

MELBOURNE AIRPORT

COMMUNITY AVIATION CONSULTATION GROUP (CACG)

Meeting minutes — Tuesday 20 August 2024, 10am-1pm

Quest Melbourne Airport

ATTENDEES

| Name | Representing | From or Role |
|---------------------|---|---|
| Kim Jordan | | Independent Chair |
| Fred Ackerman | Community | Taylors Lakes |
| Maggie Baron | | Kensington |
| David Cleland | | Greenvale |
| Matt Faubel | | East Melbourne |
| Susan Jennison | | Keilor |
| Jane Waldock | | Montmorency |
| Fonda Zahopoulos | | Moonee Ponds |
| Liz Beattie | Victorian Trades Hall Council | Project Officer |
| Justin Burgess | Brimbank City Council | Strategic Planning Coordinator |
| James McNulty | Hume City Council | Manager Planning & Development |
| Ashley Minniti | Maribyrnong City Council | Manager City Places |
| Steve Finlay | Melton City Council | Statutory Planning Coordinator |
| Petrus Barry | Moonee Valley City Council | Manager Planning and Building |
| May Li Foong | Airservices Australia | Senior Advisor Community Engagement |
| Neermala Cash | Department of Infrastructure, Transport, Regional Development, Communications and the Arts | Assistant Director |
| Stefan Smerdon | Aircraft Noise Ombudsman | Senior Advisor |
| Rosie Offord | Melbourne Airport | Head of Master Planning |
| Joseph Gandy | | Senior Manager Strategic Airport Planning & Innovation |
| Meera Hamed | | Coordinator Community Engagement |
| Edward Martin | | Head of Public Affairs |
| Gigi Yuen | | Head of Environment & Sustainability |
| Dr Monika Schott | | Manager Community Engagement |
| Shantelle O’Riordan | | Advisor Community Engagement |

1. Welcome and apologies

The Chair welcomed and thanked all for attending the meeting and acknowledged the Traditional Owners of Country and paid our respects to Elders past, and present.

Apologies:

- Justin Barbour
- Justin Portelli
- Stephen Pykett
- Michael Canny
- Joanna Kormas
- James McNulty

Non-attendance:

- Victor Ng
- Maragaret Giudice
- Rachel Dapiran

2. Confirmation of minutes

Circulated 11 June 2024 — previous meeting minutes confirmed.

3. Update on action items

See notes in the table on page 18

4. Late items for discussion

Potential review of Terms of Reference CACG has been operating under
Option to include presentations attached to the minutes

5. Melbourne Airport updates

5.1 Operations, Edward Martin

See attached presentation for further detail

Aviation Recovery YTD

- Capacity wise 93.8% as a % of FY19
- International – 99.5%
- Domestic – 91.3%

FY24 Passenger Numbers

- Just over 35 million passengers processed
- Increase of 14% from FY23
- We will shortly be releasing our July passenger numbers on our website

International Highlights

- A delegation returned from China and Juneyao Air will be launching from Melbourne to Shanghai. There will be three flights/week from 19 December
- Cebu Pacific will increase Melbourne to Manila services in December
- China Eastern will commence Melbourne to Nanjing on A330s 3x/week
- China Eastern now operate 13 flights/week out of MEL – three more than pre-pandemic

- China Airlines will launch Mel-AKL in early December, becoming the fourth airline on this route
- Vietjet launched inaugural Hanoi-Melbourne flight early June for 2x/week

Domestic Update

Rex

- Suspension of Rex jet services with affected passengers accommodated on VA flights free of charge
- Seven regional routes flying out of Melbourne continue to operate
- There are barriers to entry and domestic aviation competition issues that remain
- We hope the upcoming Aviation White Paper will provide some clarity on how to address carriers to entry

T1 Security

- Security screening mandate came in 2017/18
- Major upgrade of security screening in T1 – the upgrade includes six lanes with new baggage and body scanning technology
- Estimated to have completed by the end of 2025

Naarm Way Stage 2

- Works continue and proceeding well
- Reconfiguring Levels 2 & 3 of the carpark as a dedicated passenger pick up and drop off zone
- This will improve efficiency in the forecourt area
- Following consultation APAM has decided not to proceed with the Minor Variation of the MDP Stage 2 roads to relocate the over height truck ramp

Rex and Bonza update

- Melbourne Airport is disappointed by the suspension of Rex jet services
- We have one B737 parked on Taxiway Sierra and four jets parked adjacent to the Melbourne Jet Base
- Virgin has facilitated impacted customers onto Virgin services
- 400 Rex employees that have contacted Virgin looking for roles
- We have a JobLink which advertises roles across the Melbourne Airport precinct and surrounds

Airport Rail

- We have always preferred an underground station which has been well reported and remain strong supporters of a connection to the airport
- We need to provide more connectivity and options for travellers and workers
- When we look at employment opportunities to attract and retain people at the airport, we need additional transport links
- We took the decision to compromise on an above ground station
- There are three components of negotiation to work through with the state government, which include the scope of the project, construction impacts and land acquisition – compensation of land acquired for the station that the airport can no longer use
- As an example, a land acquisition agreement was achieved between the NSW Government and Sydney Airport
- Part of the delay has been changing of personnel in the government, which we now have clarity on
- The \$5 billion from the Federal Government remains

- The Victorian budget has pushed out the \$5b in the forward estimates. We remain ready and available to assist and develop a much-needed project

Q: On Naarm Way, is that a major forecourt change or a small change?

A: It is two stages of development with one stage completed. Stage 2 is an express link which allows you to veer right.

Q: Are there other stages?

A: No there are not.

Q: When will it be finished?

A: End of 2026-early 2027.

Q: Where does the Airport Rail plan to have passengers alighting from the train when it arrives at the airport?

A: Between T4 carpark and the Park Royal Hotel. The top of the Park Royal is where the station will be. You will come down the escalators and there will be covered walkways into the terminals.

Q: With or without crossing walkways?

A: Without any road crossings

Q: Given there is federal government money involved, will they be actively engaged in encouraging progress? What is the anticipated relationship?

A: Minister King is on the record saying they will have more to say in the May budget. We are seeking clarity on the Federal Government's role and would welcome them playing a greater role in the process. Once we receive a response, we will update CACG.

Q: If you want to get the train to the city, will you have to change at Sunshine?

A: The airport's understanding is passengers won't need to change if they are travelling to the CBD. Ed will check and confirm this.

Note - Justin Burgess said he understands the train will run direct to the city, but you will be able to change at Sunshine for other lines. It seems there is a lack of clarity, and it was suggested direct advice from the Department would be helpful.

Q: Has there been any thought of making it easier for travellers when carrying luggage and needing to change trains?

A: It is certainly something the airport discussed with the state government in earlier talks. We will be advocating for travel to be as easy as possible for airport travellers.

Comments

- Until the threshold issue of where the money is coming from is answered we won't know anything. This is beyond the airport or anyone at this table.
- This can change at any time particularly when there is a change of government.

Touting

- Continues to be an issue for travellers and staff. We did have an incident with a staff member being assaulted by a touter. We have put out a Safety Alert internally to not approach touters.
- Melbourne Airport has undertaken extensive efforts to deter touting, including:

- Introducing an online application portal with multiple checks to ensure drivers are compliant
- Deploying easily identifiable lanyards for approved drivers
- Suspending drivers for twelve months who are caught touting
- Increasing Wilson Security patrols
- The reality is we need more enforcement from the State Authorised Officers, of which there are only six. We do continue to encourage the state government to increase patrols by the officers.
- We have announcements over the speakers to inform passengers of touting
- We're also engaging with the state government about education campaigns with State Transport Victoria, particularly during peak periods or major events.

Q: What else do the six Authorised Officers do?

A: City patrols and random spot checks at major events across the state

Q: Lack of signage is an issue. Touting is a problem but finding a taxi without succumbing to a touter is also a problem.

A: Signage is an ongoing issue we are trying to address. We want more enforcement from the State Government to deter the behaviour.

Q: Experience of using forecourts is that it is not a well signed and managed area. It is unpleasant and confusing, particularly for the infrequent traveller. Are there pedestrian forecourt areas in Perth and Sydney that are better than Melbourne?

A: Hoardings are being used as part of our efforts to improve signage. We are continually aiming to improve signage and communication.

Note – A video as you wait for your bags or handouts when you get off the plane could be helpful.

Q: Make it easy for people that aren't tech savvy. Does the airport road test these systems when you put them out and seek feedback from users?

A: Our traveller experience unit does quarterly passenger surveys that includes these sorts of questions. It also gets reported to the ACCC as part of our Quality of Service indicators.

Note – Needs to be something more immediate.

5.2 Planning, Rosie Offord

- We are ready to relaunch into the MDP process for Airport Rail when the Victorian government is ready
- Third runway. In the 18 months since the MDP was submitted there have been numerous requests for information (RFIs). Under the terms of the Act, that is the process if the Minister requires more information. The statutory clock is stopped until the airport responds to the RFIs.
- The 50 statutory days started in August or September last year. The Minister has exercised her right to an additional 10 days. The clock is currently stopped as the airport reviews some draft conditions

Q: People put in submissions in good faith and come back and say what's happened?

A: The airport has made this point as well. The community wants to know if M3R will be approved.

Comment – Kim said the only measure we have is the clock. There is a timeline for the Minister to fit within. The logic says the unknown timeframe is how quickly the airport can respond to RFIs.

Note: due to time constraints, Rosie paused her presentation for the DITRDCA representative to speak

6. Guest presentations

6.1 Commonwealth Department of Infrastructure, Transport, Regional Development, Communications and the Arts, Neermala Cash

- Third runway MDP is still under consideration. The community concerns are foremost in the Ministers mind. We anticipate the Minister will make a decision in the not-so-distant future.

Q: How are we going on the White Paper?

A: We have done our bit from the Department side and now it is with the government. The Rex issue has complicated the stakeholder field, but we expect announcements in the next few weeks.

Q: How about the Senate noise inquiry?

A: There is a noise inquiry session to be held in Canberra next month and our team is putting together a briefing on the noise impacts that would be a result of Melbourne Airport's third runway.

5.2 Planning, Rosie Offord continued

Elite Park

- Our intent is to go out on public exhibition in September or October
- We have a six week council election caretaker period to consider. This project is important to receive Council feedback on so we will ensure to manage ourselves accordingly.

Q: What is Elite Park about?

A: It is a mixed used precinct between Airport Drive and the Tullamarine Freeway. There will be three stages, potentially two.

- It is the airport's first precinct rather than specific project MDP
- It is about diversification for Melbourne Airport

Q: Will there be public transport?

A: We would very much like that to be the case.

Q: By when would you require comments from the Council on Elite Park?

A: We would ideally like comments to come from the December Council meeting.

Q: Is it courtesy engagement with Council or is there a statutory obligation?

A: The Public Exhibition is a mandatory requirement defined in the Airports Act. We pull together a preliminary draft and that goes out to the public. Councils are formally notified of Public Exhibition.

Q: It is not requiring Council approval rather you are seeking feedback? You are mindful of your own community consultation.

A: Exactly. It was mentioned at a previous CACG about the MDP process. It is an expectation that the airports share its letters of notification with Councils.

Note: Kim asked whether the Council reps would like to get together and contribute on this to CACG.

Airports Council International (ACI) – World Environment Standing Advisory Committee (WEnSAC)

- ACI is an industry group aimed at unifying airport practices and standards
- There is a world governing board made up of airport CEOs. Our CEO Lorie Argus has joined this board
- There are six standing advisory committees that provide the ACI Board with guidance and counsel
- There are six committees: Environment, Security, Technology, Economics, Facilitation of Services and Safety and Security. In the Environment committee there are subgroups one being on Aircraft noise. Rosie is now a member of this group. There has been one meeting so far and Joseph joined on Rosie's behalf. The time difference with Montreal is a bit of a challenge
- It is a good sounding board for discussing issues and sharing advice on engagement with community and noise attenuation
- It is very useful to have these connections, however it is not a one size fits all
- The International Civil Aviation Organisation (ICAO) is the governing body for aviation
- ICAO has set a Balanced Approach for managing noise. When ICAO makes a decision part of our membership means we must implement this

Note: ICAO is a UN based organisation.

Q: What is the 'balanced approach'?

A: How aircraft noise is managed.

Note: Can someone talk to ICAO's role in the future

Q: Is there a strategic objective on this committee to reduce aircraft noise or improve fuel efficiency?

A: For ACI it is about building understanding and leading to more sustainable practices.

Q: On touting, regarding Wilsons security patrol and authorised officers, who employs each and what is the demarcation?

A: Wilsons security is contracted by Melbourne Airport.

Q: Are they 24/7?

A: Yes, they are. They do a range of roles and general patrolling of the ground area. Authorised officers are Safe Transport Victoria. We work in tandem. We also work with more senior people at the Department to work on education and awareness campaigns.

Q: Wilsons officers can only check rather than enforce?

A: That's right. For more serious incidents we can involve Federal Police. It is a limited pool of resources we have available.

Q: When you were talking about the airport suspending drivers, where does the authority come from?

A: Ed has taken this on notice.

Q: Do touters take any notice of the security guys?

A: Some do, but others have total disregard.

Q: What are Sydney and other airports doing to deter them?

A: Ed will take this on notice.

5.3 Community, Dr Monika Schott

Mobile information van

- We have a 3m x3m marquee at the moment. We have it packed up in a car like Tetris and we take it to community events every 5-6 weeks
- We had a look at what Brisbane do for community engagement and their van is far more engaging. It is very interactive, including touch screens
- We have decided to create a mobile van to assist our engagement, a small mobile version of the future visitor information centre
- I'd like to come back to everyone outside of the meeting and hear thoughts on what you would like to see in the mobile van

Car Park Sleepout

- Inviting people to come and sleepout on Level 7 of the T4 carpark to raise funds for Juno and McAuley on September 5
- Support women, nonbinary people and their children experiencing homelessness as a result of family violence

Senate Inquiry into aircraft noise

- Melbourne Airport has been invited to the September hearing in Canberra
- We understand other aviation stakeholders have also been invited

Next newsletter

- We have sent a letter to update communities immediately surrounding the airport
- Intention is to send the next newsletter out once a decision on the third runway is made

Novotel and ibis Styles hotel Melbourne Airport

- Opened 1 July 2024
- Had around 120 people come to this opening
- Occupancy rates are doing quite well

Community Giving Fund

- We are getting far more applications now
- We have increased the funding to \$4,000 for various projects
- East Keilor Cricket Club had their equipment stolen so we supported them to replace it
- Tullamarine Football Club had their equipment stolen twice. We have also been able to support them with a couple of applications
- We are supporting Coinda Aboriginal and Torres Strait Islander Community Centre with an Aboriginal Women's program
- The Community Giving Fund is open all year, with distributions made each month

Community pop ups

- Looking at places in Thomastown, Williamstown and Spotswood for September and October pop-ups
- Our next pop-up confirmed is Run2Cure in November
- There seem to be less community festivals this year, for example Taylors Lakes festival is unfortunately not going ahead this October
- Once we have our mobile van there will be more opportunities

Melbourne Airport tours

- Tours continue and remain popular

- Christian College in Carrum Downs bringing in their year 9 students again this year

Jobs

Q: Are you doing a couple of tours a month?

