives and the unique pressures facing each of us.

Some examples of regular engagement are as follows:

- Ministry of Transport-led aviation industry monthly meetings.
- CAA-led quarterly industry meetings – started post-pandemic
- CAA-initiated Aviation Security Stewardship Group (SSG) – initiated in 2023 with the inaugural meeting in September. The SSG provides a forum for parties who contribute to, and benefit from, effective and efficient aviation security regulatory activities to collaborate to address the challenges, risks, and opportunities in the aviation environment. See Attachment 5 for more information.
- Border Executive Board where multi-agency programmes and workshops are considered .
- Station-specific collaboration at an operational level, noting most airports have day of operations briefings and there is an increasing trend to have integrated operations centres, with Wellington and Queenstown centres being operational.
- Ongoing multi-agency continuous improvement programmes, some are regular such as Auckland Airport CAPRICORN as preparation for the Christmas peak and some are specific such as 'Sprint' problem solving.
- Annual airport multi-agency security meetings and more regular local security meetings.
- Regular discussions bilaterally to discuss security specific issues and security culture.

9. List of attachments

1. Aviation Security Queues Taskforce stakeholder introduction
2. Queues Taskforce stakeholder updates July-November
3. Queues Taskforce presentation to Aviation Security Stewardship Group (SSG) 21 November 2023
4. Excerpt from CAA Briefing November 2023 re. Aviation Security Stewardship Group
5. Summary of queues event 26 November 2023 at Auckland

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Aviation Security Service

Kaiwhakamaru Rererangi

Aviation Security Queues Taskforce

On 16 June 2023 an internal Te Mana Rererangi Tūmatanui o Aotearoa Civil Aviation Authority of New Zealand, (which includes the Kaiwhakamaru Rererangi Aviation Security Service) (Authority)-wide Taskforce was established to address “unacceptable” queues at Aviation Security screening points across Aotearoa New Zealand.

Context

A range of factors cause queues within the airport environment, including at aviation security screening points. While preventing queues entirely is an unrealistic goal, their impact on passengers’ experience warrants effort to minimise queues. Queues cause frustration and subsequent pressure on staff across AvSec, airport companies and airlines, which not only affects our people’s wellbeing but can lead to negative security outcomes. Queues can also cause flight delays or missed flights, which has a knock-on effect on the whole airport operation and aviation system.

The Taskforce’s focus on queues is not about prioritising passenger convenience over security outcomes, it’s about ensuring we are using all the tools and resources at our disposal to solve key issues, and reducing the pressure queues create on frontline staff and their wellbeing.

Working definition of “unacceptable”

Queues that negatively impact passengers, our staff, or other airport operators. That may be defined by: *a severe impact to any one of these areas, a moderate impact to a combination of two, or a minor impact for all three.* With the impact on passengers, it’s clear that the perception is what matters, and that optics can play as much of a role as wait-times. Therefore, the threshold for what constitutes as negative may be location-specific.

Taskforce workstreams

The Authority already has a range of strategies and actions in the work plan that will impact queues over the mid-to long-term. The Taskforce set out to take a fresh look at other solutions and to address any roadblocks that had hindered previously considered solutions; it’s not intended for Taskforce initiatives to replace or supersede on-going work. Taskforce initiatives are categorised in the following workstreams:

Queue management & passenger presentation

Workforce planning

Stakeholder engagement

Communications

Research, data & reporting

More info

For more information about the Taskforce, initiatives of a particular workstream or outcomes, please contact one of the following:

Mark Wheeler – General Manager Aviation Security Service
[REDACTED]

Graham Puryer – Executive Group Manager Aviation Security Service and Queues Taskforce Co-Chair
[REDACTED]

Mark Davis – Deputy Chief Executive Corporate Services and Queues Taskforce Co-Chair
[REDACTED]

Tanya Gore – Manager Strategy Planning & Reporting and Queues Taskforce project lead
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Aly Thompson – Senior Media Advisory and Queues Taskforce comms lead
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Stakeholder update: 7 July 2023

Dear colleagues,

This is the first of a new format of updates from the Civil Aviation Authority and Aviation Security Service about our efforts to address Aviation Security queues. These updates will be circulated on Friday afternoons, with the aim of bringing consistency, regularity, and efficiency to our exchanges of information. These updates won't replace day-to-day relationships with your key contacts across our organisation, but we hope to reduce unnecessary interactions by avoiding duplication and repetition.

Queues Taskforce

On 16 June we established an internal Civil Aviation Authority-wide working group – the Taskforce – to address “unacceptable” queues. We're all aware of the range of factors that can cause queues and that to prevent them entirely is an unrealistic goal, but we can't escape the impact queues have in the worst instances, nor negative public perception of queues, even if they're minimal by global standards. We already have a range of strategies and actions in our work plan that will impact queues over the mid- to long-term, but nevertheless, the taskforce is taking a fresh look at other solutions and addressing any roadblocks that have hindered previously considered solutions.

People have different perceptions of what is an “unacceptable” queue – whether it be about the time spent waiting, the physical length of the queue, or the anxiety they experience about potentially missing a flight. Whether we agree that a particular queue is unacceptable or not, if a passenger perceives it as such, their frustration can result in behaviour that puts pressure on staff across AvSec, airports and airlines. This pressure not only affects staff wellbeing but can lead to negative security outcomes.

It's worthy to note that queues in our airport environments don't affect AvSec alone, and that queues in AvSec aren't always caused by factors we alone can control. One of the Taskforce's focus areas, therefore, is closer collaboration within the airport community to collectively reduce queueing instances and improve the passenger experience overall. It's in all of our best interests to foster positive perceptions of aviation.

Other focus areas include queue management and passenger facilitation; workforce planning; reviewing our exposition; and influencing passenger behaviour through communication and education.

What we've done since 16 June

- Increased queue-combing and engagement with passengers as soon as they enter the queue to prepare them for screening – staff will wear orange t-shirts from 11 July to be easily identifiable as passenger assistants.
- Expanded queue ponding areas at some airports to prevent queues from snaking through the airport.
- Revised discretionary duties to enable flexibility and surge capacity.
- Repurposed data used for rostering to publish [anticipated peak times on our website](#).

- Sought data for benchmarking against international examples.
- Launched an interim social media campaign for passengers with advice on preparing for AvSec screening.
- Queenstown Airport Integrated Operations Centre went live and already this has helped improve coordination between the airport, airlines and AvSec.
- Explored a harmonisation pilot with the Ministry of Transport and Wellington Airport Limited. This has been discounted and we have shifted focus to a swing gate option (see below).

What we're working on currently

- Adopting additional risk-based approaches to staff assignment and screening procedures, to enable more capacity to respond to queues in peak periods without compromising security.
- Recruiting manual queue counters to increase our data set in the interim until queue monitoring technology is procured and implemented.
- Establishing a new tool to report queue observations in real time and creating action plans for Team Leads and Station Managers, to guide a consistent response to queues.
- Widespread digital campaigns incorporating regular advice, anticipated peak times web page, FIFA-targeted messaging, and winter-related messaging (launching 20 July).
- Developing an RFI for queue monitoring technology, in conjunction with airports.
- Developing MOUs with airports for information sharing. Stephen Wagstaff continues to lead this.
- Working with WIAL team on design specifications for Wellington Southern to have a third lane. The time frame for this is likely to be post-Christmas; increased staff numbers may be needed to facilitate it.
- Exploring the possibility of using a swing gate at Wellington International – this would see the international pier being used for both international and domestic passengers. Changes to infrastructure would be required along with other considerations. The review team are due to report back next week.

Collaborative opportunities

Initiative	Next steps
<p>Creating an industry reference group for ongoing coordination – a Terms of Reference is being finalised. Participants are likely to be at the strategic level, including the Ministry of Transport, NZ Airports Association, Board of Airline Representatives and our two domestic carriers.</p> <p>An initial focus of the reference group will be to agree on an industry-wide definition of what is an “unacceptable” queue, to understand the core issues/changes within the system, and address root causes rather than “ambulance at the bottom of the cliff” solutions.</p>	<p>Participants will receive an invite to the first meeting within the next few weeks; Terms of Reference will be included.</p>
<p>Taking a multi-agency approach to queue management; drawing upon other agencies for additional people to support passenger facilitation in the event of significant queues</p>	<p>General Manager Aviation Security Service Mark Wheeler will lead this discussion at a nationwide level.</p> <p>Station Managers will coordinate this at a local level.</p> <p><i>(continues next page)</i></p>

	Principal Advisor Operations Susan Egan has developed scripts and guidelines for staff in these roles and can assist in training as required.
Our intention is to introduce boarding pass checks during peak times, to focus only on passengers with a requirement to be screened. This initiative has strong support from our Director and the Minister of Transport, as up to 20% of screen people, depending on the airport, don't require screening.	General Manager Aviation Security Service Mark Wheeler will seek feedback from key operations staff at airports & airlines before these are put in place.
Adopting consistent AvSec advice for passengers, expanding reach to passengers by distributing through airport company and airline channels.	Our Senior Media Advisor, Aly Thompson, will make contact with your respective staff to discuss this initiative in more detail.
Expanding the benefits of Integrated Operations Centres to Auckland and Christchurch. The expected impact on general security and efficiency is significant enough that it should be expedited, where possible. Wellington's IOC is a long-standing example of the positive impact, and the IOC that recently opened at Queenstown is already having a great effect.	General Manager Aviation Security Service Mark Wheeler will continue these discussions.

Key contacts

If you have feedback, ideas for solutions, or other comments about this update, please contact one of the following:

Mark Wheeler – General Manager Aviation Security Service
 [REDACTED]

Graham Puryer – Executive Group Manager Aviation Security Service and Queues Taskforce Co-Chair
 [REDACTED]

Mark Davis – Deputy Chief Executive Corporate Services and Queues Taskforce Co-Chair
 [REDACTED]

Tanya Gore – Manager Strategy Planning & Reporting and Queues Taskforce project lead
 [REDACTED]

Aly Thompson – Senior Media Advisory and Queues Taskforce comms lead
 [REDACTED]

Recent queue observations

While the start of the school holidays has seen an increase in flights and passenger numbers, queues have been well managed, with no public attention or criticism, which reflects a positive effort by all to screen passengers as quickly as possible while not sacrificing security standards. Queue “blow-outs” are described below.

27 June – Auckland International – 2100-2300 hrs

Flight NZ8 AKL-SFO was delayed by 2 hours resulting in 304 passengers creating unanticipated congestion. A third lane was opened between 2100 hrs and 2130 hrs but was unable to be used as we didn't have sufficient additional staff to operate the lane.

NPS was cancelled at 2230 hrs to assist with further congestion at Customs. Attempts by airline staff to expedite the process by pulling passengers out of the queue further affected processing time as passengers rushed forward. By 2238 hrs, both the Avsec pond and the Customs pond were at full capacity, and check-in operations were quite busy.

Operating with only one machine posed a significant challenge. Announcements were made by AAL through the PA system informing passengers of delays and multiple flights departing simultaneously as the reason.

CCTV from 2030-2330 hrs can be reviewed to observe the situation.

Impact:

- Scheduled Zone 2 Sterile screening at 2200 hrs was forced to be rescheduled to 0500 hrs.
- All meal breaks were cancelled at 2230 hrs, and their timing was adjusted to ensure the second machine remained operational for an extra 60 minutes
- 4 rostered e-learning sessions and a 30-minute report writing task were rescheduled from 2200 hrs to 2300 hrs
- Several passenger complaints have been received

4 July – Auckland Domestic – 0620-0700 hrs

At approximately 0622 hrs the queue extended out the door and reached Dunkin' Donuts. Four lanes were rostered and operating, with the queue moving at a normal pace. A 'queue-calmer' was operating at the front of the queue. At 0650 hrs a fifth lane was opened, using trainers and trainee staff. The queue was contained inside the pond by 0651 hrs. The suspected cause was inclement weather affecting passenger presentation times.

We don't consider this instance to be unacceptable.

4 July – Wellington Domestic Southern – 1456-1507 hrs

As reported by a CAA staff member travelling, a queue had formed and stretched back to Icebreaker. This resulted from the “Disney queue” not being adjusted. Once the queue layout was readjusted the queue was able to be contained without spilling out into the terminal.

Impact: CCTV footage showed that the reporting staff member was in the queue for 11 minutes.

We don't consider this instance to be unacceptable.



Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 17 July 2023

Dear colleagues,

Thank you for the positive engagement following our first stakeholder update on 7 July, we're encouraged by the level of interest and response. We'll address the responses by topic in detail.

Generally, some of the responses indicated that some initiatives have been perceived as directives or pre-determined plans, which isn't the case. We acknowledge any concern this may have caused and we've taken all the feedback on board. We were deliberate in our labelling of *collaborative opportunities* to recognise that these are opportunities from *our* perspective which we'll lead further discussion on before action is taken. We're aware of the range and differences of perspectives we'll each have on these initiatives and that more work needs to be done in some cases before the ideas can be realised (if at all).

Please note, with the short week for Matariki we decided to send this update on Monday rather than the Thursday ahead of the long weekend. We'll switch back to Friday for these updates later this week.

One of the requests from the last update was to share the recipients of this newsletter; this has now been included at the end of the newsletter. While we have marked these updates as confidential, we anticipate and expect that you may need to share them more widely within your own organisation.

Queues Taskforce update

The Taskforce's focus over the past week has been further use of 'queue-calming' – queue-combing and engagement with passengers in the queue – and refinement of the process.

We have seen very positive response to queue-calming from the public, who are grateful for the communicative approach, and in numerous instances we've advanced people to the head of the queues. While this indicates the effectiveness of the queue-calming technique, it also suggests that some passengers are presenting to the screening point later than may be necessary, so we'll continue to address this in our advice for passengers and request your support to adopt the same messaging.

We continue to investigate a multi-agency approach to queue-calming, given that passenger experience can be considered a collective responsibility.

To accommodate school holiday traveler numbers we added lane capacity at peak times. Comparing lanes rostered over the current week to 2 weeks ago we added 118 hours of extra lanes across the country across the week, providing capacity to process an extra 34,000 passengers. This is a significant contribution to why we have not had major issues with queues over the school holiday period, however it isn't a sustainable solution as it requires training to be deferred, reduced leave slot availability, and increased overtime.

We also continue to move staff around the country to relieve pressures at other stations.

Other updates from the past week:

- Adjusted lane opening timings; will continue to review based on passenger presentation profiles
- Identified a supplier for manual queue counting and this is being progressed for further consideration ahead of implementation
- Prepared a media release targeted at passengers travelling for FIFA world cup, in anticipation of increased passenger numbers / non-frequent flyers. This will be published on Tuesday.
- Progressed a Statement of Works for queue monitoring technology; aiming for requirements to be completed by the end of August
- Reached 400k users with social media campaign; strongest engagement with advice for liquids and lighters, followed by food, then sharp objects

Industry reference group

The intention to establish this group has been in discussion for some time. It was pointed out that our framing of it in the previous update suggested that it would be focused on the queues topic. While queues is a topic we intend to address in the early stages, the group will indeed have a wider scope, including leadership of sector collaboration.

We're still in the process of preparing Terms of Reference which we will consult on in due course.

Boarding pass checks

The National Aviation Safety Program (NASP) is clear that access to sterile areas, should be tightly controlled.

We're still exploring the possibility to use the boarding pass mechanism to ease queues, taking into account the impacts on different stakeholders, and will continue to engage about this. Any use of this method would be at peak times only and would be pragmatic and discretionary, rather than prescriptive.

In the last update we mentioned the percentage of screened persons who are not passengers; we continue to work to quantify that number site by site. We also indicated that checking boarding passes has support from our Director and the Minister of Transport and we'd like to clarify that it should've said the *Ministry* not the *Minister*.

AvSec and FIFA flights

We continue to work with the All of Government FIFA working group and industry partners to ensure FIFA goes well, and limits impact on AvSec queues.

We continue to juggle expectations upon us to avoid unacceptable queues, noting, we don't yet have an industry-wide definition of 'unacceptable' queues.

Key contacts

If you have feedback, ideas for solutions, or other comments about this update, please contact one of the following:

Mark Wheeler – General Manager Aviation Security Service
[REDACTED]

Graham Puryer – Executive Group Manager Aviation Security Service and Queues Taskforce Co-Chair
[REDACTED]

Mark Davis – Deputy Chief Executive Corporate Services and Queues Taskforce Co-Chair
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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 21 July 2023

Dear colleagues,

This update marks five weeks since our Queues Taskforce work began. In that time, we've largely focused on 'quick wins' and the early development of some more medium to long term solutions. With positive results already evident from the former, we're now increasing our attention to the latter. We acknowledge the reliance on collaboration and coordination of the whole airport community for success, and with that in mind, we'll be proactive in consultation ahead of decision-making.

We'll continue to use these updates to introduce what we're considering and welcome your feedback. So far everything that we've received has been circulated or discussed with the whole Taskforce and it enables us to be agile while maintaining oversight of the different pressures of our stakeholders.

FIFA Women's World Cup

The FIFA Women's World Cup has officially kicked off – pun intended – and we're alert to the additional pressure that increased passenger volumes may create in the airport environment. We strongly encourage proactivity from all parties, such as encouraging passengers to proceed to the gate at appropriate times to allow for security screening and communicating to other parties as soon as any potential disruption to the system arises – the sooner we're each aware of an issue the faster we can react.

Kaiwhakamaru Rererangi Aviation Security Service continues to work with the Te Manatū Waka Ministry of Transport, Hīkina Whakatutuki Ministry of Business, Innovation and Employment (MBIE) and FIFA on reasonable solutions to the facilitation of the teams through the airport. This is coordinated through regular meetings, with an over-arching focus on enabling the tournament to run smoothly and on managing the expectations of FIFA, the teams, and their entourages. There was discussion and consideration with MBIE (as the lead agency for FFWC) that FIFA teams and their entourages receive preferential treatment at screening. For security reasons FIFA passengers and will be subject to the same screening procedures as all passengers. Airlines will have the option to facilitate groups travelling on chartered flights through use of the crew/staff queue. Passengers will need to be chaperoned by an airline representative.

We will closely monitor any public reaction or criticism of this, given that these groups may include up to 90 passengers at a time, which could cause extended queueing times for passengers in the regular queues. We are

working with Air New Zealand on coordinated communication in the event of any resulting media attention. We will also reach out to other relevant airlines.

Our passenger communications ramps up with an ad campaign that went live yesterday (20 July) across social media, display and search. Mock-ups of the ad creatives are included, for your interest.

The roll-out of our Computed Tomography or CT scanners has been adjusted so as not to coincide with the tournament period, to prevent any negative effect their installation may have on queues and to support those airports in providing the best experience possible to FIFA passengers.



Queue observations and insights

Our new tool for frontline staff to report queue observations – Q-Views – is up and running. This enables us to gather meaningful and consistent information and contributes a holistic view of queues so we can better understand causes, impacts, what works to manage them and what doesn't. Our people are encouraged to share information about significant queues, something unusual, the absence of a queue when they might've expected one, as well as any successful efforts to contain or minimise queues.

Our people have submitted four observations this week, all of which relate to known issues, including limitations of the number of lanes open and multiple flights scheduled within short periods. However, the impact of these queues was managed well and within reasonable timeframes so as not to be categorised as 'unacceptable'.

We've seen positive outcomes when airports have contributed to queue management efforts alongside us, such as implementing Disney queues, supporting our queue-calming, modifying procedures to accommodate these initiatives, and being proactive about managing access to the secure area during a busy period.

In addition to the Q-Views tool, we've engaged an independent agency to conduct further observation and analysis of the screening process, to help us understand queue dynamics. Their work may include some on-site observation; if anyone has immediate concerns about this please let us know. We'll provide detailed plans and schedules for that work ahead of time.

We previously sought data from other jurisdictions to benchmark against international examples. To build on these insights we're currently exploring potential for the Airports Council International to conduct a high-level checkpoint analysis of our passenger screening operation including layouts, equipment, throughput etc. This would allow more accurate benchmarking against other jurisdictions with similar operations and would be followed by GAP analysis, recommendations, and findings.

Finally, the Statement of Work to procure a permanent queue monitoring technology solution has progressed and the timeline is taking shape. We'll update on that plan in more detail in due course.

Collaborative communication

We're increasing our communication to drive passengers to our [anticipated peak times page](#), and our comms lead is in the process of connecting with airlines and airport comms and customer engagement teams to reference this page in their relevant channels.

By making use of each touchpoint passengers have with the airport system, and delivering consistent information and guidance, we maximise our potential to influence passenger behaviour before they get to the airport and to increase top-of-mind awareness of the security screening process.

Our working definition of 'unacceptable' queues

We mentioned in the last update that we don't yet have an industry-wide definition of 'unacceptable' queues, but we want to share our working definition which is: queues that negatively impact passengers, our staff, or other airport operators.

An unacceptable queue may be defined by: *a severe impact to any one of these areas, a moderate impact to a combination of two, or a minor impact for all three.* With the impact on passengers, it's clear that the perception is what matters, and that optics can play as much of a role as wait-times. Therefore, the threshold for what constitutes as negative may be location-specific.

We want to ascertain a definition of 'unacceptable' so we can subsequently identify a clear point for intervention.

Key contacts

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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 28 July 2023

Dear colleagues,

This week has seen a sustained focus on our operations at the front line, with the first significant groups of FIFA Women's World Cup passengers passing through our airports and some weather disruptions.

As we mentioned in our last update, the Queues Taskforce focus is shifting to more medium- and long-term initiatives and subsequently the volume of information to share may lessen. With this in mind, we may soon decrease the frequency of these updates to fortnightly and we're keen to know your preference. We'd appreciate it if you'd let us know via the simple poll [on this link](#).

Industry engagement

We're progressing development of an industry reference group, with the draft Terms of Reference (ToR) currently being prepared, prior to consultation with industry representatives. Our intent, which will be reflected in the draft ToR, is for a collaborative approach through which the group can identify, discuss and work together on regulatory and non-regulatory matters that relate to aviation security culture, operational delivery of aviation security standards and the efficiency and effectiveness of passenger and cargo facilitation.

This will take into account party's area of expertise, responsibility, accountability, and statutory role and independence. From the CAA perspective this will enable industry engagement with our policy, regulatory and aviation security operational functions collectively, and reflect that all parties involved share responsibility for the aviation security system and we depend on each other to uphold its integrity.

We're also working on our 4th industry workshop that will take place on 31 August which will involve multiple aviation security stakeholders.

FIFA Women's World Cup

Our participation in cross-Government workstreams for the event continues with daily engagement to address any issues as they arise and ensure the smooth delivery of the event.

Wellington faced a particularly busy day on Thursday 28 July 2023 with several chartered flights alongside a busy commercial schedule and some rescheduled regional flights from bad weather the day prior contributing to the general appearance of congestion at the airport. These circumstances were recognised and acknowledged early, which enabled a cohesive and coordinated response and prevented any major disruption on the day. This is a really positive outcome and indicates the value in working together as a whole system – everyone pitched in and some positive feedback was received directly to staff from passengers. We will look to this example to guide us in similar circumstances in upcoming weeks, though we're rethinking the colour of our passenger assistance t-shirts for any other days where we expect to see Netherlands fans in the crowds, as we did yesterday!

AvSec resourcing

With our sustained attention on queues our staff resources remain a clear challenge. We currently have 118 vacancies between Aviation Security Officer and Load Assistant roles across New Zealand, with up to 25% of the required workforce to deliver security regulatory activities vacant in some locations; our work to recruit and train staff is constant.

Between May and June 2023, we've hired 163 Aviation Security Officers and 28 Load Assistants. Our forecasting for the next 21 months, taking normal attrition into account, indicates that we need to hire 33 Aviation Security Officers per month.

The impact of this staff shortage is obvious in our daily operations, and staff sickness has been an additional challenge of late. In one example we had nearly 40 staff off sick in Auckland in one day. These are challenges all organisations face and it's not a reason we like to defer to, but we feel that transparency about this topic assists our stakeholders in understanding our limitations, such as why resolving a queue is seldom as simple as opening another screening lane.

We're also monitoring deferred training, reduced leave slot availability, and increased overtime, which are exacerbated by this staff shortage. Staff are also training throughout the month, which further impacts our operational capacity.

Understanding queues

Our initiatives focused on data and analysis, with the goal of understanding queues, are progressing.

We've engaged Kantar to conduct a survey, beginning on 10 August 2023, to observe queues throughout the day at Auckland, Wellington, Christchurch and Queenstown. The results will show when longest queues occur and for what portion of a day they exceed certain levels. This full-day perspective will help with targeting operational improvements to where the most benefit can be realised.

We're proceeding work with Airports Council International (ACI) to undertake analysis of screening checkpoints. A detailed workshop to define the scope of this work will be held soon to give them a clear understanding of what we do and set KPIs.

Workshops to define requirements for a permanent queue monitoring technology solution will likely take place towards the end of October, but early insights suggest that LIDAR is a feasible solution. Manual surveys, like the one coming up with Kantar, will be repeated periodically until a permanent solution is in place.

Our Manager Workforce and Business Performance is also undertaking analysis of our current throughput, comparing the number of trays with the number of passengers across different locations. Several observations suggest that passenger preparedness significantly impacts throughput so we want to quantify this.

It's too early to make conclusions, as we need to expand the data set to consider seasonality and other factors. If airlines are interested in supporting this work we would welcome any data that can be shared to complement our own.

Recent queue observations

Our staff have readily adopted our Q-Views reporting tool and we're gaining more qualitative insights to complement our work. Queues noted in the past week were attributed to flight schedules, international FIFA passenger arrivals prior to our opening times, weather disruption, and our limitations on number of lanes we can have open. Some specific queue observations are shared below:

- 27 July 2023 – Christchurch Domestic 7.30 am (30 to 35 minute queue – 6 flights departing between 8am and 9am)
- 27 July 2023 – Auckland Domestic 5am to 6.30 am (30-35 minutes queue – A large number of FIFA passengers)
- 26 July 2023 – Wellington Domestic (North Pier) 7am (30 min queue – bad weather and flights moved to North pier – Our staff were managing the queue)
- 21 July 2023 Auckland Domestic 3.20 pm (20-30 mins queue – due to drop to two lanes – pax presentation was heavy)
- 21 July 2023 Auckland Domestic 5.30am (Large queues formed over a 2 hour period - not enough lanes rostered, heavy sickness)

Trends are evident with regular reports of queues in the morning and a lot of mention of flight scheduling, the latter of which suggests that encouraging passengers to present sooner would be advantageous.

Key contacts

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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 4 August 2023

Dear colleagues,

We're into August and have hit the halfway point of the FIFA Women's World Cup, which has gone smoothly from our perspective and is testament to effective collaboration among the airport community. Now that the bulk of additional passenger traffic from the event has passed, we're turning our attention to the approaching summer season, which is just 16 weeks away.

We signalled last week we're considering reducing the frequency of these updates, as we work on longer term initiatives. With no strong preference from recipients for continuing weekly, we will switch to fortnightly updates. Our next update will therefore be on 17 August, unless something pressing arises that we want to address sooner.

Queue observations

We continue to monitor queue observations reported by our people through our internal Q-Views tool. We're able to match these reports with our modelling data, which gives us more confidence in anticipating when queues will be present.

Observations regularly reference multiple flights departing in short timeframes as a contributing factor, and notably a factor that we have very limited ability to influence or respond to effectively while our resources are limited. A queue that developed at Auckland Domestic early on Wednesday morning, 2 August, was the most significant seen for some time and has provided us an excellent example to learn from a range of triggers and factors.

2 August at Auckland Domestic

Early indications are the adverse weather on the day and an obstruction to traffic enroute to the airport may have affected passenger presentation, with a larger influx in a short timeframe than we normally predict.

We've also started looking at our throughput data and found that our average throughput rate may not meet the level we would normally expect, and that some of the lanes had a higher throughput than others. Based on this we are conducting a thorough analysis of the case to better understand our own performance alongside other external factors. We're fortunate to have a wealth of data that we can dig into, but it does require human analysis to understand, so it will take some time to undertake.

We won't jump to any conclusions yet, but we anticipate it will be a combination of factors, as is often the case, and we'll share our findings. Similarly, we welcome data from other agencies relevant to the case, given that security screening queues are a part of a larger system, and our own data will only form one piece of the picture.

Our analysis will consider the following:

- Examining passenger movements through the queue from CCTV footage, to determine how quickly the queue cleared; whether passengers behaved according to typical observations, such as only going to the closest lane or shortest queue, and avoiding walking to the furthest lane unless prompted; and whether waiting for trays to be screened caused backlogs
- Analyse the data down to ten-minute time slots (the data we've looked at so far is in 30 minute slots, which is unreliable for lanes that were open for only a portion of that timeframe)
- Examining the performance of the X-ray machines to identify any issues or inconsistencies
- Revising which staff were rostered, particularly whether any were trainees, who we normally expect to process passengers slower
- Comparing number of trays processed relative to passenger numbers

If our conclusion is that our own performance doesn't meet our expected standard, we will consider actions accordingly. We are already aware that the number of our junior people and leaders, thanks to the pandemic, may be impacting our analysis in real time, so we'll work more closely with our people to increase their capability.

Managing expectations

Irrespective of our throughput rate, this case also highlighted the challenge of our infrastructure at Auckland Domestic Airport, with our maximum lanes limited to five and the size of the queue-ponding space. With those kind of limitations in mind, along with ongoing people resourcing challenges, we want to reinforce that with our Queues Taskforce work we don't expect to find a silver bullet for eliminating queues entirely – that would be an unrealistic goal – but the more we learn, the better we can manage queues and perception of queues.

Continuous Improvement is our business-as-usual, and before the Queues Taskforce existed, we already had several queue response actions in place, such as dedicated lanes for more prepared passengers or families.

We expect that our growing knowledge base will be useful in the departures sprint at Auckland Airport.

We continue to be mindful that our attention on queues, both at the reaction point and the post-analysis point, draw our people away from other focuses which must be monitored.

Looking ahead to December

As summer approaches our attention shifts to the anticipated impact of the northern hemisphere winter peak and the multi-agency efforts that will occur, as usual, in the lead-up, starting with the meeting on 18 August, led by Greg Foran from Air New Zealand, regarding arrivals.

It's important that we acknowledge that no matter what preventative measures are taken, there will be queues over summer. Indeed, with all things considered, it's likely that we'll have queues at Auckland Domestic Airport periodically until 2028. It will help us all if we work together to keep the public well informed and to ensure consistent messaging.

Our focus for minimising queues over summer is on maximising our throughput. This will include our usual steps of increasing the number of Load Assistants to maximise our capacity for regulatory tasks, and continuing our analysis of trays-per-passenger data and investigation of the optimal size of trays. Our analysis of the 2 August queue at Auckland Airport will form a good foundation for this work.

We're also reconsidering our communications channels with stakeholders, and how we ensure information about expected queues is transmitted effectively and consistently across different airports. Integrated Operations Centres and stakeholder meetings prove effective for this purpose.

We consider scheduling decisions to be an obvious preventative measure for the summer season – i.e. to avoid adding extra flights to periods that are already busy. We appreciate consideration of this from both airlines and airport companies. As soon as we receive scheduling in September we will start planning our own resourcing.

Kantar survey

In our last update we advised that Kantar Public to conduct a survey of observing queues throughout the day at Auckland, Wellington, Christchurch and Queenstown. This was brought forward from 10 August to begin today and will run until 18 August.

Kantar surveyors will be onsite from 4 to 18 August according to the table below. They will be wearing a clearly visible Airport Identification Card and will be carrying a letter of authorisation. Their presence will not interfere with the normal operations of the area.

AKL DOMESTIC	05:00 - 19:00		
AKL INTERNATIONAL	04:30 - 08:30	11:30 - 21:00	
WLG NORTH DOMESTIC	07:30 - 08:30	11:30 - 12:30	
WLG SOUTH DOMESTIC	06:00 - 09:00	10:00 - 11:00	1200 - 1800
WLG INTERNATIONAL	04:00 - 05:30		1330 - 1500
CHC DOMESTIC	05:30 - 11:00	12:30 - 20:00	
CHC INTERNATIONAL	04:00 - 06:00	13:30 - 17:00	
QUEENSTOWN	08:30 - 17:00		

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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 18 August 2023

Dear colleagues,

With spring around the corner and the summer season also drawing closer, our attention is focused on collaboration in preparation for the peak period. Our team continues to progress the mid-and long-term Queues Taskforce initiatives.

Learning from the data

Our workforce and business performance analysts spend the better part of their workday with their minds in our data and systems, and recent times have been no exception. Some recent observations from our various analyses are as follows:

- Since we turned our attention to queue management, we've seen a reduction in customer complaints about queues. As much as this may reflect less prevalent queues, it may also indicate a change in public expectations around the airport experience, and a normalisation of queues.
- Following our analysis of the queue at Auckland Domestic on 2 August, along with wider analysis of the time of day at that location, we've made rostering adjustments to our lane rostering to cope with morning peaks (effective 17 August).
- We've confirmed that the number of trays per passenger correlates to our throughput and that the number of trays per passenger has increased in the past ten years. The higher the number of trays per passenger, the lower our throughput. The current average number of trays per passenger is 2.5. In order to achieve our throughput target of 270 passengers per lane, per hour, the optimum number of trays per passenger is 2. While there are limitations as to how much we can influence what passengers carry, we're considering ways to enable more efficient use of trays at the screening points.
- Traffic to our webpage with peak times data has steadily increased as a result of our digital campaigns. The ad creatives perform differently between search, display, and social media, and while social media leads the channels for the number of impressions, search returns a much higher click-through-rate. Display advertising has the lowest performance.

The queues observation survey conducted by Kantar concludes today and we expect the report next week.

Industry workshop 31 August

Our next industry workshop is approaching on 31 August in Christchurch. Invitations have been sent to representatives of your organisations accordingly and we've received contributions to the agenda for discussion. The final agenda is still in draft and will be circulated in due course. However, one item we can confirm is that our Queues Taskforce project lead Tanya Gore will present a recap of the work to date and what we've identified which needs ongoing attention.

Our Queues Taskforce comms lead Aly Thompson will also join the workshop and be ready to hear your feedback on these updates.

Aviation Security Stewardship Group

Our industry reference group for aviation security and Terms of Reference (ToR) are taking shape and we've settled upon terming it the Aviation Security Stewardship Group (SSG).

Membership of this group is comprised of a representative from each of the Board of Airline Representatives New Zealand, New Zealand Airports Association, and Customs Brokers and Freight Forwarders Federation of New Zealand; and representatives from Ministry of Transport and the Authority.

The SSG is intended to provide leadership and encourage collaboration between system participants and its functions include working together to collectively improve the aviation security system, and to identify, discuss and provide feedback to us on matters relevant to the effectiveness and efficiency of the system.

We're currently finalising arrangements for the first meeting which will take place in early September which will begin with signing off the ToR, electing a co-chair and considering additional membership.

Queue observations

Our people continue to share their observations of queue dynamics through our Q-Views tool. A summary of the observations of the past two weeks is below.

Date	Screening point	Duration of queue	Cause
4 August 2023	CHC Dom	50 mins	Pax presenting earlier than expected, once extra lane opened, queue cleared in 18 mins
5 August 2023	ZQN	50 mins	Delayed flight impacting on pax presentation
5 August 2023	ZQN	25 mins	Slot planning - 7 flights departing
7 August 2023	AKL Dom	2.5 hrs	Domestic peak, and capped lanes at 4 - although managed a 5th lane for a 30 min period
8 August 2023	AKL Dom	1 hr	Pax presenting later than expected
10 August 2023	AKL Dom	30 mins	Multiple flights, pax presentation
11 August 2023	AKL Dom	1.25 hrs	More lanes were required to be open to cope with pax presentation
11 August 2023	AKL Dom	2 hrs	More lanes were required to be open to cope with pax presentation
11 August 2023	AKL Dom	1 hr	Capped lanes due to AvSec resourcing
12 August 2023	WLG Nth	50 mins	Pax presentation due to JQ changes in call to gate timings
14 August 2023	AKL Dom	45 mins	Pax presentation not matching lane openings
16 August 2023	AKL Dom	2+ hrs	Capped lanes due to AvSec resourcing

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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 15 September 2023

Dear colleagues,

After a short hiatus due to the industry workshop a couple of weeks ago, we're back to our regular programming! With spring upon us and the busy summer period approaching we can already feel the pace picking up. And with a lot of developments happening for Aviation Security and across the aviation sector, our scope for these updates will broaden from the initial Queues Taskforce work to other topics. This feels like a natural step given that queues are a symptom of the system, and that our focus on them over recent months has reinforced the need for a whole of system approach

CTix machines

The installation of CTix machines across our screening points was a topic of high interest at the industry workshop. We promised some assurance at what the roll out looks like for the coming months – in particular the switch to C3 operation mode, which enables passengers to leave electronic devices, liquids and gels in their baggage. Currently those CTix machines which are already installed are operating in C2 mode, which affects no change to the passenger screening experience.

By the end of September 2023, regulatory approval for initial operational capability will be given for AvSec to use C3 mode. This will enable AvSec to run a number of live trials which will look at opportunities for operational efficiency and effectiveness, and give us better understanding of how the equipment performs in the New Zealand context. When we're satisfied with the training level and capability of our people, and that we have the right systems and processes in place, we'll move to C3 operation.

Our plan is to make this change at international screening points airport by airport, with the final deadline ahead of the northern winter peak. We haven't yet determined an order but will work with each airport location by location. We'll aim to use these updates to keep the whole group abreast of the changes across the country. More detailed updates are also being circulated by our change management teams at the local level. The domestic CTIX rollout will be rephased into 2024 to match airport readiness.

As was addressed at the industry workshop, an important factor in a successful rollout to C3 mode is passenger awareness. One of our priorities is ensuring transparency over what's happening, where, and when, and providing key messages for the travelling public. To that end, our communications lead, Aly Thompson will liaise with your respective communications people at each airport about any trials and will also establish a working group for the main roll out. Your support for this coordinated communication effort will be much appreciated.

Continuing the discussion about queues

Another topic of high interest at the industry workshop was our Queues Taskforce work, and we appreciated the opportunity to have a more open discussion with those in the room. We recognise the willingness and enthusiasm to addressing queues and finding solutions.

We're looking at the best method to engage further, acknowledging that it needs to be site by site.

Official Information Act request

At the outset of our Queues Taskforce work we were aware of the likelihood of an Official Information Act (OIA) request about this work, and the topic of queues in general. This has now transpired with a substantial request from a journalist for correspondence between the Authority and airlines and airports, reports, briefings, and other information, about queues, processing times and staffing levels over the past twelve months.

Releasing this information under the OIA is not only an obligation; it's important to ensure government is open and transparent, and respects the right of New Zealanders to access information. A better informed public is better able to understand the basis of government policy and decisions.

The OIA response will take some time to compile; in the meantime, we'll engage with the journalist ahead of the release with the intention of providing information that will enable the piece they're seeking to publish without depending on the release. We recognise that having this information in the public domain also impacts our stakeholders so we'll keep you and your communications teams informed of developments.

Kantar survey report

At the start of August 2023 we engaged Kantar Public to conduct a survey observing queues throughout the day at Auckland, Wellington, Christchurch and Queenstown. We've now received the report and the data, with the key findings as follows:

- Out of 2,452 people observed, only 29 were in a queue for more than 10 minutes – 1.18% of passengers observed
- The Kantar Public data independently confirms our own data and shows the 'problem' isn't widespread and is confined mainly to known busy periods caused by more intense schedule peaks, or specific events on a particular day.

We're undertaking a deeper analysis into the data provided to further verify these findings. We acknowledge that there are limitations in the sample set, as with any survey, but we believe the information is nonetheless reliable.

Other data solutions

We continue to explore opportunities for a queue management solution. Our workshops with Airports Council International are coming soon and an invitation will be sent to airport company Chief Executives to participate, and we welcome other representatives from those organisations as well.

Wellington International Airport and Skyfii are also scheduled to present a LIDAR solution showcasing the functionality, dashboards, capability stats, features, and data.

Alongside this we are in the process of capturing comprehensive requirements for a solution for our own needs, to determine whether a data sharing arrangement with other solutions in the system would suffice, or whether we need an additional solution.

Aviation Security Stewardship Group

The first Aviation Security Stewardship Group (Aviation SSG) meeting will take place on 21 September 2023. As previously mentioned, this will begin with signing off the Terms of Reference, electing a co-chair, considering areas of focus and how the SSG will relate other for that exist, such as the industry workshops referred to below.

Next industry workshop

It was agreed that the best timing for our next workshop should be in November 2023, well ahead of the summer season. A location and date will be confirmed as soon as possible.

While these workshops were initially established to coordinate the system's recovery post- pandemic, they have proven valuable on an ongoing basis, and we see them as a helpful forum for open discussion and collaboration. We're keen to see this continue are considering how to ensure that the format is action-focused and that it complements the work of the SSG. We're keen to hear any thoughts you may have as we develop the agenda for the next meeting.

Key contacts

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Mark Wheeler – General Manager Aviation Security Service
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Aly Thompson – Senior Advisor External Relations and Queues Taskforce comms lead
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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 28 September 2023

Dear colleagues,

This update arrives in the middle of the September school holidays; a period that sees our airport system under increased pressure, but which is just a warm up for the busy summer season. The public attention our colleagues in the arrivals space have experienced recently gives rise to a reminder of our focus for our Queues Taskforce work, which is not to eliminate queues but to minimise and manage “unacceptable” queues more effectively.

Queue observations

From the perspective of Aviation Security Service, the school holidays can so far be characterised as busy, but well-managed. We have seen some more significant queues than usual but nothing that has reached what we would consider unacceptable, with one exception.

On Tuesday 26 September at Wellington Airport, passengers departing on international flights began to build up before our lanes opened. This put us on the back foot and although our analysis shows that the throughput of passengers was good, we couldn't clear the queue. The high passenger volume was due to four international flights departing within 90 minutes (~600 passengers), and we were only able to process these passengers through one lane due to the number of our people on duty.

In this case, opening a second lane would've impacted domestic screening points, which were both open at the time and experiencing a busy afternoon. Short of rostering more people overall, which we're limited with due to our ongoing people shortage, we're left with a situation of “robbing Peter to pay Paul” when we adjust our lane openings, as doing so likely just moves the queue rather than reduces it.

It's worth noting that our standard practice is to open screening lanes 90 minutes ahead of departure for international flights, and that this timing is combined with Customs.

Managing expectations on responsiveness to queues

Much of the work of our Queues Taskforce has enabled our people to respond to queues in different ways than in the past. We've been deliberately transparent about this work, while acknowledging the pressure that some of our initiatives have put on our operation and the subsequent risks that they may have given rise to. We're conscious that this may have set a precedent for unreasonable expectations in the longer term.

The demand on our operation continues to grow, while our operating challenges remain constant. There have been a handful of recent examples of requests to additional lanes or make some other change to our operation,

for reasons which are outside of the scope of when or why we would make an adjustment. We assume that these requests have come with good intention, though without an awareness of why they're out of scope.

