



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM
Mr Jeremy Hanson MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
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Submission Cover Sheet

Inquiry into drone delivery systems in the ACT

Submission Number: 069

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From: [Samantha Saint](#)
To: [LA Committee - EDT](#)
Subject: Drone Delivery feedback - Samantha Saint
Date: Tuesday, 19 February 2019 9:19:57 PM

To whom it may concern,

I would like to share some feedback on my experience with the drone delivery service here in Boynton, ACT.

Over the last few months I have seen a lot of attention in the media given to those who are against the trail and the possible future of a drone delivery home service in the ACT. There has been a lot of negative exposure to the project that I personally feel is completely unwarranted.

I live on the edge of Bonython less than 1km from Project Wing's site. I am exposed to the noise of the aircraft more than most as I am in the direct flight path of both incoming and outgoing deliveries. The noise disturbance in my opinion is extremely minimal and is no different to many neighborhood noises we become accustomed to in suburban living.

The height and speed of the aircraft ensure that the noise is very minimal from the ground. When the aircraft hovers overhead and lowers the parcel the delivery takes approximately 45 seconds. During this time the noise is heightened but again in my opinion, very minimal.

Allow me to use a parcel delivery from a motor vehicle as a comparison.

When my neighbor has a delivery from Australia post the delivery van will pull into her drive way and the local dogs start barking. The driver will beep his horn and if no response he will exit his vehicle and ring the doorbell. No answer? He will then write a slip to place in her letterbox all the while his engine running and the dogs barking. In some cases he is in the driveway for a few minutes.

So to compare, the disturbance of a drone last only seconds yet a motor vehicle disturbance can last much longer.

There are many other neighborhood disturbances. The gentleman at the end of the street who insist on mowing his lawn in the early hours of Sunday morning. Or the P plate hoon who lives on the corner and is always driving recklessly. All have the ability to disturb the community in regards to noise. I truly believe the issue is that the noise is new and different, no better or worse than any other noises we deal with on a daily basis.

I could expand greatly on my experience of the trail. As a mother of two young children juggling shift work and study I used the service regularly. I truly enjoyed my experience with Wing. The service was quick and the ordering process user friendly. The team behind Wing were extremely professional and forthcoming in regards to receiving and implementing feedback from the testers. I can only imagine how this service could benefit the greater community given the opportunity.

If you would like any further feedback on my experience please feel free to contact me via email or on my mobile - [REDACTED]

Kind regards,

Samantha Saint