A: We are doing more than a couple a month, sometimes a few a week.

Q: You talked about the Women in Aviation session, are you able to track how this is going?

A: It is all developing. However, we may be looking to develop metrics. Monika will cover this, along with more information about the schools' program at the next meeting.

5.4 Noise reports and runway maintenance, Joseph Gandy

- All our noise contours fact sheets are prepared and will be uploaded to our website (NOTE: reports are now uploaded here: <https://www.melbourneairport.com.au/community/noise-contours-and-reports>)
- It has come from our public exhibition on the runway
- It covers the number of movements, movements by aircraft and movements by runway
- We will try to keep doing this each year and have an agreement with Airservices for data

Q: When is the next update?

A: This was from last year. We have sorted the contract to get the data and will do January, February 2024 and more.

Q: Has there been any feedback?

A: No not yet.

Q: What is the point of giving feedback?

A: To let us know if the information isn't clear, or comment on whether the type of impact being shown is helpful. It is not about making changes, to operations or flight paths, that would have to be taken up changes with Airservices.

- The other document we shared is 'A History of Noise Contours'. It tries to bring everything into one simple booklet to see the changes over time

Q: Is this going up the same time as the other report?

A: Yes. A link will be shared by Monika when live.

Q: How can the airport engage with the Department of Transport and Planning to inform future planning decisions? How does the contour mapping overlap with planning?

A: The Melbourne Airport Environs Overlay is connected. They don't cover larger contours which is the N-contours.

Q: There is criticism of the N-Contours and ANEF, is there a better way?

A: The ANEF is an old metric and doesn't always relate to how people experience noise. Unsure what the best solution would be and there are other examples around the world.

Runway 09/27 Overlay

- Overlay works planned for November 2025
- We are working through construction staging and an engagement plan for this
- We will apply surface treatment to the runway in early 2025 to provide longevity
- Community consultation will occur towards the end of this year

5.5 PFAS and Environment, Gigi Yuen

- PFAS is a group of manufactured chemicals used in various industries
- Often called a forever chemical as it's hard to break down
- Historically in the airport space, it was used in firefighting foam up to the early 2000s. Use of firefighting foam significantly reduced and discontinued in most cases and switched to fluorine free foam
- Key issue with PFAS is potential contamination. It can be in the soil, surface water and potentially in groundwater
- We have a few natural waterways around the airport which is a risk point for us
- We have done detailed assessment over the years. The airport has a PFAS management plan and does ongoing monitoring of waterways
- One of the main concerns is downstream from the airport. This is also looked at by local and state governments. We work with regulators constantly to talk about this
- Melbourne Airport has two water treatment plants – one near Arundel Creek and a temporary PFAS storage facility on airport. The purpose of this is for low-medium risk soil to reuse what is safe within the airport estate.

Q: What does the monitoring show in terms of levels downstream?

A: After the treatment, it is almost undetectable, well below the national acceptance criterion. However, the EPA has warning signs (no fish to be consumed) downstream on Arundel Creek.

Q: Are there any hotspots where it isn't going well?

A: Only on airport land and it is managed in situ.

Q: How do you manage it?

A: Soil is treated according to regulatory requirements. If there is any surface water that runs off, we refer to the management plan.

Q: If PFAS is undetectable then why can't fish be consumed?

A: Gigi will take this on notice.

Q: All of the water going down creek is treated through the base load?

A: Yes. Since July we have treated 135 million litres of water and returned it to Arundel Creek.

Q: In the secondary treatment plant, is this going back into the creek?

A: No. We use the treated water for works around the airport.

Q: How many times does the facility reach capacity?

A: How many times the facility reaches capacity is dependent on rain events and whether the rain flow would exceed the maximum flow capacity of the system. Gigi can take this on notice to provide further detail.

Q: Is contaminated soil ever taken offsite?

A: We have categories 1,2, 3 and 4. If Category 4, we take the soil offsite to an EPA registered site.

Q: So, 1,2 and 3 are kept on site?

A: Yes, they are. We look to re-use the soils if there is a low risk. We try to maximise the soil reuse as well.

Sustainability and Environment Sustainability and Governance (ESG) Strategy

- We have targets set around Scope 1 and 2 emissions and our goal is to be net zero by 2025
- We have a Carbon Management Plan that speaks to Scope 3
- We have looked at how we can reduce landfill from our waste, for example, re-use PFAS soil
- We have a Reconciliation Action Plan (RAP) that was approved, and we have a Working Group established to roll out the RAP
- We also have targets around Diversity and Inclusion targets

Q: What is Scope 1 and 2?

A: It relates to the sources of carbon. This is fuel burn that comes from diesel, petrol and gas usage as a direct result of our operations. Scope 2 is about purchasing electricity and Scope 3 involves any emission that happens, for example the SkyBus emissions and jet fuel. Our target is to have Scope 1 and 2 to be net zero and for residual emissions, we look at using offsets. We focus on 1 and 2 as they are more in our control, whereas Scope 3 is hard to abate as it depends on many stakeholders.

- We advocate for sustainable aviation fuel and contribute to the White Paper
- One of the more direct things we have done is GreenPower, we have a 14-megawatt solar farm and are another solar farm

Q: Do you have a limit on the portion of offsets you would purchase?

A: No, we don't. But our first priority is to reduce emissions.

Comment – Offsetting is a lazy way of doing things by organisations.

A: Offsetting is trying to reduce Scope 1. We are able to reduce usage of gas by 25-30% and we look at how can we use our Tri-gen system (our gas electricity generation) and make more electricity through solar. An offset is a last resort.

Q: Are offsets becoming more expensive?

A: Yes, they are. Melbourne Airport is committed to providing Australian offsets and they are quite premium.

Q: – Where do aircraft emissions fit in?

A: Aircraft are Scope 3, emissions effectively outside our control. We work to influence on Scope 3, with government, airlines, fuel suppliers and industry partners to create a domestic SAF industry in Australia.

6. Guest presentations continued

6.2 Airservices Australia, May Li Foong

Air Traffic Movements

Peaks:

Flight Type: Scheduled - 8 July 24 - 4,752 movements weekly

Flight Type: Non-Scheduled - 29 July 24 - 55 movements weekly

Flight type: General Aviation - 22 July 24 - 37 movements weekly

NCIS Update

May-July 2024

Complainants

- 42 individual complainants
- 100 contacts
- 23 new complainants

Suburbs

- 27 suburbs recorded complainants
 - o Lalor & West Footscray – 4 each
 - o Braybrook – 3
- 17 suburbs recorded a single complainant

Issues

- Standard flight path movements – 91% of complaints
- Unusual movements – 9% of complaints
- We tend to see these trends with the weather and runway use

Q: Is it likely that most aircraft arriving onto Runway 34 are aiming to use the highspeed taxiway, and may therefore be lower than otherwise necessary? It would be good to understand if Airservices would consider monitoring or modelling this, as something that is not difficult but may make a significant difference to the community.

A: May to take this on notice.

Aircraft in your neighbourhood - <https://aircraftnoise.airservicesaustralia.com/2020/04/30/webtrak-my-neighbourhood/>

- Tailored information depending on where you live
- You can search for historical complaints and information since 2018

- You can select the date range you wish to look at to view the complaints and other information
- The latest available is July this year

Webtrak Improvements - <https://www.airservicesaustralia.com/community/environment/aircraft-noise/webtrak/>

- Airservices has expanded the coverage area of Webtrak to see a wider distance of the flight paths
- You can now see the tracking for further away
- The next improvement is to reduce the delay of operations on Webtrak. Airservices is aiming to reduce it to three minutes within the next two months. May will report back when this updated

Q: What is the difference between Airservices service and Flight Tracker 24, which updates in real time?

A: Webtrak has noise monitoring data on it and additional flight information. It also allows the community to make enquiries. Flight radar is great to look at plane movements.

Q: I have used the report function and not heard back. Do you know why that is? I put it in earlier this year.

A: May will take this on notice.

Q: Is there anyway Webtrak can be used to track flight paths over a period of time?

A: Yes, there is a section on Webtrak that has historical data. It can be tricky to use initially.

Continuous Descent Operations Trial update

- Northern Arrivals (Queensland + Eastern Asia)
- South-eastern arrivals (New Zealand + Tasmania)
- We have carefully selected each waypoint to provide a select time delay. These can be absorbed at a high level while the plane is still on route
- When sequencing aircraft on arrival, Air Traffic Control rely on tactical techniques such as speed control and holding, which absorb delay effectively but do not provide a predictable descent for flight crew
- Airservices is extending the trial to allow for the collection of further data for assessment
- Airservices will review the trial progress at the end of the year
- Industry working group meetings are ongoing and Airservices is exploring other routes for predictable sequencing into Sydney and Perth as well

6.3 ANO Update, Stefan Smerdon

Role of the Aircraft Noise Ombudsman (ANO) in aircraft noise management

- The ANO can review Airservices, or what the Department of Defence have or haven't done, in relation to aircraft noise
- Under the ANO Charter, the ANO can review the handling of aircraft noise complaints
- They can monitor and report on the effectiveness of community engagement taken by Airservices

- If you have concerns of how a case was handled, the ANO will review the complaint and will determine if it is within the ANO jurisdiction. If it is within jurisdiction, the ANO will investigate and provide an outcome
- Actionable complaints – requiring substantial actionable management
- Non-actionable complaints – do not require further action or management by the ANO office but are still reviewed
- There was a peak for actionable complaints in January
- Brisbane Airport dominated last quarter with 33 actionable complaints
- Issues raised in the last quarter are broken down into agency specific issues and aircraft noise issues related to Airservices
- Timeliness for responses was the dominant agency issue the ANO saw
- In terms of aircraft noise specific issue, the dominant concern is health/sleep

Brisbane Investigation

- Concerns raised around community engagement undertaken before the third runway opened
- In 2021, the ANO released an investigation report for Brisbane
- There were several recommendations covering community engagement from Airservices

Hobart Noise Abatement Procedure (NAP) - assessment and report (ongoing)

- Airservices did not proceed with a NAP trial
- The ANO received several complaints and Airservices voided its original decision not to proceed with NAP
- The ANO was not satisfied that Airservices was acting in a timely way and has reported the matter to Airservices Board
- You can make complaints via the online complaint form, phone, email and post

Q: Can you give any examples of when the intervention of the ANO has led to an improvement in the noise situation?

A: Stefan will take this on notice. However, the process is to review community engagement processes for complaint handling and information.

7. Noise

Kim will review items and return to the group. This includes speaking to other airport CACGs.

Will follow up on the ICAO Balanced Approach.

8. Other items

Terms of Reference review. This discussion could be covered at the same time as Monika collects feedback about the mobile information van. Likely to arrange an out of session meeting for September.

The group agreed presentations to be included in the minutes.

Round the room

- Several members would like to follow up on information from DTP about state planning for the future, e.g. activity centres, impact of Airport Rail, future stations, including any potential assistance from CACG.
- Ashley noted Maribyrnong's submission is into activity centres, planning for more homes close to jobs, services and public transport
- Liz noted she would like to see presentation time shortened and more time for Q&A

9. Close

Kim thanked everyone for attending and their contributions to the discussion and closed the meeting at 1:12pm.

Next meeting is scheduled for 19 November 2024, 10am-1pm, Quest Melbourne Airport.

End of year lunch is at Boccata Restaurant and Wine Bar, Novotel Ibis Styles Hotel, Melbourne Airport (1A Grants Road Melbourne Airport, Melbourne Victoria 3045); 1-3pm

Summary of new actions

| Date | Action requested | Responsible person | Deadline | Closed, or action taken if different to the request |
|----------|---|-------------------------|---------------|---|
| 20/08/24 | Confirm if you need to change at Sunshine to get to the city on the airport rail link | Ed | November CACG | |
| 20/08/24 | Where does the authority come from for Melbourne Airport to suspend drivers touting | Ed | November CACG | |
| 20/08/24 | What are Sydney and other airports doing to deter touters | Ed | November CACG | |
| 20/08/24 | Update on women in aviation metrics and the schools' program | Monika | November CACG | |
| 20/08/24 | If PFAS is undetectable then why can't fish be consumed | Gigi | November CACG | Written response sent to KJ ahead of meeting |
| 20/08/24 | How many times does the PFAS facility reach capacity | Gigi | November CACG | Written response sent to KJ ahead of meeting |
| 20/08/24 | Confirm if you need to change at Sunshine to get the airport rail link to the city | Joanna | November CACG | |
| 20/08/24 | Information on RWY 34 arrivals | May in contact with Kim | November CACG | |

| Date | Action requested | Responsible person | Deadline | Closed, or action taken if different to the request |
|----------|---|--------------------|---------------|---|
| 20/08/24 | Investigate why Matt never heard back after using the noise report function | May | November CACG | |
| 20/08/24 | Examples of when the intervention of the ANO has led to an improvement in the noise situation | Stefan | November CACG | |
| 20/08/24 | Follow up on ICAO Balanced Approach | Kim | TBC | |
| 22/08/24 | Update on potential amendments to security identification requirements for new workers at the airport | Ed | November CACG | |
| 21/05/24 | Presentation on aircraft separation standards in the terminal area | May | TBC | |

Previous actions

| Date | Action requested | Responsible person | Deadline | Closed, or action taken if different to the request |
|----------|---|--------------------|-------------|---|
| 21/05/24 | Support for Bonza workers to transition into other work | Ed | August CACG | Closed |
| 21/05/24 | Confirmation on what percentage of water is treated for PFAS | Gigi | August CACG | Closed |
| 21/05/24 | What is done with the leftover PFAS water that has been treated | Gigi | August CACG | Closed |
| 21/05/24 | Issues with Boeing and 737 Max | Ed | August CACG | Closed |
| 21/05/24 | Verify if there is a timeframe for Melbourne Airport Rail | Ed | August CACG | Closed |

| | | | | |
|----------|--|-----------|-------------|---|
| 20/02/24 | Continuous Decent trial and distances plane stays higher | May | August CACG | Closed |
| 20/02/24 | Letter to Minister on taxis and touting sent in April | Kim | Closed | Response circulated 19/6, to be attached to Aug Minutes |
| 20/02/24 | Letter to Minister on buses and routes sent in April | Kim | Closed | Response circulated 19/6, to be attached to Aug Minutes |
| 20/02/24 | Information on transformation to solar | Shantelle | August CACG | Closed |
| 20/02/24 | Update on our noise monitors | Joe | August CACG | Closed |
| 20/02/24 | Information on where the 800,000 additional houses are to be built- new housing statement | Joanna | August CACG | |
| 21/02/23 | Sourcing a speaker on social and health impacts of runways for a CACG meeting Note May 2023: Accept coverage of a wider subject would make this easier | Monika | Continuing | Exploring further options after initial speaker not suited. |
| 15/08/23 | Set up Gmail for each member | Kim | Continuing | Kim to liaise with members to set up |
| 15/08/23 | Members to consider items for discussion under noise standing agenda item | All | Ongoing | |