As reiterated in the opening of this update, our focus on queues is in the interests of minimising and managing "unacceptable" queues. Our working definition of "unacceptable" remains as those that negatively impact passengers, our people, or other airport operators. That may be defined by: a severe impact to any one of these areas, a moderate impact to a combination of two, or a minor impact for all three.

Solving this challenge for us is all about managing expectations. While we are sometimes able to reallocate our people between screening points in some cases where queues develop, there are other duties that can't always be deferred. Adding lanes ahead of time can conflict with our rostering methodology which is primarily based on flight loadings, passenger presentation data modelling, and our employment requirements about rostering; as such any changes may have a more broad-reaching effect than is visible to stakeholders.

CTiX

In our last update we noted high level timelines of moving to C3 at international ports, with a phased approach, ahead of the northern winter peak.

A significant amount of testing and research has to be undertaken in a short space of time to meet that deadline. While we're striving for it, security outcomes and capability come first – if we're not ready, we won't make the switch.

There will be a number of trials and pilots at different stations, and our operational teams will lead communication at the station level for this. The first of which is a planned trial in Christchurch before Christmas. Dunedin will also be used for trialling things like different configuration of the lanes, changes to where decision points are positioned on the lane, and the speed of the belt.

In terms of preparing for the eventual communication to passengers about changes to the screening experience, an initial meeting of a working group between representatives of airports and Air New Zealand took place on 28 September. The idea of coordinating communication has been well received and we're encouraged by the willingness to collaborate between the different organisations.

Acknowledging proactive system approach

To continue with acknowledgment of collaborative approaches, it has been great to see recent initiatives taking place from a systems approach. For example, Auckland Airport is providing additional people to engage with passengers in the queue throughout the school holidays and to support the summer through to February 2024.

Wellington Airport was also proactive in addressing the impacts of the regional Koru lounge closure, which enabled us to evaluate the expected impact and consider how to prepare for it. Air New Zealand has helped ease the impact by providing people to manage the queues.

These may not be new initiatives, but every example helps, and we all benefit from that, so from us it is highly appreciated.

LiDAR presentation

On 25 September Skyfii presented their LiDAR solution which is being adopted at Wellington Airport, who will share the data with Aviation Security Service.

We're currently working through more detailed requirements of how to ingest the data and at what frequency, so that our Digital team can work through the technical integration.

First Aviation Security Stewardship Group (SSG) meeting

The inaugural SSG was held on 21 September. The Group is co-Chaired by the Director of Civil Aviation and a representative from the industry who is also a member of the SSG. At the meeting David Morgan was elected as the second co-Chair. In this capacity, he represents the general airlines and aviation sector, rather than Air New Zealand.

The first meeting saw productive discussions around the role of the members and the SSG's potential scope. The minutes are being finalised and more information will be circulated when the SSG has worked through the best method and forum for the information.

Industry meeting November

We've set the date for our next industry meeting on 14 November 2023. This is intended to give us plenty of lead-time ahead of the busy summer season. Invitations will be sent out shortly and an agenda will take shape in due course.

As a last note for this update we'd like to note that we've clarified the guidance included at the end of these updates about how they can be distributed. The aim of these updates is to increase transparency and awareness of what's happening, so to that end, please feel free to share them with people within your organisation at your discretion.

Key contacts

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These update are also circulated to CAA's Authority Leadership Team and to station managers and key operational people within Aviation Security Service.

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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 13 October 2023

Good afternoon colleagues,

Our update this time around is briefer than usual as operational topics are ongoing with no remarkable updates to share. We anticipate more updates in this space in the coming weeks.

Queue management measures' sustained impact on our people

We mentioned in our last update that some of the measures we've taking to combat queues have put our operation under pressure which can create subsequent risks, and which may have in turn established expectations from our stakeholders that we aren't reasonably able to meet. The wellbeing of our people is critical and as such reactive measures to manage queues must be used in very limited circumstances.

Our stations have received a handful of requests to add lanes a few days ahead of anticipated busy periods and we'd like to reiterate that our rostering methodology already accounts for this as it considers flight schedules, passenger loadings, passenger presentation data modelling, and our employment requirements.

OIA request update

The Official Information Act request, received on 11 September has been extended due to the volume of information requested. The new release date is 5 January 2024, however if we compile the information ahead of that date we will release it early.

The request focuses on management of queues and requests correspondence between the Authority and airlines and airports; reports, briefings, and other information, about queues, processing times and staffing levels over the past twelve months. The information compiled will be circulated for stakeholder review before the final release.

Our early engagement with the journalist has been positive and we will continue to be proactive in supporting her development of the story. She has indicated that she'll await the contents of the OIA before publishing anything, so we can expect this to be in the New Year.

Our communications lead has notified all stakeholder comms teams accordingly (with the exception of Auckland Airport as we had to reschedule a meeting, which is now planned for Monday 16 October), along with other border agencies in the arrivals side. We will keep everyone abreast of developments.

NZ Airports Hui

The NZ Airports Hui 2023 this week has provided great opportunity to connect as a system and more widely with the regional airports along with other key stakeholders.

Keith gave an update on what it means for the CAA to be an intelligence-led, risk-based modern regulator, grounded by our values of collaboration, transparency, integrity, respect and professionalism. For maximum collective impact we take a one-organisation approach, providing leadership and influence across the aviation system, taking an active role in regulatory stewardship and delivering professional regulatory practice.

Keith highlighted the VUCA model – Volatility, Uncertainty, Complexity and Ambiguity – and how it informs our regulatory practice:

- Counter volatility with vision > be a modern regulator
- Meet uncertainty with understanding > be engaged and collaborative
- React to complexity with clarity > be transparent, responsive and communicative
- Fight ambiguity with agility > be outcomes focussed

Mark Wheeler presented about the importance of collaboration to ensure passengers are safe and feel safe, and how that comes into play in a threat response, highlighting that this was reinforced but the recent threat item at ZQN. In context, the image from that incident is just one of the 53 million images screened over the past year which was escalated as far as evacuating the terminal. As Mark recognised in his presentation, acknowledgment should be given to Queenstown Airport and their staff for their response.

Mark also gave an overview of some future system approaches, equipment and processes which will increase the passenger experience as well as security, while minimising disruptive events.

The Hui is a great example of collaboration, and allows us to build productive relationships which are key to our success and progress as a system. Thanks to the team at NZ Airports Association for facilitating and hosting the event.

Industry meeting reminder

As mentioned in our last update, the next industry meeting has been set for 14 November and will be held at Rydges Hotel at Wellington Airport. Invitations have gone out and an agenda will be circulated in due course. If there are specific topics you'd like to address please let us know and we can do our best to incorporate them.

Key contacts

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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 3 November 2023

Dear colleagues,

CTiX update

We've reached a milestone with our CTiX machines, with C3 testing (liquids and laptops stay in bags), underway in Ōtautahi Christchurch Airport at the international screening point as of 1 November 2023. The test is intended to identify and refine any potential issues, ensuring the tools and process are suitable for our purpose. Our team will run several live trials which will look at opportunities for operational efficiency and effectiveness and give us better understanding of how the equipment performs in the Aotearoa New Zealand context.

It is anticipated that the C3 test will run for a month. However, this may change depending on how the testing goes. When we're satisfied with the training level and capability of our people, and that we have the right systems and processes in place, we'll move to C3 operation across our international airports. We're aiming for this to happen in stages from December 2023.

We've prepared a separate stakeholder update about the CTiX machines which is also attached to your email. We encourage you to circulate this within your organisations as there has been a lot of interest in the project status and we know many are really excited about the new technology.

Throughput data

The AvSec Continuous Improvement team have been conducting observations at Auckland, Wellington, and Dunedin airports to identify any employee, including AvSec Officers and Load Assistants action that often directs the use of trays, or passenger behaviours which could be contributing to increased tray usage, with a view to identifying ways to improve the trays per passenger ratio. The number of trays per passenger has an influence on overall throughput.

There is no silver bullet to reduce the trays used per passenger, but there are some aspects of the entire system that could be tweaked to enable reduced tray usage. Our observations of passenger behaviour will help inform where possible improvement focus could be had.

Our observations have centred on Wellington South-West Pier and Auckland Domestic Terminal. These are screening points which can come under queue/demand pressure and won't be getting CTiX lanes (and therefore any benefit from C3 if that is rolled out further than the Christchurch Airport trial) until 2024, hence the focus of the observations at these locations. Analysis made so far, shows that the throughput at both screening points is good, so if any further improvement can be made, it is likely to be minor.

ACI workshop

The ACI workshop was held on 18 October 2023 with representation from four of the five airport companies (Auckland was not present), airlines, and representatives from the Authority. We appreciated the input and discussion that occurred at the ACI Workshop and thank those who attended for their openness. ACI will provide a report and recommendations at the end of November 2023, which will then be used to inform where any further system improvements could be made. This is expected to be shared with the Security Stewardship Group once reviewed.

TSA audit

Since the last stakeholder update, the Transportation Security Administration (TSA) have visited our shores to undertake an audit of the aviation security system. We appreciate the cooperation of all participants at Auckland, Wellington, and Christchurch Airports that TSA interacted with in order to provide assurance for flights to United States of America (USA). There will likely be a number of areas to be followed up with our industry partners as we aim to improve travel between NZ and the USA.

LiDAR

Wellington Airport are going live the end of November 2023 with LiDAR¹, and we are aware that other airports are looking at it. A Wellington-led industry presentation on LiDAR has occurred with positive feedback from attendees. Discussion has begun on how to standardise data sharing and to understand queue metrics across airports.

We would like to acknowledge Wellington Airport for the collaboration they are doing in the LiDAR and data sharing space and we look forward to establishing data sharing arrangements with other airports in due course.

Omen

We are working with Omen Security, an Australian company who work with six leading Australian airports, with screener development subject matter experts, to develop a screener standard for Aviation Security Officers. Omen integrate data off the systems for all new equipment and present the analysis in as single dashboard. We will look at the opportunities this provides to share relevant high-level performance data with our stakeholders.

Upcoming engagement

Industry meeting 14 November at Rydges, Te Whanganui a Tara Wellington Airport.

Wellington Airport security meeting, 20 November

Dunedin Airport security meeting, 21 November

Security Stewardship Group 21 November, CAA office and virtual

Invercargill Airport security meeting 22 November

Queenstown Airport security meeting 24 November

¹ Light Detection and Ranging

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Auckland Airport security meeting 27 November

Christchurch Airport security meeting 28 November

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Aviation Security Service

Kaiwhakamaru Rererangi

Stakeholder update: 17 November 2023

Dear colleagues,

We're on the countdown now until the busy summer period and it's all systems go in our operation. It's going to be a challenging period and queues in some locations are inescapable.

We continue to receive requests to add lanes ahead of time and we want to be clear that our rostering team makes all efforts to meet demands with available resources. Our operational teams are advised not to add lanes ahead of time as our rostering methodology responds to known pressures based on flight loadings, passenger presentation data modelling, and our employment requirements about rostering. If things change on the day of operations, operational teams have the ability to open extra lanes where resourcing permits.

Industry meeting 14 November

Another successful and productive session was held in Wellington this week, with discussion on a wide range of topics leaving no room for questioning how much is going on in our industry at the moment.

It remains clear that system resilience is under pressure and that resourcing is a challenge across the sector. A presentation from our colleagues at MBIE about alternative fuels highlighted the benefit of All of Government approach to addressing certain challenges.

The afternoon focused on identifying system priorities for 2024. Each table brainstormed and all the initiatives were captured and ranked by attendees. As we pull together the other slides and notes from the day we'll collate that information for circulation as well.

The strategic thinking within the room and the growing sense of collaboration shows we're making progress as an industry and we're enthusiastic about seeing that continue.

Throughput analysis

As mentioned in our last update, the Continuous Improvement team have been conducting observations at Auckland, Wellington, and Dunedin airports to identify ways to improve the trays per passenger ratio, which has an influence on overall throughput.

These observations have now been completed and have been reported internally. They've highlighted some aspects we could be doing differently in the Load Assistant and queue-calming roles to help better prepare passengers for the divest process, which could then lead to less trays per pax being used.

CTiX testing progress

The testing at the Christchurch international screening point has been underway for a little more than two weeks and is progressing well. We're continuously analysing the data and performance. Current indications are that passenger throughput is stable, while the number of trays per passenger has decreased. It's difficult to ascertain whether queue wait times have been impacted but this doesn't appear to be the case.

These early indications need to be validated with more data so we're not able to draw conclusions yet and it should be noted that the screening point isn't under significant pressure in terms of passenger volumes, so we're maintaining a cautious approach to the analysis we have in terms of the passenger experience. International information suggests that efficiency and effectiveness gains are evident once people have screened a baseline of 1000 plus more bags before real benefits are gained. After 2 weeks the numbers range between 150 bags to 780 bags per screener.

We currently anticipate meeting the target timeframes to switch to C3 (Wellington & Auckland from December; Queenstown from January/February; Dunedin aligned with domestic switch). Accordingly, we're reviewing the number of trained people in each location and assessing whether we have sufficient time to train more people, to meet those targets. We expect to have a decision for the first locations within the next two weeks.

CTiX passenger communication

The communications working group is on track to support distribution of public information about the impact of switching to C3, and the security benefits, ahead of the rollout beyond the Christchurch testing.

A communications pack is being prepared by the CAA comms team which the airports and airlines will be able to draw from to ensure consistent messaging and wide reach to passengers. We'll also engage with media.

Summer readiness

Our workforce planning teams are working with each station to prepare for the summer period. Our workforce remains under pressure and our margins for flexibility are very limited.

The operation will be supported over the busy period by more than 150 load assistants which will enable queue-calming and queue-combing and assist passengers in being ready at divest. This is a key factor in reducing the frustration of passengers in the event of a queue and also in ensuring that flights aren't missed.

The state of our equipment is good and we have no concerns about our readiness for summer in that regard.

It will be a bonus if we see an increase in throughput from the new CTiX machines.

Media engagement

Following the OIA request received by a journalist on 11 September, we've had a second enquiry from a journalist from a different news outlet. Both enquiries are being handled together and information will be provided ahead of the OIA release.

Our Senior Advisor External Relations has met with both journalists this week resulting in positive conversations. Verbal context has been provided about the pressures facing the system that aren't unique to AvSec, along with the commercial pressures for other stakeholders, and specific pressures for AvSec such as infrastructure and

funding. Written information will be provided in the coming days explaining this more fulsomely, including information about the Queues Taskforce and our ongoing work in this area.

We anticipate that both stories will be published within the first week of December and Our Senior Advisor External Relations will follow up with your communications representatives in the next days for awareness.

Upcoming SSG meeting

The second meeting of the Aviation Security Stewardship Group (SSG) takes place on Tuesday 21 November.

Mark Wheeler will present an update about the Queues Taskforce.

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Aviation Security Queues Taskforce

Presentation to SSG November 2023

Mark Wheeler

Introduction

- The Queues Taskforce is a Civil Aviation Authority-wide working group, established in June, to address “unacceptable” queues at our screening points.
- This work has enabled us to look at the aviation system and take a continuous improvement view.
- While tweaks to the system have occurred to reduce the chance of queues, it has also given us knowledge of other aspects of the system that could also be improved or changed.
- A positive output of the queues focus has been improved communication to Industry, and we’ll continue to use this format to expand into other issues as well.
- We’re committed to carrying on with the Queues Taskforce work, and as we head into the medium-long term changes, we’ll depend on cross-system engagement.

What kicked off the Taskforce?

- The initiative was led by the Director, Keith Manch, to address concerns from across Industry and Government around “unacceptable” queues in Airports
- Queues can negatively impact passengers, our staff, or other airport operators
- Our working definition of an unacceptable queue is one that that negatively impact passengers, our people, or other airport operators; this may be a severe impact on any one of these areas, moderate impact to a combination of two, or a minor impact to all three



Our approach

- We pulled together a cross-functional team from within CAA, including Ministry of Transport representation.
- Established a steering group and a working group.
- A series of workshops were held to determine possible causes and remedies of queues.
- Nothing was off the table, even if it had been thought about before.
- Our focus to date has largely been on what we can influence and change within our own operation.
- We are now looking externally to see what further improvements can be made to the system.

What has worked?

- Queue-calming and managing passenger's expectations as they enter the queue
- Regular communications with key stakeholders
- Digital campaigns to increase passenger awareness and preparedness
- Anticipated peak times published on our website
- Removal of discretionary duties from the roster at peak periods
- Changing lane rostering to better match passenger presentation
- Q-Views, internal reporting tool, where we capture information from the frontline about queue observations
- Collaborative approaches with airports & airlines to facilitate queues when they form
- Integrated Operations Centres have proved to be invaluable
- Creation of the Security Stewardship Group

System pressures exist

- Special events – such as FIFA
- School holidays
- Resourcing due to opening additional lanes
- Training backlog
- Impact of fatigue on staff wellbeing
- Throughput rates slowing due to an increase in the average number of trays per passenger
- Slot planning parameters which don't match throughput capacity



Areas currently being worked on

- We are working with WIAL on implementing a digital queue counting system (LiDAR)
- An MOU is required to be signed before data sharing can occur
- Other Airports are also looking at a similar queue counting system
- ACI undertook an independent review of screening point performance and presented their recommendations to the Queue Steering Group on 20 November. These recommendations will be shared with industry
- Determining how we can reduce the trays per passenger which may also lead to improved throughput

Reducing trays per passenger

- Our analysis has shown that over time pax are using more trays than previously (due to seasonality, carrying more items in the cabin, security procedures such as removing boots)
- Our CI team have been observing pax and ASO behaviour at screening points.
- A video will be prepared to show our ASO's the effective way to undertake queue combing and load duties so that pax use less trays on average.
- CHC International screening point is currently undertaking a C3 trial where liquids and computers can remain in bags.
- This is proving to be promising in reducing the average trays per pax.
- A decision is pending on whether C3 screening will be implemented at AKL and WLG International screening points ahead of the Christmas period

What could we explore in the Future?

- Determining if it's possible to identify triggers ahead of time that could lead to unacceptable queues
- Different rostering models at peak times
- Prepared passenger lanes and/or family lanes, which we know have worked in the past
- Boarding Pass checks so only people departing from the pier access the sterile area
- A future program of work about what could be undertaken differently within the system, such as harmonised screening; one-stop security



Industry collaboration

There are several aspects that can be further improved on; we are just one part of a system

Areas that could be explored are:

- Cabin baggage allowances?
- Check-in times?
- Infrastructure for extra lanes?
- Slot planning?

We need to look to the future and work together to see how we can continue to improve on the passenger experience while still delivering a security outcome.

Excerpt from CAA Briefing November 2023 re. Aviation Security Stewardship Group

Aviation Security Stewardship Group launched

New Zealand's aviation security isn't a responsibility just for our Aviation Security Service, but rather depends on the whole aviation system functioning cohesively, with each person or organisation playing their part for a shared outcome.

To provide a forum for parties who contribute to, and benefit from, effective and efficient aviation security regulatory activities to collaborate to address the challenges, risks, and opportunities in the aviation security environment, we've established the Aviation Security Stewardship Group (SSG).

The SSG comprises representative members from Air New Zealand, the Board of Airline Representatives of New Zealand, Christchurch International Airport, the New Zealand Airports Association and the Custom Brokers and Freight Forwarders Federation of New Zealand and the Ministry of Transport.

The inaugural SSG was held on 21 September. The Group is co-Chaired by the Director of Civil Aviation and a representative from the industry who is also a member of the SSG. At the meeting David Morgan was elected as the second co-Chair. In this capacity, he represents the general airlines and aviation sector, rather than Air New Zealand.

The first meeting saw productive discussions around the role of the members and the SSG's potential scope. More information will be circulated when the SSG has worked through the best method and forum for the information.

Summary of queues event: 26 November Auckland international

1. Overview

On Sunday 26 November passengers experienced long queues and longer-than-usual wait times at the international security screening point at Auckland Airport.

Prior to the day of operation, Aviation Security Service had rostered resources according to flight schedules, projected flight loadings, and anticipated passenger presentation rates based on historic data. This was revised on Saturday 25 November based on the latest available data.

Queues began to build at the international screening point approximately 11:30am. Shortly thereafter the ponding area was at capacity and remained at capacity until the evening.

Additional screening lanes were opened at 11am, 12pm and 1pm. Each lanes remained opened for as long as staff resourcing allowed.

Based on a review of CCTV footage, the longest wait time for passengers in the queue was approximately 60 minutes.

2. What caused the queues?

Our rostering was based on a throughput rate of 300 passengers per hour. Data recorded on the day shows this throughput was reduced to approximately 260 passengers per hour.

Passenger presentation

Analysis of departing passengers showed very different presentation profiles from previous patterns.

Many people checked in then passed through Customs and AvSec much earlier than expected. As a result, queues started building around 11am when over 400 passengers were processed more than 3 hours before departure (half of all passengers on those flights).

Similar patterns continued through to early afternoon resulting in up to 2,100 passengers presenting for screening per hour, exceeding capacity of the departures system, so built-up queues took a long time to clear.

This differentiation in passenger presentation correlates with a higher number of US-bound flights by airlines that have only recently started flying to/from Auckland, is likely to be caused by some of those airlines opening check-in earlier than average.

Increased cabin baggage

Our staff have reported that many passengers were travelling with multiple cabin bags. This resulted in up to 4 trays per person that required screening, above the usual average of 1.7 trays per passenger. This will be validated in the coming days with data recorded by the screening equipment.

The number of trays processed increases the number of images that the screener must review, which slows down our throughput.

3. Measures to prevent recurrence

To account for the unpredictability shown by Sunday's events, we're taking a number of measures to prevent queues recurring to the same extent over the busy summer period.

- Fixing lanes open during peak periods rather than relying on flight loading data ahead of time and passenger modelling presentation
- Investigating feasibility of drawing staff from other locations for peak periods
- Working with airlines to assist in managing cabin baggage allowances
- Deploying all available resources, where possible, to passenger facilitation duties – assisting passengers in the queue to be prepared for screening, bringing passengers to the front of the queue if the risk missing their flight, reassuring passengers who're concerned about missing their flight
- Collaborating with the airport company to assist in passenger facilitation duties

Impact of preventative measures

It should be noted that the above measures are not sustainable long-term as they require diverting staff temporarily from rostered training duties, which creates a training backlog and which has a knock-on effect.

Maintaining proficiency within our workforce is essential to meeting security requirements.

AUCKLAND AIRPORT – RESUMPTION OF TRAVEL

Congestion at Auckland Airport

Resumption of air travel post COVID-19 has been faster than expected, with slower than ideal passenger flows through the airport. This is due to:

- › the rebuilding of a specialist workforce (including ground staff)
- › high rates of off-schedule performance (flights arriving more than 15 minutes early or late)
- › construction of the new combined terminal through to 2028/29

Many factors impact airport performance

Many organisations and people are involved in providing the passenger arrival and departure experience.

- › Air traffic control
- › Slot planning
- › Airlines
- › Auckland airport (AIAL) operations centre
- › Ground handling companies
- › Border agencies – Customs, MPI, Aviation Security



Improving operational performance - current state

Some passengers experience a relatively fast arrival journey (around 30 minutes) but during peak times, this increases to over an hour for the majority of passengers and is worsened by poor airline on-time performance (2023 year to date 51% at Auckland Airport).

From April to September 2023 during peak travel times the 95th percentile of passengers:

-  passed through Customs within **22 minutes**
-  collected their bags within **26 minutes**
-  went through MPI biosecurity within **32 minutes**
-  experienced total arrival processing time within **1 hour 11 minutes**

Source: AIAL data

Border agencies have worked closely with AIAL to improve performance

Border agencies have been working with AIAL since July 2023 on a Sprint project to improve the passenger experience during the upcoming summer peak.

Initiatives introduced include:

- › Introduction of a NZ/AU passport holder low biosecurity risk lane
- › Baggage hall and arrivals area reorganisation (ongoing)
- › Ensuring all parties are appropriately staffed
- › More AIAL resources to assist with queue management

MPI successfully trialled the targeting of low risk trans-Tasman passengers (using the NZ Traveller Declaration) to enable a direct exit after baggage collection while passing by detection dogs. The trial reduced the MPI biosecurity stage by 7 - 14 minutes over the two week school holiday period for the 95th percentile passenger. MPI is working through resourcing required for the summer peak.

The project also developed a decision making matrix to enable airport operations more flexibility to manage passenger flows eg slowing disembarkation. This will be tested and resourced by AIAL in coming weeks to enable real time congestion management.

...and within physical space constraints, continue to trial more efficient ways to process passengers.

Identifying an acceptable arrivals experience

Border agencies will continue to work with AIAL on summer peak readiness. The Sprint project will:

- › Define what is an acceptable traveller journey time inbound and outbound at Auckland Airport for summer peak 2023/24 and beyond
- › Improve communications to ready people for travel
- › Ensure all parties in the border system have staff resourcing plans in place to cope with expected demand

Physical space for border agencies at AIAL (eg areas for searches, staff breaks, baggage claim and queueing) are an important part of the passenger experience. Space has reduced since 2019 and this is placing pressure on border processing, particularly during the four daily peak times. Space also has a significant impact on departures and peak periods have an impact across the border system.

There are other areas for improvement, however it is difficult for border agencies to influence all parts of the system such as airline performance and baggage.

System level improvements

System and policy improvements that can be explored:

- › Incentivising airlines' on time performance by publishing airports' arrival performance statistics
- › Balancing growth of tourism with airport capacity – there is an opportunity to build a shared understanding with AIAL, of airport capacity across the whole airport system, and fine tune slot allocation parameters
- › Improving engagement with AIAL on Regulatory Airport Spatial Undertakings (RASU) – all airports are required to have an agreed RASU with the Secretary of Transport by 5 December 2025.

The Border Executive Board is focussed on improved day-to-day operational performance as well as better technology (eg New Zealand Traveller Declaration) and policy settings to support a smart and safe border now and in the future.



Out of scope

From: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>

Sent: Monday, November 27, 2023 3:49 PM

To: Karen Urwin <Karen.Urwin@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Anil Varma <Anil.Varma@avsec.govt.nz>

Cc: Warwick Burr <Warwick.Burr@avsec.govt.nz>; Hamish Hill <Hamish.Hill@avsec.govt.nz>; Silas Harrison <Silas.Harrison@avsec.govt.nz>

Subject: RE: Good afternoon Karen, Sun Nov 26 events

I am already writing a modified version based on my meetings with Cath and Billie.
Give me a few minutes

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>

Sent: Monday, November 27, 2023 3:48 PM

To: Theresa Carter <Theresa.Carter@avsec.govt.nz>; Anil Varma <Anil.Varma@avsec.govt.nz>

Cc: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Hamish Hill <Hamish.Hill@avsec.govt.nz>; Silas Harrison <Silas.Harrison@avsec.govt.nz>

Subject: Re: Good afternoon Karen, Sun Nov 26 events

Thanks team - I will now put some magic national office-speak in to this for Keith!
K

From: Theresa Carter <Theresa.Carter@avsec.govt.nz>

Sent: Monday, November 27, 2023 2:44:48 PM

To: Karen Urwin <Karen.Urwin@avsec.govt.nz>; Anil Varma <Anil.Varma@avsec.govt.nz>

Cc: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Hamish Hill <Hamish.Hill@avsec.govt.nz>; Silas Harrison <Silas.Harrison@avsec.govt.nz>

Subject: Good afternoon Karen, Sun Nov 26 events

Good afternoon Karen,

Regarding the events Sun Nov 26 as requested – our commentary below:

Anecdotally pax waited up to a max of 60mins, awaiting confirmation of AIAL data.

What went wrong?

- The actual pax presentation profile didn't match the profile used to schedule our lanes which led to larger than expected pax volumes
- The projected throughput rate (of 300 pax per hr) used for modelling doesn't reflect actuality where pax per hr is sitting (approx. 260 pax per hr.)
- Anecdotally there's been more usage of trays per pax compared to our (1.7 trays) tray average. Awaiting INCENT data on the trays per pax for yesterday (once INCENT is back up and running.)
- Establishing any unique pax show-up profile including for the US-bound flights that may

be impacting

Why?

- There was potentially a mismatch between the forecasted pax and the lane allocations and we are working on this with AIAL to get regular feedback to ensure we are working to the most up-to-date pax presentation profile to drive our lane allocations
- Full US-bound long-hauls departing in similar time slots
- Pax with large volumes of carry-on baggage

What are we doing?

- We are fixing lanes open to address the actual pax presentation profile
- Requesting airlines' customers are not exceeding cabin baggage allowance
- Ensure pax readiness; no packing of prohibited items, oversized LAGs, dangerous goods to expedite their passage

Immediate short-term mitigation:

- Fixed lanes based on 100% loadings w.e.f. tomorrow. Workforce planning working with NRC to instate this
- Feasibility of supplementing staff from ChCh airport for predicted peak days
- Expediting the integration to allow more staff from DTB to be used at ITB
- Ensuring our QC and all recheck analyst stations are always resourced to help with flow and effective queue management
- Consideration of C3 postponement until after the peak in the new year

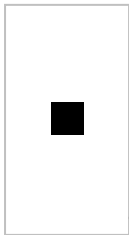
Forward planning:

- Define the root cause of the anomalous pax presentation and our capability to deal with it aligned with other agencies along the departures pathway
- Ongoing reconciliation of all data (AvSec, AIAL, Customs, ACL slot committee, airlines) to ensure we are accurately forecasting our lane allocations

Hopefully this supports what you require for now, please let us know if you need anything further and anything retrospective from Customs/AIAL data will be advised.

Thank you.

Best regards,



Theresa Carter | Assistant Station Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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WE PROTECT AVIATION

Collaboration Transparency Integrity Respect Professionalism

Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Karen Urwin](#)
To: [Lizanne Geyer](#)
Subject: Fwd: AKL Queue 26 November
Date: Wednesday, 17 January 2024 1:12:58 pm

Out of scope

From: Ben Smith <Ben.Smith@avsec.govt.nz>
Sent: Monday, November 27, 2023 6:09 PM
To: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Subject: Re: AKL Queue 26 November

In your next update you may also wish to mention the initial Omen work being done to better understand screening team make-ups, which will also hopefully allow us to provide consistency across lanes including when we open new ones.

Regards,

Ben Smith
GM Strategic Development
AVSEC
s 9(2)(a)

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Sent: Monday, November 27, 2023 5:05:00 PM
To: Keith Manch <Keith.Manch@caa.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Mike Richards <Mike.Richards@caa.govt.nz>; Aly Thompson <Aly.Thompson@caa.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>
Subject: AKL Queue 26 November

Hi Keith & others

As requested we have done a bit more analysis and can confirm that the facts are pretty much as outlined to you earlier today.

What happened on Sunday?

As you know we open and close lanes based on a mix of schedules and historical trend data around when pax present at screening. This data is provided to us by the airport and we overlay this with projected flight loadings. On Sunday we had a situation whereby pax began presenting much earlier for screening than had previously been modelled. We are still analysing the data but it appears that there is a trend for US-bound pax to show up much earlier than flights destined for other countries. This could be a reflection of the number of US citizens on the flight as people in the US tend to present for screening much earlier than their Kiwi counterparts due to the historical screening issues in the US. Of interest is that Customs are reporting that a higher than usual number of pax held passports that were not eligible to be used on an e-gate. This required Customs to provide additional manual processing for departing pax which further indicates that our pax profile is changing.

Compounding this is that our through-put rate dropped from around 300 pax per hour down to 260 pax per hour. We have yet to determine if there is a technical fault behind this but it seems more likely that the reduced through put was as a result of an increase on carry-on luggage. Staff who worked on the day report a significant uplift in the number of carry-on bags for these flights compared to our usual 1.7 trays per pax average. We are awaiting INCENT data on the trays per pax for Sunday so will be able to confirm this over the next couple of days.

As well as the unusual presentation rates the problem was compounded by the full loadings on each flight. This particular time of the day is always tight due to the large number of flights departing within a small window, this slot congestion creates a problem even when the flights are not full – there are 28 large-scale planes that depart AKL international on most afternoons. Unfortunately we do not always get actual flight loadings in a timely way as airlines are very coy about these due to the commercial sensitivity of these figures, we also have no visibility of how many pax are waiting on standby.

It is important to note that we were fully staffed on Sunday and at times we were operating with all six lanes which was still not enough to clear the back load. We also have to consider that some of our own queue messaging may be contributing to this as we have been consistently advising pax to arrive at the airport early. You may recall ACI talking about how these messages led to chaos at Schiphol Airport during their recent presentation. Messaging about arrival times is an area that we will need to trave at the next task force meeting.

Anecdotally, it appears that pax waited up to a max of 60 mins rather than the 90 minutes that was reported. We are still awaiting confirmation of AIAL data to confirm this, but again this event highlights the importance of having a queue-counting system in place.

So in summary there were no technical difficulties, no staff shortages and no incidents that contributed to the queue build up. In essence, large numbers of passengers arrived at the airport well before their scheduled flight departure and they all surged at the screening point simultaneously.

What is AvSec doing?

- During these peak periods we will be fixing lanes open to address the actual pax presentation profile rather than opening and closing lanes down based on our usual data. NRC are currently building these rosters.
- We are investigating whether or not it is possible to bring staff in from CHC for predicted peak days, we are also looking to move more staff across from the Domestic terminal. However once we have six lanes operating additional staff will not significantly increase throughput.
- We are looking to put additional staff on to re-check to expedite the clearance of those pax waiting for bag search.
- We have requested that airlines assist in managing cabin baggage allowance
- Deploying all available resources to pax preparation and “queue-calming” to ensure pax readiness, i.e. no packing of prohibited items, oversized LAGs, dangerous goods to expedite their passage

It is important to note that by fixing our lanes open we will be even more constrained in our ability to manage things like rest breaks and training as lane fixing will eat up all of our spare capacity (what little we had!).

I am aware that there has been some discussion about rolling out C3 to alleviate the problem. It is important to remember that we have not yet finished our CHC trial and we are still analysing the data to ensure that our staff have had sufficient training to manage cluttered bags. Aside from not yet completing our operational trial of C3, we do not believe that AKL is in any position to attempt to roll out new technology when they are under this level of pressure. The station management team are extremely reluctant to even consider this and I fully support them in that decision.

What can the Director/Minister/National Office do?

Carry on baggage is becoming a significant issue for us and we have tried at station level to get the airlines to assist in enforcing the 1-piece per pax rule without much success. With the increasing use of self-check in the first time that the airline actually site the carry on bags is

generally at the boarding gate or aircraft door. s 6(a)

[REDACTED]

As noted above we also need to carefully review the messaging that we put out from the centre regarding check in times to ensure that we are not scoring an own-goal and actually making the problem worse.

As more information comes to hand I will feed it through, but there are no silver bullets here I am afraid.

Regards

K

Karen Urwin | Group Manager Operations

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WE PROTECT AVIATION

From: [Karen Urwin](#)
To: [Lizanne Geyer](#)
Subject: Fwd: an idea
Date: Wednesday, 17 January 2024 1:13:29 pm

Out of scope

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>

Sent: Monday, November 27, 2023 6:12 PM

To: Ben Smith <Ben.Smith@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

Subject: RE: an idea

Luckily.... There are shops land side!

From a practical point of view – if we are constantly pulling people forward, the pax with time on their hands will just end up standing in a queue constantly being pushed backwards. You can't spend money in the queue...!

Karen Urwin | Group Manager Operations

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WE PROTECT AVIATION

From: Ben Smith <Ben.Smith@avsec.govt.nz>

Sent: Monday, November 27, 2023 6:07 PM

To: Karen Urwin <Karen.Urwin@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

Subject: Re: an idea

Further to your idea, it may be worth a discussion with AIAL, if we want to limit people's access to 90 mins before departure, if the boarding pass readers already in place to go to Int can be programmed appropriately to stop people entering before their 90 min point?

s 9(2)(g)(i)

Regards,
Ben Smith
GM Strategic Development
AVSEC

s 9(2)(a)

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>

Sent: Monday, November 27, 2023 5:24 PM

To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>

Subject: an idea

Just as an FYI...

I have also asked Anil to do some work to see how we could revert to a system whereby we screen by flight. This would require the airlines and AIAL to work with us to manage a process whereby we call for pax to come forward for screening by flight and that we check boarding passes at the entrance to the queue and send away pax who are not scheduled to depart for say

90 minutes. This would provide for a more manageable flow and would ensure that pax who need to get through security are not being held up by pax who have an excess of time on their hands.

Effectively we already do this with queue combing when we bring pax forward whose flights are about to depart, but it would be a lot less problematic and a lot less stressful for all involved if we had people queueing up in the “right order”...

I did not put this in to my report because I didn't want people to latch on to it and run off in wild excitement until we have looked at the feasibility and talked to our stakeholders...

k

Karen Urwin | Group Manager Operations

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WE PROTECT AVIATION

From: [Tony Sun](#)
To: [Anil Varma](#)
Subject: Re: Departures 19 October 0630
Date: Thursday, 19 October 2023 11:11:20 am
Attachments: [image001.png](#)

Hi Anil, We had 5 lanes (maximum) running.

Thanks

Kind regards
Tony

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From: Anil Varma <Anil.Varma@avsec.govt.nz>
Sent: Thursday, October 19, 2023 10:23:17 AM
To: Tony Sun <Tony.Sun@avsec.govt.nz>
Subject: Fwd: Departures 19 October 0630

Hi Tony , any comments - was it due to the EK charter flight? Did we have extra lanes for this as we knew about it .

Regards,
Anil

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Out of scope

From: [Hamish Hill](#)
To: [Mark Wheeler](#)
Cc: [Anil Varma](#); [Theresa Carter](#); [Andrew Forbes-Faulkner](#); [Olwen Northway](#); [Roedolf Smit](#); [Warwick Burr](#); [Karen Urwin](#); [Graham Puryer](#)
Subject: Update on Engagement with AIAL on International Departure Queues
Date: Thursday, 23 November 2023 5:09:27 pm

Hi Mark,

A very productive meeting with Chris Ting & his team yesterday – notes on discussion & agreed way forward are below. Chris will also send an equivalent update to his senior managers for consistent messaging.

Key for you is that our AvSec teams are joined up and actively engaging with AIAL - working productively together & regularly sharing relevant info to agree any adjustments needed & using the established COG Operational Managers meeting as a forum.

Cheers,
Hamish

Meeting notes – AIAL / AvSec Discussion on Recent International Security Queues 22 Nov 2023

AIAL Chris Ting, Dan Cheshire, Ann Xu, Wasim Safrani, Shamim Basir

AvSec Theresa Carter, Andrew Forbes-Faulkner, Hamish Hill, Olwen Northway, Roedolf Smit

- Several complaints recently on international departure queues. Collaborative efforts are needed to clarify causes & agree adjustments that can be made.
- AIAL presented recent 95th percentile data for whole process journey times from point of departure entry i.e. covering Customs & AvSec combined:
 - Shows noticeable uptick from 16th onward in particular 14:00-19:00 – up to 70-80 mins.
 - AIAL will share this information regularly with AvSec.
 - Spot check on AvSec queue times today shows 11min 25sec at 12:31 & 8min 56sec at 12:40.
 - Morning peaks not so much of an issue – shorter haul flights, more familiar pax.
- Load factors are consistent & not high, but larger volumes with more flights in new season.
- Ultimately need to consider flows through whole process – from check-in to Customs to AvSec. Have readily available Customs data, would be useful if check-in profiles can be added also.
- Pax variance between NS & NW seasons shows afternoon/evening peaks have moved earlier.
 - 2 new flights CZ336 & MU712, plus Korean & NZ105 have moved earlier.
 - Comparison of presentation profiles from 1-7 Nov vs last 7 days shows the change.
 - New screening lane settings to reflect revised profile were loaded in Quintiq on Fri 17th based on Customs data supplied but AIAL. Due to forward rostering, these will take full effect from 24th Nov, but extra lanes have been scheduled where possible in the interim.
- Pondering area for the security screening queue is much reduced (new lanes + VIP queue) – this means it fills up quicker & makes queues more visible.
- Questions around how people are fed to divest at the lanes (some differences noted depending on who is directing pax). AvSec working on education & is producing videos for staff to achieve better consistency.
- High no. of trays per pax can clog the lane – observations at a busy period around midday today showed many people using up to 4 trays - slowed throughput & stopped divest as insufficient trays were coming back through the tray return. A joint issue to work on & feed back to airlines.
- Agreed:
 - AIAL will provide weekly show-up profiles & advance loadings to AvSec for joint review.
 - AvSec can then adjust presentation rates & apply targeted higher load factors to match profiles, see where additional lanes may be needed & advise how many can be rostered in

advance.

- *Avsec (Olwen) to share one week in advance lanes plan to Ann Xu for visibility and analysis.*
- *Avsec (Theresa?) to share flight/airlines where there were high interventions/confiscation data at the weekly operational managers COG forum to help improve screening performance.*
- *AIAL (Chris) to work with internal team (Guest Experience) to help ensure that passengers are prep for the security screening process – to ensure efficient divesting process at the lanes*
- *Actions taken will be reported to existing weekly COG Operational Manager’s Meeting.*
- *Calls to AvSec TLs to open new lanes at short notice on the day are not helpful – distracts them from managing the screening point. AIAL to talk to their staff to moderate this.*
- *A clear comms channel to advise known issues/disruptions is more helpful to adjust in advance.*

Hamish Hill | Manager Workforce and Business Performance

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+64 4 460 4737 T | 4737 Ext | [+64 027 544 5983](tel:+64-027-544-5983) M | xxxxxx.xxxx@xxxx.xxxx.xx

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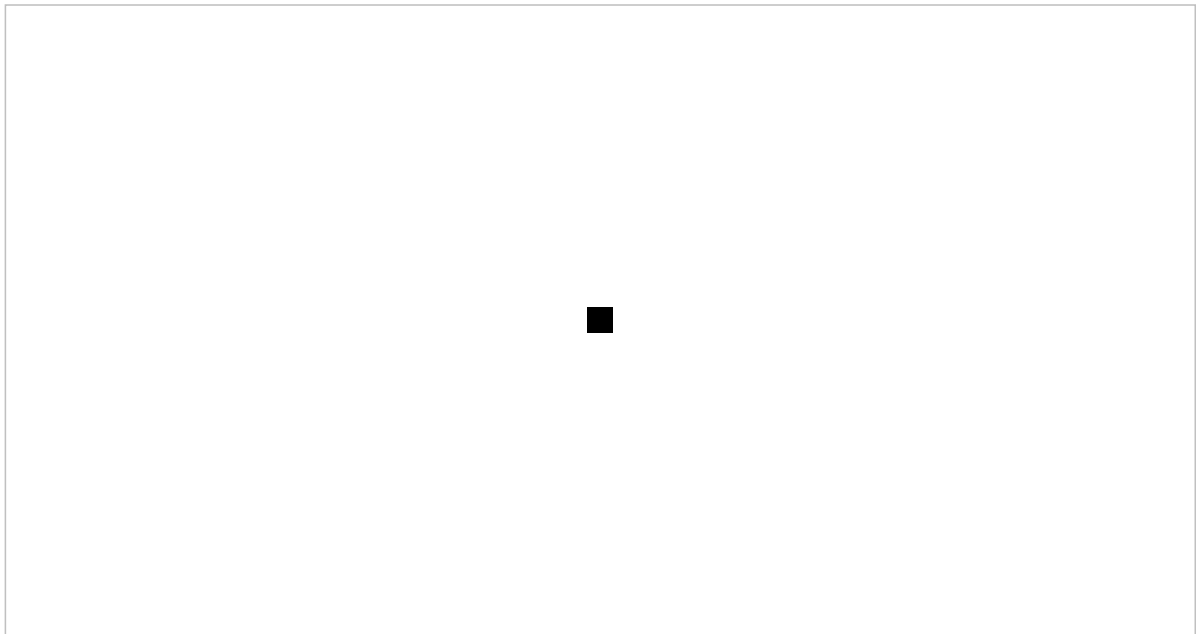
From: [Theresa Carter](#)
To: [Deborah Turu](#)
Cc: [Duane Nepia](#)
Subject: RE: 25/11/23 - Screening point - started 13:00 - Unit 3
Date: Saturday, 25 November 2023 4:41:00 pm
Attachments: [image001.png](#)

Thanks Deb, appreciate it for my upwards reporting, regards, Theresa.