8. Attachments

1. Airservices Australia CACG Presentation August 2024
2. Melbourne Airport presentation 20082024
3. ANO Melbourne CACG Presentation
4. Correspondence from Minister's office – Letter
5. Correspondence from Minister's office – Signed Reply

Attachment 1

Airservices Update Melbourne Airport CACG

20 August 2024

Airservices Update



- Air traffic movements Melbourne Airport May – Jul 2024
- Noise Complaints and Information Service (NCIS) update May – Jul 2024
- Webtrak improvements
- Continuous Descent Operations trial update

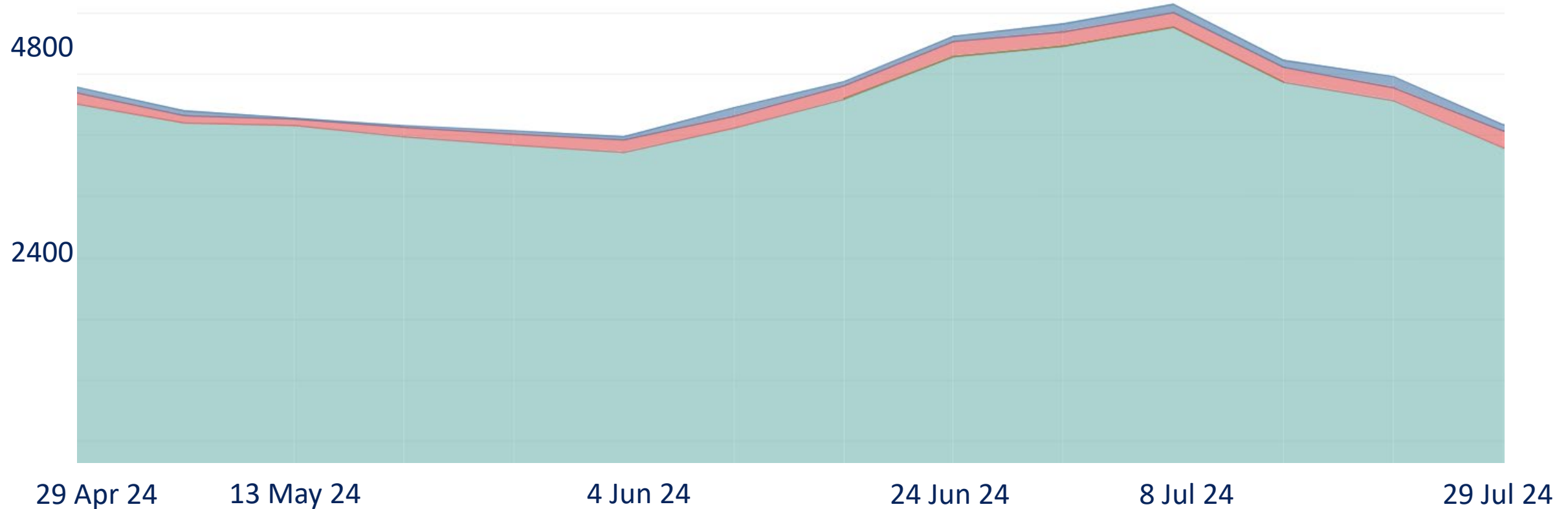
AIR TRAFFIC MOVEMENTS (WEEKLY)

Peaks:

| | |
|------------------|-----------|
| Flight type | Scheduled |
| Week of movement | 8 Jul 24 |
| No. of movements | 4,752 |

| | |
|------------------|---------------|
| Flight type | Non-Scheduled |
| Week of movement | 29 Jul 24 |
| No. of movements | 55 |

| | |
|------------------|------------------|
| Flight type | General Aviation |
| Week of movement | 22 Jul 24 |
| No. of movements | 37 |



NCIS UPDATE

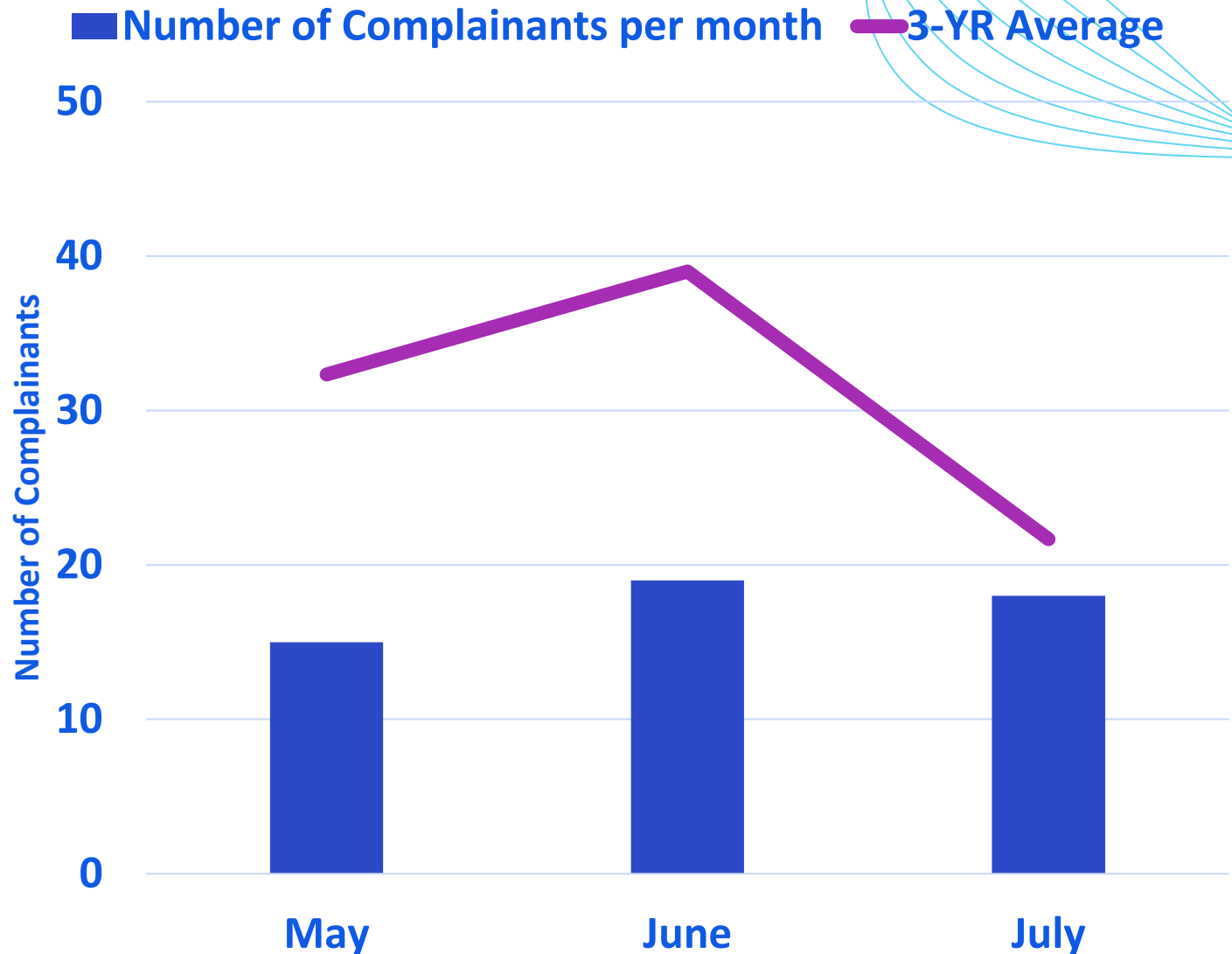
May – July 2024

Complainants

- 42 individual complainants
 - 100 contacts
 - 23 new complainants

Suburbs

- 27 suburbs recorded complainants
 - Lalor & West Footscray – 4 each
 - Braybrook – 3
- 17 suburbs recorded a single complainant

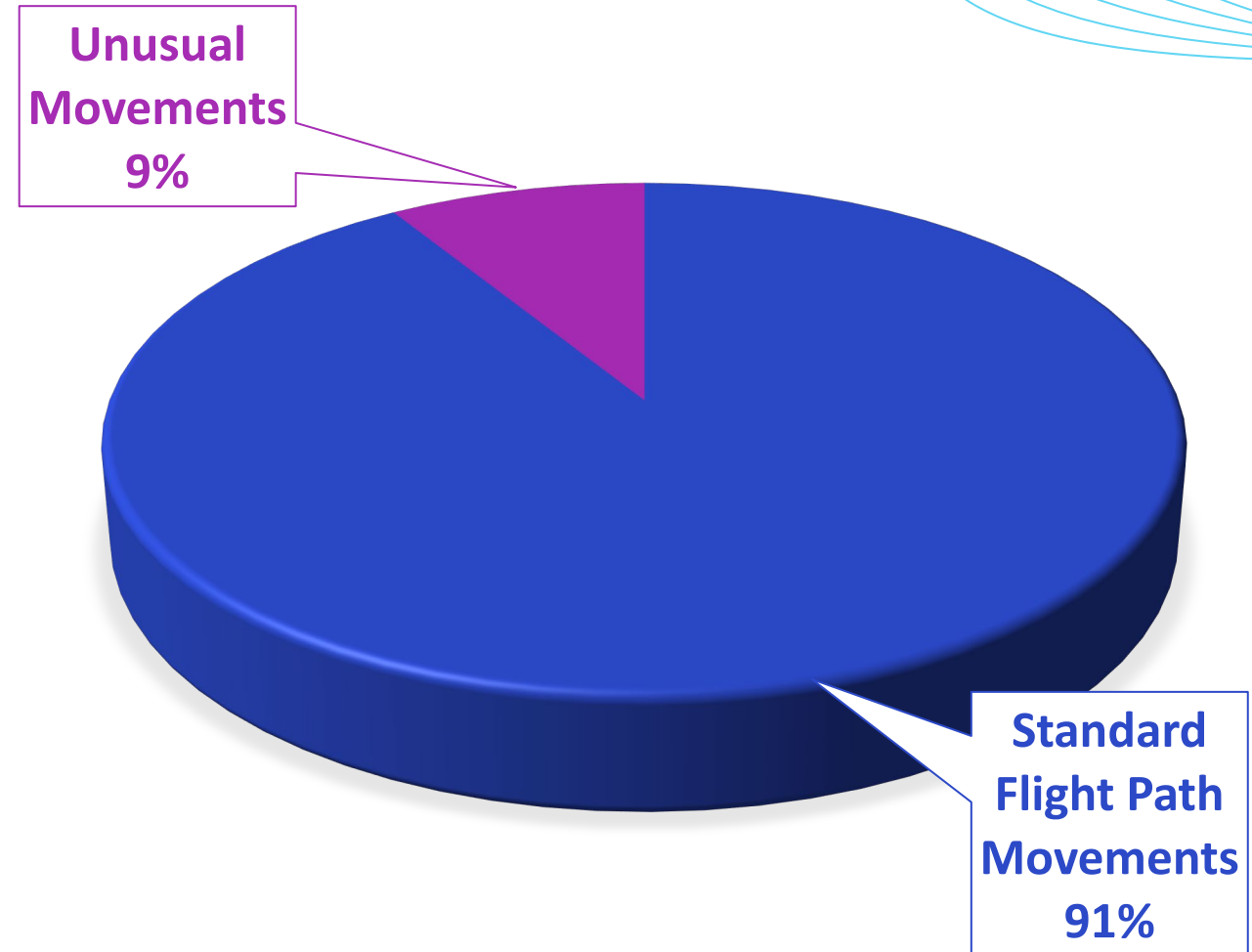


NCIS UPDATE

May – July 2024

Issues

- Standard flight path movements
 - Runway 34 arrivals – 23
 - Runway 27 arrivals – 6
 - multiple runway directions – 5
 - Runway 16 departures – 4
 - Runway 27 departures – 2
 - Runway 34 departures – 1
- Unusual movements
 - Radar departures – 3
 - Traffic management – 1



AIRCRAFT IN YOUR NEIGHBOURHOOD – complaints report

- <https://aircraftnoise.airservicesaustralia.com/>
- Enter your address
- Select 'What flight disturbed me' and 'Melbourne complaints report'
- View historical data, filter by airport
- July 2024 now available

| COMPLAINT SUMMARY | | |
|-------------------------------|--------------|--------|
| Complainants by Suburb | | |
| Overall Total | 32 | 24 |
| Suburb | Complainants | Issues |
| Avondale Heights | 1 | 1 |
| Braybrook | 1 | 1 |
| Derrinal | 1 | 1 |
| Greenvale | 1 | 1 |
| Ivanhoe | 1 | 1 |
| Kealba | 1 | 1 |
| Keilor | 1 | 1 |
| Keilor East | 2 | 1 |
| Kingsville | 2 | 1 |
| Lalor | 2 | 1 |

Select airport :

Select date range :

Date available between 01/08/2019 and 31/07/2024

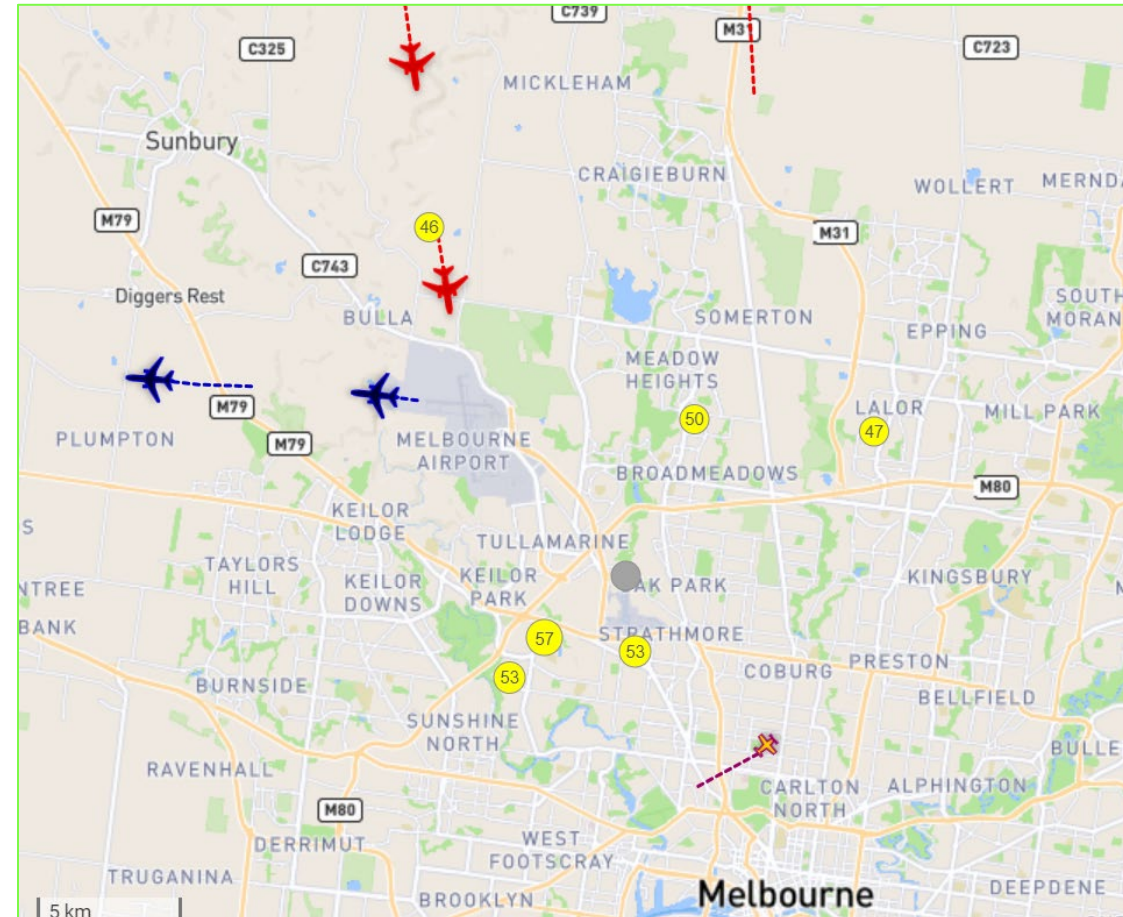
Number of complainants/complaints by airport

| | Complainants | Complaints |
|------------------|--------------|------------|
| Melbourne | 32 | 72 |