From: Deborah Turu <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Saturday, November 25, 2023 4:29 PM
To: Theresa Carter <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Cc: Duane Nepia <xxxxx.xxxx@xxxxx.xxxx.xx>
Subject: 25/11/23 - Screening point - started 13:00 - Unit 3

Hi Theresa

Please see below. Ill send another email with the other report once completed.



Deborah Turu | Team Leader Unit 3 (Secondment) / Team 8E
New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa
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From: [Theresa Carter](#)
To: [Mark Wheeler](#); [Anil Varma](#); [Warwick Burr](#); [Beth Waudby](#); [Mike Richards](#)
Cc: [Karen Urwin](#)
Subject: Good afternoon Mark, RE: Queues at Auckland
Date: Saturday, 25 November 2023 6:06:00 pm
Attachments: [image002.jpg](#)
[image003.jpg](#)
[image004.png](#)

Good afternoon Mark,

I am gathering the facts and a report is being prepared; when notified of the congestion we enacted all contingencies with standing up additional resourcing and queue combing as the congestion was happening this continues. I will get the report to you as soon as possible.

Thank you,

Best regards,

Theresa Carter | Assistant Station Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Mark Wheeler <xxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Saturday, November 25, 2023 5:59 PM

To: Anil Varma <xxxx.xxxxxx@xxxx.xxxx.xx>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Beth Waudby <xxxx.xxxxxx@xxxx.xxxx.xx>; Theresa Carter <xxxxxx.xxxxxx@xxxx.xxxx.nz>; Mike Richards <xxxx.xxxxxxx@xxx.xxxx.xx>

Cc: Karen Urwin <xxxx.xxxxxx@xxxx.xxxx.xx>

Subject: Queues at Auckland

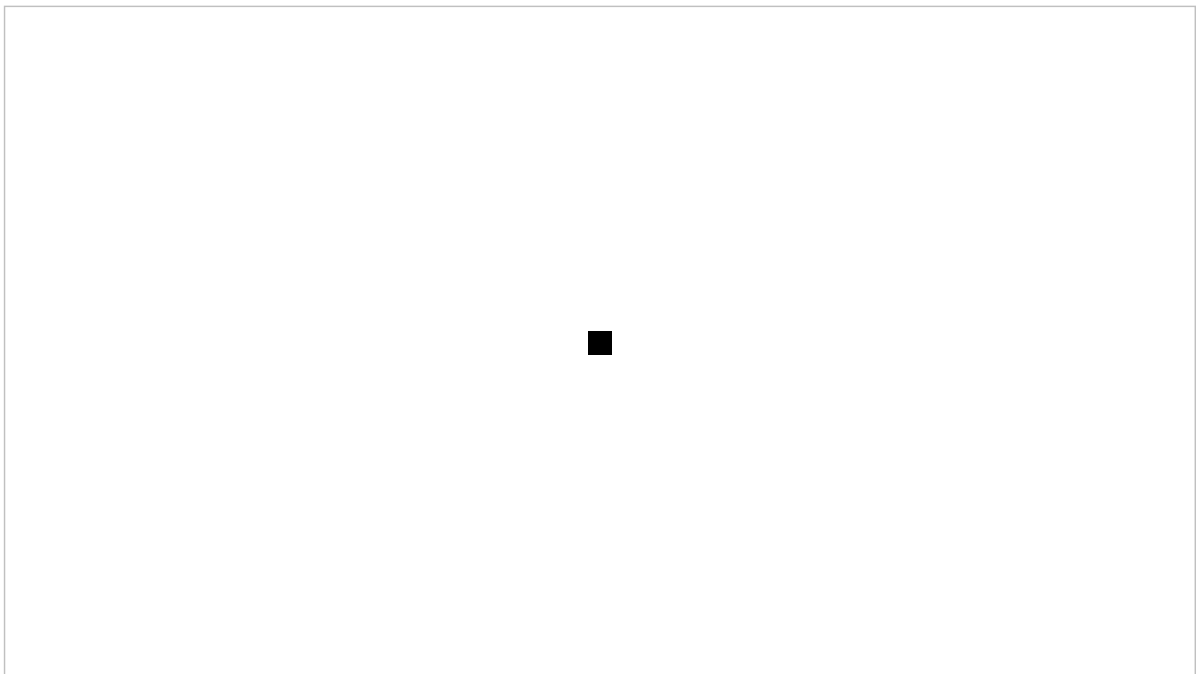
From Chloe the AIAL Ops Manager,

Hi Carrie, Christine and Mark. Alerting you to the fact there are large delays at security screening intl this afternoon. It's hitting media so we will be preparing Comms. We have staff there but not enough avsec resources and lanes open. I'm obtaining facts but Mark you should consider Comms and support for the team. I'll update you again shortly.

Chloe also sent it to Keith etc.

Anil, Beth or Theresa can you get the facts please and Mike can you talks to AIAL comms.

Mark



From: [Warwick Burr](#)
To: [Theresa Carter](#)
Subject: Fwd: Good afternoon Mark, RE: Queues at Auckland
Date: Saturday, 25 November 2023 6:11:05 pm
Attachments: [image001.jpg](#)
[image004.png](#)
[image003.jpg](#)

Hi Theresa

When you get a chance can you give me a call.

s 9(2)(a)

Thanks

Warwick

From: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>
Sent: Saturday, November 25, 2023 6:08:19 PM
To: Theresa Carter <Theresa.Carter@avsec.govt.nz>; Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Mike Richards <Mike.Richards@caa.govt.nz>
Cc: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Subject: RE: Good afternoon Mark, RE: Queues at Auckland

Thanks Theresa.

From: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Sent: Saturday, November 25, 2023 6:07 PM
To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Mike Richards <Mike.Richards@caa.govt.nz>
Cc: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Subject: Good afternoon Mark, RE: Queues at Auckland

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Thank you,

Best regards,

Theresa Carter | Assistant Station Manager

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Me mahi tahi Mē mahi pono Me mahi tika Mē manaaki Kia tu rangatira ai

From: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>
Sent: Saturday, November 25, 2023 5:59 PM
To: Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Mike Richards <Mike.Richards@caa.govt.nz>
Cc: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Subject: Queues at Auckland

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Chloe also sent it to Keith etc.

Anil, Beth or Theresa can you get the facts please and Mike can you talks to AIAL comms.

Mark

From: [Theresa Carter](#)
To: [Anil Varma](#)
Subject: Hi Anil, FW: 25/11/23 - Screening point - started 13:00 - Unit 3
Date: Saturday, 25 November 2023 6:37:00 pm
Attachments: [image003.png](#)
[image001.png](#)
[image002.jpg](#)
[image005.jpg](#)

Hi Anil,

Duane has sent through this report and has been coordinating and supporting across the afternoon with John, Deb, et al. They're keeping the 5th lane open as long as possible with DTB ASOs and removed NPS roaming etc. We'll have to do an analysis on this event with the modelling team et al.

As discussed, lanes were opened where rostered and additional lanes where possible, resource-dependent. It seems to have started building pre-1300 and never stopped then blew out into the food court area. There seems to be something in the background re our lane allocations; with the new pax presentation profile in effect 24/11 we haven't done the analytics and comparisons with ours and AIAL shared data as is the intent after a few days of it bedding in. It seems we need six lanes at times where there's five etc. a lot more to investigate around our lanes allocation and pax volumes, presentation, FIDs messaging, anything else that's causing or contributing to it. Along with the volumes of carry-on bags we are seeing that appear to be not in congruence with actual throughput (further to our last, re reconciling all of this for an accurate rate and with the rolling pax/hr rate we work to with airlines/slots/our modelling.

Delays notified by ANZ (will check data retrospectively for other airlines once we reconcile AIAL FIDs boards etc.) Other flights delayed; I'm seeking the details from Chris Ting.

NZ8 new ETD2020
NZ6 new ETD2100
NZ24 new ETD2200

A lot more to discuss and investigate,

Thank you.

Best regards,

Theresa Carter | Assistant Station Manager

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Deborah Turu <xxxxxxx.xxxx@xxxxx.xxxx.xx>

Sent: Saturday, November 25, 2023 6:18 PM

To: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>

Cc: Duane Nepia <xxxxx.xxxxx@xxxxx.xxxx.xx>

Subject: RE: 25/11/23 - Screening point - started 13:00 - Unit 3

Hi Theresa

Please see an update below at present 18:17

s 9(2)(a)

- 18:17- Called Domestic - Keeping Lane 5 open 19:30-20:00

Deborah Turu | Team Leader Unit 3 (Secondment) / Team 8E
New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road | PO Box 2022 | Auckland City | New Zealand
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From: Theresa Carter <Theresa.Carter@avsec.govt.nz>
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To: Deborah Turu <Deborah.Turu@avsec.govt.nz>
Cc: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Subject: RE: 25/11/23 - Screening point - started 13:00 - Unit 3

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From: [Mark Wheeler](#)
To: [Warwick Burr](#); [Anil Varma](#); [Theresa Carter](#); [Duane Nepia](#); [Deborah Turu](#)
Subject: RE: Hi Anil, FW: 25/11/23 - Screening point - started 13:00 - Unit 3
Date: Saturday, 25 November 2023 7:07:57 pm
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)

Thanks Anil and Auckland Team, like Warwick I appreciate the ongoing calm way you have been dealing with this unusual peak queue.

I hope I haven't added any pressure – this was escalated above me and I have been wanting to calm things down.

Same as Warwick let's get inside this next week with Hamish and team to understand the cause.

Mark

From: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Saturday, November 25, 2023 7:02 PM
To: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Theresa Carter <xxxxxxx.xxxxx@xxxxx.xxxx.xx>; Duane Nepia <xxxxx.xxxxx@xxxxx.xxxx.xx>; Deborah Turu <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Subject: Fwd: Hi Anil, FW: 25/11/23 - Screening point - started 13:00 - Unit 3

Hi Auckland Team

Thanks for your work on this with your staff to do your best on what has clearly been a messy and pressure filled day.

Now it's been dealt with we can take a breath and step back and see what's happening and what we need to change to fix it.

Thanks Auckland team

Warwick

From: Mark Wheeler <[xxxx.xxxxxx@xxxxx.xxxx.xx](#)>
Sent: Saturday, November 25, 2023 6:53 PM
To: Anil Varma <[xxxx.xxxxx@xxxxx.xxxx.xx](#)>; Warwick Burr <[xxxxxxx.xxxx@xxxxx.xxxx.xx](#)>
Subject: RE: Hi Anil, FW: 25/11/23 - Screening point - started 13:00 - Unit 3

Thanks Anil, Can I confirm that its settled down after the afternoon peak.

Lets get inside this next week. Nobody from Comms has contacted me so Ill send them a summary.

Mark

From: Anil Varma <[xxxx.xxxxx@xxxxx.xxxx.xx](#)>
Sent: Saturday, November 25, 2023 6:45 PM
To: Warwick Burr <[xxxxxxx.xxxx@xxxxx.xxxx.xx](#)>; Mark Wheeler <[xxxx.xxxxxx@xxxxx.xxxx.xx](#)>
Subject: Fwd: Hi Anil, FW: 25/11/23 - Screening point - started 13:00 - Unit 3

FYI

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From: Theresa Carter <[xxxxxxx.xxxxx@xxxxx.xxxx.xx](#)>
Sent: Saturday, November 25, 2023 6:37 PM
To: Anil Varma <[xxxx.xxxxx@xxxxx.xxxx.xx](#)>
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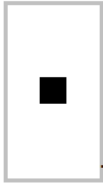
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NZ6 new ETD2100
NZ24 new ETD2200

A lot more to discuss and investigate,

Thank you.

Best regards,



Theresa Carter | Assistant Station Manager

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Me mahi tahi **Me mahi pono** **Me mahi tika** **Me manaaki** **Kia tu rangatira ai**

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From: [Duane Nepia](#)
To: [Casey Lee](#); [Theo Gavriil](#); [Luisa Paraha](#)
Cc: [Beth Waudby](#); [Anil Varma](#); [Theresa Carter](#)
Subject: ITB ques today
Date: Saturday, 25 November 2023 7:19:42 pm

Hi team,

On behalf of the SMT we really appreciate your assistance with the ITB blowout today it's great to see our unit coming together in moments like this
Once again thanks team

Regards
Duane

From: [Duane Nepia](#)
To: [Deborah Turu](#); [Frances Painter](#)
Cc: [Theresa Carter](#); [Anil Varma](#)
Subject: Tomorrow flights
Date: Saturday, 25 November 2023 8:02:35 pm

Hi Deb/ Frances,

First of all thanks for your efforts today.

I know you are busy but...

Can I get you both to look at lanes for tomorrow compared to flight departures, and try and see when or if we may have issues similar of what we had today so we can get ahead of any issue that might arise, and hand this info to the morning shift, as this started mid morning any info prior is valuable

Thanks team

Regards
D

From: [Theresa Carter](#)
To: [Duane Norda](#)
Subject: Hi Duane, Request please: re: Tomorrow's lanes prediction
Date: Saturday, 25 November 2023 11:20:33 pm
Attachments: [image001.png](#)

Hi Duane,

*Contents for yourself only except request re: point 1 as explained below *

Please see below to reconcile/support your work with Regina. Could you please share with her, point 1 only re: additional lane. Please remove all reference to Olwen, and all other parts of the email trail. This is further to my discussion with Chris Ting re: tomorrow's projections; appreciate it.

Thank you,

Regards TC

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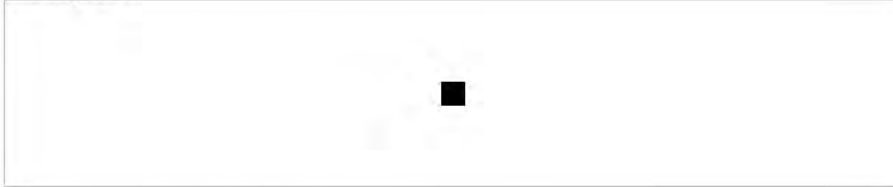
Out of scope

From: [Scheduler](#)
To: [Regina Sumuletu](#)
Cc: [Duane Nepia](#); [Theresa Carter](#); [Frances Painter](#)
Subject: RE: Pax loading for 26 Nov 1100 - 2300
Date: Sunday, 26 November 2023 12:59:00 am
Attachments: [image004.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.jpg](#)
[image011.gif](#)

Hi Regina

This has been actioned

Kind regards,



From: Regina Sumuletu <Regina.SUMULETU@avsec.govt.nz>
Sent: Sunday, November 26, 2023 12:46 AM
To: Scheduler <scheduler@avsec.govt.nz>
Cc: Duane Nepia <Duane.Nepia@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Frances Painter <Frances.Painter@avsec.govt.nz>
Subject: RE: Pax loading for 26 Nov 1100 - 2300

Hi Scheduler,

Looking at the below passenger projection for today and our current lanes, can we please look at implementing extra lanes at these proposed times?

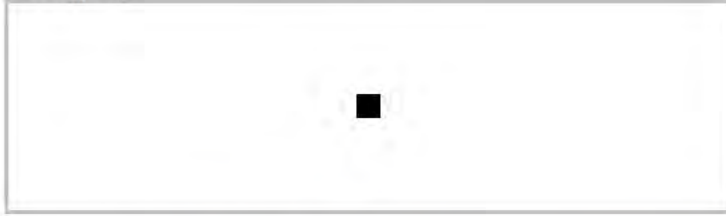
1100hrs	4 th lane
1200hrs	5 th lane
1300hrs	6 th lane
1700hrs	4 th lane
2030hrs	3 rd lane

Sunday 26th November

s 9(2)(a)

Let me know if you have any issues,

Kind Regards,



From: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Sent: Saturday, November 25, 2023 9:43 PM
To: Frances Painter <Frances.Painter@avsec.govt.nz>; Scheduler <scheduler@avsec.govt.nz>; Regina Sumuletu <Regina.SUMULETU@avsec.govt.nz>
Cc: Deborah Turu <Deborah.Turu@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>
Subject: Re: Pax loading for 26 Nov 1100 - 2300

Hi Frances

Thanks for this

[@Regina Sumuletu](#) can your team follow up on whether we can get the faulty ITB lane working for tomorrow I am not sure what the issue is but would be ideal to have it up and running

[@Scheduler](#) please see below pax numbers for tomorrow afternoon and adjust lane allocation if needed

Kind Regards Duane

From: Frances Painter <Frances.Painter@avsec.govt.nz>
Sent: Saturday, November 25, 2023 9:21:14 PM
To: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Cc: Deborah Turu <Deborah.Turu@avsec.govt.nz>; Regina Sumuletu <Regina.SUMULETU@avsec.govt.nz>
Subject: FW: Pax loading for 26 Nov 1100 - 2300

Hi Duane

See below tomorrows pax loadings for screening point departures.

I have roughly forecasted to see if we can implement extra lanes for tomorrow. I'll leave this with Regina when I go home to start process after midnight.

Thank you so much,



Kind regards

Frances Painter | Team Leader Unit3 / Team 9A
New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road | PO Box 2022 | Auckland City | New Zealand
T (+64 (09) 2556009 | M 027 301 4819 | E frances.painter@avsec.govt.nz

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Out of scope

From: [Graham Puryer](#)
To: [Hamish Hill](#)
Subject: Fwd: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Date: Sunday, 26 November 2023 7:16:34 pm

FYI

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxx.xx>
Sent: Sunday, November 26, 2023 7:12:45 PM
To: Karen Urwin <xxxxx.xxxxx@xxxxx.xxx.xx>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Mark Wheeler <xxxx.xxxxxx@xxxxx.xxx.xx>; Graham Puryer <xxxxxxx.xxxxxx@xxxxx.xxx.xx>
Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Here's a suggested response –

The Aviation Security Service acknowledges the inconvenience to some passengers over recent delays in airport security screening. While safety is never compromised, we are conscious that when people are travelling time is of the essence.

The AvSec Operations team have been coordinating support with our National Rostering Centre and the Auckland Airport Company. Lanes were opened where rostered and additional lanes where possible, which was dependent on staff availability. AvSec re-rostered staff from discretionary duties to assist where this could be done. Unfortunately, it was not enough to handle the high demand.

We are aware a combination of factors including our forecasting of the number of lanes we could open at peak periods were insufficient for the periods and a number of departing flights to North America for the thanksgiving holiday required more screening time than normal. This was in part due to passengers having more items in their carry-on luggage to be screened which slowed processing down.




We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will continue to work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.

Ngā mihi nui,

Mike

Mike Richards,
Manager Engagement, Education and Communications
Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi



 +6445609577 | +64272220290
 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand
 Please consider the environment before printing this e-mail

From: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>
Sent: Sunday, November 26, 2023 7:09 PM
To: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Mike Richards <Mike.Richards@caa.govt.nz>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Graham Puryer <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: Re: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald

Do we actually know how long the queues were....? 90 minutes seems to be a bit of an exaggeration... (I hope).

From: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx >
Sent: Sunday, November 26, 2023 7:06 PM
To: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx >; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx >; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx >; Graham Puryer <xxxxxxx.xxxxxx@xxxxx.xxxx.xx >
Subject: RE: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald

Hi Mike

Firstly I think it would be good if we could have a joined up response with all stakeholders .

Our contribution as I see it is along the lines of

“Recently there have been additional flights added to the schedule flying to Northern America. While we had planned this into our demand there seems to have been something different around how passengers have presented which has impacted the operation and resulted in queues being longer than expected. As a result of this occurring yesterday we made adjustments today to when our lanes opened. We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.”

Thanks

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
Level 14, Asteron Centre, 55 Featherston Street, Wellington 6011 | PO Box 3555, Te Whanganui-a-Tara 6140 | New Zealand
T +64 4 560 9402 | **Ext** 4402 | **M** +64 27 877 7557 | **E** xxxxxxx.xxxx@xxxxx.xxxx.xx

WE PROTECT AVIATION

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx >
Sent: Sunday, November 26, 2023 6:40 PM

To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Graham Purver <Graham.Purver@avsec.govt.nz>
Subject: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Importance: High

Good evening all!

I've just had a call from AIAL. They asked for us to provide some comment to the NZ Herald, who have also just called me.


Reporter, David Williams said there were delays of up to any beyond 90 minutes to get through security and they are after some explanation to give to their readers.

Do we have anything we can share that could assist, for example sudden schedule changes/late arrival of outgoing aircraft etc that impacted on staffing availability? s 9(2)(g)(i)

Ngā mihi nui,

Mike


Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

mike.richards@caa.govt.nz

 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

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Out of scope

From: [Theresa Carter](#)
To: [Duane Nepia](#)
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction
Date: Sunday, 26 November 2023 8:25:45 am
Attachments: [image002.png](#)

Hi Duane,

Chris's projections look spot on with the 270 through put given the high US pax loadings we're experiencing until we revise the load factors/pax presentation.

Could you please request six lanes from 1400-1500. Also, an additional lane 1500-1600 if possible for the drop down. We'd also like to put in a third between 1000-1100 if possible.

Thank you,

Regards,
TC

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From: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Sent: Sunday, November 26, 2023 7:45 AM
To: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction

Hi TC

Thanks for sending this through I haven't sent it through to anyone yet as only just saw now. But I see Regina had looked at adding extra lanes in the afternoon anyway, not sure if that's what you want but we really can't afford to have a day like yesterday.

Cheers
D

From: Theresa Carter <Theresa.Carter@avsec.govt.nz>
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To: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Subject: Hi Duane, Request please; Re: Tomorrow's lanes prediction

Hi Duane,

*Contents for yourself only except request re: point 1 as explained below *

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Thank you,

Regards TC

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Out of scope

From: [Theresa Carter](#)
To: [Duane Nepia](#)
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction
Date: Sunday, 26 November 2023 8:51:53 am
Attachments: [image002.png](#)

Hi Duane,

Thanks for your patience with the emails. You'll already be all over it; can we also please have Sharon liaise with NRC re afternoon sick leave coming in, and ensure our existing and additional lanes are fully staffed and seek OT if required; need all our QCs on the floor being proactive too, and TLs keeping across the volumes behind Customs and in the departures prep hall to be ahead of the game if it's filling up/getting half full/blowing out and letting you know for our mitigations etc. I'll be doing up a comms re trigger points for notification to DOM et al as discussed, to support the TLs in knowing when to let us know; it ties back to the 'unacceptable queues' Taskforce work with the Q View reporting too, if John could please submit his report on restart too.

Phew! We'll get there with the queues aye, once we get the loadings/lanes/throughout/baggage volumes sorted.

Thanks,

Regards,
TC

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From: Duane Nepia <Duane.Nepia@avsec.govt.nz>
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To: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction

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Thank you,

Regards TC

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Out of scope

From: [Duane Nepia](#)
To: [Sharon Kim](#)
Cc: [Kiri-Lynn Smith-Hynes](#); [Theresa Carter](#)
Subject: Re: Additional lane request for today
Date: Sunday, 26 November 2023 9:45:40 am
Attachments: [image002.jpg](#)
[image004.jpg](#)

Thanks Sharon

Appreciate it

Cheers

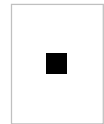
D

From: Sharon Kim <xxxxxx.xxx@xxxxx.xxx.xx>
Sent: Sunday, November 26, 2023 9:44:09 AM
To: Duane Nepia <xxxxx.xxxxx@xxxxx.xxx.xx>
Cc: Kiri-Lynn Smith-Hynes <xxxxxxxxxx.xxxxxxxxxx@xxxxx.xxx.xx>; Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxx.xx>
Subject: RE: Additional lane request for today

Hi Duane,

I've emailed NRC for those extra lanes and passed on the message to the Screening Point TLs.

Kind Regards,



Sharon Kim | Team Leader Unit 2 | 6A

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road, Auckland 2022 | PO Box 53 008 | Auckland 2150 | New Zealand
M 027 289 8737 | **E** xxxxxx.xxx@xxxxx.xxx.xx

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Duane Nepia <xxxxx.xxxxx@xxxxx.xxx.xx>
Sent: Sunday, November 26, 2023 9:25 AM
To: Sharon Kim <xxxxxx.xxx@xxxxx.xxx.xx>
Cc: Kiri-Lynn Smith-Hynes <xxxxxxxxxx.xxxxxxxxxx@xxxxx.xxx.xx>; Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxx.xx>
Subject: Additional lane request for today
Importance: High

Hi Sharon,

Can you please liaise with NRC and request the following additional lanes:

3 lanes	1030 - 1100
6 lanes	1400 – 1500
5 lanes	1500 – 1530
4 lanes	1530 – 1600

Please also look at sick leave and ensure we keep those lanes in place, approval is given to seek OT to cover if necessary. Also ensure our QCs are being proactive and ensuring the flow is moving as smoothly as possible

Sharon and Kiri please get the TLs on the floor to monitor the ponding areas particularly before customs so we can front foot it before we have any blowouts. And please let me know of any mitigations or issues.

Any issues with lane operations where Smiths attendance is required please contact them for assistance.

Thanks for assistance in this

Kind Regards



Duane Nepia | Operations Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road | PO Box 2022 | City Auckland | New Zealand
T (+64 (09) 255 6001 | M 027 301 9630 | E duane.nepia@avsec.govt.nz

WE PROTECT AVIATION

Collaboration Transparency Integrity Respect Professionalism
Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Mark Wheeler](#)
To: [Hamish Hill](#)
Cc: [Graham Poyser](#); [Warwick Burr](#); [Theresa Carter](#); [Anil Varma](#); [Mike Richards](#)
Subject: Fwd: Hi Chris, Re: Tomorrow's latest prediction
Date: Sunday, 26 November 2023 9:53:30 am
Attachments: [jms0603.png](#)

Hamish yesterday there were queues at Auckland International, which were escalated.
Theresa is working with Chris Ting.
Tomorrow, Chloe S, AIAL Ops Manager is calling a meeting to get inside what happened on Saturday to prevent a reoccurrence.
This is just to give you a heads up.
Mark

Out of scope

From: [Theresa Carter](#)
To: [Duane Nepia](#)
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction
Date: Sunday, 26 November 2023 9:54:21 am
Attachments: [image002.png](#)

Hi Duane,

For my reporting tomorrow; could we please seek from John or Deb, a CCTV snip report for the queues in the Disney/Customs area commencing mid-morning when its thought the busyness started, through till congestion diminishment. Hourly snips ok, so it's not laborious! (I overlay this with ALAL depts prep hall pics)

Thank you

Regards,
TC

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From: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Sent: Sunday, November 26, 2023 8:51 AM
To: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction

Hi Duane,

Thanks for your patience with the emails. You'll already be all over it; can we also please have Sharon liaise with NRC re afternoon sick leave coming in, and ensure our existing and additional lanes are fully staffed and seek OT if required; need all our QCs on the floor being proactive too, and TLs keeping across the volumes behind Customs and in the departures prep hall to be ahead of the game if it's filling up/getting half full/blowing out and letting you know for our mitigations etc. I'll be doing up a comms re trigger points for notification to DOM et al as discussed, to support the TLs in knowing when to let us know; it ties back to the 'unacceptable queues' Taskforce work with the Q View reporting too, if John could please submit his report on restart too.

Phew! We'll get there with the queues aye, once we get the loadings/lanes/throughout/baggage volumes sorted.

Thanks,

Regards,
TC

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Sent: Sunday, November 26, 2023 8:25 AM
To: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction

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Thank you,

Regards,
TC

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Sent: Sunday, November 26, 2023 7:45 AM
To: Theresa Carter <Theresa.Carter@avsec.govt.nz>
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Out of scope

From: [Duane Nepia](#)
To: [Theresa Carter](#)
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction
Date: Sunday, 26 November 2023 9:57:24 am
Attachments: [image002.png](#)

Copy I'll forward this on to them

From: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Sent: Sunday, November 26, 2023 9:54:19 AM
To: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Subject: Re: Hi Duane, Request please; Re: Tomorrow's lanes prediction

Hi Duane,

For my reporting tomorrow; could we please seek from John or Deb, a CCTV snip report for the queues in the Disney/Customs area commencing mid-morning when its thought the busyness started, through till congestion diminishment. Hourly snips ok, so it's not laborious! (I overlay this with AIAL depts prep hall pics.)

Thank you

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TC

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TC

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Thank you,

Regards TC

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From: [Q-Views](#)
To: s 9(2)(a)
Cc: [Q-Views](#); [Hamish Hill](#); [Warwick Burr](#); [Swati Pallem](#)
Subject: New Q-views observation submitted
Date: Sunday, 26 November 2023 3:29:11 pm
Attachments: [Queue 22 Nov Gap in Queue.PNG](#)
[Queue 22 Nov.PNG](#)

Hi s 9(2)(a)

Thank you for sharing your observations of queues. Your insights help us measure the impact and effectiveness of taskforce initiatives, and help us to monitor the overall situation with queues. We won't reply to each submission individually, if you want to follow up about your submission, please reply to this email. Your full submission is copied below, for your records.

Name: Queue Blowout 22 November

Date of observation: 2023-11-22

Time of observation: 0730 -

Station/group: Auckland

Screening point: International

What did you observe?: Around 0730 - the queue at the customs pond started to build up. AvSec's queue started to build up. By 0800, AvSec's pond and customs pond was full. We had 5 lanes open. At 0830, we went down to 4 lanes. AvSec queue was moving therefore we had two full lanes in the pond. 0900, went down to three lanes. AvSec pond was full. 0930 we went down to two lanes with the pond. AvSec pond was full and customs pond was clearing. By 1000, both AvSec pond and Customs pond was full. At 1030, we rostered the third lane due to the pond being full. Customs pond was clearing, AvSec pond was full.

Do you know what caused the situation?: Passengers are presenting at Customs very early. At times, we did not have a queue comber to assist Pax to move up to Lane C to assist with clearing the queue at the back by Customs. There is a huge gap not filled in the front which could assist with getting more pax into our pond instead of Customs stopping their processing.

If there was a queue, how many people were in it?: A lot. Can not give you a definite number.

If there was a queue, how long did it take to clear?: 840, we started to see the pond clearing however, it built up again and did not clear at all.

What actions were taken?: We opened a third lane at 1030.

What were the impacts?: Stressed passengers, exhausted staff members.

Status: New

Thanks,

AvSec Queues Taskforce

Civil Aviation Authority of New Zealand

Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

From: [Duane Nepia](#)
To: [Kiri-Lynn Smith-Hynes - Theresa Carter](#)
Subject: [Re: Sitrep PM 16 11 2023](#)
Date: [Sunday, 26 November 2023 3:45:15 pm](#)
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)

Thanks Kiri good work

From: Kiri-Lynn Smith-Hynes <kiri-Lynn.Smith-Hynes@avsec.govt.nz>
Sent: Sunday, November 26, 2023 3:42:38 PM
To: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Cc: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Subject: Sitrep PM 16 11 2023

Hi TC, Duane,

We arrived today at 1300hrs and both ourselves and customs are full

This is the updated lane allocation as of 1300hrs below

s 9(2)(a)

I will try and keep at least four lanes open if possible at the 1600- 1700hrs period with trying to utilize staff from other areas and moving things around if possible

Customs are overloading the queues and have been since we arrived but the queues are moving and have been since 1300hrs see below

s 9(2)(a)

s 9(2)(a)

I have removed NPS and spoken with domestic between us we can keep lane four open from 1600 – 1700hrs at this stage it's the best we can do.

At 1437hrs the is the queue outside Customs arrivals. AAL have put stations in place from 1910hrs and they have been full

s 9(2)(a)

Current queuing outside customs departures t 1500hrs

s 9(2)(a)

Below updated lanes a fourth and fifth lane at 1600 – 1700hrs. I've closed transit 2nd lane as they only have 170pax at this time.

s 9(2)(a)

I have sent updated lanes to duty supervisor, they called requesting more lanes at 1510hrs

I will send another update in a couple of hours.

Regards

Kiri Lynn Smith-Hynes | Team Leader



6 Cyril Kay Road, Auckland 2022 | PO Box 53 008 | Auckland 2150 | New Zealand
M 027 301 8758 | E kiri-lynn.smith-hynes@anzac.govt.nz

New Zealand Aviation Security Service | Kōwhiriāmaru Rereāngi o Aotearoa

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From: [Duane Nepia](#)
To: [Theresa Carter](#)
Subject: Fwd: Monday station report
Date: Sunday, 26 November 2023 5:11:17 pm
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image001.png](#)
[image002.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image006.png](#)
[image013.png](#)
[image014.jpg](#)

Hi TC

For your report tomorrow

Cheers
D

From: John Davis <John.Davis@avsec.govt.nz>
Sent: Sunday, November 26, 2023 4:29:46 PM
To: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Cc: Deborah Turu <Deborah.Turu@avsec.govt.nz>
Subject: RE: Monday station report

Hi Duane,

Que built up between 1200-1230. From 1230-2000 we were processing as much as we could. 8.5 hours to clear the que.

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

From: Duane Nepia <Duane.Nepia@avsec.govt.nz>

Sent: Sunday, November 26, 2023 10:04 AM

To: John Davis <John.Davis@avsec.govt.nz>; Deborah Turu <Deborah.Turu@avsec.govt.nz>

Subject: Monday station report

Importance: High

Hi John/Deb,

Please see below request today from ASM Carter:

For my reporting tomorrow; could we please seek from John or Deb, a CCTV snip report for the queues in the Disney/Customs area commencing mid-morning when its thought the busyness started, through till congestion diminishment. Hourly snips ok, so it's not laborious! (I overlay this with AIAL depts prep hall pics.)

Thanks in advance

Kind Regards



Duane Nepia | Operations Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

6 Cyril Kay Road | PO Box 2022 | City Auckland | New Zealand

T (+64 (09) 255 6001 | **M** 027 301 9630 | **E** duane.nepia@avsec.govt.nz

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Theresa Carter](#)
To: [Theresa Carter](#)
Subject: Sat Nov 25 congestion - RE: Monday station report
Date: Sunday, 26 November 2023 5:19:00 pm
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image012.png](#)
[image015.png](#)
[image016.png](#)
[image017.png](#)
[image018.png](#)
[image019.png](#)
[image020.png](#)
[image021.png](#)
[image022.jpg](#)

CCTV from Sat Nov 25 afternoon congestion.

From: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Sent: Sunday, November 26, 2023 5:11 PM
To: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Subject: Fwd: Monday station report

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s 9(2)(a)

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s 9(2)(a)

s 9(2)(a)

From: Duane Nepia <Duane.Nepia@avsec.govt.nz>

Sent: Sunday, November 26, 2023 10:04 AM

To: John Davis <John.Davis@avsec.govt.nz>; Deborah Turu <Deborah.Turu@avsec.govt.nz>

Subject: Monday station report

Importance: High

Hi John/Deb,

Please see below request today from ASM Carter:

For my reporting tomorrow; could we please seek from John or Deb, a CCTV snip report for the queues in the Disney/Customs area commencing mid-morning when its thought the busyness started, through till congestion diminishment. Hourly snips ok, so it's not laborious! (I overlay this with AIAL depts prep hall pics.)

Thanks in advance

Kind Regards



Duane Nepia | Operations Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

6 Cyril Kay Road | PO Box 2022 | City Auckland | New Zealand

T (+64 (09) 255 6001 | M 027 301 9630 | E duane.nepia@avsec.govt.nz

WE PROTECT AVIATION

Collaboration **Transparency** **Integrity** **Respect** **Professionalism**
Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Theresa Carter](#)
To: [Arlene](#)
Subject: [W Aki, PIR Updated sitrep for 26 11 2023](#)
Date: [Sunday, 26 November 2023 5:45:00 pm](#)
Attachments: [Screenshot 2023-11-26 at 10.58.00 AM](#), [Screenshot 2023-11-26 at 10.58.00 AM](#), [Screenshot 2023-11-26 at 10.58.00 AM](#), [Screenshot 2023-11-26 at 10.58.00 AM](#)

Hi Anil, likely the final update re today's event, a lot to wash up tomorrow... echoing Duane, great team work.

Regards,
TC

From: Duane Nepia <Duane.Nepia@evsec.govt.nz>
Sent: Sunday, November 26, 2023 5:43 PM
To: Kiri-Lynn Smith-Hynes <Kiri-Lynn.Smith-Hynes@evsec.govt.nz>; Theresa Carter <Theresa.Carter@evsec.govt.nz>
Subject: Re: Updated sitrep for 26 11 2023

Great work Kiri hopefully we will see the end of it soon

From: Kiri-Lynn Smith-Hynes <Kiri-Lynn.Smith-Hynes@evsec.govt.nz>
Sent: Sunday, November 26, 2023 5:28:28 PM
To: Theresa Carter <Theresa.Carter@evsec.govt.nz>
Cc: Duane Nepia <Duane.Nepia@evsec.govt.nz>
Subject: Updated sitrep for 26 11 2023

Hi,

Currently all the queues are contained in the customs ponding area and our Avsec queue is still full we are currently down to 4lanes at the moment then back to 5 lanes at 1800hrs for one hour,

s 9 (2) (a)

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We currently have no pax numbers for MU732, G2306 and SQ282, I will talk to AAL roughly around 2000hrs to see if we can have a number of predicted pax.

I have managed to add a 3rd line at 2100hrs as by the looks of the above boards we will need it.

s 9(2)(a)

Regards

Kiri Lynn Smith-Hynes | Team Leader



New Zealand Aviation Security Service | Kaiwhakamau Aeraurangi o Aotearoa
6 Cyril Kay Road, Auckland 2022 | PO Box 53 008 | Auckland 2150 | New Zealand
M 027 304 8758 | E kiri.lynn.smith-hynes@nzcaa.govt.nz

VALUES OF AVIATION

Collaboration Transparency Integrity Respect Prudence
Me mahi tahi Me mahi tahi Me mahi tahi Me mahi tahi Me mahi tahi

From: Anil Varma
To: Theresa Carter
Subject: Re: Hi Anil, FW: Updated sitrep for 26 11 2023
Date: Sunday, 26 November 2023 6:04:06 pm
Attachments: [jmsv001.xls](#)
[jmsv002.xls](#)
[jmsv003.xls](#)
[jmsv004.xls](#)
[jmsv005.xls](#)
[jmsv006.xls](#)

Yes, plenty to ponder on - obviously there is a gross mismatch between the demand and our capability in terms of meeting it . Great job by the team to react over the last couple of days but we can't sustain it .
Regards,
Anil

Get Outlook for iOS

From: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Sent: Sunday, November 26, 2023 5:46:04 PM
To: Anil Varma <Anil.Varma@avsec.govt.nz>
Subject: Hi Anil, FW: Updated sitrep for 26 11 2023

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TC

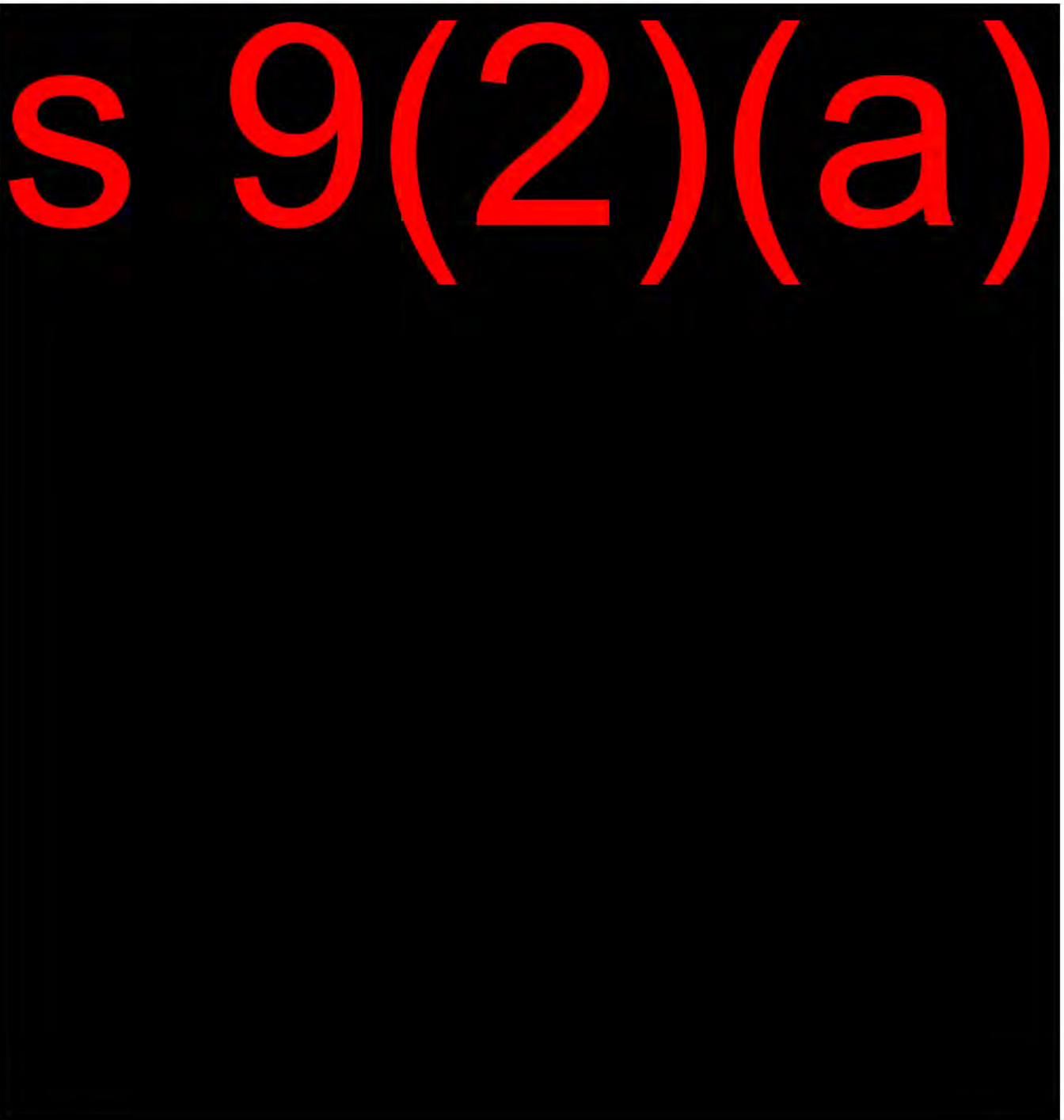
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Kiri Lynn Smith-Hynes | Team Leader



New Zealand Aviation Security Service | Kaitiaki Takekōwhiri
6 Cyril Fox Road, Auckland 2022 | PO Box 11 008 | Auckland 2150 | New Zealand
M 027 361 8758 | E kiri.lynn.smith-hynes@aviation.govt.nz

WE PROTECT AVIATION

Collaboration Transparency Integrity Respect Pragmatism
Me mahi tahi. Me noia i teahi. Me mahi i teahi. Me mahi i teahi. Me mahi i teahi.

From: [Theresa Carter](#)
To: [AVSEC AKL TEAM LEADERS](#)
Cc: [Anil Varma](#); [Beth Waudby](#); [Celia Nepia](#); [Chris McKechnie](#); [Darryl Archer](#); [Darryl Heath](#); [Debbie White](#); [Duane Nepia](#); [Jennifer Iggulden](#); [Joanne Prank](#); [Sara Crawley-Allen](#); [Steven Gregory](#); [Theresa Carter](#); [Tony Sun](#)
Subject: Hi Team, ITB departures events | Request w.e.f. Mon Nov 27
Date: Sunday, 26 November 2023 6:57:55 pm
Attachments: [image001.jpg](#)
[image002.jpg](#)

Hi Team,

We have experienced inordinate busyness at ITB departures on a few occasions over the last week or so; it is attributable to multiple combined factors that all airport partners and agencies are currently working through with high priority at various interagency forums. Your support and efforts managing the operations and instating mitigations and contingencies at short notice and under difficult circumstances are sincerely appreciated.

What is being done by AvSec Management to address this and support our Team Leaders and frontline staff?

- We are prioritising ensuring our current lane allocation projections reflect actuality of recent pax presentation profiles (check-in, Customs, AvSec etc.) aligned with our usual lane allocations projection predictors; collection and analysis of all-agency data re: future flight schedules; pax loadings; up-gauged aircraft; interrupted schedules (delays, additions, ad hoc); pax presentation along the departures pathway from check-in to AvSec; all of which is received in advance from AIAL, airlines et al and combined by our AvSec modelling team to determine our lane allocations, which are then aligned with our resourcing ability including to ensure coverage.
- With the recent restart of US-bound long-haul flights (afternoon departures affecting congestion) we are ensuring we are accurately reflecting the pax loadings and unique pax check-in and presentation at departures profile etc. in our lane allocations compilation.
- We continue to work with AIAL, airlines and BARNZ to impress the importance of pax preparedness (PLAGs, PIs, DGs) before the departures journey has begun, and as our teams have recognised, the uptick in volumes of carry-on pax and numbers of trays being used are contributory factors to the busyness along with variance in tray bay configuration and lane aspects for which ongoing data analysis is being conducted including to ensure we sitting at a throughput average that reflects actuality in our current environment.
- Analysis of throughputs at our screening lane touchpoints, and ensuring these align with applicable agency projections so our lane allocations match across the ecosystem from AIAL and airlines to Customs to AvSec.
- A piece of work focussed on QC optimisation, recognising that QC is integral to efficient pax facilitation.
- Ensuring our lanes are fully manned and not at the expense of staff H & S and welfare (MBs, RBs, etc.)
- Will be working with airlines, Customs and AIAL to firm up an optimal process for airlines pulling pax for imminent flights from our pond, ensuring it's conducted in a manner that doesn't create an onerous situation for our Team Leader or a difficult situation for surrounding pax also wanting to be expedited. Of importance is that the airline representative liaises first with the screening point Team Leader to ensure an orderly facilitation where possible including the usage of the express lane.
- Continued data analysis on pax journeys to establish optimal end-to-end journey

- efficiencies and relay to agencies for their modelling and enactment.
- AIAL continue to support with request for QC/QM wherever they can at our request, and as can be imagined, are also at times resource-bound
 - We are reconciling the departures pathway information touchpoints with AIAL; FIDS and messaging re: check-in/go to security/wait time at security etc. to ensure this reconciles with airlines' check-in openings given all are a bit different and may be contributing to the congestion at times. Aware that a 'go to security now' message at times of congestion in response to congestion serves to exacerbate it and potentially create more pax alarm.
 - AIAL have taken onboard our request to minimise calls to our Team Leaders on day of ops requesting additional lanes given they receive lane allocation information in advance (albeit this may not extend to the 'congestion event' days); please advise if calls are continuing.

-

Team Leader reporting:

- The Queues Taskforce was instated this year to address 'unacceptable queues' and work is ongoing in this area. Thank you for continuing to enter details on all 'unacceptable queues' events; this information is extremely useful and is analysed by the taskforce for enduring solutions:

<https://civilaviationauthoritynz.sharepoint.com/sites/continuous-improvement/Lists/QViews/NewForm.aspx>

Request w.e.f. Mon Nov 27:

- With the recent ITB departures congestion events having occurred and while we resolve these;

Could you please advise OM/(DOM) (after which usual escalation path is followed) if the queues in the ITB pre-Customs/departures prep hall area are building with a potential to 'blow out' (into food court area.) That way we can front-foot and feed this upwards and provide any applicable support for our Team Leaders and staff enacting their usual, effective mitigations and contingencies.

- As usual, for events deemed 'blowouts' we really appreciate your provision of timeline/CCTV snips which greatly assist our retrospective analysis and overlay with other agency analytics, along with reporting at our various forums.

Thank you.

Best regards,

Theresa Carter | Assistant Station Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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WE PROTECT AVIATION

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Graham Puryer](#)
To: [Karen Urwin](#); [Mark Wheeler](#); [Warwick Burr](#); [Mike Richards](#); [Hamish Hill](#)
Subject: Fwd: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald
Date: Sunday, 26 November 2023 7:23:48 pm

I have ccd Hamish do we can get some truths in this.

Mike. Well done. It is the number of carry on bags that is the issue. Not items in the bags

Regards

From: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Sunday, November 26, 2023 7:16 PM
To: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
Subject: Fwd: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald

FYI

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Sunday, November 26, 2023 7:12:45 PM
To: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: RE: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald

Here's a suggested response –

The Aviation Security Service acknowledges the inconvenience to some passengers over recent delays in airport security screening. While safety is never compromised, we are conscious that when people are travelling time is of the essence.

The AvSec Operations team have been coordinating support with our National Rostering Centre and the Auckland Airport Company. Lanes were opened where rostered and additional lanes where possible, which was dependent on staff availability. AvSec re-rostered staff from discretionary duties to assist where this could be done. Unfortunately, it was not enough to handle the high demand.


We are aware a combination of factors including our forecasting of the number of lanes we could open at peak periods were insufficient for the periods and a number of departing flights to North America for the thanksgiving holiday required more screening time than normal. This was in part due to passengers having more items in their carry-on luggage to be screened which slowed processing down.

We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will continue to work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.

Ngā mihi nui,


Mike

Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
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 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:09 PM

To: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Mike Richards <Mike.Richards@caa.govt.nz>;
Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Graham Puryer
<xxxxxxx.xxxxxx@xxxxx.xxxx.xx>

Subject: Re: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald

Do we actually know how long the queues were....? 90 minutes seems to be a bit of an exaggeration... (I hope).

From: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:06 PM

To: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>; Mark Wheeler
<xxxx.xxxxxxx@xxxxx.xxxx.xx>; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Graham Puryer
<xxxxxxx.xxxxxx@xxxxx.xxxx.xx>

Subject: RE: ****URGENT MEDIA RESPONSE REQUIRED**** AKL response to the Herald

Hi Mike

Firstly I think it would be good if we could have a joined up response with all stakeholders .

Our contribution as I see it is along the lines of

“Recently there have been additional flights added to the schedule flying to Northern America. While we had planned this into our demand there seems to have been something different around how passengers have presented which has impacted the operation and resulted in queues being longer than expected. As a result of this occurring yesterday we made adjustments today to when our lanes opened. We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.”

Thanks

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

Level 14, Asteron Centre, 55 Featherston Street, Wellington 6011 | PO Box 3555, Te Whanganui-a-Tara 6140 | New Zealand

T +64 4 560 9402 | Ext 4402 | M +64 27 877 7557 | E Warwick.Burr@avsec.govt.nz

WE PROTECT AVIATION

From: Mike Richards <Mike.Richards@caa.govt.nz>

Sent: Sunday, November 26, 2023 6:40 PM

To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>

Subject: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Importance: High

Good evening all!

I've just had a call from AIAL. They asked for us to provide some comment to the NZ Herald, who have also just called me.

Reporter, David Williams said there were delays of up to any beyond 90 minutes to get through security and they are after some explanation to give to their readers.

Do we have anything we can share that could assist, for example sudden schedule changes/late arrival of outgoing aircraft etc that impacted on staffing availability? **§ 9(2)(g)(i)**

Ngā mihi nui,

Mike


Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
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mike.richards@caa.govt.nz

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✉ Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

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Out of scope

From: [Graham Puryer](#)
To: [Mike Richards](#); [Karen Urwin](#); [Mark Wheeler](#); [Warwick Burr](#); [Hamish Hill](#)
Subject: Re: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Date: Sunday, 26 November 2023 7:27:39 pm

Good by me. Karen. Mark?

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Sunday, November 26, 2023 7:26:38 PM
To: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Karen Urwin <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxx.xxxx@xxxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
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If I make the **change** are we good to go? The reporter has called 3 times...

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From: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Sunday, November 26, 2023 7:24 PM
To: Karen Urwin <xxxxxx.xxxx@xxxxx.xxxx.xx>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <xxxxxx.xxxx@xxxxx.xxxx.xx>; Mike Richards <Mike.Richards@caa.govt.nz>; Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
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WE PROTECT AVIATION

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Out of scope

From: [Mike Richards](#)
To: [Graham Purver](#); [Karen Urwin](#); [Mark Wheeler](#); [Warwick Burr](#); [Hamish Hill](#)
Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Date: Sunday, 26 November 2023 7:29:28 pm

Also, can I attribute this to one of you or try and keep it low key and say 'AvSec spokesperson'

Ngā mihi nui,

Mike

Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service

Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi



+6445609577 | +64272220290

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Sent: Sunday, November 26, 2023 7:28 PM
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Civil Aviation Authority of New Zealand  Aviation Security Service

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+6445609577 | +64272220290

✉ Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

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Sent: Sunday, November 26, 2023 7:09 PM

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T +64 4 560 9402 | Ext 4402 | M +64 27 877 7557 | E Warwick.Burr@avsec.govt.nz

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Subject: Re: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Date: Sunday, 26 November 2023 7:28:38 pm

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I'll be in Auckland tomorrow

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Date: Sunday, 26 November 2023 7:35:13 pm

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Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

 [xxxx](#)

 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: Karen Urwin <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>

Sent: Sunday, November 26, 2023 7:09 PM

To: Warwick Burr <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>

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Date: Sunday, 26 November 2023 7:38:08 pm

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Out of scope

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To: [Mike Richards](#); [Mark Wheeler](#); [Graham Puryer](#); [Warwick Burr](#); [Hamish Hill](#)
Subject: Re: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Date: Sunday, 26 November 2023 7:40:32 pm

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To: Mark Wheeler <xxxx.xxxxxxxx@xxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Karen Urwin <xxxxxx.xxxxx@xxxx.xxxx.xx>; Warwick Burr <xxxxxx.xxxx@xxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxx.xxxx.xx>
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We are aware a combination of factors including our forecasting of the number of lanes we could open at peak periods were insufficient for the periods and a number of departing flights to North America for the thanksgiving holiday required more screening time than normal. This was in part due to passengers having more carry-on luggage to be screened which slowed processing down.

We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will continue to work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.

Ngā mihi nui,

Mike

Mike Richards,
Manager Engagement, Education and Communications
Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi



From: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>
Sent: Sunday, November 26, 2023 7:09 PM
To: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: Re: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Do we actually know how long the queues were....? 90 minutes seems to be a bit of an exaggeration... (I hope).

From: Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Sunday, November 26, 2023 7:06 PM
To: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: RE: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald

Hi Mike

Firstly I think it would be good if we could have a joined up response with all stakeholders .

Our contribution as I see it is along the lines of

“Recently there have been additional flights added to the schedule flying to Northern America. While we had planned this into our demand there seems to have been something different around how passengers have presented which has impacted the operation and resulted in queues being longer than expected. As a result of this occurring yesterday we made adjustments today to when our lanes opened. We will continue to review what has occurred over the last few days including the success or otherwise of any adjustments we have made. Resulting from this review we will work collaboratively with all other airport stakeholders to ensure passenger screening runs as efficiently as possible.”

Thanks

Ngā mihi
Warwick

Warwick Burr | Deputy Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
Level 14, Asteron Centre, 55 Featherston Street, Wellington 6011 | PO Box 3555, Te Whanganui-a-Tara 6140 | New Zealand
T +64 4 560 9402 | **Ext** 4402 | **M** [+64 27 877 7557](tel:+64278777557) | **E** xxxxxxx.xxxx@xxxxx.xxxx.xx

WE PROTECT AVIATION

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Sunday, November 26, 2023 6:40 PM

To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Graham Purver <Graham.Purver@avsec.govt.nz>
Subject: **URGENT MEDIA RESPONSE REQUIRED** AKL response to the Herald
Importance: High

Good evening all!

I've just had a call from AIAL. They asked for us to provide some comment to the NZ Herald, who have also just called me.

Reporter, David Williams said there were delays of up to any beyond 90 minutes to get through security and they are after some explanation to give to their readers.

Do we have anything we can share that could assist, for example sudden schedule changes/late arrival of outgoing aircraft etc that impacted on staffing availability? **s 9(2)(g)(i)**

Ngā mihi nui,

Mike


Mike Richards,
Manager Engagement, Education and Communications

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

mike.richards@caa.govt.nz

 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

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Out of scope

From: [Theresa Carter](#)
To: [Anil Varma](#)
Subject: RE: Hi Anil, FW: Updated sitrep for 26 11 2023
Date: Sunday, 26 November 2023 8:01:00 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Thanks Anil, and we'll have to check that all the flights with no FIDS pax # are actually in the system; they surely are, re slot parameter requirements etc.

Regards,
TC

From: Anil Varma <xxxxx.xxxxx@xxxx.xxxx.xx>
Sent: Sunday, November 26, 2023 6:04 PM
To: Theresa Carter <xxxxxxxx.xxxxx@xxxx.xxxx.xx>
Subject: Re: Hi Anil, FW: Updated sitrep for 26 11 2023

Yes, plenty to ponder on - obviously there is a gross mismatch between the demand and our capability in terms of meeting it . Great job by the team to react over the last couple of days but we can't sustain it .
Regards,
Anil

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From: Theresa Carter <xxxxxxxx.xxxxx@xxxx.xxxx.xx >
Sent: Sunday, November 26, 2023 5:46:04 PM
To: Anil Varma <xxxx.xxxxx@xxxx.xxxx.xx >
Subject: Hi Anil, FW: Updated sitrep for 26 11 2023

Hi Anil, likely the final update re today's event, a lot to wash up tomorrow... echoing Duane, great team work.

Regards,
TC

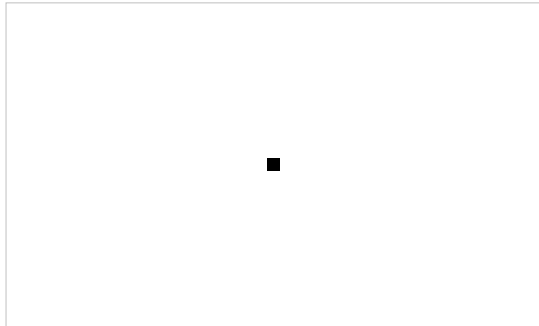
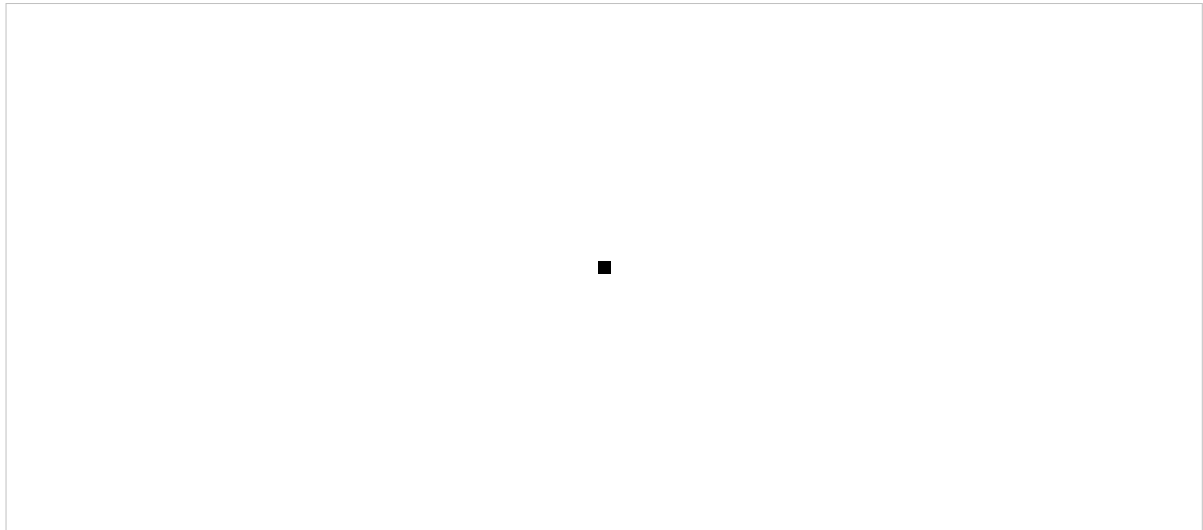
From: Duane Nepia <xxxxx.xxxxx@xxxx.xxxx.xx >
Sent: Sunday, November 26, 2023 5:43 PM
To: Kiri-Lynn Smith-Hynes <xxxxxxxx.xxxxx@xxxx.xxxx.xx >; Theresa Carter <xxxxxxxx.xxxxx@xxxx.xxxx.xx >
Subject: Re: Updated sitrep for 26 11 2023

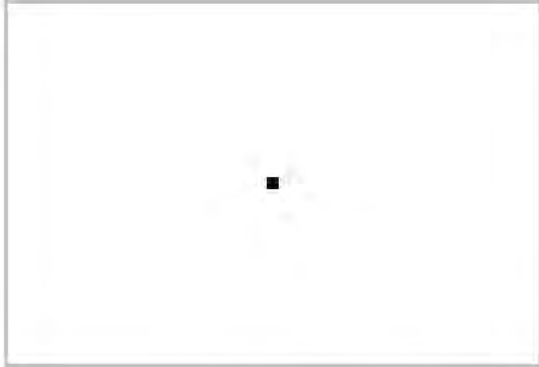
Great work Kiri hopefully we will see the end of it soon

From: Kiri-Lynn Smith-Hynes <xxxxxxxx.xxxxx@xxxx.xxxx.xx >
Sent: Sunday, November 26, 2023 5:28:28 PM
To: Theresa Carter <xxxxxxxx.xxxxx@xxxx.xxxx.xx >
Cc: Duane Nepia <xxxxx.xxxxx@xxxx.xxxx.xx >
Subject: Updated sitrep for 26 11 2023

Hi,

Currently all the queues are contained in the customs ponding area and our Avsec queue is still full we are currently down to 4lanes at the moment then back to 5 lanes at 1800hrs for one hour,





We currently have no pax numbers for MU732, OZ306 and SQ282, I will talk to AAL roughly around 2000hrs to see if we can have a number of predicted pax.

I have managed to add a 3rd lane at 2100hrs as by the looks of the above boards we will need it.



Regards

Kiri Lynn Smith-Hynes | Team Leader



New Zealand Aviation Security Service | Kaitiaki Takekōwhiri o Aotearoa
6 Cyril Kay Road, Auckland 2022 | PO Box 53 008 | Auckland 2150 | New Zealand
M 027 301 8758 | E kiri.smith-hynes@nzaviation.govt.nz

OUR VALUES
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Māoritanga Māori tikanga Māori kaitiaki Māori reo Māori whānau

From: [Karen Urwin](#)
To: [Mike Richards](#); [Mark Wheeler](#); [Graham Puryer](#); [Anil Varma](#)
Cc: [Keith Manch](#); [Dean Winter](#); [CAA & AVSEC Media](#)
Subject: Re: NZ Herald story on screening delays at AKL
Date: Sunday, 26 November 2023 9:22:43 pm

Thanks Mike - nice work!

Let's see what our Auckland team can come up with when they do their review tomorrow morning.

K

From: Mike Richards <[x@xxx](#)>
Sent: Sunday, November 26, 2023 9:13:54 PM
To: Mark Wheeler <[x@xxx](#)>; Karen Urwin <Karen.Urwin@avsec.govt.nz>;
Graham Puryer <[x@xxx](#)>; Anil Varma <Anil.Varma@avsec.govt.nz>
Cc: Keith Manch <[x@xxx](#)>; Dean Winter <[x@x.nz](#)>; CAA &
AVSEC Media <[x@xxx](#)>
Subject: NZ Herald story on screening delays at AKL


I think we have been fairly portrayed in this story. I have also received a thank you from AIAL comms for providing our response!

<https://www.nzherald.co.nz/nz/auckland-airport-delays-90-minute-delays-at-international-terminal-paramedics-brought-onto-one-flight/36DWAHWGORERHCQXRRKUH4UWFM/>

Ngā mihi,

Mike

**Mike Richards | Manager,
Engagement, Education and Communications**

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

 P

 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: [Theresa Carter](#)
To: [Duane Nordin](#)
Subject: Hi Duane, 27/11 additional lanes request please
Date: Sunday, 26 November 2023 9:27:00 pm
Attachments: [image001.jpg](#)
[image002.png](#)
[image004.jpg](#)

Hi Duane,

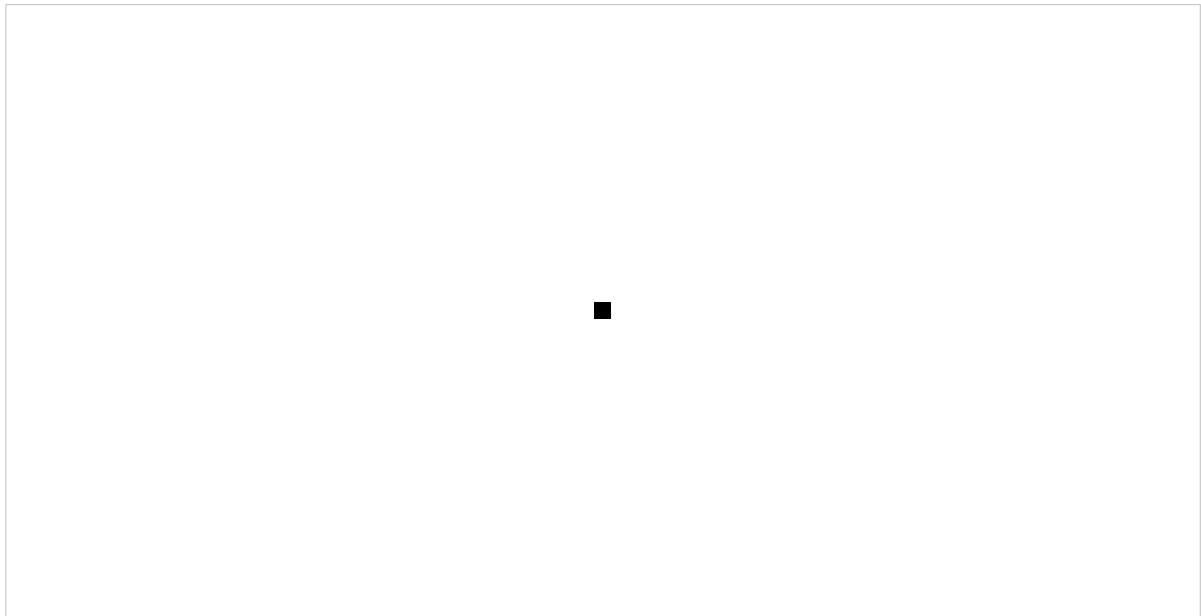
As promised, Chris has recently provided the Beontra projections for tomorrow (based on 270 pax/hr.) Let's see if we can resource up wherever possible. This expedited contingency is all being instated for the here and now; our various meetings tomorrow should address Tue forward with more permanency.

Could you please request addition of the following:

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- o 1200-1330: a 5th lane
- o 1430: a 5th lane
- o 1500 – 1630: a 4th lane
- o 1730: a 5th lane
- o 1930: a 3rd lane

Also looks like requirement for 2130-2330: a 2nd lane if possible though the red-boxed is the priority for our US etc. flights.

Chris is going to send through another edition based on 240/250 pax throughput (may open 6th lane at some point) though naturally, ability to resource up for that will be entirely resource-dependent.



Thank you.

Best regards,

Theresa Carter | Assistant Station Manager
New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road | PO Box 53 008 | Auckland 2022 | New Zealand
M +64 27 302 8231 | **E** xxxxxx.xxxxxx@xxxx.xxxx.xx
WE PROTECT AVIATION
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From: [Theresa Carter](#)
To: [Silas Harrison](#); [SDL](#); [Scheduler](#)
Cc: [Duane Nepia](#); [John Davis](#); [Regina Sumuletu](#)
Subject: Hi NRC, Fwd: 27/11 additional lanes request please
Date: Monday, 27 November 2023 6:14:42 am
Attachments: [image007.jpg](#)

Hi NRC, Silas,

Thank you for your notification. SDL team, Silas, we appreciate your patience with these exceptional short notice requests which as we're across are a stop-gap for our current congestion issues experienced Sat/Sun and anticipated for today, possibly Tue.

We're appreciative of your team's help and any assistance. Additionally, with the expected busyness a 6th lane could be required 1200-1300 and 1400-1500.

Thanks again,

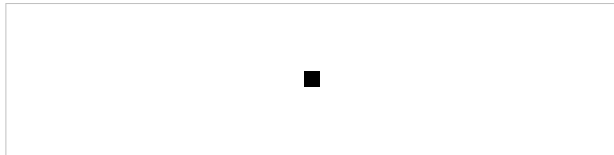
Best regards,
Theresa

From: Scheduler <xxxxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 12:46 AM
To: Regina Sumuletu <xxxxxxxx@xxxx.xxxx.xx>; Scheduler <scheduler@avsec.govt.nz>
Cc: Duane Nepia <xxxx.xxxxx@xxxx.xxxx.xx>; John Davis <John.Davis@avsec.govt.nz>; SDL <xxx@xxxx.xxxx.xx>; Silas Harrison <Silas.Harrison@avsec.govt.nz>
Subject: RE: 27/11 additional lanes request please

Hi Regina

I have CC'ed the SDL's & Silas into this request, as this is beyond our normal procedure. We will get back to you about these extra requests once we have direction from them.

Regards,
Cassie



From: Regina Sumuletu <xxxxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 12:37 AM
To: Scheduler <xxxxxxxx@xxxx.xxxx.xx>
Cc: Duane Nepia <xxxx.xxxxx@xxxx.xxxx.xx>; John Davis <John.Davis@avsec.govt.nz>
Subject: RE: 27/11 additional lanes request please

Hi Scheduler,

Please see below email from Theresa Carter. Can we look at implementing additional lanes today for the ITB screening point at these proposed times:

- 1000 - 1100: a 3rd lane
- 1100 - 1200: a 4th lane
- 1200 - 1330: a 5th lane
- 1430: a 5th lane
- 1500 - 1630: a 4th lane
- 1730: a 5th lane
- 1930: a 3rd lane
- 2130 - 2330: a 2nd lane

Kind Regards,



From: Duane Nepia <xxxx.xxxxx@xxxx.xxxx.xx>
Sent: Sunday, November 26, 2023 9:44 PM
To: John Davis <xxxx.xxxxx@xxxx.xxxx.xx>; Regina Sumuletu <xxxxxxxx@xxxx.xxxx.xx>
Subject: Fwd: 27/11 additional lanes request please

Hi team

Could you look at the lane requests for tomorrow and the 2130 - 2330 request ask nrc to roster this in as per Theresa attached email.

Thanks
Duane

From: Theresa Carter <xxxxxx.yyyyyy@xxxx.yyyy.yy>
Sent: Sunday, November 26, 2023 9:27:17 PM
To: Duane Nepia <xxxx.xxxxx@xxxx.xxxx.xx>
Subject: Hi Duane, 27/11 additional lanes request please

Hi Duane,

As promised, Chris has recently provided the Beontra projections for tomorrow (based on 270 pax/hr.) Let's see if we can resource up wherever possible. This expedited contingency is all being instated for the here and now; our various meetings tomorrow should address Tue forward with more permanency.

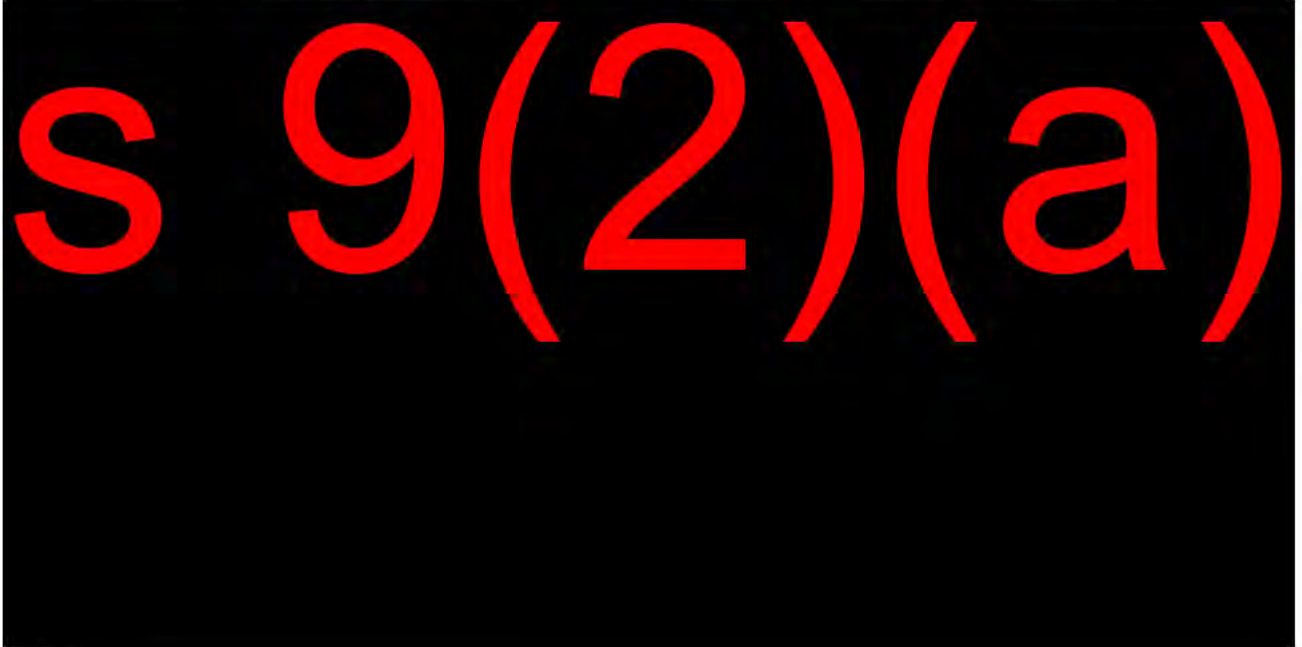
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- 1930: a 3rd lane

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Chris is going to send through another edition based on 240/250 pax throughput (may open 6th lane at some point) though naturally, ability to resource up for that will be entirely resource-dependent.



Thank you.

Best regards,



Theresa Carter | Assistant Station Manager

New Zealand Aviation Security Service | *Kaiwhakamau Rererangi o Aotearoa*

6 Cyril Kay Road | PO Box 53 008 | Auckland 2022 | New Zealand

M +64 27 302 8231 | E theresa.carter@nzacc.govt.nz

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From: [Theresa Carter](#)
To: [Silas Harrison](#)
Subject: Good morning Silas, Re: 27/11 additional lanes request please
Date: Monday, 27 November 2023 6:24:12 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

Good morning Silas,

Thank you, I understand we're in the midst of a short notice mitigating phase until we've all discussed this situation etc. and hopefully meet up soon. The additional 6th lanes align with Beontra projections of 240/250 pax/hr.

I've impressed on Chris Ting the importance of airlines ensuring their pax are in adherence of carryon bag requirements to minimise constraints on throughout. We continue to impress this message to AIAL and BARNZ, let's see where our renewed focus lands while we work on our throughput actuals given the volume of trays we're seeing with US-bound long-hauls.

Also a huge thanks to Sam and your team for pulling together the C3 training schedule at short notice, it looks great and we really appreciate it.

Thank you.

Best regards,
Theresa

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From: Silas Harrison <xxxxx.xxxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 6:15:39 AM
To: Theresa Carter <xxxxxx.xxxxxx@xxxx.xxxx.xx>
Subject: FW: 27/11 additional lanes request please

Morning, just sent this back, we are working on this for you.

Silas Harrison | National Manager Workforce Rostering

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
60 Aintree Ave | PO Box 53008 | Auckland 2150 | New Zealand
T +64 (09) 261 0365 | Ext 9365 | M +64 027 403 3722 | xxxx.xxxxxxx@xxxx.xxxx.xx

WE PROTECT AVIATION

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Sent: Monday, November 27, 2023 6:13 AM
To: Regina Sumuletu <xxxxxx.xxxxxxx@xxxx.xxxx.xx>
Cc: Duane Nepia <xxxxx.xxxxx@xxxx.xxxx.xx>; John Davis <John.Davis@avsec.govt.nz>
Subject: RE: 27/11 additional lanes request please

Morning, the Scheduler is working on this now.

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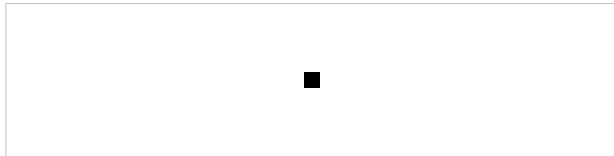
WE PROTECT AVIATION

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Kind Regards,



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Sent: Sunday, November 26, 2023 9:44 PM
To: John Davis <John.Davis@avsec.govt.nz>; Regina Sumuletu <Regina.SUMULETU@avsec.govt.nz>
Subject: Fwd: 27/11 additional lanes request please

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Subject: Hi Duane, 27/11 additional lanes request please

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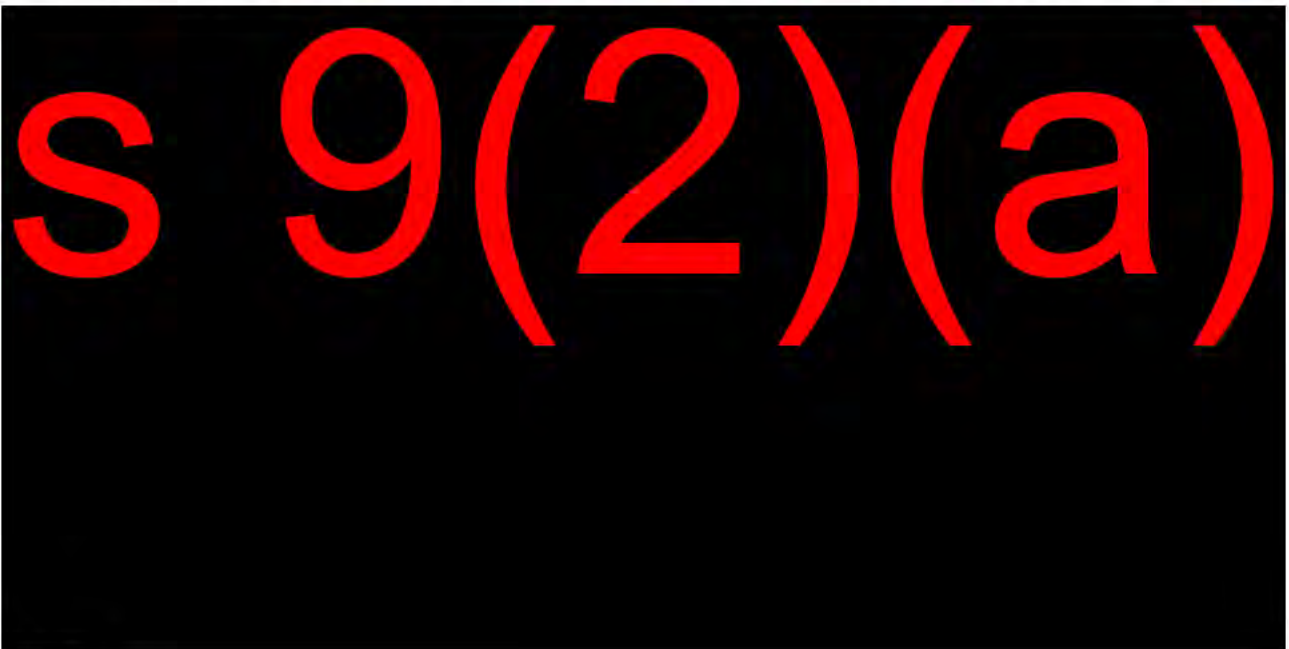
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Theresa Carter | Assistant Station Manager
New Zealand Aviation Security Service | *Kaitiwhakamau Rererangi o Aotearoa*
6 Cyril Kay Road | PO Box 53 008 | Auckland 2022 | New Zealand
M +64 27 302 8231 | E theresa.carter@avsec.govt.nz

WE PROTECT AVIATION

From: [Theresa Carter](#)
To: [Anil Varma](#)
Subject: Fwd: Good morning Silas, Re: 27/11 additional lanes request please
Date: Monday, 27 November 2023 6:27:44 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

Hi Anil, as below re where we're up to today, regards TC.

Get [Outlook for iOS](#)

From: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Monday, November 27, 2023 6:24 AM
To: Silas Harrison <xxxxxx.xxxxxxxx@xxxxx.xxxx.xx>
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- 1000-1100: a 3rd lane
- 1100-1200: a 4th lane
- 1200-1330: a 5th lane
- 1430: a 5th lane
- 1500 - 1630: a 4th lane
- 1730: a 5th lane
- 1930: a 3rd lane

Also looks like requirement for 2130-2330: a 2nd lane if possible though the red-boxed is the priority for our US etc. flights.

Chris is going to send through another edition based on 240/250 pax throughput (may open 6th lane at some point) though naturally, ability to resource up for that will be entirely resource-dependent.

s 9 (2) (a)

Thank you.

Best regards,



Theresa Carter | Assistant Station Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road | PO Box 53 008 | Auckland 2022 | New Zealand
M +64 27 302 8231 | E theresa.carter@nzsec.govt.nz

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From: [Theresa Carter](#)
To: [Silas Harrison](#)
Cc: [Duane Nepia](#); [John Davis](#); [Regina Sumuletu](#)
Subject: Re: 27/11 additional lanes request please
Date: Monday, 27 November 2023 6:54:11 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)

Thanks very much Silas,

Best regards,
Theresa

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From: Silas Harrison <xxxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 6:48:58 AM
To: Theresa Carter <xxxxxx.xxxxxx@xxxx.xxxx.xx>
Cc: Duane Nepia <xxxx.xxxxx@xxxx.xxxx.xx>; John Davis <John.Davis@avsec.govt.nz>; Regina Sumuletu <xxxxxx.xxxxxx@xxxx.xxxx.xx>
Subject: FW: 27/11 additional lanes request please

Hello all added except below due to staffing.

From: Scheduler <xxxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 6:45 AM
To: SDL <xxx@xxxx.xxxx.xx>
Subject: RE: 27/11 additional lanes request please

2200-2300 2ND lane and 1230 5th lane

From: SDL <xxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 6:43 AM
To: Scheduler <xxxxxxx@xxxx.xxxx.xx>
Subject: RE: 27/11 additional lanes request please

Thank you, which ones couldn't you do and I will let AKL know.

From: Scheduler <xxxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 6:42 AM
To: SDL <xxx@xxxx.xxxx.xx>
Subject: RE: 27/11 additional lanes request please

Hello

I have open most of the lanes requested.

Cheers

Tata Espinosa | Workforce Scheduler
National Rostering Centre

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
60 Aintree Avenue | PO Box 53008 | Airport Oaks 2022 | New Zealand
T 0800 333 774 | Ext 9290 | E xxxxxxx@xxxx.xxxx.xx

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From: SDL <xxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 6:08 AM
To: Scheduler <xxxxxxx@xxxx.xxxx.xx>
Subject: FW: 27/11 additional lanes request please

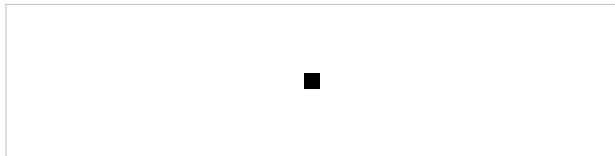
Put in what you can please.

From: Scheduler <xxxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 12:46 AM
To: Regina Sumuletu <xxxxxx.xxxxxx@xxxx.xxxx.xx>; Scheduler <xxxxxxx@xxxx.xxxx.xx>
Cc: Duane Nepia <xxxx.xxxxx@xxxx.xxxx.xx>; John Davis <xxxx.xxxxx@xxxx.xxxx.xx>; SDL <xxx@xxxx.xxxx.xx>; Silas Harrison <xxxx.xxxxxx@xxxx.xxxx.xx>
Subject: RE: 27/11 additional lanes request please

Hi Regina

I have CC'ed the SDL's & Silas into this request, as this is beyond our normal procedure. We will get back to you about these extra requests once we have direction from them.

Regards,
Cassie



From: Regina Sumuletu <xxxxxx.xxxxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 12:37 AM
To: Scheduler <xxxxxxx@xxxx.xxxx.xx>
Cc: Duane Nepia <xxxx.xxxxx@xxxx.xxxx.xx>; John Davis <xxxx.xxxxx@xxxx.xxxx.xx>
Subject: RE: 27/11 additional lanes request please

Hi Scheduler,

Please see below email from Theresa Carter. Can we look at implementing additional lanes today for the ITB screening point at these proposed times:

- 1000 - 1100: a 3rd lane
- 1100 - 1200: a 4th lane
- 1200 - 1330: a 5th lane
- 1430: a 5th lane
- 1500 - 1630: a 4th lane
- 1730: a 5th lane
- 1930: a 3rd lane
- 2130 - 2330: a 2nd lane

Kind Regards,



From: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Sent: Sunday, November 26, 2023 9:44 PM
To: John Davis <John.Davis@avsec.govt.nz>; Regina Sumuletu <Regina.SUMULETU@avsec.govt.nz>
Subject: Fwd: 27/11 additional lanes request please

Hi team

Could you look at the lane requests for tomorrow and the 2130 - 2330 request ask nrc to roster this in as per Theresa attached email.