WEBTRAK IMPROVEMENTS

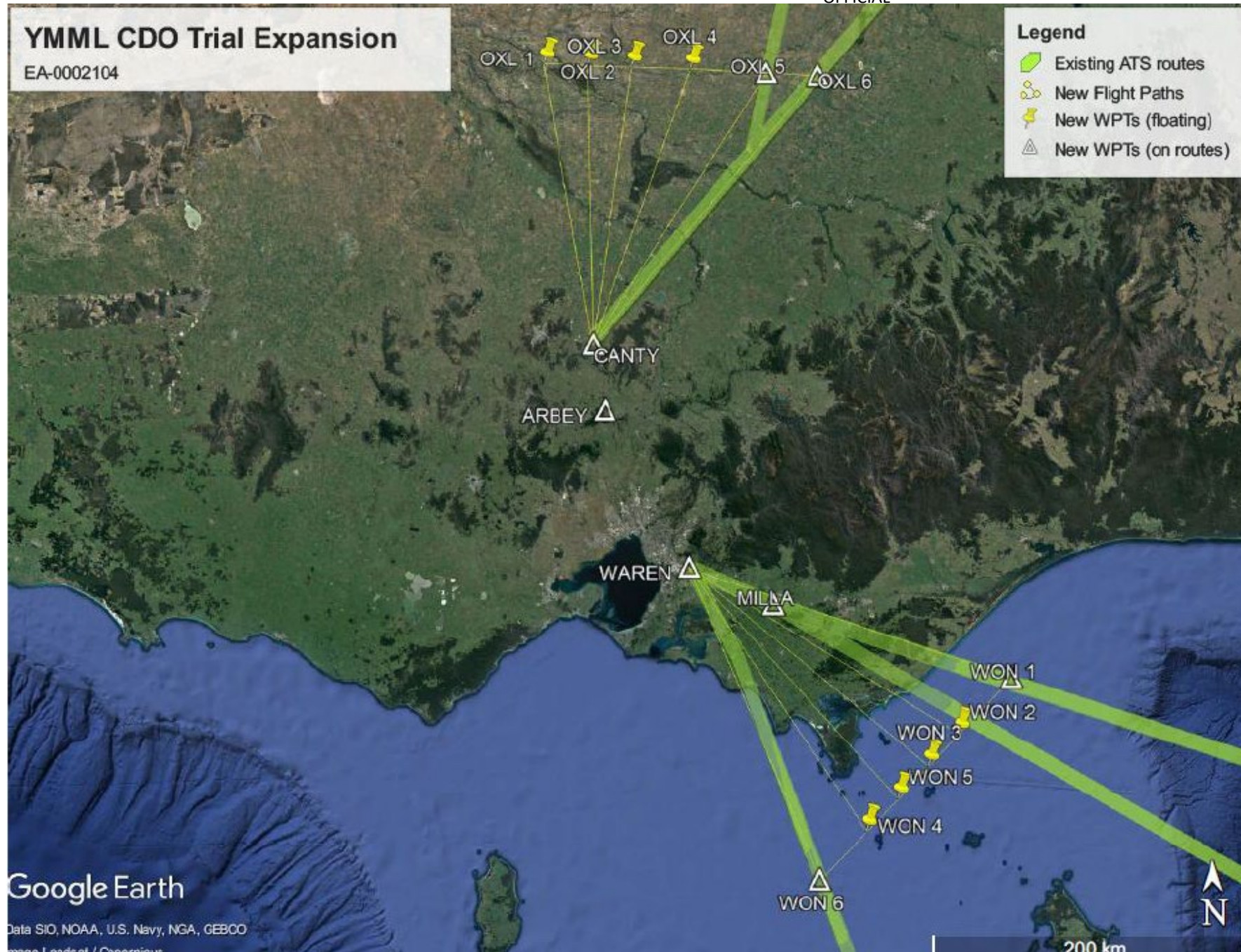
<https://webtrak.emsbk.com/mel3>

- Coverage area expanded from 100km x 100km to 160km x 160km.
- Next update – reduce delay of operations from 15 minutes to 3 minutes



YMML CDO Trial Expansion

EA-0002104



CONTINUOUS DESCENT OPERATIONS TRIAL UPDATE

- Northern arrivals (Queensland + Eastern Asia)
- South-eastern arrivals (New Zealand and Tasmania)

Google Earth

Data SIO, NOAA, U.S. Navy, NGA, GEBCO
Image Landsat / Copernicus

CONTINUOUS DESCENT OPERATIONS TRIAL UPDATE

- When sequencing aircraft for arrival, Air Traffic Control rely on tactical techniques such as speed control and holding - which absorb delay effectively but does not provide a predictable descent for flight crew.
- Predictable Sequencing involves ATC re-routing aircraft via pre-defined waypoints positioned off major air routes to provide a certain time delay. This re-routing can be used instead of vectoring and provides flight crew with path predictability to plan their descent.
- Trial extended to allow further data for assessment
- Industry working group meetings ongoing
- Airservices will review the trial's progress at the end of 2024
- Exploring trials in Sydney and Perth

THANK YOU

Attachment 2

MELBOURNE AIRPORT

Melbourne Airport

CACG Update
20 August 2024

Operations

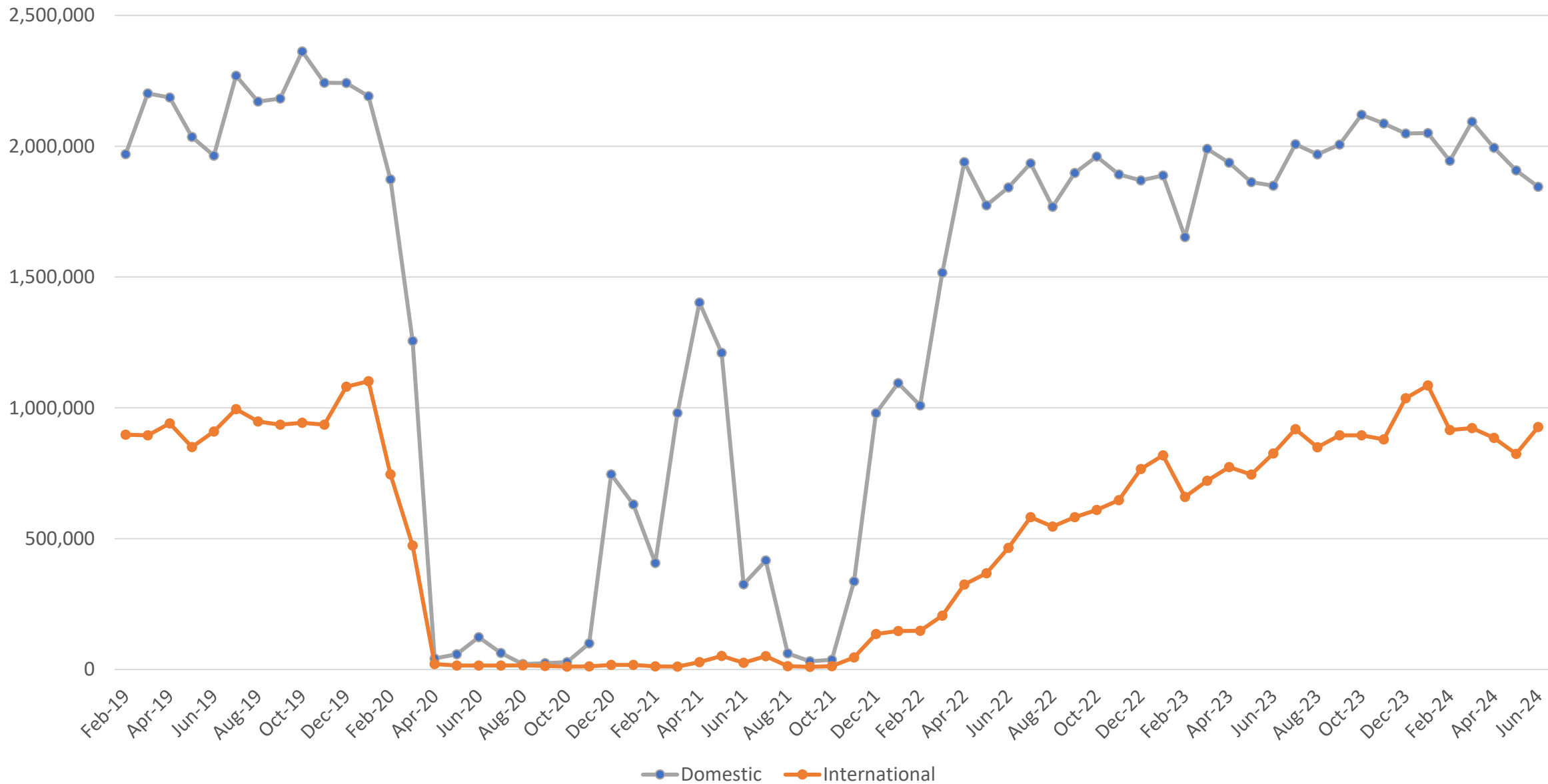
Edward Martin

Head of Public Affairs

MELBOURNE AIRPORT



Melbourne Airport Passenger Numbers



International highlights



Juneyao Air

Launching Melbourne to Shanghai – services from 19 December
3 flights/week



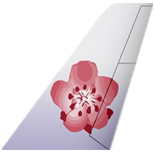
Cebu Pacific

Increasing Melbourne – Manila services in December
3 -> 4 flights/week



China Eastern

Commenced Melbourne – Nanjing. A330 3x/week
China Eastern now operate 13 flights/week out of MEL – three more than pre-pandemic.



China Airlines

Taiwanese carrier will launch MEL-AKL in early December.
The fourth airline on this route.
Seasonal add on to Taipei - Melbourne



Vietjet

Launched inaugural Hanoi-Melbourne flight early June
2x week



Domestic update



Rex

Suspension of Rex jet services (SYD, BNE, ADL, CBR, HOB, OOL, PER).
Affected passengers accommodated on VA flights free of charge. Airport supported wherever we could.
Regional flights continue to operate.

Naarm Way Stage 2 works continue

Stage 1 improved access to T4. Completed Sept 2023
Stage 2 commenced in 2024. Creating efficient drop-off and pick up zones for T123. Includes pedestrian bridge and exit ramps to help travellers move quickly and easily between car park and terminals.

APAM has decided not to proceed with the Minor Variation.

T1 Security

Major upgrade of security screening in T1 - upgrade six lanes with new baggage and body scanning technology.
New temporary screening point will open in August.

Scheduled to open December 2025



Rex and Bonza Collapse

Overview

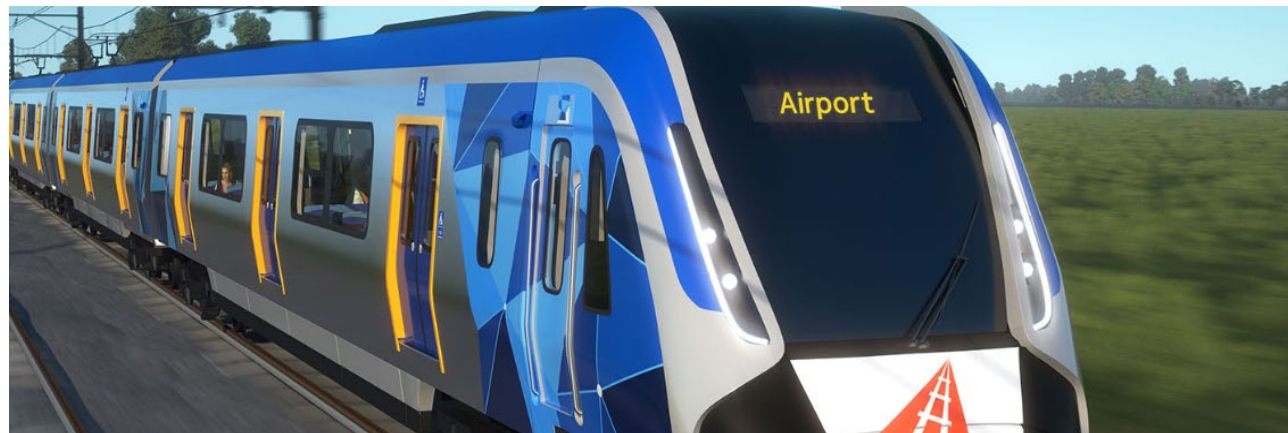
- Rex – Rex has suspended jet services; however regional services continue to operate. The Federal Government will guarantee regional flight bookings for Rex Airlines customers.
- Bonza – Hall Chadwick placed Bonza into liquidation allowing former employees access to the government's Fair Entitlements Guarantee scheme, allowing them to claim unpaid wages.

Support for workers

- Virgin has retrained former Bonza staff. Additionally, more than 400 Rex employees have contacted Virgin looking for new roles.
- We advertise all jobs available in the Melbourne Airport area on our Joblink.
- Melbourne Airport attended VTIC's Choose Tourism Careers Expo on Tuesday 18 June – showcasing diverse career pathways in the tourism and events industry.

Airport Rail

- Melbourne Airport has agreed to support an above ground station to get the airport rail project back on track.
- When the third runway opens in 2030, we expect more than 45 million passengers will use the airport and we need a rail line in place to support our future passenger growth.
- Whilst an underground station has been in our plans since the 60's and remains our preference, we can't afford to wait any longer.
- We are working constructively with the government on their above ground solution.