Thanks
Duane

From: Theresa Carter <Theresa.Carter@avsec.govt.nz>
Sent: Sunday, November 26, 2023 9:27:17 PM
To: Duane Nepia <Duane.Nepia@avsec.govt.nz>
Subject: Hi Duane, 27/11 additional lanes request please

Hi Duane,

As promised, Chris has recently provided the Beontra projections for tomorrow (based on 270 pax/hr.) Let's see if we can resource up wherever possible. This expedited contingency is all being instated for the here and now; our various meetings tomorrow should address Tue forward with more permanency.

Could you please request addition of the following:

- 1000-1100: a 3rd lane
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Chris is going to send through another edition based on 240/250 pax throughput (may open 6th lane at some point) though naturally, ability to resource up for that will be entirely resource-dependent.



Thank you.

Best regards,



Theresa Carter | Assistant Station Manager

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From: [Anil Varma](#)
To: [Mike Parkinson](#)
Cc: [George Copas](#); [Hamish Hill](#); [Karl Duckett](#)
Subject: RE: AKL INT WTMD data not be recorded
Date: Monday, 27 November 2023 7:41:27 am
Attachments: [image001.png](#)
[image006.png](#)
[image007.png](#)
[image004.jpg](#)
[image005.jpg](#)

Morning Mike , can we get some urgency in getting this sorted given the current situation in AKL with respect to processing times .

Regards,

Anil Varma | Station Manager, Auckland

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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From: Karl Duckett <xxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Monday, November 27, 2023 7:39 AM
To: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>
Cc: George Copas <xxxxxx.xxxxx@xxxxx.xxxx.xx>; Hamish Hill <Hamish.Hill@avsec.govt.nz>
Subject: FW: AKL INT WTMD data not be recorded

Hi Anil,

FYI, fault report logged on the 21st regarding WTMD offline. Not sure what the holdup is on fixing this, but looking today it clearly isn't resolved. This means we are unable to get information on lane 1 and 3.

Additionally incent.control is offline at the moment so we are unable to get data from the x-ray units.

Not ideal in given the current situation.

Nonetheless, I've added the WTMD throughput for the four lanes we can see between July 1st and yesterday.

Cheers,

-Karl

From: Karl Duckett

Sent: Tuesday, November 21, 2023 8:38 AM

To: Jamie Glen <xxxxx.xxxx@xxxxx.xxxx.xx>

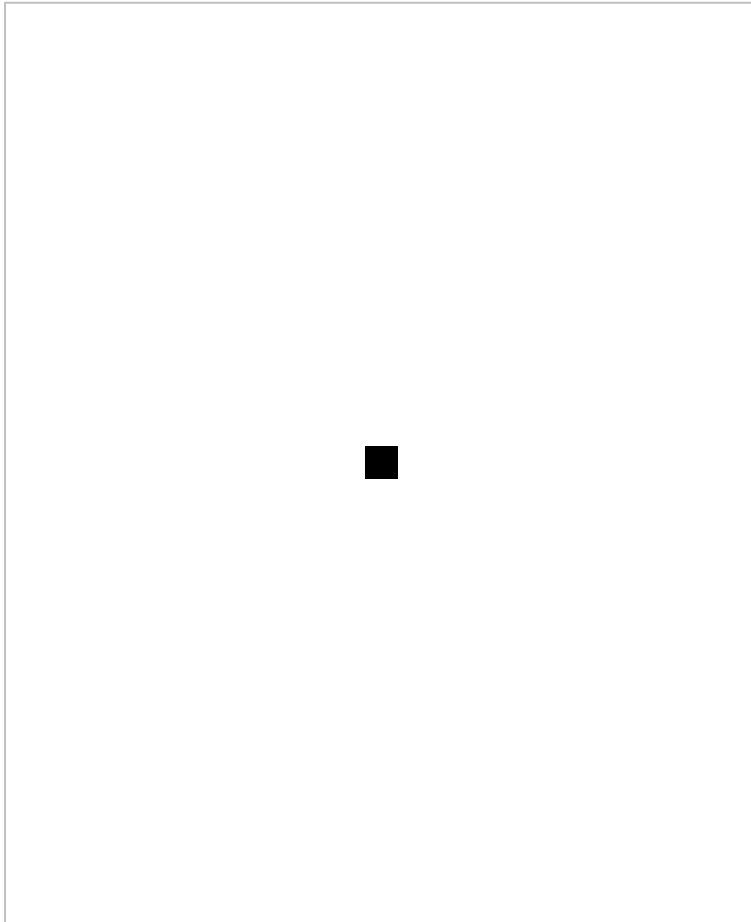
Cc: Hamish Hill <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Eric Coufmann <xxxx.xxxxxxxx@xxxxx.xxxx.xx>; George Copas <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Alina Granger <xxxxx.xxxxxxxx@xxxxx.xxxx.xx>

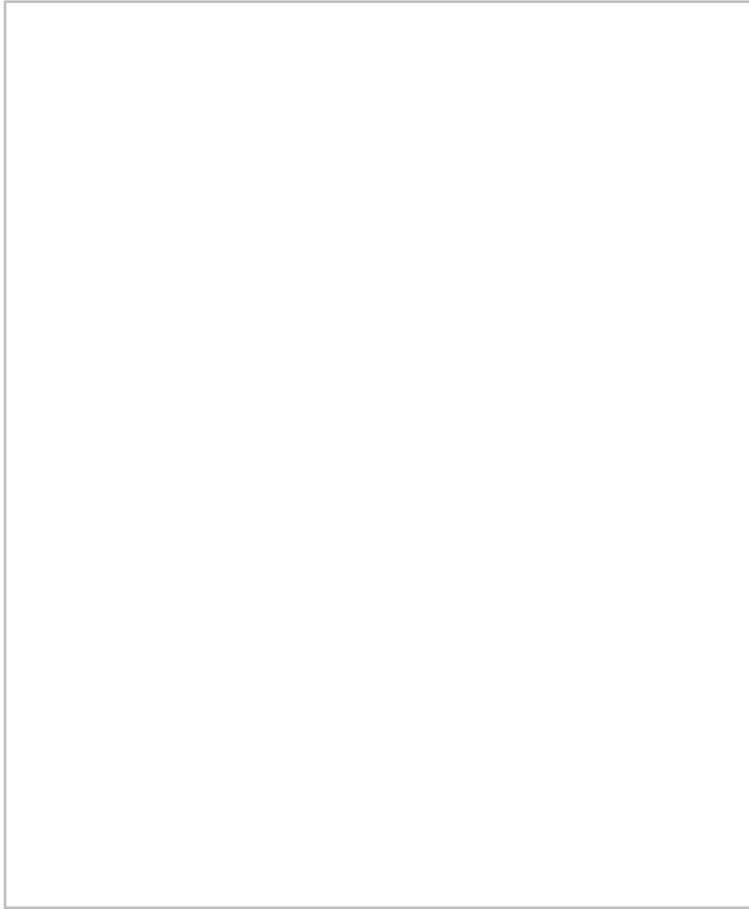
Subject: AKL INT WTMD data not be recorded

Hi Jamie,

We extracted out some of the throughput numbers from Auckland INT and found that lane 1 & 3 do not seem to be recorded data anymore. Lane one hasn't recorded anything since the 14th, and Lane 3 since the 8th of Nov.

Here are the daily charts from MetorNet:





Hope that helps, talk soon,

Karl Duckett | Senior Process Analyst

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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T +64 9 952 4906 | **M** +64 27 245 6078 | **E** karl.xxxxxx@xxxx.xx

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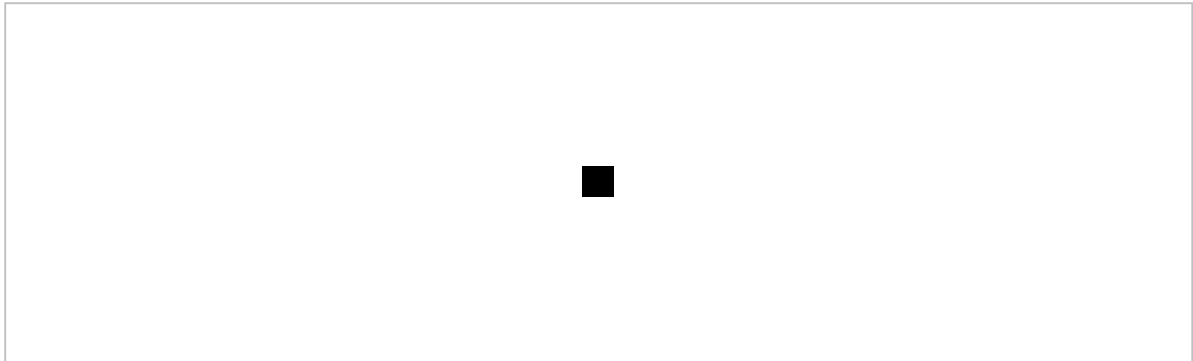
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From: [Ben Smith](#)
To: [Mark Wheeler](#); [Anil Varma](#); [Warwick Burr](#); [Theresa Carter](#); [Hamish Hill](#); [Mike Richards](#)
Cc: [Karen Urwin](#); [Graham Puryer](#); [Peter Lockett](#)
Subject: RE: Auckland International Queues Sun 26 Nov 23
Date: Monday, 27 November 2023 8:19:36 am
Attachments: [image001.png](#)

Have we got any further detail to the issues involved with the queues, i.e. did we have equipment outages, or large numbers of early or late flights?



From: Mark Wheeler <[x@xxx](#)>
Sent: Sunday, November 26, 2023 5:10 PM
To: Anil Varma <[x@xxx](#)>; Warwick Burr <[Warwick.Burr@avsec.govt.nz](#)>; Theresa Carter <[x@xxx](#)>; Hamish Hill <[x@xt.nz](#)>; Mike Richards <[x@xxx](#)>
Cc: Karen Urwin <[x@xxx](#)>; Graham Puryer <[Graham.Puryer@avsec.govt.nz](#)>; Ben Smith <[x@xxx](#)>; Peter Lockett <[Peter.Lockett@avsec.govt.nz](#)>
Subject: Auckland International Queues Sun 26 Nov 23

A challenging weekend for the Auckland team.
Hi all, for visibility from Air NZ senior management.

‘Major AVSEC issues this afternoon at AKLD Int. Only two lanes open with AVSEC pulling the escalators to choke numbers.
Concern for the airline with runway works closing runway Monday mornings that aircraft won’t get back if they leave late.
We’ll raise with local AVSEC management tomorrow.’

Given queues yesterday and today, this will clearly be the number one issue to address the coming week.

Let’s use the opportunity to learn from it now the new lanes and CTIX etc are in.
I will be in Auckland for the Annual Security Committee meeting tomorrow staying overnight.
Chloe is calling a meeting tomorrow. I will see if I can delay it in order to better understand the background.
Regards Mark

From: [Graham Puryer](#)
To: [Karen Urwin](#); [Warwick Burr](#); [Mark Wheeler](#); [Hamish Hill](#)
Cc: [Ben Smith](#); [Peter Lockett](#); [Bronwyn Somers](#); [Olwen Northway](#)
Subject: RE: AKL queues
Date: Monday, 27 November 2023 9:06:50 am
Attachments: [image001.png](#)
[Memo- TTU Recommendations for a Risk-based approach to AvSec Recurrent Training Programme21Nov2023FINAL \(002\).docx](#)
[image002.jpg](#)

Morning

Thanks for the update.

Hamish has Olwen tasked to work in with the AKL team for the 0900 meeting.

I have attached the training proposal to remove a significant amount of training from the rosters and asked Hamish to provide to Silas as it should provide additional resources for operational deployment.

This is on the agenda for the EMT but if it could be agreed they could start working on it now?

Regards

Graham

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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From: Karen Urwin <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>

Sent: Monday, November 27, 2023 8:48 AM

To: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>; Mark Wheeler <xxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Warwick Burr <xxxxxx.xxxx@xxxxxx.xxxx.xx>

Cc: Keith Manch <xxxxxx.xxxxx@xxx.xxxx.xx>; Dean Winter <xxxx.xxxxxx@xxx.xxxt.nz>; CAA & AVSEC Media <xxxxxx@xxx.xxxx.xx>

Subject: AKL queues

Good morning all

I have had a very quick chat with Anil this morning and can confirm a couple of points:

1. The lane openings and rosters were based on the loadings and flight info provided by AIAL on Saturday night. All flights were running with 100% loadings.
2. For extended periods we were running with the full 6 lanes (maximum capacity) but this was not enough to prevent the screening lanes from being swamped at about 11am when the queue started forming.
3. Large numbers of pax were travelling with 3+ cabin bags. This is an airline responsibility to police and with kiosk self-check in there is no policing of this by airlines.
4. The TLs who worked yesterday are of the view that even if we had managed to have all 6 lanes open all day and night we would not have managed to screen all pax in a timely way.

While we are still gathering the facts this is looking very much as if AIAL may have over-committed their slot capacity which means that no matter what we do these queues will persist to a degree.

I will keep you up to date with more information as it comes to hand.

K

From: Karen Urwin <xxxxx.xxxxx@xxxxx.xxx.xx>
Sent: Sunday, November 26, 2023 9:22:38 PM
To: Mike Richards <xxxx.xxxxxxxx@xxx.xxx.xx>; Mark Wheeler <xxxx.xxxxxxxx@xxxxx.xxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxx.xx>; Anil Varma <xxxx.xxxxxx@xxxxx.xxx.xx>
Cc: Keith Manch <xxxxx.xxxxx@xxx.xxx.xx>; Dean Winter <xxxx.xxxxxx@xxx.xxx.xx>; CAA & AVSEC Media <xxxxx@xxx.xxx.xx>
Subject: Re: NZ Herald story on screening delays at AKL

Thanks Mike - nice work!

Let's see what our Auckland team can come up with when they do their review tomorrow morning.

K

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxx.xx>
Sent: Sunday, November 26, 2023 9:13:54 PM
To: Mark Wheeler <xxxx.xxxxxxxx@xxxxx.xxx.xx>; Karen Urwin <xxxxxx.xxxxxx@xxxxx.xxx.xx>; Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxx.xx>; Anil Varma <xxxx.xxxxxx@xxxxx.xxx.xx>
Cc: Keith Manch <xxxxx.xxxxx@xxx.xxx.xx>; Dean Winter <xxxx.xxxxxx@xxx.xxx.xx>; CAA & AVSEC Media <xxxxx@xxx.xxx.xx>
Subject: NZ Herald story on screening delays at AKL

I think we have been fairly portrayed in this story. I have also received a thank you from AIAL comms for providing our response!

<https://www.nzherald.co.nz/nz/auckland-airport-delays-90-minute-delays-at-international-terminal-paramedics-brought-onto-one-flight/36DWAHWGORERHCQRRKUH4UWFM/>

Ngā mihi,


Mike

**Mike Richards | Manager,
Engagement, Education and Communications**

Civil Aviation Authority of New Zealand  **Aviation Security Service**

Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

 P

 +6445609577 | +64272220290

 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

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From: [Theresa Carter](#)
To: [Jamie Glen](#)
Cc: [Anil Varma](#); [Karl Duckett](#)
Subject: Hi Jamie, ITB CTiX reject/accept functions; request please
Date: Monday, 27 November 2023 9:26:00 am
Attachments: [image001.jpg](#)
[image002.jpg](#)

Good morning Jamie,

How are you?

We are investigating the congestion experienced at ITB departures on Sat 25/11, 26/11 and are looking at all aspects of this including the touchpoints along the x-ray screening process from divest to recheck.

A Team Leader raised this morning that from observation (as it appears used to happen with our Vanderlandes) it appears that when the new CTiX lane reject lane is full; if a bag is accepted, it will sit post-x-ray tunnel exit and not 'accept' and will actually go down the reject lane. With a full reject lane, when the bag gets to the analyst station, the tray image has timed out/has a ? and requires a rescreen. This also means we are potentially rescreening not only rejected bags, but also accepted bags, twice; contributing to slower x-ray screening/throughput.

We are trying to establish any consequences this could have on our x-ray throughput and processing ability.

Could you please advise if you have any information around this and if it would be possible to investigate this further in some capacity and we could gauge any impacts?

Thank you.

Best regards,

Theresa Carter | Assistant Station Manager

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From: [Roedolf Smit](#)
To: [Hamish Hill](#)
Subject: Presentation rate variation analysis
Date: Monday, 27 November 2023 10:02:44 am
Attachments: [image003.png](#)
[image006.png](#)

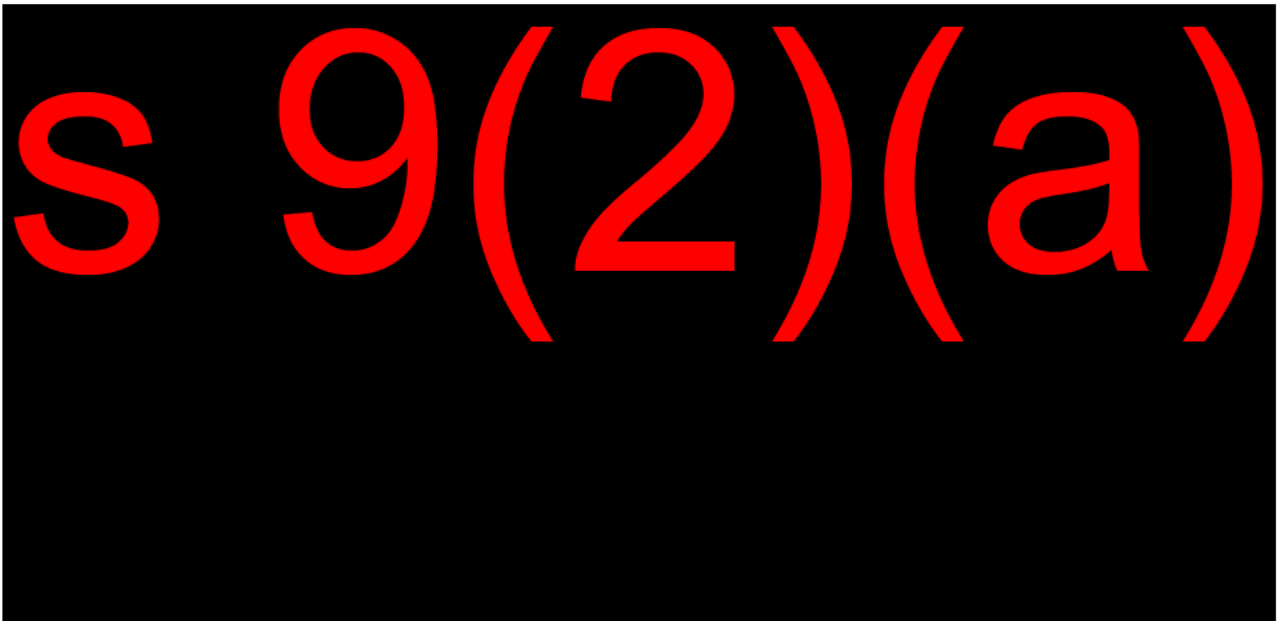
Good day Hamish.

I've done a quick analysis to show the variation of presentation rates we have to schedule for, that highlights the challenges in using assumptions of passenger behaviour and averages to schedule lanes.

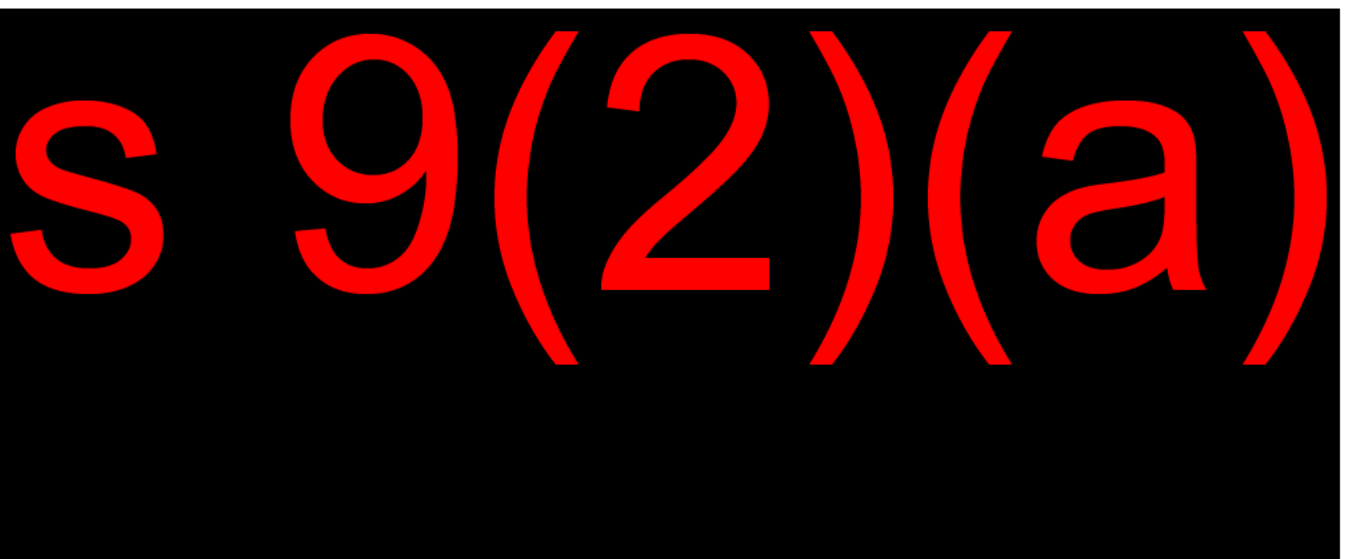
I used the month of October as it has a full calendar month and has a like-for-like comparison across timeslots, as the new season scheduling kicked in in November. It is important to note that we see similar variations for any month, so this can be viewed as representative.

It clearly shows that we need to take a systems approach looking at the end-to-end process to smooth out the peaks and get a more predictable presentation pattern.

The below graph shows the variation between the highest and lowest presentations for a given timeslot on a Sunday. As you can see, there are 8 periods where the variation is over 150 (a full lane of capacity, assuming a 300pax/h throughput) and one period where the variance is 376, which is more than 2 full lanes of capacity difference. This is for identical flight schedules and loading parameters.



Repeating the above for Saturdays, we see that there are 17 periods where we have more than a full lane of variance in passenger presentation:



Hopefully, this is interesting and adds to the conversation currently taking place.

Regards
Roedolf Smit

From: [Tanya Gore](#)
To: [Hamish Hill](#); [Roedolf Smit](#); [Olwen Northway](#)
Cc: [Graham Puryer](#); [Aly Thompson](#)
Subject: FW: Trays Per Pax Historic Query
Date: Monday, 27 November 2023 10:05:41 am
Attachments: [Type of Customer Summary.docx](#)
[image001.jpg](#)
[2020 V 2023 - Trays and Walkthrough.xlsx](#)
[image002.png](#)
[image003.jpg](#)
[image006.jpg](#)

Hi

See this email – if you look at the historic aspect that Alina did – shows the trays per pax were higher in the afternoon as well, which negatively impacted on throughput – might be good to replicate something like this to show the impact of those US flights and carrying more items on board?

Thanks

Tanya

From: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Friday, August 18, 2023 11:59 AM
To: Tanya Gore <xxxxx.xxxx@xxxxx.xxxx.xx>; Aly Thompson <Aly.Thompson@caa.govt.nz>
Subject: FW: Trays Per Pax Historic Query

I haven't had time yet to review but here is the data

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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From: Karl Duckett <xxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Friday, August 18, 2023 9:26 AM
To: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>
Cc: George Copas <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
Subject: Trays Per Pax Historic Query

Hi Graham,

I have had a look at what historic data we had on trays per pax.

We had collected trays per pax from previous modelling reports via CCTV. These CCTV captures are we aim for at least 100 samples usually from a busy period of the day. Via InfoHub reports I can see:

Auckland Domestic May 2019 - 1 Tray: 8%, 2 Trays: 50%, 3 Trays: 42% (2.34 trays)

Auckland International 2018 – 1 Tray: 56%, 2 Trays: 40%, 3 Trays 4% (1.48 trays)

Auckland International March 2020 - 1 Tray: 45%, 2 Trays: 55% (1.55 trays)

Queenstown February 2022 - 1 Tray: 50%, 2 Trays: 43%, 3 Trays: 7% (1.57 trays)

Wellington May 2023 - 1 Tray: 46%, 2 Trays: 48%, 3 Trays: 6% (1.6 trays)

Christchurch International August 2023 - 1 Tray: 38%, 2 Trays: 48, 3 Trays: 17% (1.85 trays)

I spoke to Alina who had been was looking at trays per pax for Auckland when she was in the Business Analyst role. She managed to locate the table below and the attached word document which is using data from 2018.

In terms of getting fixed figure to share, we can use the HMC X-ray throughput / WTMD in 15-minute periods for the primary lane:

Auckland ITB January 2020 (pre-covid) = 1.25

Auckland ITB July 2023 = 1.61

I've attached the Excel document showing the raw data of the numbers above. Apologies it's a bit messy, but I know you were keen to get some figures ASAP.

Hope that helps, feel free to give us a call if you have any questions.

Thanks, talk soon,

Karl Duckett | Senior Process Analyst

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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From: Alina Granger <xxxxx.xxxxxx@xxxx.xx>
Sent: Friday, August 18, 2023 8:20 AM
To: Karl Duckett <xxxx.xxxxxx@xxxx.xx>
Subject: Trays per pax - AKL ITB 2018

Hey Karl,

As mentioned I had that old data from 2018. Although limited, it was put together into the above Word doc, but not sure if much was done with it. This is for ITB 7 lanes (we had the oversize lane still there)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All	Weekday	Weekend
4:00	1.27	1.26	1.28	1.23	1.22	1.26	1.26	1.26	1.25	1.26
5:00	1.30	1.29	1.28	1.26	1.21	1.21	1.21	1.25	1.27	1.21
6:00	1.31	1.26	1.28	1.22	1.23	1.19	1.22	1.24	1.26	1.21
7:00	1.30	1.27	1.28	1.21	1.21	1.18	1.23	1.24	1.25	1.21
8:00	1.21	1.20	1.16	1.19	1.17	1.17	1.20	1.19	1.19	1.18
9:00	1.23	1.27	1.19	1.23	1.22	1.18	1.24	1.22	1.23	1.21
10:00	1.24	1.24	1.23	1.30	1.23	1.24	1.28	1.25	1.25	1.26
11:00	1.26	1.26	1.27	1.25	1.24	1.24	1.26	1.25	1.26	1.25
12:00	1.27	1.30	1.30	1.28	1.31	1.24	1.28	1.28	1.29	1.26
13:00	1.30	1.38	1.36	1.34	1.36	1.22	1.31	1.32	1.35	1.27
14:00	1.28	1.35	1.29	1.34	1.28	1.19	1.29	1.29	1.31	1.24
15:00	1.32	1.37	1.34	1.36	1.33	1.26	1.31	1.33	1.34	1.29
16:00	1.36	1.42	1.41	1.41	1.38	1.34	1.34	1.38	1.40	1.34
17:00	1.36	1.35	1.37	1.38	1.37	1.31	1.39	1.36	1.37	1.35
18:00	1.36	1.33	1.35	1.33	1.36	1.33	1.35	1.34	1.34	1.34

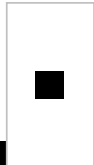
19:00	1.34	1.36	1.35	1.34	1.35	1.31	1.33	1.34	1.35	1.32
20:00	1.30	1.32	1.29	1.25	1.30	1.33	1.32	1.30	1.29	1.32
21:00	1.29	1.29	1.24	1.29	1.32	1.27	1.29	1.28	1.29	1.28
22:00	1.32	1.32	1.30	1.30	1.30	1.27	1.33	1.30	1.31	1.30

This was before AITs and I think just as powders got introduced (just under 3 months 1 June 2018 – 23 August 2018). You will note much lower, some of it due to officers not using many trays, but adding to WTMD counts. Unsure if crew were still using the screening point, possibly.

Regards,

Alina Granger | Quality Systems Analyst

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Type of Customer:

I have gathered data from 1st June to 23rd August for the 3 screening points. It attempts to separate the different types of customers we receive based on the day and time of the week. I have excluded some days due to problems with WTMD at Domestic on 15 July to 1 August and problems at ITB and transit when the WTMD were getting swapped for the new machines.

International Screening Point:

Over this period we have done on average 15,000 passengers (based on WTMD) a day and 19800 trays a day through Lanes 1 to 6 and Lane 0. The trays includes test bags, training and officers personal items and WTMD includes testing and officers. The known peaks are 5am, 7am, 11am and 5-7pm. Fridays are the busiest days with more than 700 WTMDs processed every hour between 5am and 10pm.

Quintiq usually rosters more lanes at 06:00 and 06:30 compared with 05:00 and 05:30, but we have more passengers coming through at these earlier times. There is a possibility that we do not need so many lanes and thus are not short of people at 6am. The tables below show this for every day of the week, through both WTMD and trays. I have included a sample of lanes open during the week 23 till 29 July and 26 August to 1 September below them.

WTMD	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All
5:00	1031	814	992	935	1112	1037	1057	998
6:00	755	644	824	749	933	875	785	795
7:00	1227	1072	1282	1209	1303	1251	1214	1222
8:00	886	790	1272	841	1056	1103	954	984

Row Labels	23-Jul	24-Jul	25-Jul	26-Jul	27-Jul	28-Jul	29-Jul	Avg
5:00	1398	1041	1283	1146	1298	1235	1092	1213
6:00	1154	740	1011	1128	1143	1017	814	1001
Lanes 5am	4/4	4/4	4/4	4/3	4/4	4/4	4/4	
Lanes 6am	3/4	4/4	4/4	4/4	4/4	4/3	4/4	
Lanes 5am	4/4	3/3	3/3	3/3	4/4	4/3	4/4	
Lanes 6am	3/4	3/4	4/4	3/3	4/4	4/4	4/4	

Trays	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All
5:00	1339	1041	1262	1182	1338	1252	1271	1241
6:00	985	810	1055	915	1143	1040	956	986
7:00	1581	1365	1740	1466	1575	1467	1491	1524
8:00	1078	951	1451	1000	1228	1282	1134	1159

Usually the queues form around 5:30am as the number of lanes are not enough for passengers trying to come through early. Then around 6 – 6:30 depending on the size of these queues, there are not as many

passengers attempting to come through the screening point. As can be seen by the average WTMD numbers for everyday of the week, lanes at 5 and 5:30(in grey) should be greater than lanes at 6 and 6:30(in blue). Below the blue, I have marked in green where this was the case. Yellow shows wasted lanes at 6 and 6.30am and red shows even more wasted lanes at 6 and 6:30am where we possibly needed to close lanes, but we opened instead.

Trays per passenger

The table below shows the calculations obtained by dividing the number of trays on the 7 lanes with the number of people going through the WTMD every hour. It shows that our passengers with least bags go through at 8am and passengers requiring most trays go through at 4pm on weekdays.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All	Weekday	Weekend
4:00	1.27	1.26	1.28	1.23	1.22	1.26	1.26	1.26	1.25	1.26
5:00	1.30	1.29	1.28	1.26	1.21	1.21	1.21	1.25	1.27	1.21
6:00	1.31	1.26	1.28	1.22	1.23	1.19	1.22	1.24	1.26	1.21
7:00	1.30	1.27	1.28	1.21	1.21	1.18	1.23	1.24	1.25	1.21
8:00	1.21	1.20	1.16	1.19	1.17	1.17	1.20	1.19	1.19	1.18
9:00	1.23	1.27	1.19	1.23	1.22	1.18	1.24	1.22	1.23	1.21
10:00	1.24	1.24	1.23	1.30	1.23	1.24	1.28	1.25	1.25	1.26
11:00	1.26	1.26	1.27	1.25	1.24	1.24	1.26	1.25	1.26	1.25
12:00	1.27	1.30	1.30	1.28	1.31	1.24	1.28	1.28	1.29	1.26
13:00	1.30	1.38	1.36	1.34	1.36	1.22	1.31	1.32	1.35	1.27
14:00	1.28	1.35	1.29	1.34	1.28	1.19	1.29	1.29	1.31	1.24
15:00	1.32	1.37	1.34	1.36	1.33	1.26	1.31	1.33	1.34	1.29
16:00	1.36	1.42	1.41	1.41	1.38	1.34	1.34	1.38	1.40	1.34
17:00	1.36	1.35	1.37	1.38	1.37	1.31	1.39	1.36	1.37	1.35
18:00	1.36	1.33	1.35	1.33	1.36	1.33	1.35	1.34	1.34	1.34
19:00	1.34	1.36	1.35	1.34	1.35	1.31	1.33	1.34	1.35	1.32
20:00	1.30	1.32	1.29	1.25	1.30	1.33	1.32	1.30	1.29	1.32
21:00	1.29	1.29	1.24	1.29	1.32	1.27	1.29	1.28	1.29	1.28
22:00	1.32	1.32	1.30	1.30	1.30	1.27	1.33	1.30	1.31	1.30

It is very interesting to note that the passengers with more bags do not correspond to the passengers that alarm the WTMD more. I have found that the most alarms between 0400 and 2300 happen at 4am and 9am. I believe this data is skewed because many officers come through during this time. When I eliminate these times from the study, the following is the result I obtain:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All	Weekday	Weekend
4:00	0.25	0.24	0.26	0.25	0.25	0.23	0.22	0.24	0.25	0.22
5:00	0.21	0.22	0.23	0.22	0.21	0.21	0.20	0.21	0.22	0.20
6:00	0.20	0.23	0.23	0.22	0.22	0.20	0.21	0.22	0.22	0.20

7:00	0.20	0.22	0.23	0.22	0.22	0.20	0.21	0.21	0.22	0.20
8:00	0.21	0.22	0.23	0.22	0.22	0.20	0.20	0.22	0.22	0.20
9:00	0.23	0.26	0.26	0.26	0.24	0.21	0.24	0.24	0.25	0.22
10:00	0.21	0.24	0.23	0.25	0.23	0.21	0.21	0.23	0.23	0.21
11:00	0.21	0.23	0.23	0.22	0.22	0.21	0.20	0.22	0.22	0.21
12:00	0.24	0.24	0.25	0.24	0.23	0.21	0.23	0.23	0.24	0.22
13:00	0.23	0.24	0.24	0.23	0.23	0.23	0.21	0.23	0.24	0.22
14:00	0.23	0.24	0.24	0.25	0.22	0.23	0.22	0.23	0.24	0.23
15:00	0.22	0.24	0.23	0.24	0.21	0.22	0.21	0.22	0.23	0.22
16:00	0.22	0.22	0.22	0.23	0.19	0.20	0.20	0.21	0.22	0.20
17:00	0.20	0.19	0.21	0.20	0.19	0.18	0.18	0.19	0.20	0.18
18:00	0.21	0.20	0.22	0.21	0.20	0.20	0.19	0.20	0.21	0.19
19:00	0.21	0.21	0.21	0.21	0.20	0.20	0.19	0.20	0.21	0.19
20:00	0.21	0.22	0.22	0.22	0.19	0.20	0.20	0.21	0.21	0.20
21:00	0.21	0.23	0.22	0.22	0.19	0.19	0.20	0.21	0.21	0.19
22:00	0.23	0.26	0.22	0.20	0.20	0.22	0.22	0.22	0.22	0.22

We have received the most WTMD alarms between 12pm and 3pm on weekdays. Also the Tuesday 10pm anomaly I believe is caused by the high number of assisted passengers on Tuesday nights. I have studied it a little bit and the 4 nights of 17 & 24 July and 7 & 14 August have had alarm rates of more than 30% per hour.

During these winter months, it can be seen that alarm rates are 20-24% on average with 1.19 – 1.38 trays per person through the Smartlanes.

I believe the broad classification of travellers can be broken down in to the following table.

04:00-08:00	Weekday	1.25-1.27	0.21-0.22	Low trays and alarms
04:00-08:00	Weekend	1.21	0.20	Low trays and alarms
8:00-11:00	Weekday	1.19-1.25	0.22-0.25	Minimal trays, but high alarm pax
08:00-10:00	Weekend	1.18-1.21	0.21-0.22	Minimal trays and medium alarms
11:00-16:00	Weekday	1.26-1.35	0.22-0.24	Medium trays and high alarms
10:00-16:00	Weekend	1.24-1.29	0.21-0.23	Medium trays and high alarms
16:00-20:00	Weekday	1.34-1.40	0.20-0.22	High trays and low alarms
16:00-21:00	Weekend	1.32-1.35	0.18-0.20	High trays and minimal alarms
20:00-23:00	Weekday	1.29-1.31	0.21-0.22	Medium trays and alarms with assisted.
21:00-23:00	Weekend	1.28-1.30	0.19-0.22	Medium trays and alarms with assisted.

This shows that to increase throughput between 16:00 and 20:00 we should increase the search ability, whereas on weekdays 08:00-16:00 and weekends 10:00-16:00, we should consider double wandering if we are having long queues, as likely we have high alarms during this time.

Transit:

We review roughly 3,500 images per day at transit. About 1,100 during morning peak between 5 and 7am and 1,000 during evening peak 4-7pm. Also Sunday has flight specific changes contributing to an average of 1.9 trays per person between 10am and 3pm. This could be flight specific for Sunday only. Quintiq has some Tuesday, Thursday and Sunday specific rostering for Transit for 2 machines between 13:00 and 13:30, sometimes 14:00. This is consistent with the higher numbers at 13:00 for these days.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
4:00	99.7	125.1	154.6	143.3	163.5	143.5	295.9
5:00	634.2	665.0	523.9	605.9	764.8	502.4	619.2
6:00	378.4	392.6	475.4	396.8	587.3	497.3	571.3
7:00	100.7	187.3	108.7	76.6	159.7	106.2	178.8
8:00	58.8	31.2	46.8	37.7	61.2	58.2	33.4
9:00	27.1	25.6	39.3	41.4	41.5	81.8	26.0
10:00	89.4	72.2	37.6	41.9	68.3	44.4	46.3
11:00	62.9	66.0	63.8	68.3	76.8	58.6	75.8
12:00	65.8	145.4	63.7	86.9	78.8	90.3	77.5
13:00	101.3	239.9	99.6	267.2	89.0	90.1	303.3
14:00	174.8	137.2	129.0	185.4	161.7	113.4	213.6
15:00	184.4	207.3	180.8	250.0	191.5	196.3	186.8
16:00	426.4	308.5	234.5	341.1	285.8	396.7	231.6
17:00	459.8	482.2	688.8	488.9	513.5	425.1	412.9
18:00	166.4	259.3	424.3	222.9	453.8	309.9	420.3
19:00	25.3	101.3	197.0	98.0	283.3	104.8	316.9
20:00	25.1	54.3	10.9	61.0	46.3	28.9	26.7
21:00	66.4	23.4	58.7	27.0	29.5	20.3	23.9
22:00	30.4	26.8	22.0	21.4	16.9	18.3	16.6

The table below shows the number of trays/images per person based on WTMD data. Passengers mostly come through during the peak times with lots of staff/construction workers during the other times. This shows that the passengers have on average 2.0-2.2 trays per person, with the staff having fewer.

	All	Weekday	Weekend
4:00	1.7	1.7	1.8
5:00	2.2	2.2	2.2
6:00	2.1	2.1	2.1
7:00	1.6	1.6	1.6
8:00	1.4	1.4	1.4
9:00	1.4	1.4	1.5
10:00	1.6	1.5	1.8
11:00	1.5	1.4	1.7
12:00	1.5	1.4	1.6
13:00	1.7	1.6	1.8
14:00	1.8	1.7	1.9
15:00	2.0	1.9	2.1
16:00	2.1	2.0	2.1

17:00	2.1	2.1	2.1
18:00	2.0	2.0	2.1
19:00	1.6	1.5	1.7
20:00	1.4	1.3	1.5
21:00	1.1	1.2	0.9
22:00	1.0	1.1	1.0

Similarly the alarm percentage is high for construction workers and some staff, but is actually fairly low for the passengers even though it is our winter season. Passengers only have 7.7-9.5 morning alarm rate percentage and 10.9-15.0% for the evening peak.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All	Weekday
4:00	28.8	24.1	19.7	21.4	19.4	22.5	13.3	21.3	22.7
5:00	7.5	7.9	7.3	8.7	6.1	9.3	7.2	7.7	7.5
6:00	9.5	11.8	8.7	12.4	8.2	7.5	8.7	9.5	10.1
7:00	30.4	22.7	24.9	30.7	26.3	29.5	13.7	25.4	27.0
8:00	22.5	37.7	30.3	37.0	32.3	25.0	22.6	29.6	32.0
9:00	39.3	35.7	35.2	48.3	36.6	26.1	24.6	35.1	39.0
10:00	19.3	27.9	29.6	30.7	21.7	26.2	18.9	24.9	25.8
11:00	32.1	29.2	23.9	28.7	25.0	23.4	16.5	25.6	27.8
12:00	21.4	20.9	31.6	30.2	30.0	22.1	23.2	25.6	26.8
13:00	20.9	15.3	23.6	13.0	18.5	16.1	10.2	16.8	18.2
14:00	23.9	21.4	23.9	18.2	19.9	20.0	16.1	20.5	21.5
15:00	21.3	18.0	19.1	16.5	14.6	14.4	16.5	17.2	17.9
16:00	12.5	16.6	16.5	14.2	16.6	12.7	16.0	15.0	15.3
17:00	10.1	12.6	9.3	10.7	9.7	11.0	12.5	10.9	10.5
18:00	13.6	12.7	11.4	12.5	9.6	10.7	8.2	11.2	12.0
19:00	23.1	19.0	13.4	15.0	11.6	14.1	9.4	15.1	16.4
20:00	39.4	34.6	44.2	14.5	25.1	28.4	26.7	30.4	31.6
21:00	20.6	36.7	20.8	33.8	30.2	33.5	27.0	28.9	28.4
22:00	22.1	28.4	23.0	24.9	28.5	25.9	28.2	25.9	25.4

Overall our transit passengers have low alarm rates, but use more than 2 trays per person. From observations they also have a high search required percentage, so I believe we can improve throughput at transit not through double wandering and WTMD, but through increasing number of searchers.

From: [Theresa Carter](#)
To: [Anil Varma](#)
Subject: Hi Anil, FW: Hi Chris, Data request 25/11/, 26/11
Date: Monday, 27 November 2023 10:26:00 am
Attachments: [image001.jpg](#)
[image002.jpg](#)

Hi Anil,

RE: request for data from Chris, forthcoming.