Touting

- Despite legislative changes being enacted, the conduct of touters is becoming more problematic and disrupting passengers on a daily basis.
- Melbourne Airport has undertaken extensive efforts to deter touting, including:
 - Introducing an online application portal with multiple checks to ensure drivers are compliant
 - Deploying easily identifiable lanyards for approved drivers
 - Suspending drivers for twelve months who are caught touting
 - Increasing Wilson Security patrols – average of 1500 checks per week
- With the issue ongoing, we believe the following actions would be positive steps towards ending touting at Melbourne Airport:
 - Increasing the penalties associated with touting, especially for repeat offenders
 - Increase the number of Authorised Officers and presence at Melbourne Airport, more than the 6 allocated across the state
 - Frequent education campaigns between Safe Transport Victoria and Melbourne Airport

Planning

Rosie Offord

Head of Master Planning

MELBOURNE AIRPORT



Standing Items

Planning

Melbourne Airport's Third Runway

- M3R MDP was submitted to Minister King in February for consideration

Melbourne Airport Rail

- See earlier slide

Elite Park MDP

- Public Exhibition planned for Sept/Oct. Aware of council elections in Oct and associated caretaker period, considering workarounds.

Elite Park

Melbourne Airport's next MDP will be for the 'Elite Park' mixed-use precinct between Airport Drive and the Tullamarine Freeway (south of Mercer Drive).

Site is to be delivered in 3 stages developed 2025-2037.

Concept is:

- consistent with Master Plan 2022 land use planning
- an important element of our non-aviation business
- our first 'precinct' MDP.

We're working through assessments now, including:

- economic
- environmental
- traffic
- social
- landscape and built environment
- aviation safeguarding

...which we expect to present in the Preliminary Draft Major Development Plan ready for public exhibition Q3 2024.



ACI – World Environment Standing Advisory Committee (WEnSAC)

ACI

Organization of airport authorities aimed at uniting industry practices for airport standards.

Lorie Argus, our CEO, has recently joined the ACI World Governing Board



WEnSAC is one of six standing committees

These provide the Board with guidance and counsel on policy issues.

Aircraft Noise is one of a number of subgroups on the WEnSAC.

Membership is mostly airports, but 6 places reserved for 'business partners'

WEnSC – aircraft noise subgroup priorities (end 2026)

Guide airports and States on how to effectively apply the ICAO Balanced Approach through the Noise TF and ICAO CAEP.

Demonstrate the benefits of aviation and the quality-of-life airports can contribute to local communities

Community engagement

Dr Monika Schott

Community

MELBOURNE AIRPORT



Mobile information van

Creating a mobile, walk-through information van to enable greater reach and engagement with communities beyond our current community pop-ups

Informs and interprets airport operations and history

Compliments our schools' program and presents an engaging opportunity for incursions into schools, including building interest in careers and particularly for young women in aviation and nontraditional roles



Car sleep out fundraiser www.melbourneairport.com.au/community/car-park-sleepout

Raising awareness and funds for women, nonbinary people and their children across the north and west of Melbourne experiencing homelessness or at risk of being homeless due to family violence

Sleep in car for a night on level 7 of Terminal 4 car park. Registration fee of \$100 per person; donations welcome. All funds go to [Juno](#) and [McAuley](#)



Senate inquiry into aircraft noise

Melbourne Airport invited to appear at the public hearing on Friday 20 September 2024 in Canberra. We understand other aviation stakeholders have also been invited.

Next newsletter

Sent an update to immediate communities

Next newsletter will be out once a decision on the third runway is made

Novotel and ibis Styles hotel Melbourne Airport

Opened 01 July 2024, near Terminal 4

Features 464 accommodation rooms, wellness centre, conference venues, co-working spaces and three food and beverage venues

Around 120 stakeholders across aviation, government and tourism industry attended the opening



Community Giving Fund

- Tullamarine Football Club: BBQ fundraising & community events
- Bridge Darebin – Thornbury: practical assistance for neurodivergent youth
- Goonawarra Neighbourhood House: venue hire for food distribution and social group
- Boilerhouse Theatre Company: Big Friendly Giant show
- Thornbury Gumnet Girl Guides: outdoor camp equipment
- Helping Hands Mission: installation of heating and cooling system for community pantry
- Hadfield Football Club: Hadfield F.C Junior Academy

www.melbourneairport.com.au/community-grants

- Glenroy Calisthenics Club: Recreational Tots Team 2024/2025
- East Keilor Cricket Club: stolen sports equipment
- Preston Neighbourhood House: AV upgrades for community hall and adult education classrooms
- Elucidate Education: KoalaLearn: app enhancing numeracy and literacy skills for disadvantaged students through Gamified Learning
- Empower Women in Trades: trades show- school addition
- Horseshoe Bend Community Group: garden bed construction and development phase two
- Keilor Basketball Association: Keilor Thunder 18.1 Girls Club Championships
- Cooina Aboriginal Corporation: Aboriginal and Torres Strait Islander Women Program



Community pop ups

- Altona Weekly Community Market
Pier St, Tuesday 23rd July
- Slow Food Melbourne Farmers
Market, West Footscray, Saturday
10th August
- Run2Cure, Albert Park, Sunday 10
November

Jobs

Job vacancies within the airport precinct have reduced in the last three months to around 220



Melbourne Airport tours

Al Sirat College: terminal tour, 5 x Y10 classes in May and June

Croydon Community School: careers tour, Y10, May

Nadrasca: careers tour, disability service group, June

Future Connect: Women in Aviation session, June

Kangan Institute: terminal tour, adults with learning disabilities, June

Gladstone Park Secondary College: careers tour, Y10, June

Belgravia Academy: careers tour, intellectual disabilities TAFE students, June

Indie School Greensborough: careers tour, Y11, June

Hume City Council: careers tour, employment seekers, July

On the Fly Program: terminal tour, young people with vision impairment holiday program, July



PFAS and Environment

Gigi Yuen

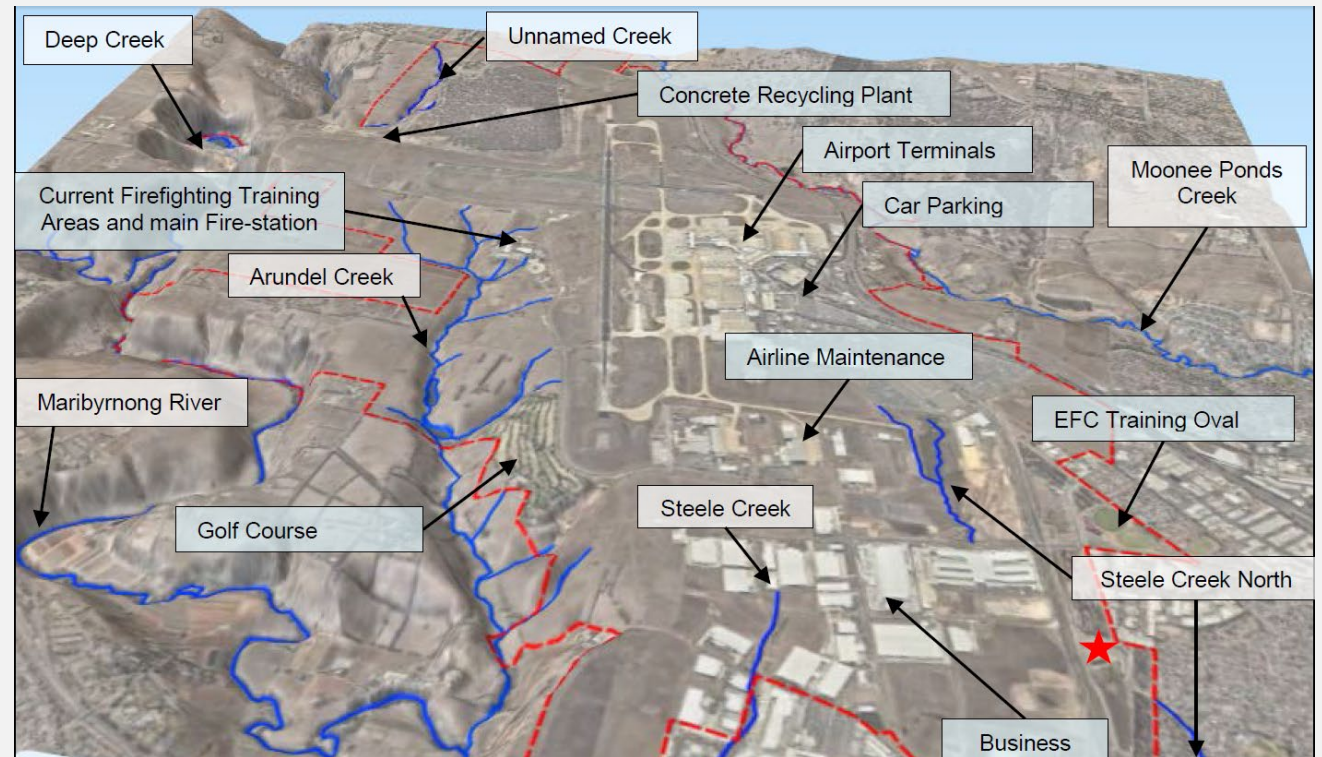
Head of Environment and Sustainability

MELBOURNE AIRPORT



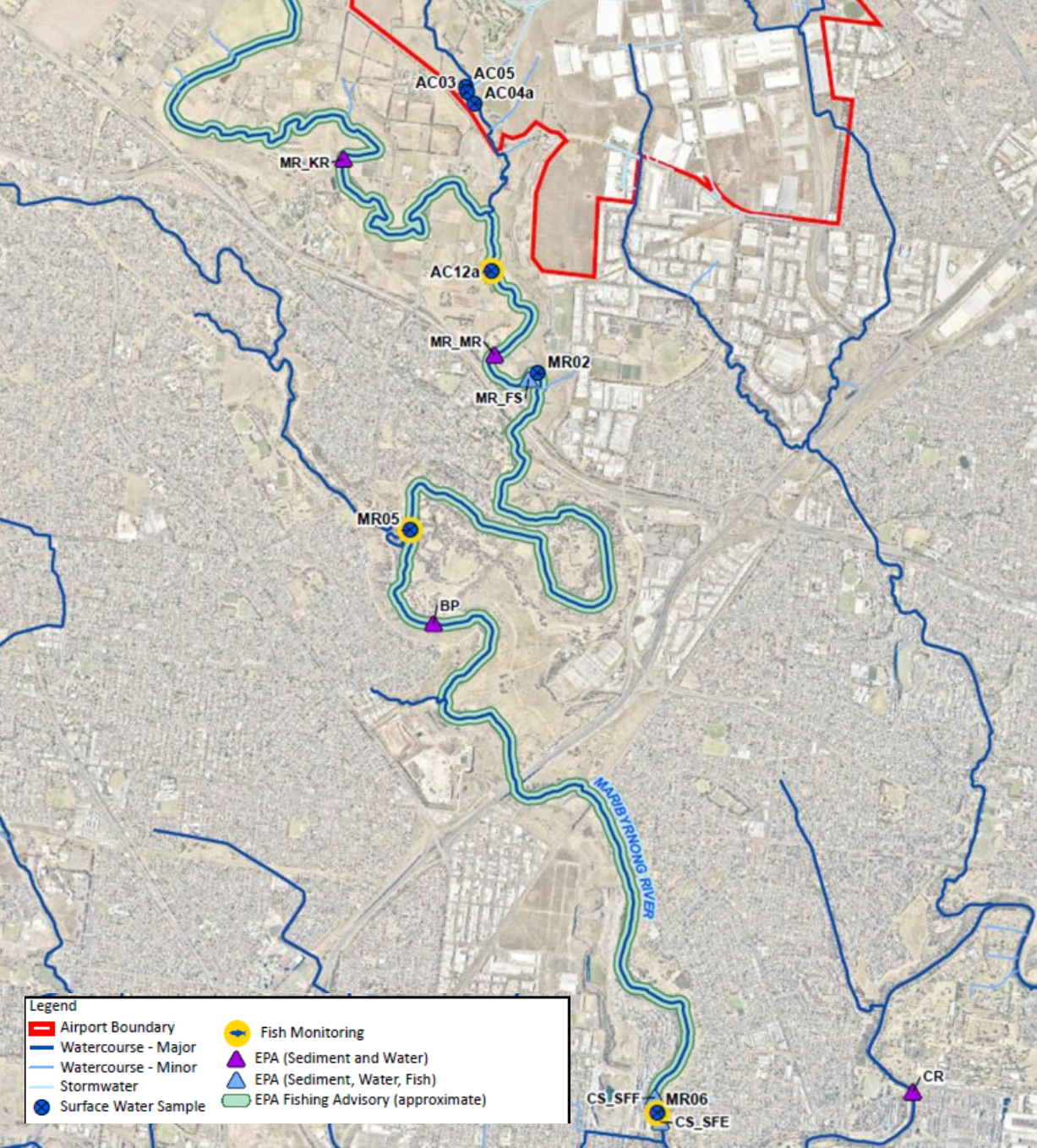
Perfluoroalkyl and polyfluoroalkyl (PFAS)

- A group of man-made chemicals used in various industrial and consumer products.
- Often called “forever chemicals” due to being hard to break down
- Historically these chemicals are present in firefighting foam (Aqueous Film Forming Foam – AFFF) used typically for hydrocarbon fire/spills
- Use of these firefighting foams has been significantly reduced and discontinued in most cases and switched to fluorine free foam.