Thanks,

Regards,
TC

Out of scope

Out of scope

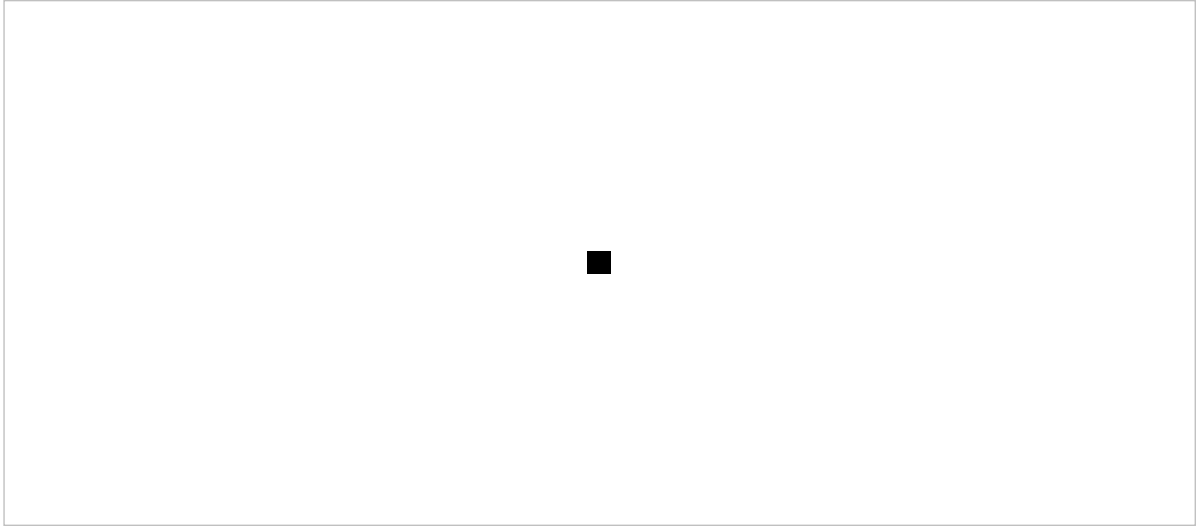
From: [Hamish Hill](#)
To: [Roedolf Smit](#)
Subject: RE: Presentation rate variation analysis
Date: Monday, 27 November 2023 11:10:00 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Hi Roedolf,

Thanks for looking into this. Agree we are trying to predict a demand that is highly variable.

From a planning perspective our lane throughput figures (270 pax/hr for conventional, 320 pax/hr for a full i-lane) were worked out to take such variation into account at a basic macro level. The source for that was the historical match between our lanes open & WTMD totals, but those planning figures have certainly been queried plenty of times. In practical terms that means we set them based on being able to provide sufficient capacity most of the time at those assumed levels. Our continued tracking of lane matches indicates the base throughput figures are still fit-for-purpose in predicting capacity we plan for most of the time.

When we (periodically) look at throughput distribution, we see the lanes can achieve throughput that is greater than our planned throughput, but only a small fraction of the time when all elements are going well:



We've discussed the reasons for this of course – insufficient pax to reach planned throughput much of the time, dilution when extra lanes are opened etc. – but with all our recent changes to screening equipment & processes (CTiX in particular representing a real step change) questions have been raised around what the 'achievable throughput' now is. That's what the CI time is now looking at, and the reason we are wanting to undertake the trial work in CHC/DUD. CI is now also looking at screening stats at all locations & this is showing some big variation in decision-time & reject rate by individual screener – all of which will have a big impact on throughput. Tray use is the other biggie that we have looked at periodically & what we have seen so far definitely explains some throughput variation. In reality planning & expressing throughput in terms of trays/hr instead of pax/hr is a better throughput measure & we've always had an aspiration of moving to that when we can get a full & easily accessible feed of trays data.

The big missing piece of the puzzle has always been the associated queue times when we are achieving certain levels of throughput due to all the variation above, which would help us better direct our efforts.

... and all this is only considering our own part in the end-to-end process. Ideally the 'controllable' processes within the airport environment i.e. check-in, security, plus Customs for international) need to be treated like steps in the same production line, with capacities & timings looked at & aligned across each.

So all & all a very complex & variable demand to predict! Think the best approach is for us to layer up the detail where we have it (e.g. trays), then we not only build our understanding, but then are in a much stronger place to either make a case for better systems internally, or else show stakeholders the need to improve or alter wider process parameters. Certainly something we should keep pushing with stakeholders & your input to build that picture is most welcome!!

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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WE PROTECT AVIATION

From: Roedolf Smit <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Monday, November 27, 2023 10:03 AM

To: Hamish Hill <Hamish.Hill@avsec.govt.nz>

Subject: Presentation rate variation analysis

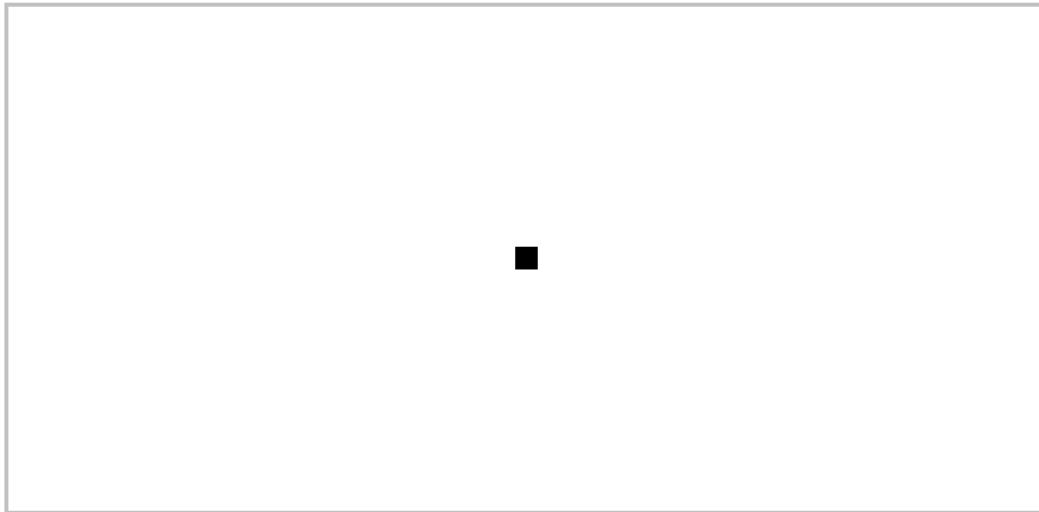
Good day Hamish.

I've done a quick analysis to show the variation of presentation rates we have to schedule for, that highlights the challenges in using assumptions of passenger behaviour and averages to schedule lanes.

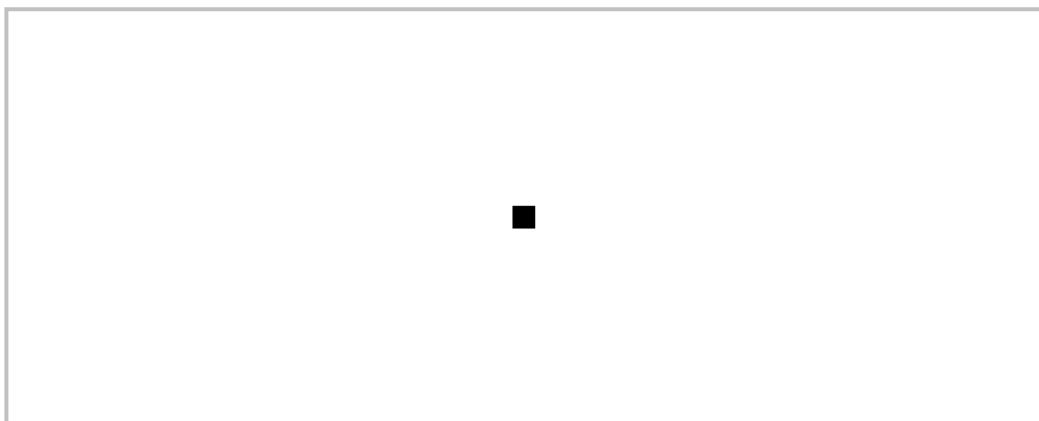
I used the month of October as it has a full calendar month and has a like-for-like comparison across timeslots, as the new season scheduling kicked in in November. It is important to note that we see similar variations for any month, so this can be viewed as representative.

It clearly shows that we need to take a systems approach looking at the end-to-end process to smooth out the peaks and get a more predictable presentation pattern.

The below graph shows the variation between the highest and lowest presentations for a given timeslot on a Sunday. As you can see, there are 8 periods where the variation is over 150 (a full lane of capacity, assuming a 300pax/h throughput) and one period where the variance is 376, which is more than 2 full lanes of capacity difference. This is for identical flight schedules and loading parameters.



Repeating the above for Saturdays, we see that there are 17 periods where we have more than a full lane of variance in passenger presentation:



Hopefully, this is interesting and adds to the conversation currently taking place.

Regards
Roedolf Smit

From: [Hamish Hill](#)
To: [Olwen Northway](#); [Roedoff Smit](#); [Graham Purvis](#); [Warwick Barr](#)
Subject: RE: AKL - INT screening lanes
Date: Monday, 27 November 2023 1:27:21 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Thanks Olwen – a very thorough write-up. Have copied Warwick & Graham also for their info.

Hamish Hill | Manager Workforce and Business Performance

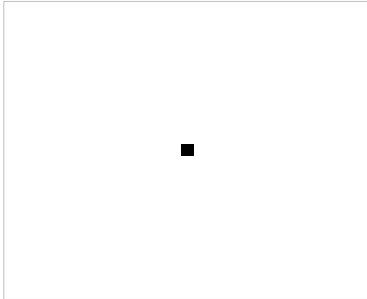
New Zealand Aviation Security Service | [Kaitiaki Takekiriaki](#) | [Kaitiaki Takekiriaki](#)
Level 15, 55 Featherston Street | PO Box 3555 | Wellington 6140 | New Zealand
+64 4 660 4737 T | +64 027 544 5981 M | hamish.hill@avsec.govt.nz

WE PROTECT AVIATION

From: Olwen Northway <xxxxx.xxxxxxx@xxxxx.xxxxx.xx>
Sent: Monday, November 27, 2023 12:36 PM
To: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>; Roedoff Smit <Roedoff.Smit@avsec.govt.nz>
Subject: AKL - INT screening lanes

Hi Hamish & Roedoff
Some notes from the meeting this morning. Mark joined us and was talked through the process and solutions being considered.

Present were – Anil, Theresa, Beth & Karl, Silas and Mark Wheeler joined us later.
What was planned – decided to look at next Sunday (3 DEC) to model impacts
Looked at flights departing across 11:00 to 17:00 (28 flights)



A quick and dirty calc showed plane capacities – pax 7365
Quintiq expected pax – 6420
Lane capacity at 300 pax Per hour calculated over the lanes planned across that period suggests SP would have coped with this (Anil has photos of numbers)
Actual pax presentation unknown at this stage,

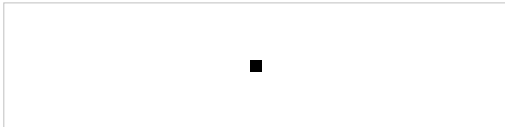
Data required

Actual pax presentation – TC to request data from last few days from Customs
Actual check in data – TC to request from Chris Ting
Actual presentation at portal – TC to request from Chris Ting
Tour group/cruise ship info
Flight loading info – Chris Ting – requested at meeting last week.
Actual through put achieved – lanes 1 & 5 not available. Average data from Karl based on lanes available suggests average throughput achieved = 65 per 15 mins or 260 pax per hour.
Screening lane issues – such cleared bags held on belt after screening moving down recheck lane rather than straight on. How much of an issue is this?

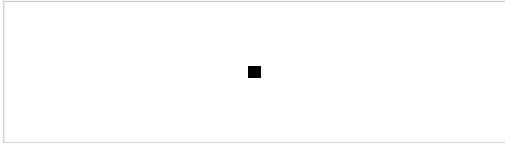
What we know

Lanes started to come under pressure from around 11:00 when the number of lanes open dropped from 3 to 2 and never really recovered.
Sickness levels were not excessive.
Pax extended out of the Portal as far as the escalators.
This situation at these levels have not been seen for a very long time.

Planned lanes

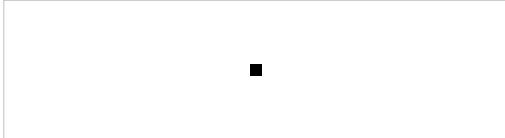


What if throughput at 260



More lanes required than planned as highlighted in red (excluding lane 5 05:00 to 08:30)

Worst case scenario - School holidays 14 Dec to 29 Jan -- What if all flights at 100% and 260 through put?



Demand would exceed capacity across 12:30 to 14:30 and 6 lanes required across all other peaks

Solution

Temporary fix – Olwen to do CRF

Part 1 – effective asap

Fix open lanes as follows:-
Lane 3 – 04:30 to 21:00 – all days of the week
Lane 4 – 11:00 to 19:00 – all days of the week
Lane 5 – 11:30 to 16:00 – all days of the week
Lane 6 – 12:30 to 14:00 – Fri/Sat/Sun – by demand all other days of week

Part 2 – applicable 14th Dec to 29 Jan – Olwen to model and make recommendations

Suggest rather than apply 100% loadings with 260 throughput, which would apply to all periods of the day, target additional lanes at problem periods by targeted increased flight loadings and additional lanes fixed open.
I.e., 11 to 16:00 – suggest 5th & 6th lanes to be open on the shoulders of the profiles above and extend 4th lane across whole day (04:30 to 20:00). This would be a more measured approach and can be adapted between now and 14th Dec.

WIP – will need some modelling to make decisions – group to meet again Wednesday.
Will need to consider how long these solutions are sustainable.

Other

Look to CHC to provide additional support earlier.
Remove TRG as per document from GP/Bron.

Remove non-essential requirements.
Remove Queue Managers from path of retreat – must be kept in as deemed vital to pax flow.
Recalls/extensions as needed.
Slits confirmed additional lanes could be managed if non-essential duties/TRG scaled back with recalls/extensions etc.
9 x ASO phoned in sick whilst meeting in progress – [REDACTED]
Impacts of sick leave across school holiday period is a risk.

Mark Wheeler keen for a robust enough solution to be put in to cover across holiday period to 28 Jan as short-term fix.
Longer term - confirm planning assumptions (throughput) and contingency/buffer (Hamish) – what would increase to FTE be and is it manageable.
Work with airlines to manage number of bags per pax.
Identify if check in open times for each airline and go to gate messaging is sending more pax to Customs/AvSec per 0:30 min than area can cope with.

Hope this makes sense, give me a call if you want to talk things through

Thanks
Olwen

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.
New Zealand Aviation Security Service | KaitiakiMātahi Aereorangi o Aotearoa
6 Cyril Kay Road | PO Box 55-008 | City 2022 | New Zealand
M 027 204 8329 | olwen.northway@nzaviation.govt.nz

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Me mahi kahi | Mai mahi paari | Mai mahi kahi | Mai mahi kahi | Mai mahi kahi

From: [Theresa Carter](#)
To: [Karen Urwin](#); [Anil Varma](#)
Cc: [Mark Wheeler](#); [Warwick Burr](#); [Hamish Hill](#); [Silas Harrison](#)
Subject: Good afternoon Karen, Sun Nov 26 events
Date: Monday, 27 November 2023 2:44:00 pm
Attachments: [image001.jpg](#)
[image002.jpg](#)

Good afternoon Karen,

Regarding the events Sun Nov 26 as requested – our commentary below:

Anecdotally pax waited up to a max of 60mins, awaiting confirmation of AIAL data.

What went wrong?

- The actual pax presentation profile didn't match the profile used to schedule our lanes which led to larger than expected pax volumes
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Why?

- There was potentially a mismatch between the forecasted pax and the lane allocations and we are working on this with AIAL to get regular feedback to ensure we are working to the most up-to-date pax presentation profile to drive our lane allocations
- Full US-bound long-hauls departing in similar time slots
- Pax with large volumes of carry-on baggage

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Hopefully this supports what you require for now, please let us know if you need anything further and anything retrospective from Customs/AIAL data will be advised.

Thank you.

Best regards,

Theresa Carter | Assistant Station Manager

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Mark Wheeler](#)
To: [Karen Urwin](#); [Anil Varma](#); [Warwick Burr](#)
Subject: RE: TV interview
Date: Monday, 27 November 2023 2:32:22 pm

Agreed. Had two good meetings with Anil, one of which was with Cath from BARNZ and Billie Moore from Airports. Both understand the macro level.
I will write my notes up later on.

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Sent: Monday, November 27, 2023 2:06 PM
To: Anil Varma <Anil.Varma@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>
Subject: s 9(2)(g)(i)

s 9(2)(g)(i)

[Redacted]

[Redacted]

[Redacted]

From: [Theresa Carter](#)
To: [Karen Urwin](#); [Anil Varma](#)
Cc: [Mark Wheeler](#); [Warwick Burr](#); [Hamish Hill](#); [Silas Harrison](#)
Subject: Good afternoon Karen, Sun Nov 26 events
Date: Monday, 27 November 2023 2:44:52 pm
Attachments: [image001.jpg](#)
[image002.jpg](#)

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Theresa Carter | Assistant Station Manager

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From: [Hamish Hill](#)
To: [Graham Puryer](#); [Roedolf Smit](#)
Subject: FW: Good afternoon Karen, Sun Nov 26 events
Date: Monday, 27 November 2023 2:50:00 pm
Attachments: [image001.jpg](#)
[image002.jpg](#)

... and a summary from Theresa FYI.

Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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From: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Monday, November 27, 2023 2:45 PM
To: Karen Urwin <xxxxx.xxxx@xxxx.xxxx.xx>; Anil Varma <Anil.Varma@avsec.govt.nz>
Cc: Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Silas Harrison <xxxxxx.xxxxxxxx@xxxxx.xxxx.xx>
Subject: Good afternoon Karen, Sun Nov 26 events

Good afternoon Karen,

Regarding the events Sun Nov 26 as requested – our commentary below:

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Thank you.

Best regards,

Theresa Carter | Assistant Station Manager

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From: [Hamish Hill](#)
To: [Ben Smith](#)
Cc: [Graham Purver](#)
Subject: RE: AKL INT WTMD data not be recorded
Date: Monday, 27 November 2023 3:21:00 pm
Attachments: [image001.png](#)
[image003.png](#)
[image006.png](#)
[image004.jpg](#)
[image005.jpg](#)

FYI Ben,

Just on a call now following up on the AKL issues & the current missing WTMD data came up. Your team may well be on to this, so not intending to go above Mike & Anil's head or create more alarm, but Graham suggested I CC you into the thread below for your awareness based on the conversation you two had earlier today.

Hamish Hill | Manager Workforce and Business Performance

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From: Anil Varma <[xxxx.xxxx@xxxx.xxxx.xx](#)>
Sent: Monday, November 27, 2023 7:41 AM
To: Mike Parkinson <[xxxx.xxxxxxxx@xxxx.xxxx.xx](#)>
Cc: George Copas <[xxxxxx.xxxx@xxxx.xxxx.xx](#)>; Hamish Hill <[Hamish.Hill@avsec.govt.nz](#)>; Karl Duckett <[xxxx.xxxxxxxx@xxxx.xxxx.xx](#)>
Subject: RE: AKL INT WTMD data not be recorded

Morning Mike , can we get some urgency in getting this sorted given the current situation in AKL with respect to processing times .

Regards,

Anil Varma | Station Manager, Auckland

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From: Karl Duckett <[xxxx.xxxxxxxx@xxxx.xxxx.xx](#)>
Sent: Monday, November 27, 2023 7:39 AM
To: Anil Varma <[xxxx.xxxx@xxxx.xxxx.xx](#)>
Cc: George Copas <[xxxxxx.xxxx@xxxx.xxxx.xx](#)>; Hamish Hill <[xxxxxx.xxxx@xxxx.xxxx.xx](#)>
Subject: FW: AKL INT WTMD data not be recorded

Hi Anil,

FYI, fault report logged on the 21st regarding WTMD offline. Not sure what the holdup is on fixing this, but looking today it clearly isn't resolved. This means we are unable to get information on lane 1 and 3.

Additionally incent.control is offline at the moment so we are unable to get data from the x-ray units.

Not ideal in given the current situation.

Nonetheless, I've added the WTMD throughput for the four lanes we can see between July 1st and yesterday.

Cheers,

-Karl

From: Karl Duckett

Sent: Tuesday, November 21, 2023 8:38 AM

To: Jamie Glen <xxxxx.xxxx@xxxxx.xxxx.xx>

Cc: Hamish Hill <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Eric Coufmann <xxxx.xxxxxxxxx@xxxxx.xxxx.xx>;

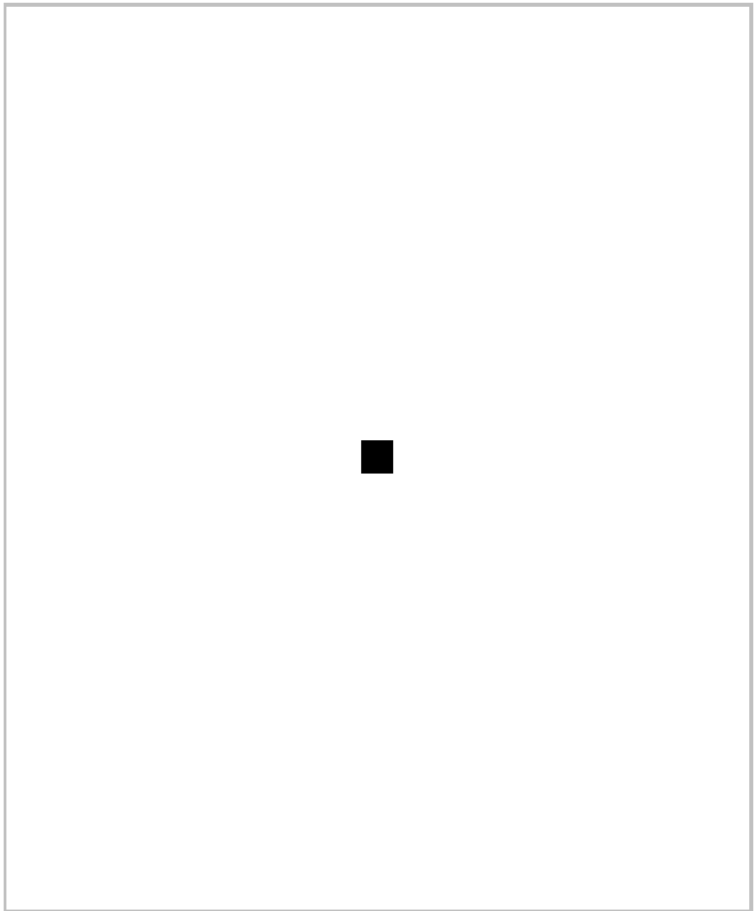
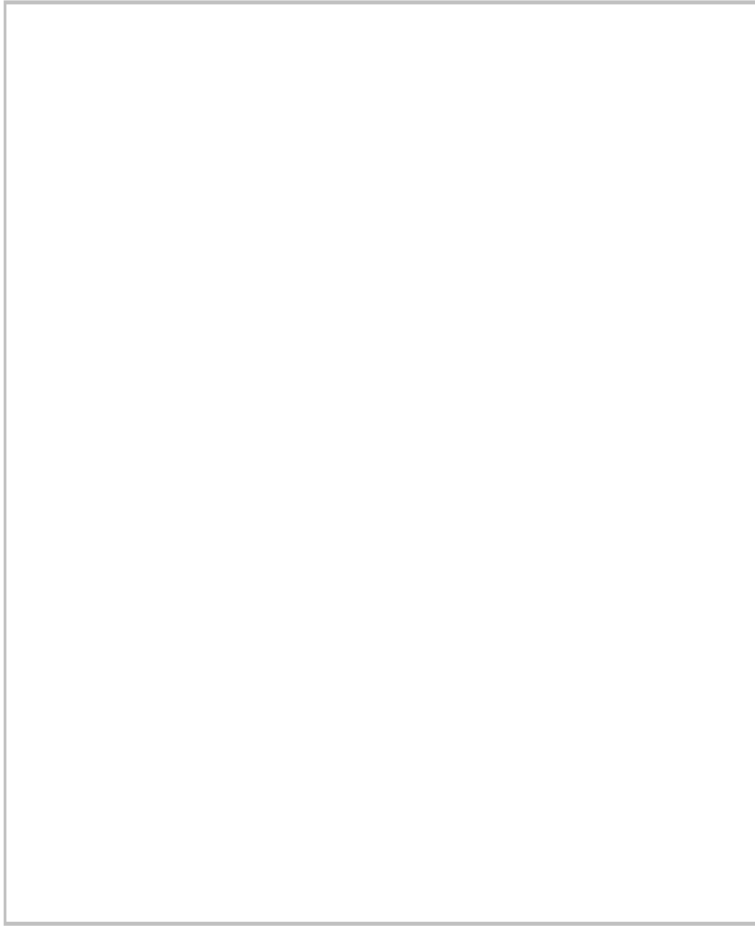
George Copas <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Alina Granger <xxxxx.xxxxxxxxx@xxxxx.xxxx.xx>

Subject: AKL INT WTMD data not be recorded

Hi Jamie,

We extracted out some of the throughput numbers from Auckland INT and found that lane 1 & 3 do not seem to be recorded data anymore. Lane one hasn't recorded anything since the 14th, and Lane 3 since the 8th of Nov.

Here are the daily charts from MetorNet:



Hope that helps, talk soon,

Karl Duckett | Senior Process Analyst

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[AvSec Compliance & Improvement Group Intranet Page](#)

From: [Karen Urwin](#)
To: [Theresa Carter](#); [Anil Varma](#)
Cc: [Mark Wheeler](#); [Warwick Burr](#); [Hamish Hill](#); [Silas Harrison](#)
Subject: Re: Good afternoon Karen, Sun Nov 26 events
Date: Monday, 27 November 2023 3:47:59 pm
Attachments: [image002.jpg](#)

Thanks team - I will now put some magic national office-speak in to this for Keith!

K

From: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Monday, November 27, 2023 2:44:48 PM
To: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>; Anil Varma <Anil.Varma@avsec.govt.nz>
Cc: Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Hamish Hill <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Silas Harrison <xxxxx.xxxxxxxx@xxxxx.xxxx.xx>
Subject: Good afternoon Karen, Sun Nov 26 events

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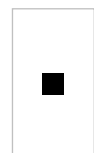
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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Mark Wheeler](#)
To: [Karen Urwin](#); [Theresa Carter](#); [Anil Varma](#)
Cc: [Warwick Burr](#); [Hamish Hill](#); [Silas Harrison](#)
Subject: RE: Good afternoon Karen, Sun Nov 26 events
Date: Monday, 27 November 2023 3:49:27 pm
Attachments: [image001.jpg](#)

I am already writing a modified version based on my meetings with Cath and Billie.
Give me a few minutes

From: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>
Sent: Monday, November 27, 2023 3:48 PM
To: Theresa Carter <xxxxxxx.xxxxx@xxxxx.xxxx.xx>; Anil Varma <Anil.Varma@avsec.govt.nz>
Cc: Mark Wheeler <xxxx.xxxxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>; Silas Harrison <xxxxx.xxxxxxxx@xxxxx.xxxx.xx>
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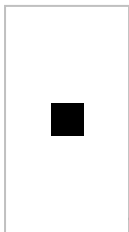
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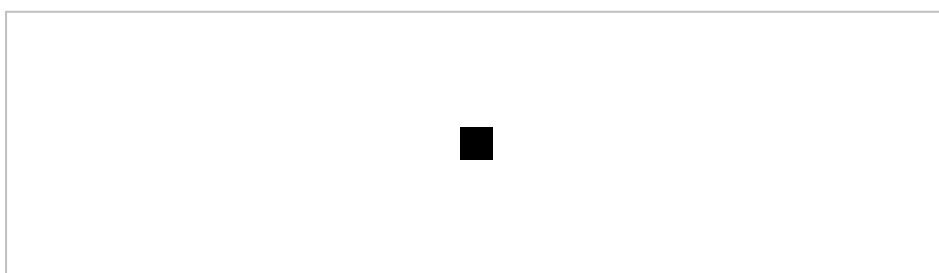
From: [SDL](#)
To: [Olwen Northway](#); [Judy Muir](#); [Theresa Carter](#); [Simon Yuan](#); [Planner](#)
Cc: [Anil Varma](#); [Beth Waudby](#); [Silas Harrison](#); [Matalena Patu](#); [Shanon McQuilkan](#); [Dawn Wingrove](#); [Roedolf Smit](#); [Hamish Hill](#)
Subject: RE: AKL - INT Lanes fixed open - Queue pressures.
Date: Monday, 27 November 2023 8:11:02 pm
Attachments: [image001.png](#)

Hi all,

This CRF is now complete and we are working on getting coverage for these additional lanes.

Should you have any queries, please don't hesitate to contact me.

Cheers,
Sumeet



From: Olwen Northway <xxxxx.xxxxxxxx@xxxxx.xxxx.xx>
Sent: Monday, 27 November 2023 2:37 PM
To: SDL <xxx@xxxxx.xxxx.xx>; Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Cc: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Silas Harrison <xxxxx.xxxxxxxx@xxxxx.xxxx.xx>; Matalena Patu <Matalena.Patu@avsec.govt.nz>; Shanon McQuilkan <xxxxxxx.xxxxxxxx@xxxxx.xxxx.xx>; Dawn Wingrove <xxxx.xxxxxxxx@xxxxx.xxxx.xx>; Roedolf Smit <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Hamish Hill <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Subject: AKL - INT Lanes fixed open - Queue pressures.

Hi Judy, Sumeet & Simon

Please action this AKL CRF effective immediately, opening additional lanes as resource allows or when recalls/extensions have been sought. Planners to check all scenarios for coverage where shifts have been assigned and adjust as needed.

AKL - INT Lanes fixed open 271123.docx
<https://infohub.aviation.govt.nz/otcs/cs.dll/link/60576004>

Please get in touch if you have any questions or concerns.

Kind regards

Olwen

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Anil Varma](#)
To: [Mark Wheeler](#)
Subject: RE: AKL Intl security
Date: Monday, 27 November 2023 9:57:14 pm
Attachments: [image002.png](#)
[image004.png](#)
[image003.jpg](#)

Hi Mark , a couple of additions as highlighted below- otherwise all good .

Regards,

Anil Varma | Station Manager, Auckland

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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WE PROTECT AVIATION

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Mark Wheeler <xxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Monday, November 27, 2023 9:35 PM

To: Anil Varma <xxxx.xxxxx@xxxx.xxxx.xx>

Subject: RE: AKL Intl security

Thanks Chloe, the slides you provided are a useful point in time.

After the weekend I have discussed many of these points with various teams and provide this update and expect Anil will do the same tomorrow at the AIAL meeting.

There has been useful progress. This morning I had a meeting with the AvSec Auckland management and went through all aspects. This was followed by the Mike Hill and I hosting the AIAL industry security meeting where we discussed this in outline with parts of the system. Then, Anil and I had a meeting with Billie Moore and Cath O'Brien after the security meeting where we talked through more of the system impacts and outcomes. Some notes from me.

- AvSec own the weekend, and in my view it was nothing to do with equipment readiness or staffing levels. The equipment is new, and staffing levels were good, with sickness at the lower end. Yes we have new staff (as do all airport organisations) who are trained.
- After Saturday's queues our on airport teams had agreed on AvSec's lane opening for the Sunday **based on the latest passenger showup profile data.**
- On review the major key for the delays was misjudging passenger presentation rates, aircraft load factors and AvSec lane throughput with the new equipment. While we planned for the 28 Code E flights in the afternoon, simply put these factors surprised us: US bound passengers processed earlier – greater than 3 hours; had more cabin baggage using more trays (**anecdotally** closer to 3 than 1.7) and higher aircraft load factors.
- Knowing this has allowed AvSec to model a short-term solution for the Summer peak.
- The solution is we have modelled is 100% loading factor, and a 260 pax / lane / hour through put. We will then fix minimum four lanes open all day and open five and six as required. This we have modelled with current staff, which includes 80 load assistants. CHC staff have been warned out to assist. This will prevent a reoccurrence and evens out the

From: [Tanya Gore](#)
To: [Hamish Hill](#); [George Copas](#)
Subject: [HQ: AKL - INT screening lanes](#)
Date: [Tuesday, 28 November 2023 7:24:00 am](#)
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Thanks – and without stating the obvious we also need to look at the impact of rolling 30 minute intervals not just every separate 30 mins – as that can also cause quite an impact.

From: Hamish Hill <Hamish.Hill@evsec.govt.nz>
Sent: Monday, November 27, 2023 3:06 PM
To: Tanya Gore <Tanya.Gore@evsec.govt.nz>; George Copas <George.Copas@evsec.govt.nz>
Subject: FW: AKL - INT screening lanes

FW – Roedolf, Graham & Warwick have it already. Will send you TC's update also.

Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | [Aotahakamaru Kerevanui o Aotearoa](#)
Level 15, 55 Featherston Street | PO Box 3555 | Wellington 6140 | New Zealand
☎ 4 492 4737 T | 4737 Bx | hamish.hill@evsec.govt.nz

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From: Owen Northway <Owen.Northway@evsec.govt.nz>
Sent: Monday, November 27, 2023 12:36 PM
To: Hamish Hill <Hamish.Hill@evsec.govt.nz>; Roedolf Smit <Roedolf.Smit@evsec.govt.nz>
Subject: AKL - INT screening lanes

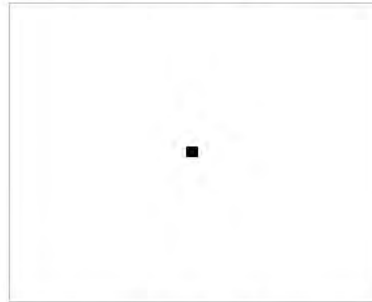
Hi Hamish & Roedolf

Some notes from the meeting this morning. Mark joined us and was talked through the process and solutions being considered.

Present were – Anil, Theresa, Beth & Kari, Silas and Mark Wheeler joined us later.

What was planned – decided to look at next Sunday (3 DEC) to model impacts

Looked at flights departing across 11:00 to 17:00 (28 flights)



A quick and dirty calc showed plane capacities – pax 7365

Quintiq expected pax – 6420

Lane capacity at 300 pax Per hour calculated over the lanes planned across that period suggests 5P would have coped

with this (Anil has photos of numbers)

Actual pax presentation unknown at this stage.

Data required

Actual pax presentation – TC to request data from last few days from Customs

Actual check in data – TC to request from Chris Ting

Actual presentation at portal – TC to request from Chris Ting

Tour group/cruise ship info

Flight loading info – Chris Ting – requested at meeting last week.

Actual throughput achieved – lanes 1 & 5 not available. Average data from Kari based on lanes available suggests

average throughput achieved = 65 per 15 mins or 260 pax per hour.

Screening lane issues – such as cleared bags held on belt after screening moving down recheck lane rather than

straight on. How much of an issue is this?

What we know

Lanes started to come under pressure from around 11:00 when the number of lanes open dropped from 3 to 2 and

never really recovered.

Sickness levels were not excessive.

Pax extended out of the Portal as far as the escalators.

This situation at these levels have not been seen for a very long time.

s 9(2)(a)

What if throughput at 260

s 9(2)(a)

More lanes required than planned as highlighted in red (excluding lane 5 05:00 to 08:30)

Work case scenario – School holidays 14 Dec to 28 Jan – What if all flights at 100% and 260 throughput

s 9(2)(a)

Demand would exceed capacity across 12:30 to 14:30 and 6 lanes required across all other peaks

Solution

Temporary fix – Owen to do CRF

Part 1 – effective asap

Fix open lanes as follows:-

Lane 3 – 04:30 to 21:00 – all days of the week

Lane 4 – 11:00 to 19:00 – all days of the week

Lane 5 – 11:30 to 16:00 – all days of the week

Lane 6 – 12:30 to 1400 – Fri/Sat/Sun – by demand all other days of week

Part 2 – applicable 14th Dec to 29 Jan – Owen to model and make recommendations

Suggest rather than apply 100% loadings with 260 throughput, which would apply to all periods of the day, target

additional lanes at problem periods by targeted increased flight loadings and additional lanes fixed open.

I.e., 11 to 16:00 – suggest 5th & 6th lanes to be open on the shoulders of the profiles above and extend 4th lane

across whole day (04:30 to 20:00). This would be a more measured approach and can be adapted between now and

14th Dec.

WIP – will need some modeling to make decisions – group to meet again Wednesday.
Will need to consider how long these solutions are sustainable.

Other

Look to DHC to provide additional support earlier.

Remove TRG as per document from GP/bron.

Remove non-essential requirements.

Remove Queue Managers from path of retreat – must be kept in as deemed vital to pax flow.

Recalls/extensions as needed.

Silas confirmed additional lanes could be managed if non-essential duties/TRG scaled back with recalls/extensions etc.

9 x ASD phoned in sick whilst meeting in progress – **M/C/D/I/I**

Impacts of sick leave across school holiday period is a risk.

Mark Wheeler keen for a robust enough solution to be put in to cover across holiday period to 29 Jan as short-term fix.

Longer term - confirm planning assumptions (throughput) and contingency/buffer (Hamich) – what would increase to FTE be and is it manageable.

Work with airlines to manage number of bags per pax.

Identify if check in open times for each airline and go to gate messaging is sending more pax to Customs/AiSec per 0:30 min than area can cope with.

Hope this makes sense, give me a call if you want to talk things through

Thanks

Owen

Owen Northway | Senior Advisor Workforce Management & Rostering Sys.

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WE PROTECT AVIATION

Calibration Transparency Integrity Respect Professionalism
We work hard. We work smart. We work safe. We work well. We work together.

From: [Hamish Hill](#)
To: [Mark Wheeler](#); [Anil Varma](#); [Warwick Burr](#); [Karen Urwin](#); [Graham Puryer](#)
Cc: [Olwen Northway](#); [Theresa Carter](#); [Ben Smith](#); [Peter Lockett](#); [Murray Breeze](#); [Beth Waudby](#); [Nichola McKinney](#)
Subject: RE: AKL Intl security
Date: Tuesday, 28 November 2023 7:51:00 am
Attachments: [image001.png](#)

Hi Mark,

Thanks for circulating. Just one point of correction for us internally (doesn't change the overall gist of your messaging).

While using a planning throughput figure of 260/hr, with higher loading was discussed as a way to force more lanes open, in practice this can result in more lanes being generated than we have. So intent is still the same (i.e. to bolster capacity), but suggest you are wary of quoting specific lower throughput figures such as this externally as it may not be what we actually operate to, and it could give the impression that we cannot ever achieve a higher throughput (which we know we can under the right conditions).

We are meeting with Chris Ting & team today to further discuss lane settings, and the AKL team will be reviewing the increased lane plan for the 14 Dec to 29 Jan peak summer period tomorrow ready for implementation.

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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Level 15, 55 Featherston Street | PO Box 3555 | Wellington 6140 | New Zealand
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WE PROTECT AVIATION

From: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>
Sent: Tuesday, November 28, 2023 6:27 AM
To: Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>
Cc: Hamish Hill <Hamish.Hill@avsec.govt.nz>; Olwen Northway <Olwen.Northway@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Peter Lockett <Peter.Lockett@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Nichola McKinney <Nichola.McKinney@avsec.govt.nz>
Subject: FW: AKL Intl security

Last night Chloe sent some slides on AvSec ITB enclosed for your consideration. My reply proofed by Anil is below.

Mark

Out of scope

From: [Hamish Hill](#)
To: [Graham Puryer](#)
Cc: [Silas Harrison](#)
Subject: RE: AKL queues
Date: Tuesday, 28 November 2023 8:30:00 am
Attachments: [image004.png](#)
[image001.png](#)
[image002.jpg](#)

Hi Graham,

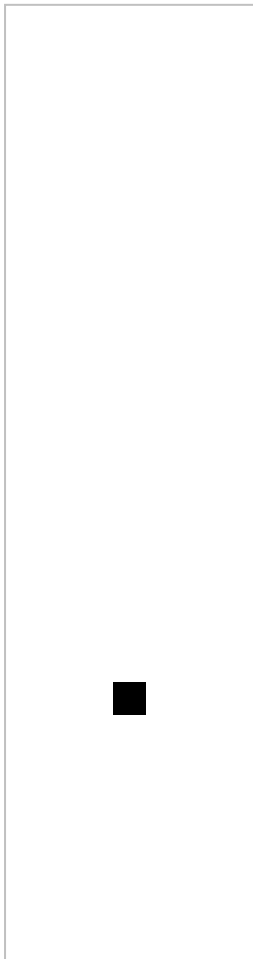
Talked to Silas just now & his team can start stripping e-learning out immediately.

One thing he asked to be done beforehand please is to ensure that Pete Lockett & Mike Hill have been made aware and have no issues with the changes. Reason being that much training often is brought up in audit findings, so Silas is wary of us taking them out, then getting a finding and being asked to put it back in.

Are you please able to do that to close off at a senior management level, then Silas can get his team to action?

As an indication of the duties this will free up in rosters, the following shows how many e-learning duties are currently in AKL's rosters each day as far out as the rosters are built (i.e. this is the potential saving that can be redeployed).

Cheers,
Hamish





Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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+64 4 460 4737 T | 4737 Ext | [+64 027 544 5983 M](tel:+640275445983) | xxxxxx.xxxx@xxxx.xxxx.xx

WE PROTECT AVIATION

From: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>

Sent: Monday, November 27, 2023 9:07 AM

To: Karen Urwin <xxxxx.xxxx@xxxxx.xxxx.xx>; Warwick Burr <Warwick.Burr@avsec.govt.nz>;
Mark Wheeler <xxxxx.xxxxxx@xxxxx.xxxx.xx>; Hamish Hill <Hamish.Hill@avsec.govt.nz>

Cc: Ben Smith <xxx.xxxxx@xxxxx.xxxx.xx>; Peter Lockett <Peter.Lockett@avsec.govt.nz>;
Bronwyn Somers <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>; Olwen Northway
<xxxxxx.xxxxxxxx@xxxxx.xxxx.xx>

Subject: RE: AKL queues

Morning

Thanks for the update.

Hamish has Olwen tasked to work in with the AKL team for the 0900 meeting.

I have attached the training proposal to remove a significant amount of training from the rosters and asked Hamish to provide to Silas as it should provide additional resources for operational deployment.

This is on the agenda for the EMT but if it could be agreed they could start working on it now?

Regards

Graham

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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T (+64 (4)460 4711 | M 027 451 0274 | E graham.purver@avsec.govt.nz

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Sent: Monday, November 27, 2023 8:48 AM
To: Mike Richards <Mike.Richards@caa.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Graham Purver <Graham.Purver@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>
Cc: Keith Manch <Keith.Manch@caa.govt.nz>; Dean Winter <Dean.Winter@caa.govt.nz>; CAA & AVSEC Media <media@caa.govt.nz>
Subject: AKL queues

Good morning all

I have had a very quick chat with Anil this morning and can confirm a couple of points:

1. The lane openings and rosters were based on the loadings and flight info provided by AIAL on Saturday night. All flights were running with 100% loadings.
2. For extended periods we were running with the full 6 lanes (maximum capacity) but this was not enough to prevent the screening lanes from being swamped at about 11am when the queue started forming.
3. Large numbers of pax were travelling with 3+ cabin bags. This is an airline responsibility to police and with kiosk self-check in there is no policing of this by airlines.
4. The TLs who worked yesterday are of the view that even if we had managed to have all 6 lanes open all day and night we would not have managed to screen all pax in a timely way.

s 9(2)(g)(i)

I will keep you up to date with more information as it comes to hand.