Melbourne Airport PFAS Management

- Extensive assessment - on and off airport
- Management measures on the ground - including soil storage facility and two water treatment plants
- Working with tenants and contractors - PFAS management framework and Environmental Management Plans
- Engaging with community and regulators
- Supporting Airservices and Department (DITRCA) PFAS Taskforce
- APAM water and fish testing and Human Health & Ecological Risk Assessment Reporting
 - 2019 EPA water, sediment and fish testing: precautionary advice to not consume fish
 - 2021 APAM testing at irrigator properties: Risk assessments concluded low and acceptable risk
 - 2021 EPA Notice – APAM voluntary compliance:
 - Annual testing of water and fish
 - Human health risk assessments
 - Ecological risk assessments
 - No substantial change in levels or risk
 - EPA revoked Notice on 17 July 2024, noting compliance requirements had been completed



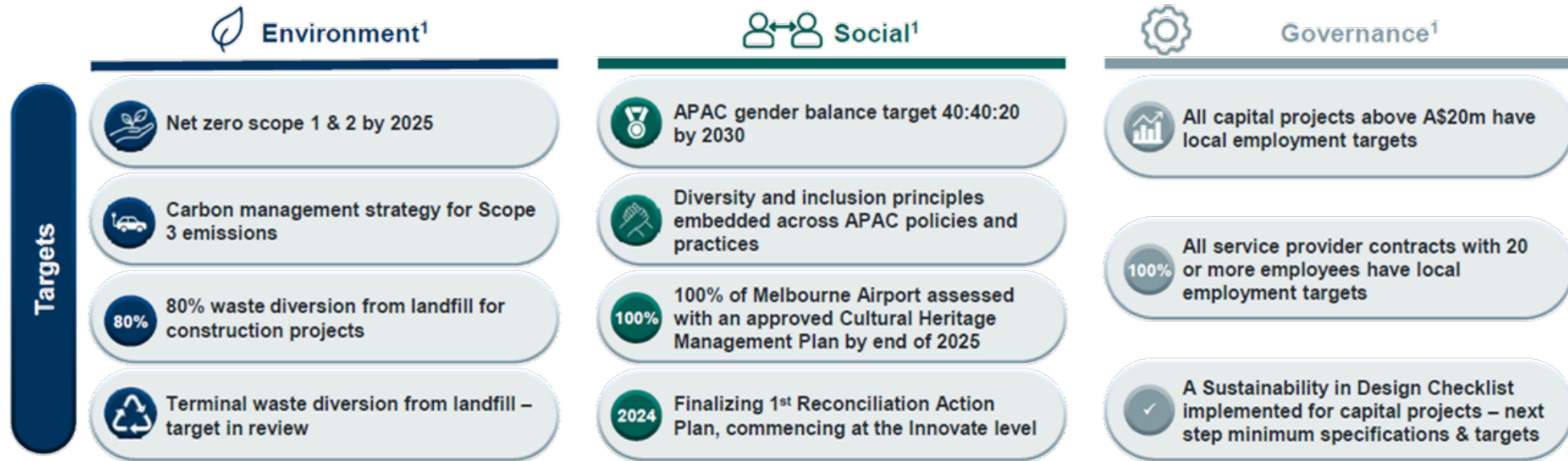
APAM works

| | |
|------------------------------------|--|
| PFAS Water Treatment Plants | <ul style="list-style-type: none">• 135 million litres treated and returned to Arundel Creek• 70 million litres treated at the plant located within PFAS Soil Storage Site |
| M3R | <ul style="list-style-type: none">• Still awaiting MDP approval.• Stormwater management and treatment for contaminants in soil and water is part of design. |
| EPA Notice | <ul style="list-style-type: none">• APAM voluntarily complied with Notice.• Testing and risk assessments completed across three years. No substantial change in levels or risks.• EPA revoked Notice on 17 July 2024, noting requirements had been completed |
| Surface water monitoring | <ul style="list-style-type: none">• 2024 monitoring conducted in May• APAM haven't received reporting yet (scheduled for August) but long-term trend has been no substantial change in PFAS levels or risks.• Results to Airport Environment Officer in October. |



Sustainability is a key priority

Clear and robust ESG targets and demonstrated progress in achieving our goals



Progress against our commitment

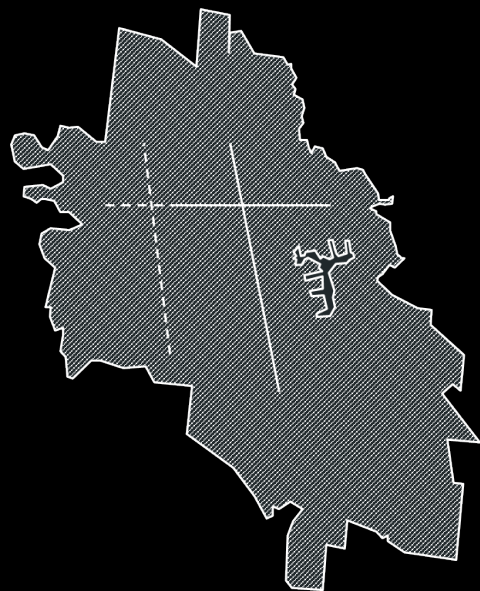
- ✓ Our Carbon management strategy was published in June 23 – focused on scope 3 emissions
- ✓ Green power PPA commenced in January 24, APAM's electricity is carbon neutral, with Large-scale Generation Certificates (LGC) from July 24
- ✓ Airport's embedded network achieved Green Power accreditation 1st step in Green energy precinct
- ✓ Aviation white paper submission advocating for Australian SAF industry
- ✓ Our Organic waste stream, a 1st for global airports, was recognized Airports Going Green Awards

External accreditation²



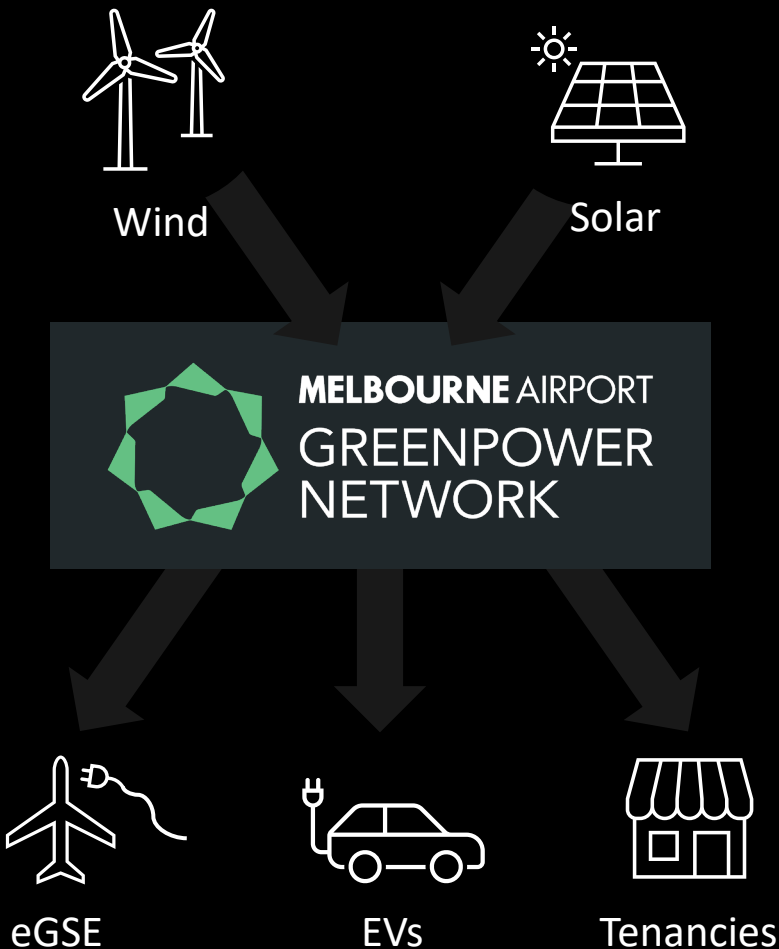
Melbourne Airport – our sustainability progress

We are one of the world’s largest airports by land size...

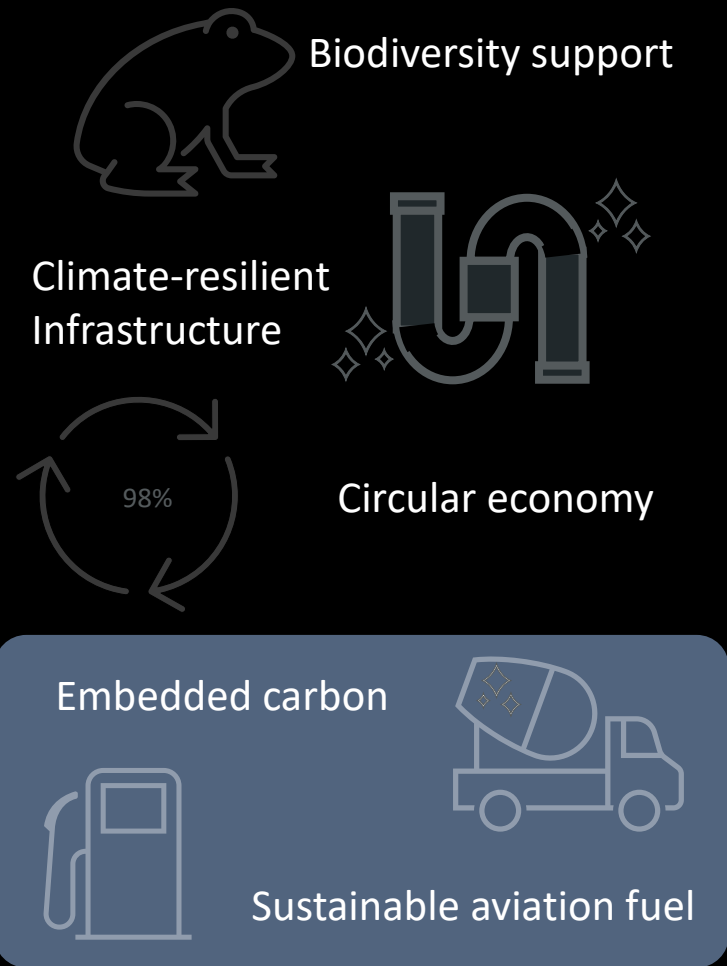


Melbourne Airport
2,741 hectares

...have made significant progress in the reduction of our emissions...



...and are continuing to adapt to climate change.



Noise Reports and Runway maintenance

Joseph Gandy

Manager Strategic Airport Planning & Innovation

MELBOURNE AIRPORT



Noise Reports

January - December 2023 Noise Contours Fact Sheet

Melbourne Airport received submissions during Master Plan 2022 and Melbourne Airport's Third Runway Major Development Plan public exhibition asking for noise contours that reflect current operations. We have prepared noise contours reflecting operations at Melbourne Airport for each month in response.

Each report contains a summary of the aircraft movements (including movements by the time of day, aircraft type and runway) and n-above contours for that month. Noise and Flight Path Monitoring System (NFPM) data was acquired from Aircservices and used to prepare each analysis.

Analysis involved aircraft noise modeling utilising the latest Aviation Environmental Design Tool (AEDT). We also calibrated the aircraft noise model as an integral part of best practice modeling that greatly improves the model's ability to accurately represent aircraft noise levels. Calibration was completed using NFPM data.

Total aircraft movements



235,603

Movements by time of day

This section indicates the number of movements during different times of the day. We've split this into morning: 6am - 1pm, afternoon: 1pm - 5pm, evening: 5pm - 11pm, and night: 11pm - 6am to show how movements are distributed across time periods when people are working, resting or sleeping.

Yearly average movements are shown, as well as maximum and minimum movements.

January - December 2023 movements by time of day:

The **AVERAGE** movements in the evening period was **195**

The **MAXIMUM** movements in the night period was **94**

The **MINIMUM** movements in the morning period was **189**

| | All Hours | Morning 6am - 1pm | Afternoon 1pm - 5pm | Evening 5pm - 11pm | Night 11pm - 6am |
|---------------|-----------|----------------------|------------------------|-----------------------|---------------------|
| Average daily | 645 | 258 | 137 | 195 | 56 |
| Daily max | 763 | 296 | 164 | 239 | 94 |
| Daily min | 493 | 189 | 100 | 107 | 22 |

Movements by aircraft group

Different aircraft types operate at Melbourne Airport and service different routes. They have different runway length requirements, have different fuel emissions and ultimately, noise footprints.

Aircraft types are grouped into four categories, based on size and engine type.

Wide-body jets are very large aircraft with two cabin aisles and long-range capability. This group includes Airbus A380 and Boeing 777 that typically operate international routes. Some wide-body jets (such as the Airbus A330) operate on domestic routes to Sydney and Perth.

Narrow-body jets are smaller aircraft with one cabin aisle. This group includes Airbus A320 and Boeing 737, that usually operate domestic routes but can also travel as far as New Zealand and Bali.

Turboprops are turbine engine propeller aircraft such as the Dash-8 and Saab 340. These aircraft normally operate on domestic routes with a shorter range such as Mildura, Mount Gambier, Devonport and Launceston.

Other represents aircraft covering business jets, general aviation, ad hoc services and military operations.

Numbers provided are for the year 2023.

For example, in 2023:

38,547 of the movements or 16.4%

were **wide-body jets**

178,649 of the movements or 75.8%

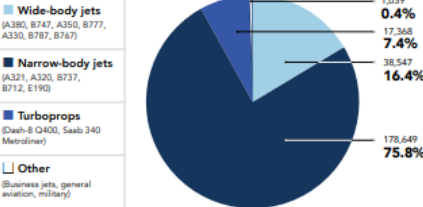
were **narrow-body jets**

17,368 of the movements or 7.4%

were **turboprop aircraft**

1,039 of the movements or 0.4%

were **other aircraft**



Movements by runway

Air traffic control consider a range of factors when deciding which runway to use. These include volume and type of aircraft operating at the airport, length of runway(s) available and required, and weather conditions (both present and forecast).

Wherever possible, aircraft should depart and arrive 'into' the wind. Where the wind does not require a nominated runway end, Aircservices preferred runway use is as per the Noise Abatement Procedures (NAPS).

This means that if wind conditions, operational requirements, workload and traffic conditions allow, a particular runway will be used to move traffic as efficiently as possible while reducing the noise impact over residential areas.

Further information can be found on Aircservices' website: www.airservicesaustralia.com/about-us/about-our-operations/runway-selection

The use of each runway for arrivals and departures is shown for the year 2023.

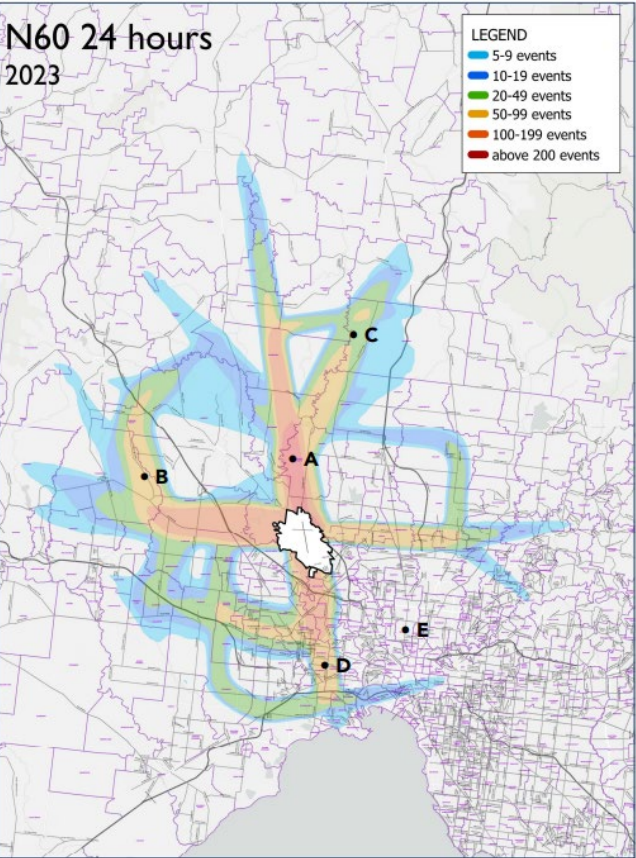
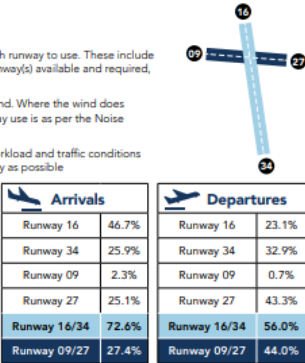
For example, in 2023:

25.1% of all arrivals landed on **Runway 27 (from the east)**

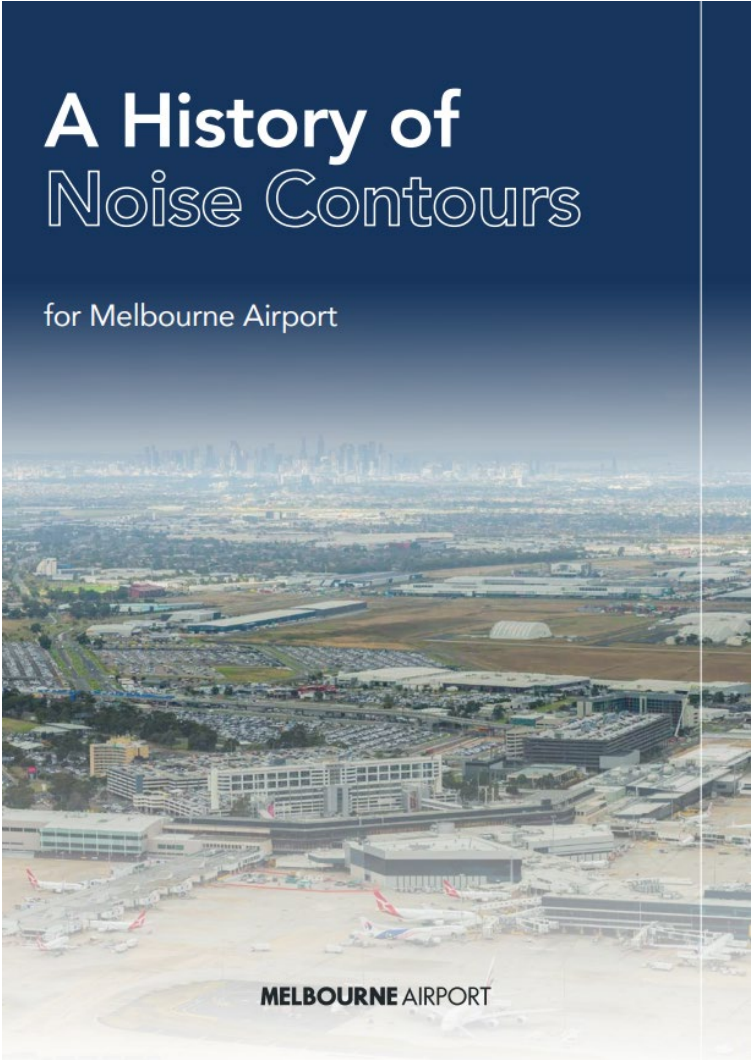
72.6% of all arrivals landed on **Runway 16/34**

23.1% of all departures took-off **Runway 16 (to the south)**

44.0% of all departures took-off **Runway 09/27**



Historic Noise Contours

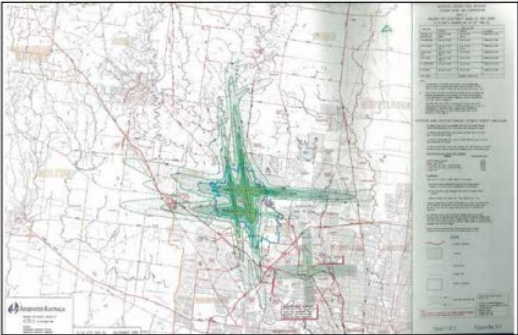


ANEF - 1998 Master Plan

The ANEF included in the 1998 Master Plan is shown below. The 1998 ANEF has been reproduced on the map opposite to allow a comparison with other ANEFs at a similar scale.

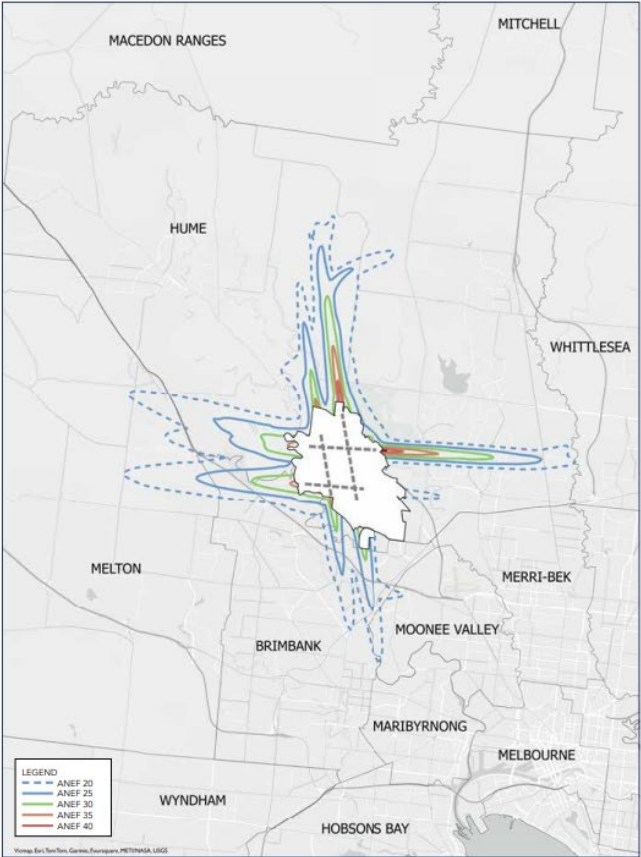
The ANEF was a composite of an ANEI and four ANECs:

- A 1996 ANEI covering 153,000 movements
- An ANEC referring to the two-runway system with 248,000 movements
- Two ANECs referring to three-runway systems (one east-west, one north-south) with 325,000 movements
- An ANEC referring to the four-runway system with 371,000 movements



MELBOURNE AIRPORT

A History of Noise Contours



MELBOURNE AIRPORT

A History of Noise Contours

Runway 09/27 Overlay

- A runway overlay project is planned to occur from Nov-2025. We are commencing work on an engagement plan (similar to the plan adopted for Runway 16/34 overlay). We will update the CACG when it is ready.
- A surface treatment is scheduled to occur in early 2025 (at this stage end of January). This will help maintain the runway until the overlay works in the following summer and looks to minimise the number of closures required for the overlay
- This will involve closures of Runway 09/27 to apply the treatment over a period less than 30 days.
- Community consultation will occur towards the end of this year explaining the works and expected timeframes.

Attachment 3



AIRCRAFT NOISE OMBUDSMAN

Melbourne Airport Community Aviation Consultation Group (CACG)

2024

Stefan Smerdon, Senior Advisor

Role of the ANO in aircraft noise management

The ANO can review what Airservices Australia (Airservices) or the Department of Defence (Defence) have or haven't done, in relation to aircraft noise.

The ANO can make recommendations to Airservices or Defence for improvements to their processes and information that is shared with the community.

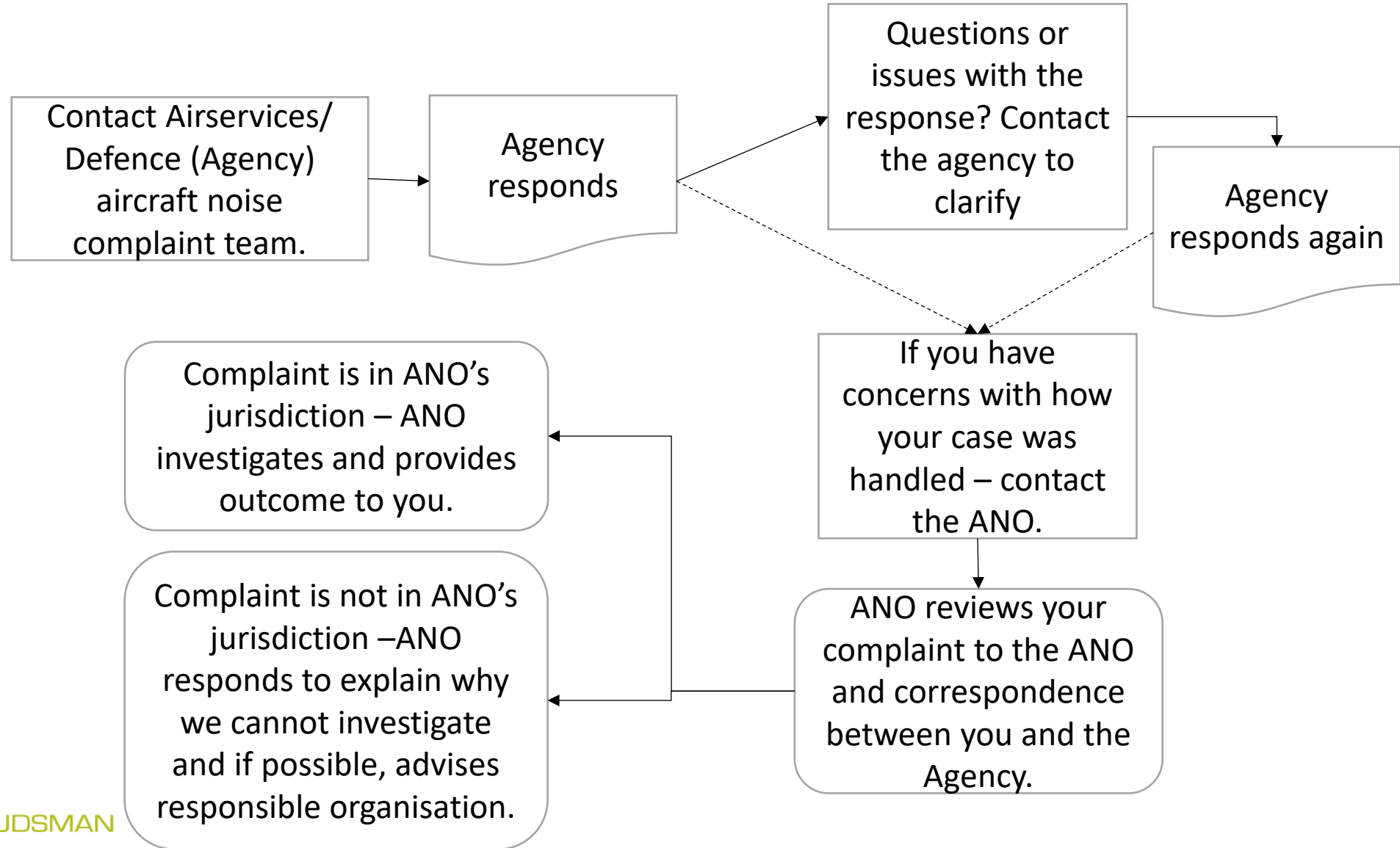
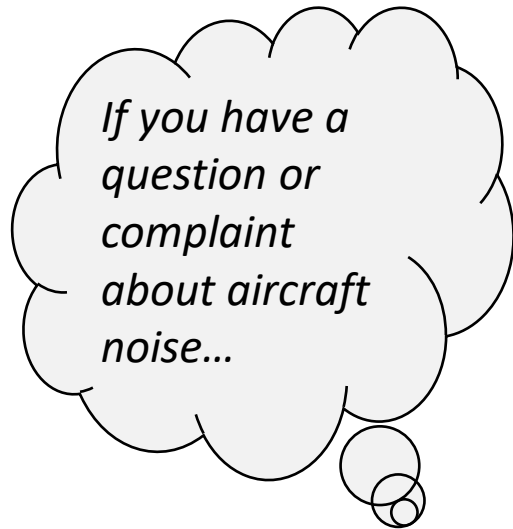
The ANO is independent, impartial and there are no costs to access the ANO's services.

What that really means to the Melbourne CACG:

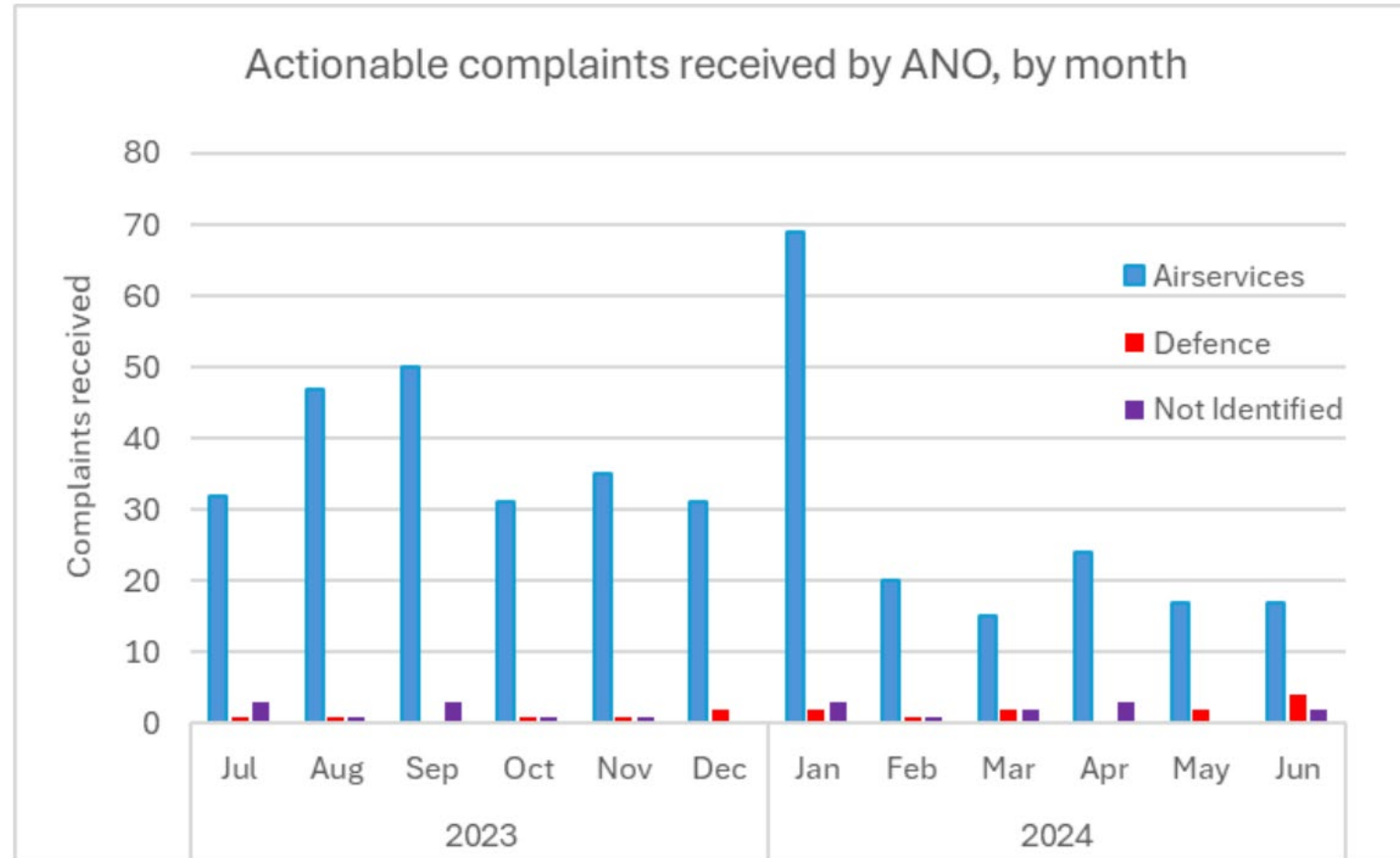
Under the ANO Charter, the ANO :

- reviews the handling of complaints or enquiries made to Airservices Australia about aircraft noise, including in respect of community engagement and presentation and distribution of information concerning aircraft noise;
- monitors and reports on the effectiveness of community engagement processes relating to aircraft noise undertaken by Airservices and
- monitors and reports on the effectiveness of the presentation and distribution of aircraft noise-related information by Airservices.