K

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Sent: Sunday, November 26, 2023 9:22:38 PM
To: Mike Richards <Mike.Richards@caa.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Graham Purver <Graham.Purver@avsec.govt.nz>; Anil Varma <Anil.Varma@avsec.govt.nz>
Cc: Keith Manch <Keith.Manch@caa.govt.nz>; Dean Winter <Dean.Winter@caa.govt.nz>; CAA & AVSEC Media <media@caa.govt.nz>
Subject: Re: NZ Herald story on screening delays at AKL

Thanks Mike - nice work!

Let's see what our Auckland team can come up with when they do their review tomorrow morning.

K

From: Mike Richards <xxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Sunday, November 26, 2023 9:13:54 PM
To: Mark Wheeler <xxxx.xxxxxxxx@xxxxx.xxxx.xx>; Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>;
Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>
Cc: Keith Manch <xxxxx.xxxxx@xxx.xxxx.xx>; Dean Winter <xxxx.xxxxxx@xxx.xxxx.xx>; CAA &
AVSEC Media <xxxxx@xxx.xxxx.xx>
Subject: NZ Herald story on screening delays at AKL


I think we have been fairly portrayed in this story. I have also received a thank you from AIAL comms for providing our response!

<https://www.nzherald.co.nz/nz/auckland-airport-delays-90-minute-delays-at-international-terminal-paramedics-brought-onto-one-flight/36DWAHWGORERHCQXRRKU4UWFM/>

Ngā mihi,

Mike

**Mike Richards | Manager,
Engagement, Education and Communications**

Civil Aviation Authority of New Zealand  Aviation Security Service
Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

      P

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 Level 15, Asteron Centre, 55 Featherston Street, PO Box 3555, Wellington, 6011 New Zealand

 Please consider the environment before printing this e-mail

From: [Karen Urwin](#)
To: [Mark Wheeler](#); [Anil Varma](#); [Warwick Burr](#); [Graham Puryer](#)
Cc: [Hamish Hill](#); [Olwen Northway](#); [Theresa Carter](#); [Ben Smith](#); [Peter Lockett](#); [Murray Breeze](#); [Beth Waudby](#); [Nichola McKinney](#)
Subject: Re: AKL Intl security
Date: Tuesday, 28 November 2023 8:34:03 am
Attachments: [image001.png](#)

Hmmm

It is interesting that the management of queues is now seen as an AvSec responsibility when historically we held the position that it wasn't. To my recollection we have never formally put "queue management" into our FTE budget bids - should we do this going forward...? I also note that these slides are suggesting 2 load assistants which we are also not funded for.

Also of note is the comment about ipads and PLAGS needing another tray in a C2 environment. That is not actually true, and it is frequently our staff who insist on putting these in to separate trays which for the most part is not required.

Throwing more staff at this will not necessarily fix the problem and I think we may need to manage that perception.

K

From: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>
Sent: Tuesday, November 28, 2023 6:26 AM
To: Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>
Cc: Hamish Hill <Hamish.Hill@avsec.govt.nz>; Olwen Northway <Olwen.Northway@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Peter Lockett <Peter.Lockett@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Nichola McKinney <Nichola.McKinney@avsec.govt.nz>
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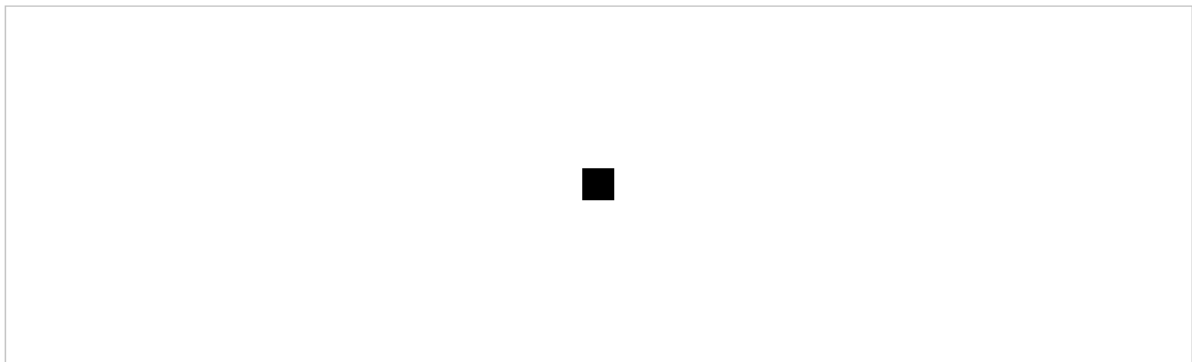
From: [Ben Smith](#)
To: [Mark Wheeler](#); [Warwick Burr](#); [Karen Urwin](#); [Graham Puryer](#); [Peter Lockett](#)
Cc: [Murray Breeze](#); [Nichola McKinney](#); [Neriah Broughton](#); [Anil Varma](#); [Hamish Hill](#)
Subject: RE: AKL Intl security
Date: Tuesday, 28 November 2023 8:47:31 am
Attachments: [image002.png](#)
[image003.png](#)

Hi Mark, All,

s 9(2)(g)(i)
[Redacted]

s 9(2)(g)(i)
[Redacted]

s 9(2)(g)(i)
[Redacted]



From: Hamish Hill <Hamish.Hill@avsec.govt.nz>
Sent: Tuesday, November 28, 2023 7:51 AM
To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>
Cc: Olwen Northway <Olwen.Northway@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Peter Lockett <Peter.Lockett@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Nichola McKinney <Nichola.McKinney@avsec.govt.nz>
Subject: RE: AKL Intl security

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give the impression that we cannot ever achieve a higher throughput (which we know we can under the right conditions).

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Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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+64 4 460 4737 T | 4737 Ext | +64 027 544 5983 M | hamish.hill@avsec.govt.nz

WE PROTECT AVIATION

From: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>

Sent: Tuesday, November 28, 2023 6:27 AM

To: Anil Varma <Anil.Varma@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Graham Purver <Graham.Purver@avsec.govt.nz>

Cc: Hamish Hill <Hamish.Hill@avsec.govt.nz>; Olwen Northway <Olwen.Northway@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Peter Lockett <Peter.Lockett@avsec.govt.nz>; Murray Breeze <Murray.Breeze@avsec.govt.nz>; Beth Waudby <Beth.Waudby@avsec.govt.nz>; Nichola McKinney <Nichola.McKinney@avsec.govt.nz>

Subject: FW: AKL Intl security

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Mark

Out of scope

From: [Theresa Carter](#)
To: [Tony Sun](#); [Joanne Prank](#)
Cc: [Marc Clowes](#); [Rochelle Howard](#)
Subject: Hi Tony, Jo, Queuing area
Date: Tuesday, 28 November 2023 9:20:38 am
Attachments: [IMG_5458.jpg](#)
[IMG_5460.jpg](#)
[IMG_5459.jpg](#)

Hi Tony, Jo,

Could you please have a look at the queue setup at ITB? There's a big space boxed off that we don't use; related to the queue direction and how this is managed re setup and exit.

Could you please liaise with Christoph too so he's across it and has input? We also need to ensure VIP lane exit etc. is not affected.

Rochelle, Marc,
As discussed, this morning thanks.

Thank you.

Best regards,
Theresa

Get [Outlook for iOS](#)

From: Theresa Carter <~~x@xx~~>
Sent: Tuesday, November 28, 2023 9:11:18 AM
To: Theresa Carter <~~x@xx~~>
Subject: Queuing area

Get [Outlook for iOS](#)

From: [Hamish Hill](#)
To: [Graham Purver](#)
Cc: [George Copas](#); [Roedolf Smit](#); [Olwen Northway](#)
Subject: RE: to think of as we are working our way through this.
Date: Tuesday, 28 November 2023 10:51:00 am
Attachments: [image001.png](#)
[image002.jpg](#)

Hi Graham,

Yes indeed – the higher no. of items & tray use per pax was a topic we kept emphasising in the meeting with AIAL just now.

Ready access to the tray data is our challenge as it has to be downloaded individually & compiled, so not as simple as getting the walkthrough data.

George – your team is most across this, so can you advise what our best options are to get this data regularly & produce a tray/pax ratio during a full day to see the variation on an ongoing basis? Happy to volunteer Roedolf's services to assist where we can.

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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WE PROTECT AVIATION

From: Graham Purver <Graham.Purver@avsec.govt.nz>

Sent: Tuesday, November 28, 2023 10:46 AM

To: Hamish Hill <Hamish.Hill@avsec.govt.nz>

s 6(a) [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Graham

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: [Graham Puryer](#)
To: [Keith Manch](#); [Karen Urwin](#); [Mark Wheeler](#); [Ben Smith](#); [Warwick Burr](#)
Subject: RE: AKL Queues
Date: Tuesday, 28 November 2023 11:55:09 am
Attachments: [image001.png](#)
[image002.jpg](#)

Hi Karen

I have asked Hamish to work with George to get all the data together to better inform this so we can get the SSG to raise with industry. s 9(2)(g)(i)

[Redacted]

Regards

Graham

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Keith Manch <Keith.Manch@caa.govt.nz>

Sent: Tuesday, November 28, 2023 11:50 AM

To: Karen Urwin <Karen.Urwin@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>;

Ben Smith <Ben.Smith@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>;

Warwick Burr <Warwick.Burr@avsec.govt.nz>

Subject: Re: AKL Queues

[Redacted]



From: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Sent: Tuesday, November 28, 2023 11:08:10 AM
To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Keith Manch <Keith.Manch@caa.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>
Subject: AKL Queues

Hi all

I have just been speaking to Anil who is down at the international screening point and he advises that at this point they are coping well, however... the afternoon US-bound flights will be opening for check in shortly. Anil also advises that he was seeing large numbers of pax who were using three to four trays. At this time of the year we would expect Northern bound pax to need an additional tray for heavy weight jackets and coats, but this level of tray usage is well above the normal rate.

s 9(2)(g)(i) [Redacted]

[Redacted]

[Redacted]

Cheers
K

From: [Hamish Hill](#)
To: [Olwen Northway](#); [SDL](#)
Cc: [Theresa Carter](#); [Anil Varma](#); [Silas Harrison](#); [Shanon McQuilkan](#); [Matalena Patu](#); [Dawn Wingrove](#); [Roedolf Smit](#)
Subject: RE: AKL - Update to INT pax presentation
Date: Tuesday, 28 November 2023 12:10:00 pm

Thanks All involved – good work to take such quick action!

Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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From: Olwen Northway <xxxxxx.xxxxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, November 28, 2023 12:04 PM
To: SDL <xxx@xxxx.xxxx.xx>
Cc: Theresa Carter <xxxxxxx.xxxxxx@xxxx.xxxx.xx>; Anil Varma <Anil.Varma@avsec.govt.nz>; Silas Harrison <xxxxxx.xxxxxxxx@xxxx.xxxx.xx>; Shanon McQuilkan <xxxxxx.xxxxxxxx@xxxx.xxxx.xx>; Matalena Patu <xxxxxxx.xxxx@xxxx.xxxx.nz>; Dawn Wingrove <xxxx.xxxxxxxx@xxxx.xxxx.xx>; Roedolf Smit <Roedolf.Smit@avsec.govt.nz>; Hamish Hill <xxxxxx.xxxx@xxxx.xxxx.xx>
Subject: AKL - Update to INT pax presentation

Hi Judy, Sumeet & Simon

Please action the update of **28 Nov 2023**, which adjusts the recently entered pax presentation, as a result of revised data received. Effective immediately, with any additional lanes generated, opened as resourcing allows. Planners to check shift coverage for all future scenarios.

AKL - CRF INT Pax Presentation and fixed lanes updated.docx
<https://infohub.aviation.govt.nz/otcs/cs.dll/link/60482879>

Appreciate the extra work these lane adjustments are creating for you. Just want to give you a heads up that one more will be coming tomorrow . Planners may want to wait until the next one has been implemented before carrying out their checks.

Thank you for making these changes so promptly, it is much appreciated.

Kind regards
Olwen

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.

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From: [Anil Varma](#)
To: [Theresa Carter](#)
Subject: FW: All from individual passengers
Date: Tuesday, 28 November 2023 1:17:17 pm
Attachments: [IMG_0564.jpg](#)
[IMG_0568.jpg](#)
[IMG_0566.jpg](#)
[IMG_0565.jpg](#)
[IMG_0567.jpg](#)
[image001.png](#)
[image003.jpg](#)
[image004.jpg](#)

Anil Varma | Station Manager, Auckland

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Anil Varma

Sent: Tuesday, November 28, 2023 1:15 PM

To: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>

Subject: FW: All from individual passengers

More examples from the North American flights this afternoon .

Regards,

Anil Varma | Station Manager, Auckland

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Marc Clowes <xxxx.xxxxxx@xxxxx.xxxx.xx>

Sent: Tuesday, November 28, 2023 12:51 PM

To: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>

Subject: All from individual passengers

Some were 3 trays each some were 4.

Is that enough?

Thanks
Marc

From: [Anil Varma](#)
To: [Theresa Carter](#)
Subject: FW: Trays Per Pax
Date: Tuesday, 28 November 2023 1:16:52 pm
Attachments: [Document1 \(010\).docx](#)
[image001.png](#)
[image002.jpg](#)

Anil Varma | Station Manager, Auckland

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Anil Varma

Sent: Tuesday, November 28, 2023 12:35 PM

To: Karen Urwin <xxxxx.xxxxx@xxxxx.xxxx.xx>

Subject: Trays Per Pax

We see this regularly from all airlines . Let me know if more photos are needed.

Regards,

Anil

From: [Graham Puryer](#)
To: [Ben Smith](#); [Karen Urwin](#); [Warwick Burr](#); [Mark Wheeler](#)
Subject: RE: AKL Queues
Date: Tuesday, 28 November 2023 1:44:54 pm
Attachments: [image004.png](#)
[image006.png](#)
[image007.jpg](#)
[image008.jpg](#)
[image002.jpg](#)

<file:///C:/Users/gpuryer/Downloads/95595955.pdf>

Graham Puryer | Executive Group Manager

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From: Ben Smith <xxx.xxxxx@xxxx.xxx.xx>

Sent: Tuesday, November 28, 2023 1:44 PM

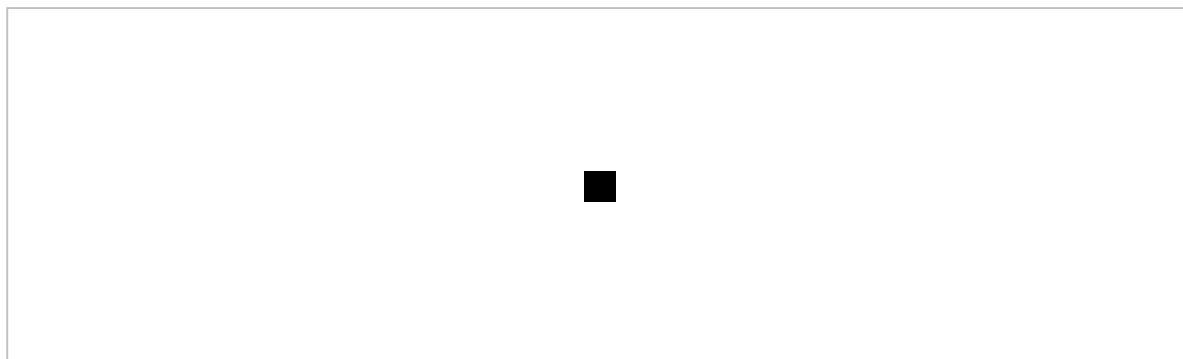
To: Karen Urwin <xxxxx.xxxxx@xxxx.xxx.xx>; Graham Puryer <Graham.Puryer@avsec.govt.nz>;
Warwick Burr <xxxxxxx.xxxx@xxxx.xxx.xx>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>

Subject: RE: AKL Queues

Hi GP,

Be good to see where these specs have come from as I anticipate they may be referring to point loads and not for example continuous drag loads on motors and belts.

We have already had modifications introduced by the OEM in respect to having to “beef-up” lanes and x-rays in light of increased cabin baggage size and weights. So even while some of this may not lead to an immediate overload failure, the compounding repetitive fatigue loading of this is also a real issue for us.



From: Karen Urwin <xxxxx.xxxxx@xxxx.xxx.xx>

Sent: Tuesday, November 28, 2023 12:59 PM

To: Graham Puryer <xxxxxx.xxxxxx@xxxx.xxx.xx>; Ben Smith <xxx.xxxxx@xxxx.xxx.xx>; Mark

Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

Subject: Re: AKL Queues

Hmmm I guess it all comes down to how many trays/bags you can fit on a lane at once...?

From: Graham Puryer <Graham.Puryer@avsec.govt.nz>

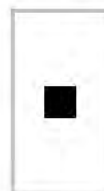
Sent: Tuesday, November 28, 2023 12:51:53 PM

To: Karen Urwin <Karen.Urwin@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

Subject: RE: AKL Queues

I see the equipment specs say 160kg for the load. Not sure we would see too many of them, or even 4 bags at 40kg? This is more a staff impact as you highlight.

The size, wear and tear would be increased though.



Graham Puryer | Executive Group Manager

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>

Sent: Tuesday, November 28, 2023 12:29 PM

To: Ben Smith <Ben.Smith@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

Subject: Re: AKL Queues

Ha!

I just sent you an e-mail on this very subject!

From: Ben Smith <Ben.Smith@avsec.govt.nz>

Sent: Tuesday, November 28, 2023 12:27:51 PM

To: Graham Puryer <Graham.Puryer@avsec.govt.nz>; Keith Manch <Keith.Manch@caa.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

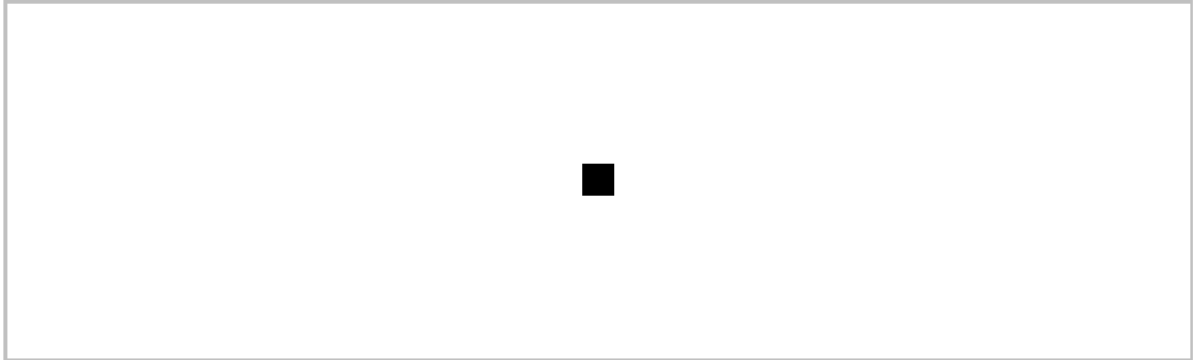
Subject: RE: AKL Queues

Hi Karen,

Another dimension that would be worth raising is we have concerns over excess size and weight of

bags regards damage to equipment. We have in the past had issues from oversize bags trying to go through x-rays, also repetitive excessive weight on motors etc which are designed for that.

Obviously a circular argument to this, if we start to have equipment failures now we obviously have less capability to deal with the required throughput.



From: Graham Puryer <Graham.Puryer@avsec.govt.nz>

Sent: Tuesday, November 28, 2023 11:55 AM

To: Keith Manch <Keith.Manch@caa.govt.nz>; Karen Urwin <Karen.Urwin@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

Subject: RE: AKL Queues

Hi Karen

I have asked Hamish to work with George to get all the data together to better inform this so we can get the SSG to raise with industry. Weights of bags etc. would be interesting as well, but not sure how we get that currently.

It would be good to have someone at the doors to refuse entry if they have too many bags, but I think this would require airline support.

Regards

Graham



Graham Puryer | Executive Group Manager

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Me mahi tahi | Me mahi pono | Me mahi tika | Me manaaki | Kia tu rangatira ai

From: Keith Manch <Keith.Manch@caa.govt.nz>

Sent: Tuesday, November 28, 2023 11:50 AM

To: Karen Urwin <Karen.Urwin@avsec.govt.nz>; Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>

RE: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Karen Urwin <Karen.Urwin@avsec.govt.nz>

Sent: Tuesday, November 28, 2023 11:08:10 AM

To: Mark Wheeler <Mark.Wheeler@avsec.govt.nz>; Keith Manch <Keith.Manch@caa.govt.nz>; Ben Smith <Ben.Smith@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr

<Warwick.Burr@avsec.govt.nz>

Subject: AKL Queues

Hi all

I have just been speaking to Anil who is down at the international screening point and he advises that at this point they are coping well, however... the afternoon US-bound flights will be opening for check in shortly. Anil also advises that he was seeing large numbers of pax who were using three to four trays. At this time of the year we would expect Northern bound pax to need an additional tray for heavy weight jackets and coats, but this level of tray usage is well above the normal rate.

s 9(2)(g)(i)
[Redacted]

[Redacted]

[Redacted]

Cheers
K

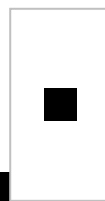
From: [Mike Parkinson](#)
To: [Anil Varma](#)
Cc: [George Copas](#); [Hamish Hill](#); [Karl Duckett](#)
Subject: RE: AKL INT WTMD data not be recorded
Date: Tuesday, 28 November 2023 1:57:39 pm
Attachments: [image002.jpg](#)
[image003.png](#)
[image009.png](#)
[image010.png](#)
[image004.jpg](#)

Hi Anil

I have just been advised that the WTMD issue has been resolved.

Ngā mihi | Kind regards

Mike Parkinson | Manager In-Service Support (Strategic Development Group)
New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa
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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Anil Varma <xxxx.xxxxx@xxxxx.xxx.xx>
Sent: Monday, November 27, 2023 7:41 AM
To: Mike Parkinson <xxxx.xxxxxxxx@xxxxx.xxx.xx>
Cc: George Copas <xxxxxx.xxxxx@xxxxx.xxx.xx>; Hamish Hill <Hamish.Hill@avsec.govt.nz>;
Karl Duckett <xxxx.xxxxxxx@xxxxx.xxx.xx>
Subject: RE: AKL INT WTMD data not be recorded

Morning Mike , can we get some urgency in getting this sorted given the current situation in AKL with respect to processing times .

Regards,

Anil Varma | Station Manager, Auckland
New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa
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T +64 9 952 5497 | **M** +64 27 296 9054 | **E** xxxx.xxxxx@xxxxx.xxx.xx

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Karl Duckett <xxxx.xxxxxxx@xxxxx.xxx.xx>
Sent: Monday, November 27, 2023 7:39 AM

To: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>

Cc: George Copas <xxxxxx.xxxxx@xxxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>

Subject: FW: AKL INT WTMD data not be recorded

Hi Anil,

FYI, fault report logged on the 21st regarding WTMD offline. Not sure what the holdup is on fixing this, but looking today it clearly isn't resolved. This means we are unable to get information on lane 1 and 3.

Additionally incent.control is offline at the moment so we are unable to get data from the x-ray units.

Not ideal in given the current situation.

Nonetheless, I've added the WTMD throughput for the four lanes we can see between July 1st and yesterday.

Cheers,

-Karl

From: Karl Duckett

Sent: Tuesday, November 21, 2023 8:38 AM

To: Jamie Glen <xxxxx.xxxx@xxxxx.xxxx.xx>

Cc: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>; Eric Coufmann <xxxx.xxxxxxxxx@xxxxx.xxxx.xx>;

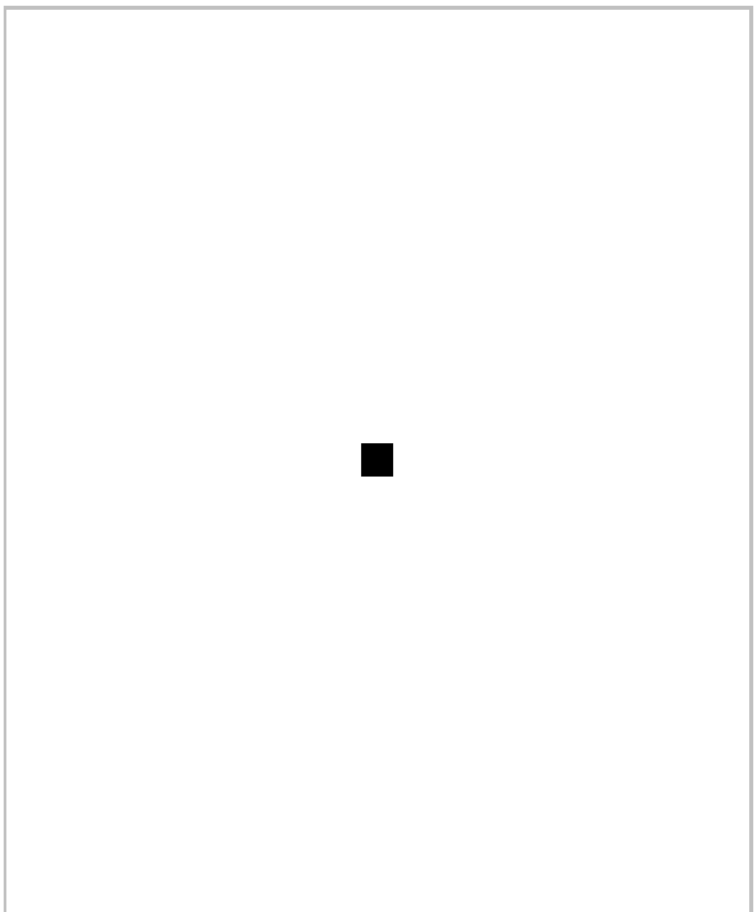
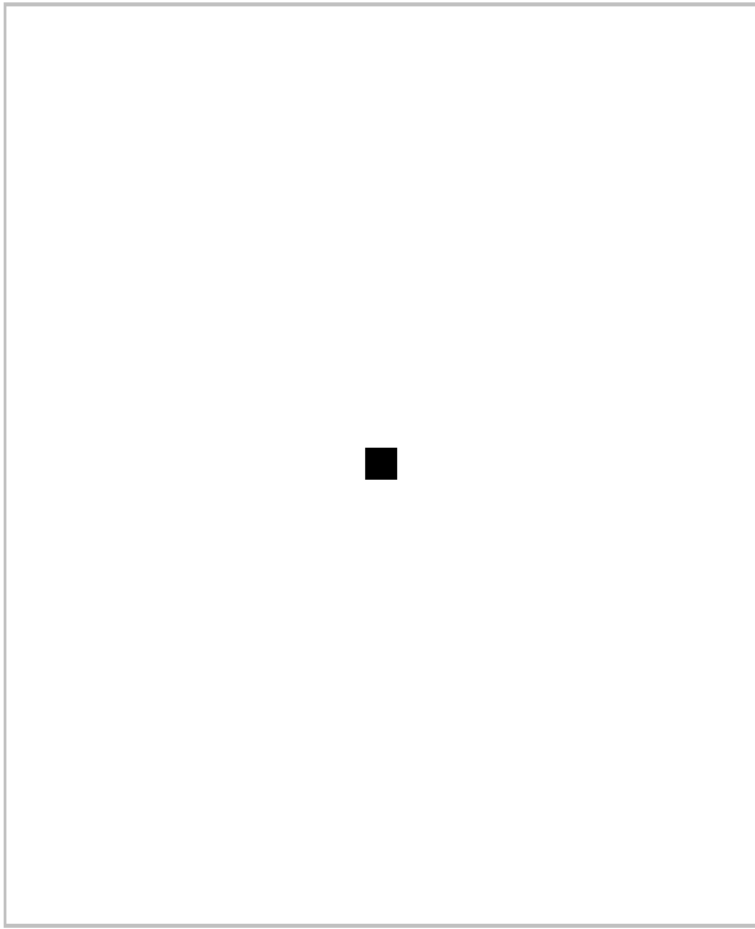
George Copas <xxxxxx.xxxxx@xxxxx.xxxx.xx>; Alina Granger <xxxxxx.xxxxxxxxx@xxxxx.xxxx.xx>

Subject: AKL INT WTMD data not be recorded

Hi Jamie,

We extracted out some of the throughput numbers from Auckland INT and found that lane 1 & 3 do not seem to be recorded data anymore. Lane one hasn't recorded anything since the 14th, and Lane 3 since the 8th of Nov.

Here are the daily charts from MetorNet:



Hope that helps, talk soon,

Karl Duckett | Senior Process Analyst

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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[AvSec Compliance & Improvement Group Intranet Page](#)

From: [Roedolf Smit](#)
To: [Hamish Hill](#); [Aly Thompson](#)
Subject: Planned vs actual passenger loadings
Date: Tuesday, 28 November 2023 2:25:36 pm
Attachments: [Planned vs actual flight loadings.xlsx](#)

Hi Hamish and Aly

As we discussed in the meeting, I have attached the file that contains the difference between planned and actual flight loadings that provides further information on the issue we experienced on 26/11 at AKL international.

If you need any additional information, please let me know and I'll get onto it ASAP.

Regards
Roedolf

From: [Olwen Northway](#)
To: [Anil Varma](#); [Theresa Carter](#); [Beth Waudby](#)
Cc: [Karl Duckett](#)
Subject: AKL INT screening lanes - Stage 3
Date: Tuesday, 28 November 2023 3:09:15 pm
Attachments: [AKL - INT Screening Parameter changes, flight loading addition \(14 Dec to 29 Jan\) and additional fixed lanes \(14 Dec to 29 Jan 2024\).docx](#)

Hi All

I have attached some modelling of the lane profiles after the agreed stage 1 and stage 2 changes have been made, to compare against the suggested actions for Stage 3, noting this is a scaled back option of the 260 throughput and 100% load factor discussed yesterday. The scaled back version looks to contain us to a max of 6 lanes showing pax waiting above 6 lanes mainly on a Saturday morning. There is also a 260/100% sample for Saturday the 16th Dec.

The stages are as follows:-

Stage 1 – Lane 3 fixed open 04:30 to 20:00 all days, Lane 4 fixed open 11:00 to 19:00 all days, Lane 5 fixed open 11:30 to 16:00 all days and Lane 6 fixed open 12:30 to 14:30 Fri/Sat/Sun only – **IMPLEMENTED and effective 28 Nov 2023**

Stage 2 - Pax presentation adjusted to match revised data provided by AIAL. **Implemented and effective 29 November 2023**

Stage 3 - Screening parameter change (throughput to 270), flight loading increase (to 90% 14 Dec to 29 Jan 2024) and additional fixed Lanes (lane 4 open 05:00 to 19:30 min) **TBC 29 Nov 2023.**

Alternative Stage 3 option

No change to through put and no increase to flight loading, then fix lane 4 open as above and Fix lane 6 open at set times across each peak.

For discussion and agreement at our meeting tomorrow.

Kind regards
Olwen

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.

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From: [Hamish Hill](#)
To: [Mike Parkinson](#); [Anil Varma](#)
Cc: [George Copas](#); [Karl Duckett](#)
Subject: RE: AKL INT WTMD data not be recorded
Date: Tuesday, 28 November 2023 3:27:00 pm
Attachments: [image001.jpg](#)
[image002.png](#)
[image005.png](#)
[image006.png](#)
[image004.jpg](#)
[image008.jpg](#)

Splendid news – thanks Mike!

Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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+64 4 460 4737 T | 4737 Ext | +64 027 544 5983 M | xxxxxx.xxxx@xxxx.xxxx.xx

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From: Mike Parkinson <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Sent: Tuesday, November 28, 2023 1:58 PM
To: Anil Varma <xxxx.xxxx@xxxx.xxxx.xx>
Cc: George Copas <xxxxxx.xxxx@xxxx.xxxx.xx>; Hamish Hill <Hamish.Hill@avsec.govt.nz>;
Karl Duckett <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Subject: RE: AKL INT WTMD data not be recorded

Hi Anil

I have just been advised that the WTMD issue has been resolved.

Ngā mihi | Kind regards

Mike Parkinson | Manager In-Service Support (Strategic Development Group)
New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa
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From: Anil Varma <xxxx.xxxx@xxxx.xxxx.xx>
Sent: Monday, November 27, 2023 7:41 AM
To: Mike Parkinson <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Cc: George Copas <xxxxxx.xxxx@xxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxx.xxxx.xx>;
Karl Duckett <xxxx.xxxxxxxx@xxxx.xxxx.xx>
Subject: RE: AKL INT WTMD data not be recorded

Morning Mike , can we get some urgency in getting this sorted given the current situation in AKL with respect to processing times .

Regards,

Anil Varma | Station Manager, Auckland

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Karl Duckett <xxxx.xxxxxxx@xxxx.xxxx.xx>

Sent: Monday, November 27, 2023 7:39 AM

To: Anil Varma <xxxx.xxxxx@xxxx.xxxx.xx>

Cc: George Copas <xxxxxx.xxxxx@xxxx.xxxx.xx>; Hamish Hill <xxxxxx.xxxx@xxxx.xxxx.xx>

Subject: FW: AKL INT WTMD data not be recorded

Hi Anil,

FYI, fault report logged on the 21st regarding WTMD offline. Not sure what the holdup is on fixing this, but looking today it clearly isn't resolved. This means we are unable to get information on lane 1 and 3.

Additionally incent.control is offline at the moment so we are unable to get data from the x-ray units.

Not ideal in given the current situation.

Nonetheless, I've added the WTMD throughput for the four lanes we can see between July 1st and yesterday.

Cheers,

-Karl

From: Karl Duckett

Sent: Tuesday, November 21, 2023 8:38 AM

To: Jamie Glen <xxxxx.xxxx@xxxx.xxxx.xx>

Cc: Hamish Hill <xxxxxx.xxxx@xxxx.xxxx.xx>; Eric Coufmann <xxxx.xxxxxxx@xxxx.xxxx.xx>;

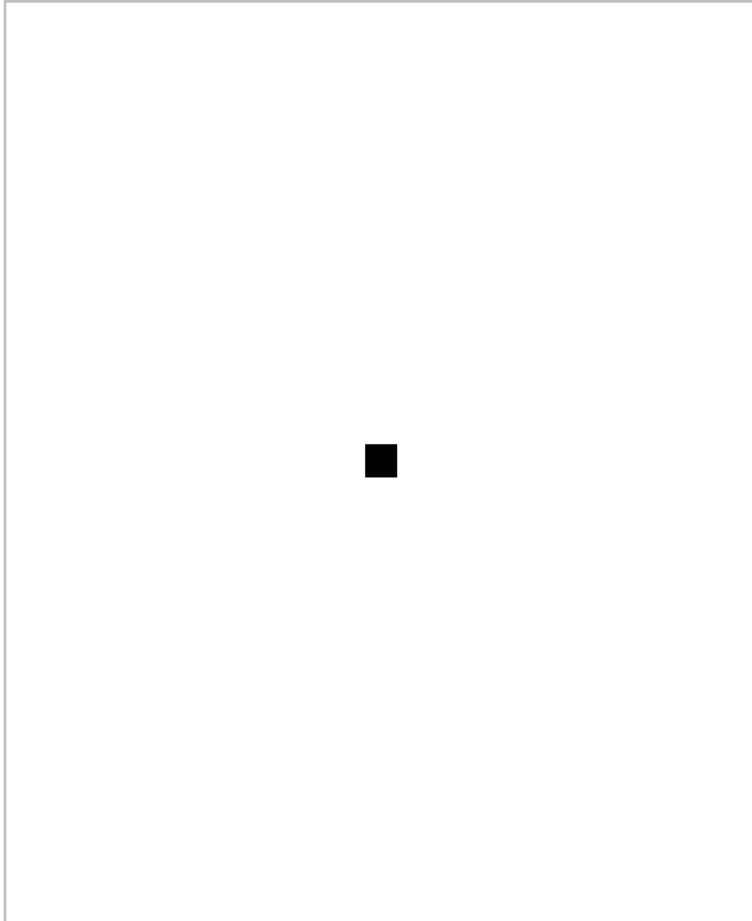
George Copas <xxxxxx.xxxxx@xxxx.xxxx.xx>; Alina Granger <xxxxx.xxxxxxx@xxxx.xxxx.xx>

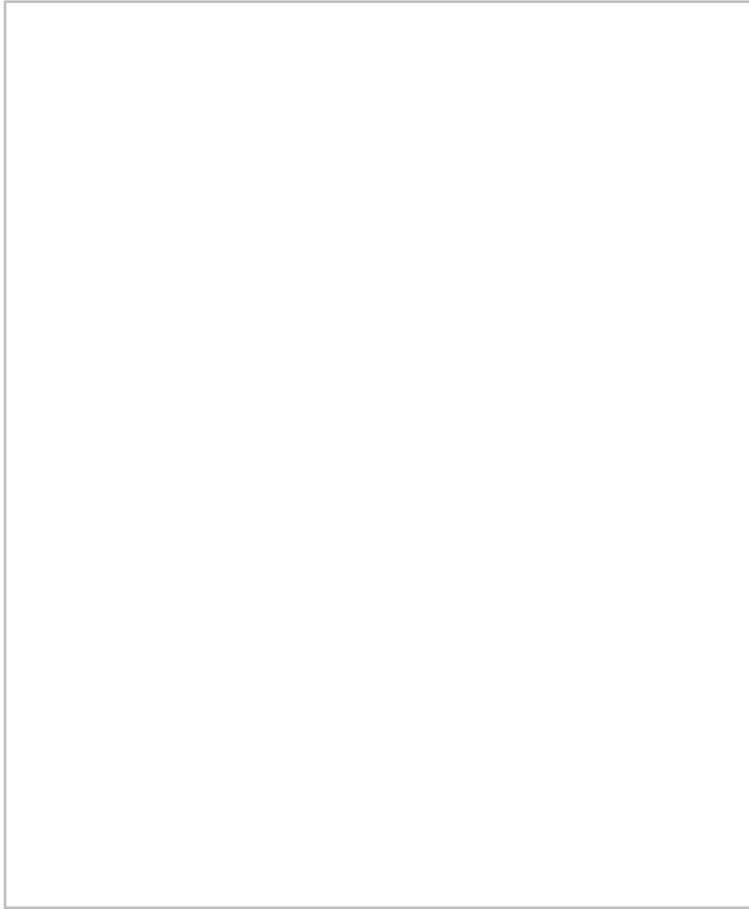
Subject: AKL INT WTMD data not be recorded

Hi Jamie,

We extracted out some of the throughput numbers from Auckland INT and found that lane 1 & 3 do not seem to be recorded data anymore. Lane one hasn't recorded anything since the 14th, and Lane 3 since the 8th of Nov.

Here are the daily charts from MeteorNet:





Hope that helps, talk soon,

Karl Duckett | Senior Process Analyst

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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T +64 9 952 4906 | **M** +64 27 245 6078 | **E** karl.xxxxxx@xxxx.xx

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[AvSec Compliance & Improvement Group Intranet Page](#)

From: [Karen Urwin](#)
To: [Anil Varma](#); [Theresa Carter](#); [Beth Waudby](#)
Cc: [Warwick Burr](#); [Hamish Hill](#)
Subject: staggered screening
Date: Tuesday, 28 November 2023 3:44:33 pm

OK team

I would like you guys to turn your collective minds to my wild and crazy idea of staggered screening by flight! By that I mean controlling access in to the Customs area so that we are only screening pax whose flight is scheduled to leave within say 90 minutes of joining the queue. We need to develop this contingency as once we have all 6 lanes operating at maximum capacity we have nowhere left to go. Given that we have not even reached our peak Christmas queues we need to have another trick up our sleeves. **s 9(2)(g)(i)**

In effect we will be trying to filter out those pax who have decided to turn up ridiculously early and only have pax in the queue that match our pre-planned presentation models. The problems around early pax presentation nearly drove Schiphol Airport to the brink of collapse last year and their queues ended up out in to the car park! Events like we saw on Sunday only make the problem worse as it becomes a self-fulfilling prophecy..... *Pax turn up too early and create a massive queue → tomorrow's pax watching this on TV panic and then turn up even earlier than the pax did the day before!* In short the problem feeds itself and gets bigger with every passing day **s 9(2)(g)(i)**

Staggered screening would require the cooperation of all of our stakeholders, particularly AIAL as it would involve good electronic signage and "screening calls" (like the old fashioned boarding calls) to be made in the terminal. Airlines could also assist by having signage in the check-in area. AIAL and airlines would also need to assist in the controlling the queue access by checking people boarding passes. Installing boarding pass readers at the very entrance to that weird wooden tunnel would be ideal, but in the short term human beings could control access. A number of international airports operate a system whereby pax can actually book up to 5-days in advance to reserve their spot in a dedicated security screening lane – compared to that, my idea seems quite sane....

There are some obvious benefits;

- A steady and consistent queue
- It would match our presentation models
- Less stress for pax
- Less stress for our staff
- Better health, safety and wellbeing outcomes for all concerned
- Minimal flight delays
- A controlled work flow for Customs
- Less queue calming would be required
- It would give airlines an opportunity to eyeball those pax who are carrying significantly excessive amounts of hand luggage and re-direct them back to check in

Arguments that our stakeholders are likely to raise are:

Pax will miss their flights

No, they won't – in fact there is less chance of them missing their flight because they will not be stuck in a long queue behind other pax who have all the time in the world because they have joined too early. In fact we are already effectively doing this by queue combing when we have to move pax with imminent departures to the front of the queue those pax whose flight is departing 2+ hours away are being constantly pushed backwards in the queue – they may as well be sitting in a café drinking a latte!

We need pax to be airside spending money

There are two obvious answers to this...

- You can't spend money in a queue
- There are shops and food outlets land side who will appreciate the business

s 9(2)(g)(i)
[Redacted text block]

So can you guys please start thinking about how this might work and sound AIAL out about the idea – it would be good to have the plan (and practiced it!) before the Christmas rush really hits in mid-December. If there is absolutely no way that it would work please let me know. I am also working on some cunning strategies to force airlines to regulate their cabin baggage...

K

Karen Urwin | Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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WE PROTECT AVIATION

From: [Aly Thompson](#)
To: [Theresa Carter](#)
Subject: For the media info...
Date: Tuesday, 28 November 2023 3:57:06 pm
Attachments: [image001.png](#)

Queues began to build at the international screening point approximately 11:30am. Shortly thereafter the ponding area was at capacity and remained at capacity for most of the day until evening. From [time] until [time] we were operating at full capacity with all six screening lanes open.

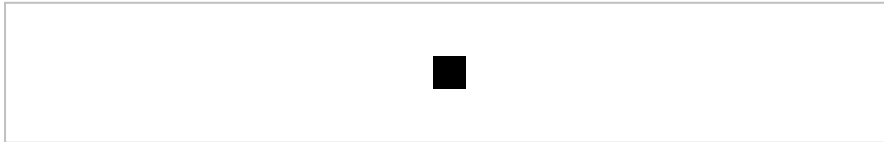
Aly Thompson (she/her) | **Senior Advisor External Relations**

Civil Aviation Authority of New Zealand

Te Mana Rererangi Tūmatanui o Aotearoa | Kaiwhakamaru Rererangi

Engagement, Education and Communication

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From: [Theresa Carter](#)
To: [Tony Sun](#)
Subject: Re: Hi Tony, Jo, Queuing area
Date: Tuesday, 28 November 2023 4:38:45 pm
Attachments: [image002.jpg](#)

Hi Tony, I've let Chris Ting know so there's no surprises re the queue configuration if AIAL query it.

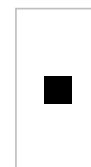
Thank you.

Regards,
TC

Get [Outlook for iOS](#)

From: Tony Sun <xxxx.xxx@xxxxx.xxx.xx>
Sent: Tuesday, November 28, 2023 1:13 PM
To: Theresa Carter <xxxxxxx.xxxxx@xxxxx.xxx.xx>; Joanne Prank <Joanne.Praxx@xxxxx.xxx.xx>
Subject: RE: Hi Tony, Jo, Queuing area

Hi TC, will do.



Kind regards,

Tony Sun | Operations Manager, Auckland

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Theresa Carter <xxxxxxx.xxxxx@xxxxx.xxx.xx>
Sent: Tuesday, November 28, 2023 9:21 AM
To: Tony Sun <xxxx.xxx@xxxxx.xxx.xx>; Joanne Prank <xxxxxxx.xxxxx@xxxxx.xxx.nz>
Cc: Marc Clowes <xxxx.xxxxx@xxxxx.xxx.xx>; Rochelle Howard <Rochelle.Howaxx@xxxxx.xxx.xx>
Subject: Hi Tony, Jo, Queuing area

Hi Tony, Jo,

Could you please have a look at the queue setup at ITB? There's a big space boxed off that we don't use; related to the queue direction and how this is managed re setup and exit.

Could you please liaise with Christoph too so he's across it and has input? We also need to ensure VIP lane exit etc. is not affected.

Rochelle, Marc,
As discussed, this morning thanks.

Thank you.

Best regards,
Theresa

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From: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>

Sent: Tuesday, November 28, 2023 9:11:18 AM

To: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>

Subject: Queuing area

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From: [Tony Sun](#)
To: [Theresa Carter](#)
Subject: Re: Hi Tony, Jo, Queuing area
Date: Tuesday, 28 November 2023 4:43:33 pm
Attachments: [image002.jpg](#)

Nice and thanks.

Jo and I are meeting with Chris Ernst on this Friday.

Cheers
Tony

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From: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Tuesday, November 28, 2023 4:38:44 PM
To: Tony Sun <xxxx.xxx@xxxxx.xxxx.xx>
Subject: Re: Hi Tony, Jo, Queuing area

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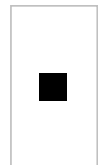
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TC

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Cc: Marc Clowes <xxxx.xxxxxx@xxxxx.xxxx.xx>; Rochelle Howard <Rochelle.Howaxx@xxxxx.xxxx.xx>
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Sent: Tuesday, November 28, 2023 9:11:18 AM
To: Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>
Subject: Queuing area

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From: [Theresa Carter](#)
To: [Anil Varma](#)
Subject: Hi Anil, FW: Hi Christoph, Customs pax figures 25/11, 26/11
Date: Wednesday, 29 November 2023 6:52:00 am
Attachments: [image003.png](#)
[image004.jpg](#)
[Departure presentation data 25 and 26 November.xlsx](#)
[image001.jpg](#)

Hi Anil,

Roedolf is going to analyse Customs pax presentation to determine show-up profiles by flight, we'll let you know outcomes.

Thanks,

Regards,
TC

Out of scope

From: [Graham Puryer](#)
To: [Hamish Hill](#)
Subject: s 9(2)(g)(i)
Date: Wednesday, 29 November 2023 8:16:43 am
Attachments: [image001.png](#)
[image002.jpg](#)

s 9(2)(g)(i)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Regards

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa
55 Featherston Street | PO Box 3555 | Wellington 6140 | New Zealand
T (+64 (4)460 4711 | M 027 451 0274 | E graham.puryer@avsec.govt.nz

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Hamish Hill <Hamish.Hill@avsec.govt.nz>
Sent: Wednesday, November 29, 2023 7:55 AM
To: Graham Puryer <Graham.Puryer@avsec.govt.nz>
Subject: FW: s 9(2)(g)(i)

[Redacted]

Hamish Hill | Manager Workforce and Business Performance

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From: Karen Urwin <Karen.Urwin@avsec.govt.nz>
Sent: Tuesday, November 28, 2023 3:45 PM
To: Anil Varma <Anil.Varma@avsec.govt.nz>; Theresa Carter <Theresa.Carter@avsec.govt.nz>;
Beth Waudby <Beth.Waudby@avsec.govt.nz>
Cc: Warwick Burr <Warwick.Burr@avsec.govt.nz>; Hamish Hill <Hamish.Hill@avsec.govt.nz>
Subject: staggered screening

OK team

I would like you guys to turn your collective minds to my wild and crazy idea of staggered screening by flight! By that I mean controlling access in to the Customs area so that we are only screening pax whose flight is scheduled to leave within say 90 minutes of joining the queue. We need to develop this contingency as once we have all 6 lanes operating at maximum capacity we have nowhere left to go. Given that we have not even reached our peak Christmas queues we need to have another trick up our sleeves. s 9(2)(g)(i)

In effect we will be trying to filter out those pax who have decided to turn up ridiculously early and only have pax in the queue that match our pre-planned presentation models. The problems around early pax presentation nearly drove Schiphol Airport to the brink of collapse last year and their queues ended up out in to the car park! Events like we saw on Sunday only make the problem worse as it becomes a self-fulfilling prophecy..... *Pax turn up too early and create a massive queue → tomorrow's pax watching this on TV panic and then turn up even earlier than the pax did the day before!* In short the problem feeds itself and gets bigger with every passing day s 9(2)(g)(i)

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s 9(2)(g)(i)

So can you guys please start thinking about how this might work and sound AIAL out about the idea – it would be good to have the plan (and practiced it!) before the Christmas rush really hits in mid-December. If there is absolutely no way that it would work please let me know. I am also working on some cunning strategies to force airlines to regulate their cabin baggage...

K

Karen Urwin | Group Manager Operations

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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From: [Hamish Hill](#)
To: [Karl Duckett](#); [Roedolf Smit](#); [George Copas](#); [Eric Coufmann](#); [Anil Varma](#)
Subject: RE: Boxplot for the trays per pax effect on throughput
Date: Wednesday, 29 November 2023 9:38:00 am
Attachments: [image001.png](#)
[image002.png](#)

Thanks Karl – this is very useful.

... and thanks team for working together on this – much appreciated .

Hamish Hill | Manager Workforce and Business Performance

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From: Karl Duckett <xxxx.xxxxxx@xxxxx.xxxx.xx>
Sent: Wednesday, November 29, 2023 9:37 AM
To: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>; Roedolf Smit <Roedolf.Smit@avsec.govt.nz>; George Copas <xxxxxx.xxxxx@xxxxx.xxxx.xx>; Eric Coufmann <Eric.Coufmann@avsec.govt.nz>; Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>
Subject: FW: Boxplot for the trays per pax effect on throughput

Hi team,

Apologies for dropping out early!

Here is the Trays Per Pax Effect on Throughput boxplot from the ArcPORT modelling we did in October.

The rest of the model is based on Christchurch CTiX (Non-C3), and importantly the Analyst Station evaluation time was fixed at 7 seconds. (C3 CHC Average Evaluation time is 9.46 seconds). I've also added the Evaluation Time effect on throughput model results too.

[@Roedolf Smit](#) feel free to set book some time and we can experiment with incent automated exports.

Hope that helps, talk soon,

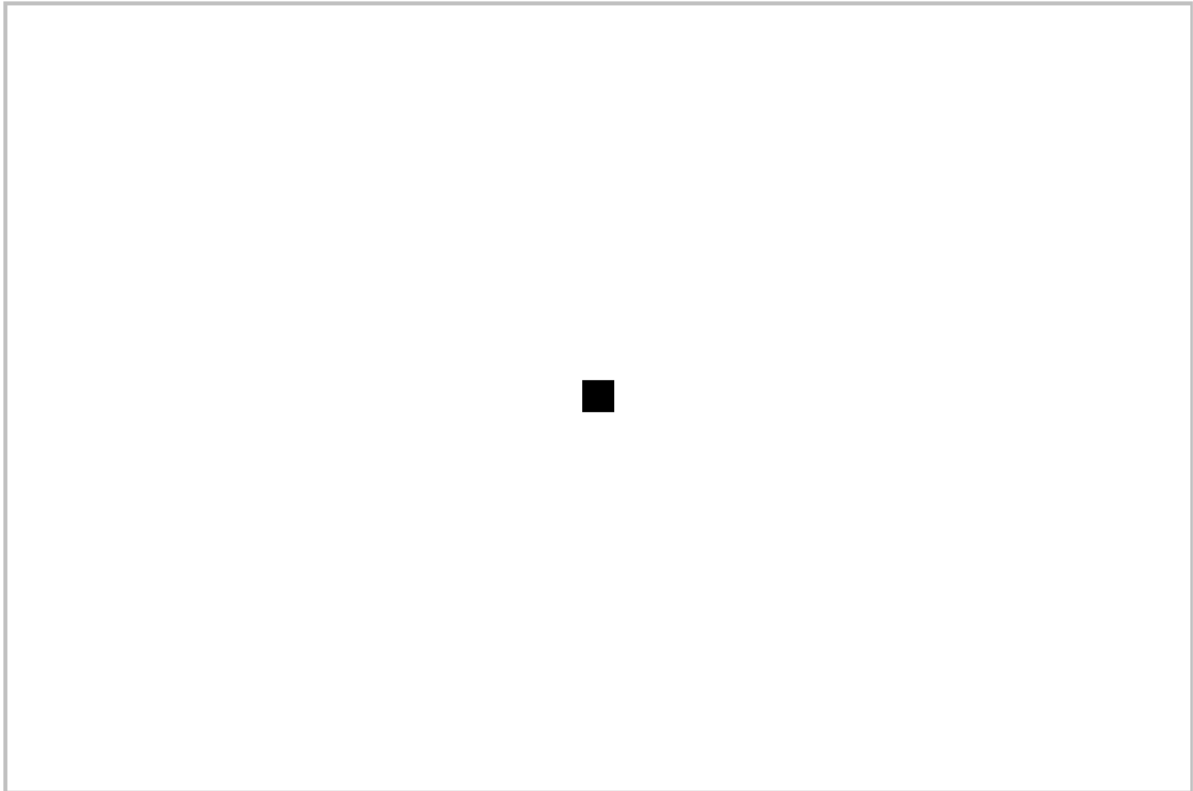
From: Karl Duckett
Sent: Friday, October 13, 2023 12:08 PM
To: George Copas <[xxxxxx.xxxxx@xxxxx.xxxx.xx](#)>
Subject: Boxplot for the trays per pax effect on throughput

Hi George,

Here is the boxplot for the trays per pax effect on throughput.

These are based of 7 seconds per tray pause at the Analyst Station.

Everything else is the same as the previous models (AIT incremental %, and effects of decision time).



Looking at it now, it may have been beneficial to keep going, i.e. what happens at >1.8 . Maybe we can look do continue on with it later. Wanted to get this to you now though .

Will have to have a think next week about how we can use the two numbers (evaluation time and tray per pax ratio) to do some regression models.

Hope that helps, talk soon,

Results of throughput by evaluation time:

A graph with blue and black squares Description automatically generated

From: [Hamish Hill](#)
To: [Graham Purver](#)
Cc: [George Copas](#); [Roedolf Smit](#); [Karl Duckett](#); [Eric Coufmann](#); [Olwen Northway](#)
Subject: RE: to think of as we are working our way through this.
Date: Wednesday, 29 November 2023 9:56:00 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.jpg](#)

Hi Graham,

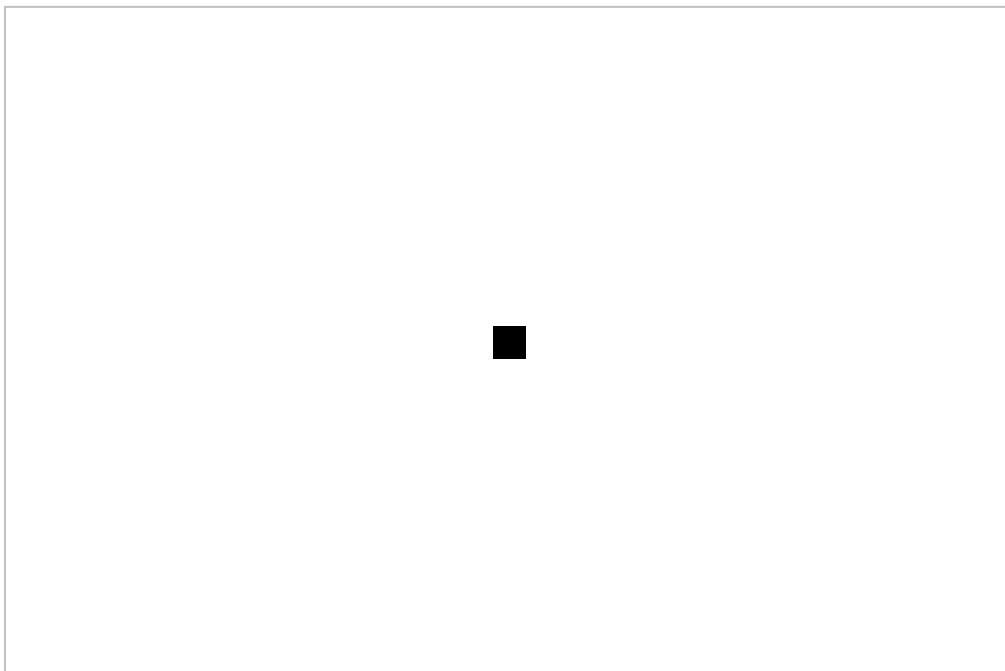
Discussed this with George's team. As below – getting an automated feed of image data (as a proxy for trays) from Incent Control is the issue. Best that can be done is to set up an FTP feed to extract the info on a daily basis, that can then be picked up & used to populate the dashboard Andrea has already created ([PAX010 Screening point performance - Power BI Report Server](#)). So a semi-automated solution.

Roedolf & Karl will work together to outline what needs to be done, but this will require some small input from Digital to create an area to receive the FTP files. Since this has come from ALT, can you please use that channel to request they devote some priority resource to assist us with this?

Once we can enable such a feed to populate the dashboard we can see the relationship between trays & throughput, and how it varies. We cannot positively relate it to a particular airline, but we can use the overlays to draw some correlations and further investigate the extreme cases.

In the interim, any detailed examination of data will be a manual one-off exercise, but George has offered his team to look into specific times/days with particular issues if needed on an exception basis.

Karl has also done some modelling (as a parallel to his other work on decision time & assuming a decision time of 7 sec) that shows quite graphically the impact of increasing tray count on throughput (where 80 = 320/hr), which might be useful for us to drop into conversations with stakeholders.



Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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WE PROTECT AVIATION

From: Hamish Hill

Sent: Tuesday, November 28, 2023 10:52 AM

To: Graham Puryer <xxxxxx.xxxxxx@xxxx.xxxx.xx>

Cc: George Copas <xxxxxx.xxxx@xxxx.xxxx.xx>; Roedolf Smit <Roedolf.Smit@avsec.govt.nz>;
Olwen Northway <xxxxxx.xxxxxxxx@xxxx.xxxx.xx>

Subject: RE: to think of as we are working our way through this.

Hi Graham,

Yes indeed – the higher no. of items & tray use per pax was a topic we kept emphasising in the meeting with AIAL just now.

Ready access to the tray data is our challenge as it has to be downloaded individually & compiled, so not as simple as getting the walkthrough data.

George – your team is most across this, so can you advise what our best options are to get this data regularly & produce a tray/pax ratio during a full day to see the variation on an ongoing basis? Happy to volunteer Roedolf's services to assist where we can.

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

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From: Graham Puryer <xxxxxx.xxxxxx@xxxx.xxxx.xx>

Sent: Tuesday, November 28, 2023 10:46 AM

To: Hamish Hill <xxxxxx.xxxx@xxxx.xxxx.xx>

Subject: to think of as we are working our way through this.

Hi Hamish

Discussed briefly in ALT - We need to line the information around bags/trays per pax to our passenger throughput? It would also be worth measuring the number of bags per pax that are coming into the SP. We could use trays or we could use the information as the bags info is

misaligned to airline protocols, announcements etc.

The point was to pull all the information together and then overlay the risks, apparently some bags are being redirected at the aircraft into the hold, so not screening for batteries ETC? not sure about this one.

Can you lead this work with George to do this so if we are going to make a concerted approach to airlines then we can back up with data?

Regards

Graham

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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From: [Karl Duckett](#)
To: [Hamish Hill](#); [Roedolf Smit](#); [George Copas](#); [Eric Coufmann](#); [Anil Varma](#)
Subject: FW: Boxplot for the trays per pax effect on throughput
Date: Wednesday, 29 November 2023 9:36:44 am
Attachments: [image001.png](#)
[image003.png](#)

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[@Roedolf Smit](#) feel free to set book some time and we can experiment with incent automated exports.

Hope that helps, talk soon,

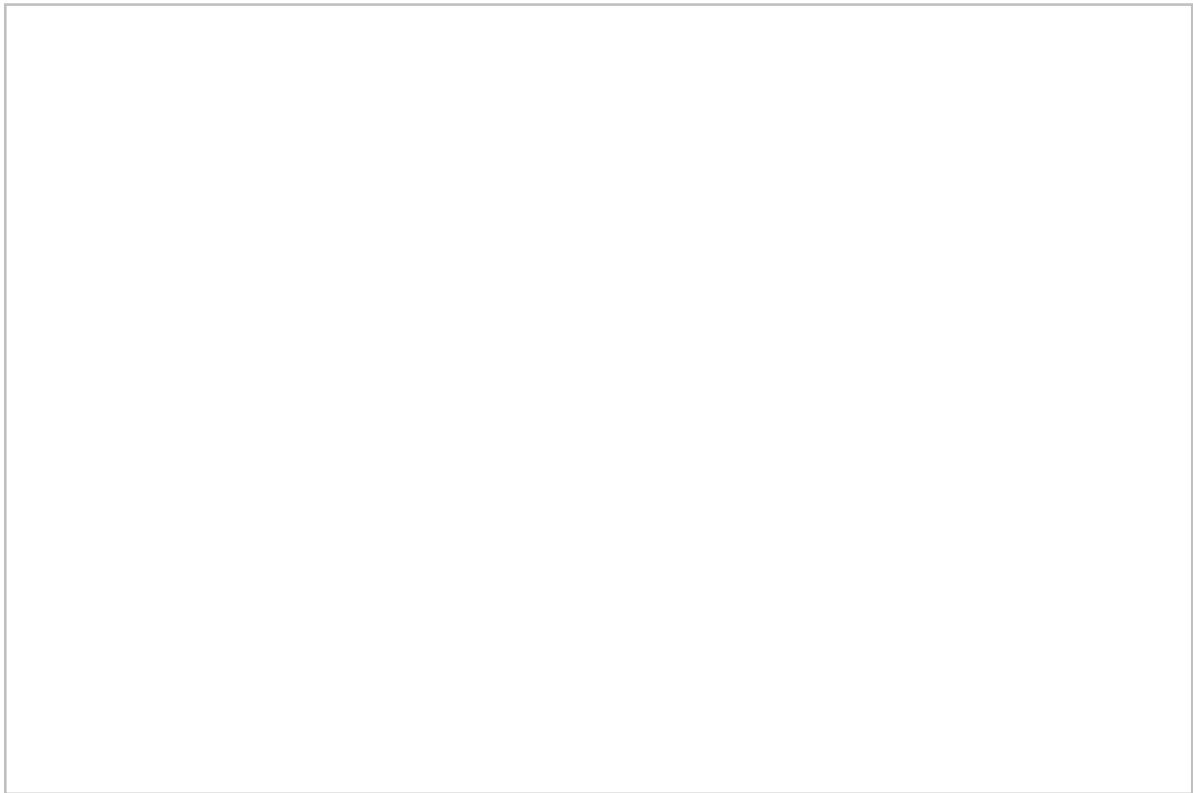
From: Karl Duckett
Sent: Friday, October 13, 2023 12:08 PM
To: George Copas <xxxxxx.xxxxx@xxxxx.xxxx.xx>
Subject: Boxplot for the trays per pax effect on throughput

Hi George,

Here is the boxplot for the trays per pax effect on throughput.

These are based of 7 seconds per tray pause at the Analyst Station.

Everything else is the same as the previous models (AIT incremental %, and effects of decision time).



Looking at it now, it may have been beneficial to keep going, i.e. what happens at >1.8 . Maybe we can look do continue on with it later. Wanted to get this to you now though .

Will have to have a think next week about how we can use the two numbers (evaluation time and tray per pax ratio) to do some regression models.

Hope that helps, talk soon,

Results of throughput by evaluation time:

A graph with blue and black squares Description automatically generated

From: [Olwen Northway](#)
To: [Hamish Hill](#)
Cc: [Roedolf Smit](#)
Subject: RE: Cumulative additions from recent AKL changes
Date: Wednesday, 29 November 2023 12:18:23 pm

Thanks Hamish

.....and good timing. Working on AKL now. Have just been able to capture a 'before picture' from live before PAO added, and before last round of lane increases are added (change to through put and increase in flight loading to 90%) which are to be approved by Team here later this afternoon.

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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WE PROTECT AVIATION

Collaboration **Transparency** **Integrity** **Respect** **Professionalism**

Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Wednesday, November 29, 2023 12:01 PM
To: Olwen Northway <xxxxxx.xxxxxxxx@xxxxx.xxxx.xx>
Cc: Roedolf Smit <xxxxxx.xxxx@xxxxx.xxxx.xx>
Subject: Cumulative additions from recent AKL changes

Hi Olwen,

No doubt this will be part of your next month's modelling, but just got asked in EMT what the cumulative FTE impact from all the extra lanes we've added, PAOs per lane etc. in response to the AKL queue issues. Note that EMT is comfortable that our collective responses so far are the right thing to do. It was actually me who highlighted the extra staffing effort that all this has added as it will impact on our ability to stay within our budget, so just wanting to make sure all our senior managers are aware of what that actually means.

So when you do put your Jan no.s together can you please highlight the AKL changes in clear 'before' vs 'after' terms?

Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*

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From: [Olwen Northway](#)
To: [Hamish Hill](#)
Cc: [Roedolf Smit](#)
Subject: FW: Cumulative additions from recent AKL changes
Date: Wednesday, 29 November 2023 12:21:48 pm
Attachments: [AKL - INT Screening Parameter changes, flight loading addition \(14 Dec to 29 Jan\) and additional fixed lanes \(14 Dec to 29 Jan 2024\).docx](#)

FYI – might help to have some pictures to show different layers of fixes added until AKL Jan staffing finished.

I have prepared this for the AKL Team to discuss this afternoon and to use in the CRF.

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.

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Subject: RE: Cumulative additions from recent AKL changes

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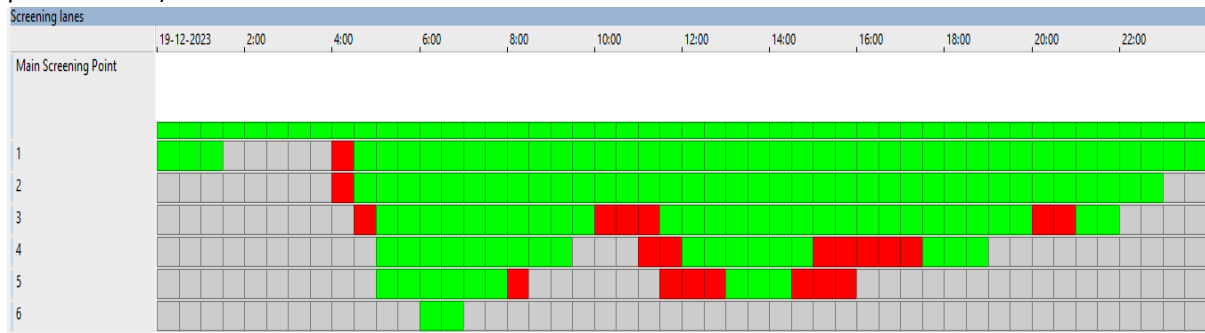
Cheers,
Hamish

Hamish Hill | Manager Workforce and Business Performance

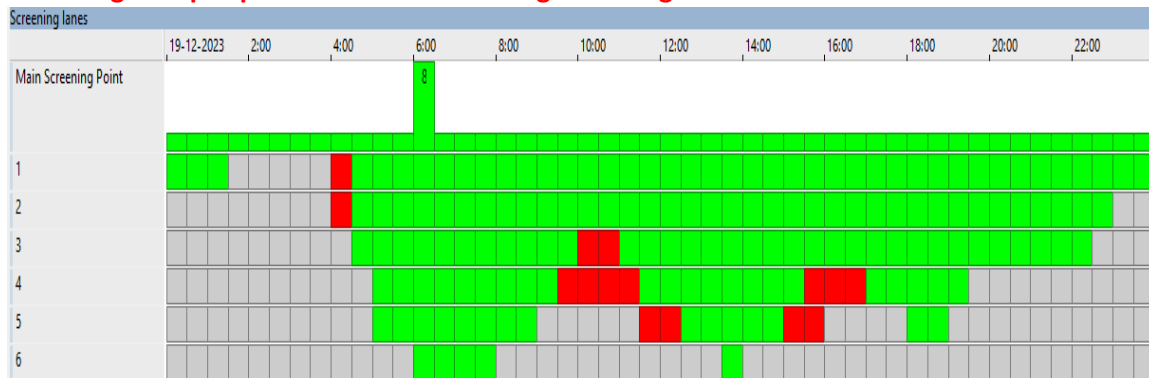
New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
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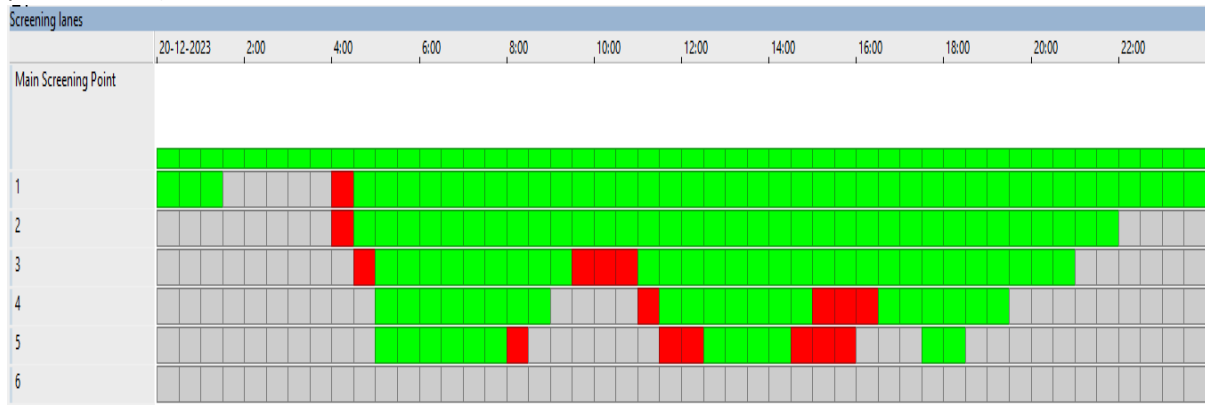
Tuesday 19 December– Stage 1 & 2 complete (fixed lanes from 28 Nov and updated pax presentation)



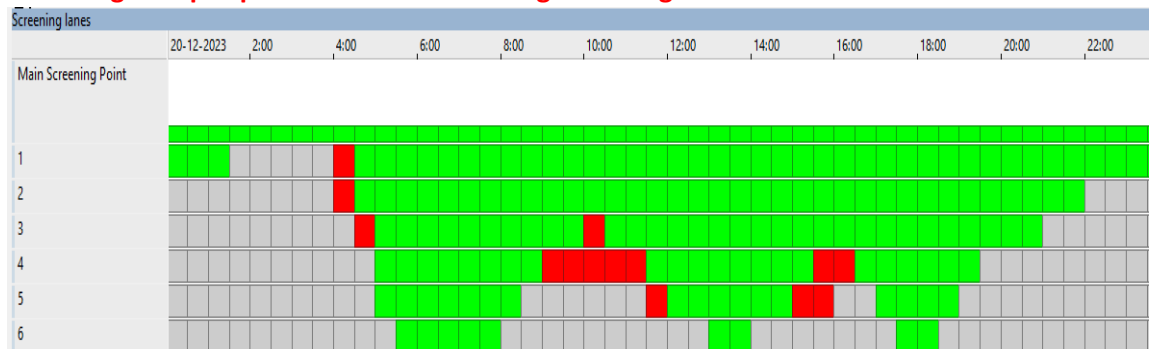
After stage 3 - pax per hour 270 and 90% flight loading from 14 Dec to 29 Jan



Wednesday 20 December– Stage 1 & 2 complete (fixed lanes from 28 Nov and updated pax presentation)



After stage 3 - pax per hour 270 and 90% flight loading from 14 Dec to 29 Jan



From: [Hamish Hill](#)
To: [Graham Purver](#); [Warwick Burr](#); [Tanya Gore](#)
Subject: FW: Customs data analysis
Date: Wednesday, 29 November 2023 12:59:00 pm

FYI as folks who have an appetite or understanding for this stuff - interesting!

Hamish Hill | Manager Workforce and Business Performance

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+64 4 460 4737 T | 4737 Ext | +64 027 544 5983 M | [xxxxxx.xxxx@xxxx.xxxx.xx](#)

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From: Roedolf Smit <[xxxxxxx.xxxx@xxxx.xxxx.xx](#)>
Sent: Wednesday, November 29, 2023 12:56 PM
To: Hamish Hill <[xxxxxx.xxxx@xxxx.xxxx.xx](#)>; Olwen Northway <[Olwen.Northway@avsec.govt.nz](#)>
Subject: Customs data analysis

Good afternoon,

I did a quick breakdown of the customs data and some interesting insight below.

Looking at the difference between presentation time and flight time (rounded down to the nearest half hour on the column headers) we see the following:

Presentation time	5+	4.5	4	3.5	3	2.5	2	1.5	1	0.5	0
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5:00	0%	0%	1%	2%	6%	7%	20%	26%	26%	12%	1%
6:00	2%	1%	0%	3%	13%	29%	26%	15%	9%	3%	0%
7:00	0%	2%	12%	2%	2%	12%	26%	28%	14%	1%	0%
8:00	1%	0%	1%	9%	13%	26%	17%	15%	15%	4%	0%
9:00	3%	1%	1%	4%	2%	13%	37%	32%	7%	1%	0%
10:00	3%	4%	7%	4%	15%	19%	23%	12%	12%	3%	0%
11:00	7%	3%	8%	10%	23%	17%	15%	11%	6%	1%	0%
12:00	3%	5%	5%	15%	16%	14%	18%	13%	7%	4%	0%
13:00	4%	0%	1%	9%	14%	21%	20%	12%	13%	6%	1%
14:00	3%	0%	1%	3%	4%	15%	26%	24%	19%	6%	0%
15:00	3%	2%	1%	0%	1%	8%	11%	20%	31%	21%	2%
16:00	1%	4%	6%	10%	9%	4%	29%	27%	3%	7%	1%
17:00	1%	0%	2%	14%	17%	25%	9%	11%	19%	2%	0%
18:00	0%	0%	1%	0%	17%	36%	29%	15%	1%	0%	0%
19:00	0%	0%	0%	2%	5%	7%	35%	35%	13%	2%	0%
20:00	0%	0%	0%	0%	1%	14%	25%	22%	30%	7%	1%
21:00	0%	0%	0%	0%	0%	0%	12%	38%	34%	14%	1%
22:00	0%	0%	0%	0%	0%	0%	0%	0%	51%	49%	0%

As you can see, at 11am, when queues started building, about half of passengers clearing customs (424/843) did so more than 3 hours prior to their flight, with 1 in 10 being more than 4.5 hours ahead of their flight. This does not match our planned presentation pattern even remotely, which

explains the lack of queues open at the time.

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NZ127	1:58:00 PM	103
SB411	2:07:00 PM	34
NZ175	2:19:00 PM	101
AC40	2:20:00 PM	115
NZ998	3:39:00 PM	7
CX198	3:45:00 PM	36
FJ410	3:45:00 PM	36
SQ286	3:56:00 PM	9
UA916	4:13:00 PM	4
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NZ26	8:35:00 PM	5
NZ6	9:15:00 PM	6

There is obviously a lot more to dig into here, but this is a really good data source that we need to get on an ongoing basis.

Regards
Roedolf

From: [Olwen Northway](#)
To: [Theresa Carter](#)
Cc: [Anil Varma](#)
Subject: FW: Customs data analysis
Date: Wednesday, 29 November 2023 1:58:56 pm

Hi Theresa

Roedolf has done some initial analysis on the Customs data from last weekend. Makes interesting reading particularly for the show up profiles and might help with your investigations into the FIDS boards messaging.

Kind regards
Olwen

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

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From: Roedolf Smit <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Wednesday, November 29, 2023 12:56 PM
To: Hamish Hill <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Olwen Northway <Olwen.Northway@avsec.govt.nz>
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7:00	0%	2%	12%	2%	2%	12%	26%	28%	14%	1%	0%
8:00	1%	0%	1%	9%	13%	26%	17%	15%	15%	4%	0%
9:00	3%	1%	1%	4%	2%	13%	37%	32%	7%	1%	0%
10:00	3%	4%	7%	4%	15%	19%	23%	12%	12%	3%	0%
11:00	7%	3%	8%	10%	23%	17%	15%	11%	6%	1%	0%
12:00	3%	5%	5%	15%	16%	14%	18%	13%	7%	4%	0%
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There is obviously a lot more to dig into here, but this is a really good data source that we need to get on an ongoing basis.

Regards
Roedolf

From: [Tanya Gore](#)
To: [Hamish Hill](#); [Graham Puryer](#); [Warwick Burr](#)
Subject: RE: Customs data analysis
Date: Wednesday, 29 November 2023 2:40:56 pm

Very interesting.... And just shows that the traditional calculation of rolling hourly expectations needs to be reconsidered now that different combinations of check-in times etc are being used

From: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Wednesday, November 29, 2023 12:59 PM
To: Graham Puryer <xxxxxx.xxxxxx@xxxxx.xxxx.xx>; Warwick Burr <xxxxxx.xxxx@xxxxx.xxxx.xx>; Tanya Gore <xxxxx.xxxx@xxxxx.xxxx.xx>
Subject: FW: Customs data analysis

FYI as folks who have an appetite or understanding for this stuff - interesting!

Hamish Hill | Manager Workforce and Business Performance

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8:00	1%	0%	1%	9%	13%	26%	17%	15%	15%	4%	0%
9:00	3%	1%	1%	4%	2%	13%	37%	32%	7%	1%	0%
10:00	3%	4%	7%	4%	15%	19%	23%	12%	12%	3%	0%
11:00	7%	3%	8%	10%	23%	17%	15%	11%	6%	1%	0%
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Regards
Roedolf

From: [Graham Puryer](#)
To: [Tanya Gore](#); [Hamish Hill](#); [Warwick Burr](#)
Subject: RE: Customs data analysis
Date: Wednesday, 29 November 2023 3:34:17 pm
Attachments: [image001.png](#)
[image002.jpg](#)

Had a chat with Keith and he says it shows that we can plan and that we cannot plan for the unexpected and now we have the information we can be more prepared.

s 9(2)(g)(i)

this just shows you can plan and then stuff happens out of our control.

Regards

Graham Puryer | Executive Group Manager

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa
55 Featherston Street | PO Box 3555 | Wellington 6140 | New Zealand
T (+64 (4)460 4711 | M 027 451 0274 | E graham.puryer@avsec.govt.nz

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

From: Tanya Gore <Tanya.Gore@avsec.govt.nz>
Sent: Wednesday, November 29, 2023 2:41 PM
To: Hamish Hill <Hamish.Hill@avsec.govt.nz>; Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>
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Sent: Wednesday, November 29, 2023 12:59 PM
To: Graham Puryer <Graham.Puryer@avsec.govt.nz>; Warwick Burr <Warwick.Burr@avsec.govt.nz>; Tanya Gore <Tanya.Gore@avsec.govt.nz>
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+64 4 460 4737 T | 4737 Ext | +64 027 544 5983 M | hamish.hill@avsec.govt.nz

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5:00	0%	0%	1%	2%	6%	7%	20%	26%	26%	12%	1%
6:00	2%	1%	0%	3%	13%	29%	26%	15%	9%	3%	0%
7:00	0%	2%	12%	2%	2%	12%	26%	28%	14%	1%	0%
8:00	1%	0%	1%	9%	13%	26%	17%	15%	15%	4%	0%
9:00	3%	1%	1%	4%	2%	13%	37%	32%	7%	1%	0%
10:00	3%	4%	7%	4%	15%	19%	23%	12%	12%	3%	0%
11:00	7%	3%	8%	10%	23%	17%	15%	11%	6%	1%	0%
12:00	3%	5%	5%	15%	16%	14%	18%	13%	7%	4%	0%
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18:00	0%	0%	1%	0%	17%	36%	29%	15%	1%	0%	0%
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Regards
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From: [Hamish Hill](#)
To: [Tanya Gore](#); [Graham Puryer](#); [Warwick Burr](#)
Subject: RE: Customs data analysis
Date: Wednesday, 29 November 2023 4:10:00 pm
Attachments: [image001.png](#)
[image003.jpg](#)

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Cheers,
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Hamish Hill | Manager Workforce and Business Performance

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s 9(2)(g)(i)

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T (+64 (4)460 4711 | M 027 451 0274 | E graham.puryer@avsec.govt.nz

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Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai

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Subject: FW: Customs data analysis

FYI as folks who have an appetite or understanding for this stuff - interesting!

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WE PROTECT AVIATION

From: Roedolf Smit <xxxxxxx.xxxx@xxxxx.xxxx.xx>
Sent: Wednesday, November 29, 2023 12:56 PM
To: Hamish Hill <xxxxxx.xxxx@xxxxx.xxxx.xx>; Olwen Northway <xxxxx.xxxxxxxxx@xxxxx.xxxx.xx>
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Subject: Re: Customs data analysis
Date: Wednesday, 29 November 2023 4:47:30 pm
Attachments: [image003.jpg](#)

Sounds positive in terms of understanding the dynamics of it all across the system

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10:00	3%	4%	7%	4%	15%	19%	23%	12%	12%	3%	0%
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From: [SDL](#)
To: [Olwen Northway](#); [Theresa Carter](#); [Beth Waudby](#); [Judy Muir](#); [Simon Yuan](#); [Planner](#)
Cc: [Anil Varma](#); [Silas Harrison](#); [Shanon McQuilkan](#); [Matalena Patu](#); [Dawn Wingrove](#); [Roedolf Smit](#); [Hamish Hill](#)
Subject: RE: AKL - Stage 3 of queue measures, plus peak summer holiday adjustments.
Date: Thursday, 30 November 2023 8:14:20 am
Attachments: [image001.png](#)

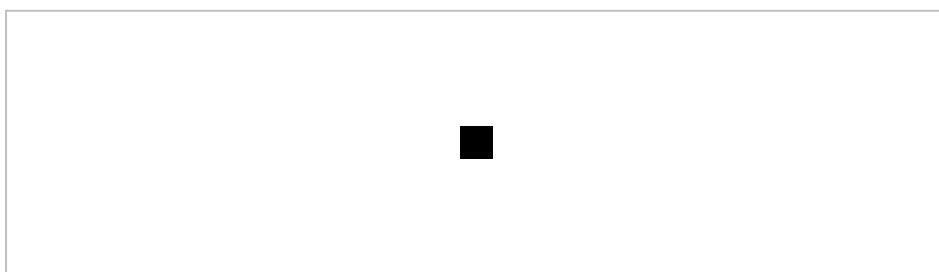
Hi team,

This CRF is now complete. We are working on getting coverage for the additional lane(s).

@Planners FYI please.

Should you have any queries, please don't hesitate to contact me.

Cheers,
Sumeet



From: Olwen Northway <xxxxx.xxxxxxxx@xxxxx.xxxx.xx>
Sent: Thursday, 30 November 2023 6:57 AM
To: SDL <xxx@xxxxx.xxxx.xx>; Theresa Carter <xxxxxxx.xxxxxx@xxxxx.xxxx.xx>; Beth Waudby <xxxx.xxxxxx@xxxxx.xxxx.xx>
Cc: Anil Varma <xxxx.xxxxx@xxxxx.xxxx.xx>; Silas Harrison <Silas.Harrison@avsec.govt.nz>; Shanon McQuilkan <xxxxxxx.xxxxxxxx@xxxxx.xxxx.xx>; Matalena Patu <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Dawn Wingrove <xxxx.xxxxxxxx@xxxxx.xxxx.nz>; Roedolf Smit <xxxxxxx.xxxx@xxxxx.xxxx.xx>; Hamish Hill <xxxxxxx.xxxx@xxxxx.xxxx.nz>
Subject: AKL - Stage 3 of queue measures, plus peak summer holiday adjustments.

Hi Judy, Sumeet & Simon,

Please action this CRF for AKL which implements the last stage (3) of the AKL queue measures by adjusting screening parameters, effective immediately, opening additional lanes generated where resources allow until shifts adjustments or extensions/recalls can be sought, and adjusting flight loadings and fixing further lanes for the school holiday peak of 14 Dec to 29 Jan 2024.

Once CRF actioned, Planners to review all scenarios to check future resource coverage please.

AKL - CRF INT Screening Parameter change and flight loading increase for 14 Dec to 29 Jan 2024.docx
<https://infohub.aviation.govt.nz/otcs/cs.dll/link/60597589>

Thank you all again for your help and quick response to these changes.

Kind regards

Olwen

Olwen Northway | Senior Advisor Workforce Management & Rostering Sys.

New Zealand Aviation Security Service | Kaiwhakamaru Rererangi o Aotearoa

6 Cyril Kay Road | PO Box 53-008 | City 2022 | New Zealand

M 027 204 8329 | **E** xxxxx.xxxxxxxx@xxxxx.xxxx.xx

WE PROTECT AVIATION

Collaboration **Transparency** **Integrity** **Respect** **Professionalism**
Me mahi tahi Me mahi pono Me mahi tika Me manaaki Kia tu rangatira ai