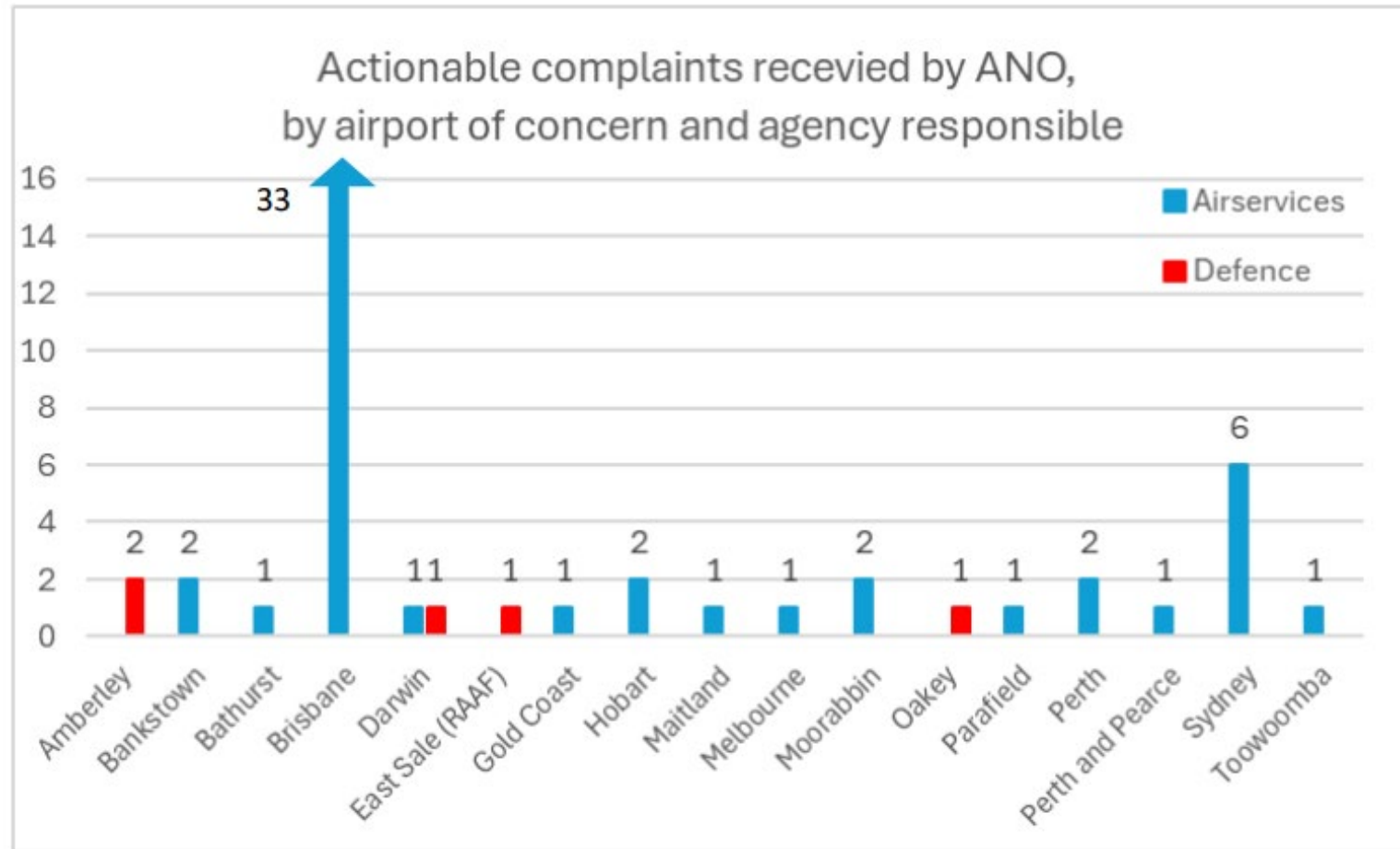
ANO's role in the aircraft noise complaint process



Trend in actionable complaints received by the ANO

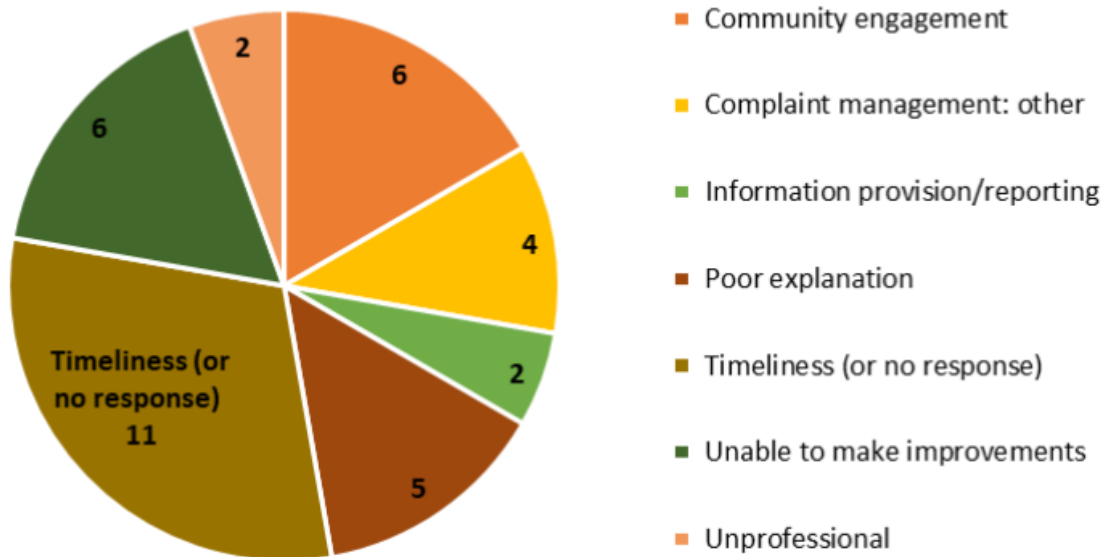


Complaints received by the ANO – last quarter

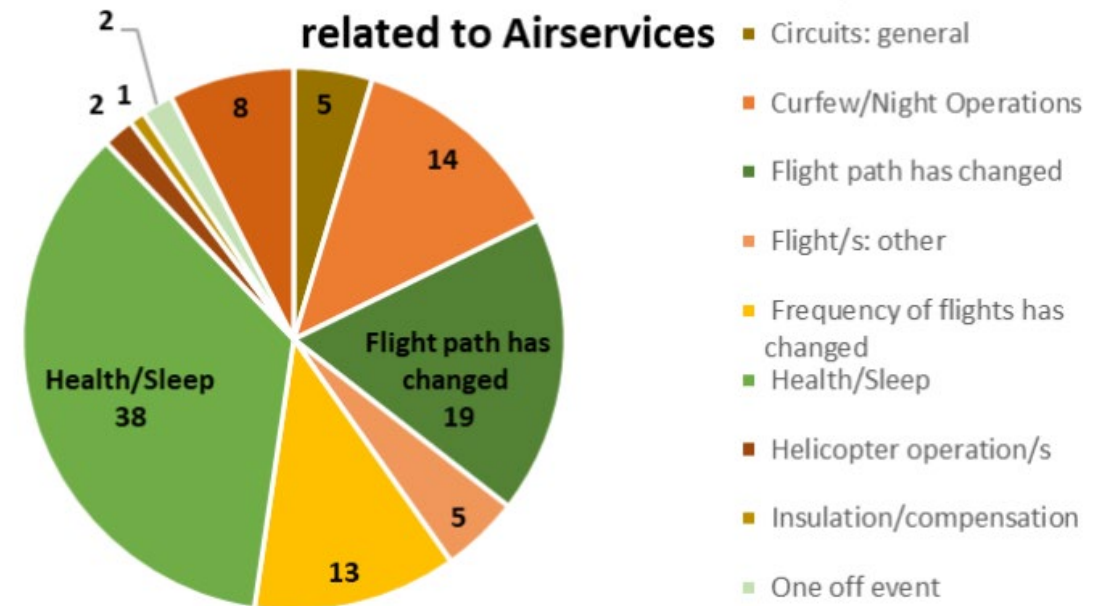


Issues raised in last quarter

**Breakdown of agency specific issues,
related to Airservices**



**Breakdown of aircraft noise issues,
related to Airservices**



Brisbane Investigation - Background

Complaints related to the opening of new runway and new flightpaths for Brisbane Airport. Concerns were raised about the activities undertaken before the runway opened including:

- the community engagement undertaken, and
- the environmental assessments completed.

ANO report into investigation released in October 2021. ANO report and Airservices Board's response available from: <https://ano.gov.au/reportsstats/>

Brisbane Investigation – ANO Recommendations

Recommendation 1: Airservices Post Implementation Review of the Brisbane flight paths includes a community engagement process that provides reasonable opportunities for community contributions and the consideration of community suggested alternatives to the current flight paths.

Recommendation 2: Airservices review the effect of its managerial separation of flight path design, environmental assessment and community engagement, and implement a management structure that includes these functions under the same manager or demonstrate how effective community engagement is incorporated into the flight path change process under the current structure.

Recommendation 3: Airservices update its Third Party Framework to ensure that Airservices' obligations regarding community engagement are properly acquitted when it enters into cooperative arrangements for community engagement with third parties.

Recommendation 4: Airservices update its policies to ensure that if metrics for the assessment of significance have changed since the initial EIS assessment and approval, the originally approved designs and data should be used to produce the relevant applicable metrics, retrospectively. If the original approved data does not support production of the additional metric, for comparison against the final flight path designs, the comparative assessment should clearly explain the reasons for the alternate assessment method selected.

Hobart Noise Abatement Procedure (NAP) – Assessment and Report (Ongoing)

- Airservices engaged with the community regarding a proposed NAP involving the potential change to preferred flight paths, which would reduce the noise impact on part of the community.
- Airservices released decision not to proceed with the NAP trial.
- The ANO received a number of complaints about the outcome, resulting in an ANO multi-complaint review.
- The ANO provided its initial assessment to Airservices
- As a consequence of the ANO assessment, Airservices voided its original decision not to proceed with the NAP, decided to continue evaluation and review its relevant internal decision-making procedures. Airservices proceeded with the NAP trial, which commenced in June 2024.

Hobart Noise Abatement Procedure (NAP) - Assessment and Report (Ongoing)

- In response to the ANO assessment, Airservices committed to conducting an end-to-end review of its decision-making procedures and processes regarding implementing flight path changes proposed as a result of community engagement.
- Although Airservices accepts the need for new procedures, the ANO was not satisfied that it was acting in a timely way and has reported to the Board of Airservices.

Contacting the ANO office

You can make a complaint to the ANO via the online complaint form at www.ano.gov.au

Alternatively, contact us by phone, email or mail

Phone 1800 266 040 (toll free)

Email ano@ano.gov.au

Mail Aircraft Noise Ombudsman
GPO Box 1985
Canberra City ACT 2601

Attachment 4

To: Hon Gabrielle Williams MP
Minister for Public and Active Transport

Cc: Hon Josh Bull MP
Member for Sunbury
Parliamentary Secretary for Transport

24 April 2024

Dear Minister Williams

I am writing on behalf of the Melbourne Airport Community Aviation Consultation Group (CACG) community representatives.

About CACGs

The federal government requires CACGs to be convened at all major Australian airports. Their role is to represent community views on matters affecting airport planning and operations.

The Melbourne CACG comprises local government and community representatives. Our community members provide several aspects of community representation: some live in areas adjacent to the airport; others have expertise in planning, environment, transport or other technical areas relevant to Melbourne Airport's operations; yet others represent worker and business interests and airport user experience.

The Melbourne CACG meets quarterly. Meeting agendas include updates from federal, state and local government, Airservices Australia and the airport; and feedback from members on community views and issues. CACG regularly provides feedback in response to government community consultation requirements.

Victorian Government areas of influence on airport operations

While many aspects of airport operations are not subject to the state government's policies or regulatory powers, CACG's February meeting identified two issues which are solely a matter for the Victorian government:

- Taxi operations
- Public transport

Taxi operations

Community feedback to our members about taxi issues is consistent and ongoing. The two major issues are touting, and taxi drivers refusing short distance/fee fares.

Both these activities are illegal, but widespread. Touting in particular impacts on the reputation of the airport as the entry to Victoria for interstate and international visitors. Refusal of short fares impacts on Victorians' views of the state government in regulating the taxi industry effectively; and impacts.

Enforcement is, we understand, the responsibility of Safe Transport Victoria (STV). Since 2019 when touting became illegal the STV website's **News** page has three references to 'crackdowns' on touting at the airport, but none since January 2022.

We understand the number of TSV staff available and/or authorised to conduct such 'crackdowns' is extremely limited. We further understand from information provided at CACG meetings that attempting to educate drivers is not useful: they know it is illegal but operate because the likelihood of being caught and fined is extremely low.

The same lack of enforcement issue applies to the refusal of short fares.

CACG's feedback is that neither of these issues exists to any comparable degree in Sydney or Brisbane.

CACG asks that the Minister require STV to provide more appropriate resourcing as a matter of urgency, to see these problems no longer occur and Melbourne Airport.

Public transport to the airport

CACG is kept updated by Melbourne Airport, local government and business and employee advocates about the unfortunately high number of job vacancies at the airport and surrounding commercial areas.

Among the many reasons for this, the lack of viable public transport for workers is high on the list. Younger workers and others without their own transport are unable to apply for work.

For example:

- The 479 bus from Sunbury Station runs only hourly from 7.39am until 6.39pm weekdays. To travel on weekends is virtually impossible.
- The 476 from Keilor requires an 18 minute walk to connect with the 482 at Airport West. The walk includes some industrial and other secluded areas. The 482 departs once an hour on weekdays. Keilor is 10 minutes by car to the airport.

CACG has attempted without success, including through Melbourne Airport and local government contacts, to have someone from the Department of Transport (DoT) come to present on any potential improvements in this situation. We have a regular DoT attendee who provides updates on general planning but they have had no information on public transport.

CACG asks that the Minister requests DoT to provide information to CACG on potential improvements to public transport to Melbourne Airport, particularly with respect to improving worker accessibility.

Thank you for your consideration.

Sincerely



Kim Jordan on behalf of Melbourne Airport CACG

kim.jordan@blackdogs.com.au

Attachment 5



Department of Transport and Planning

GPO Box 2392
Melbourne, Victoria 3001 Australia

Ref: CMIN-1-24-2624

Ms Kim Jordan
Independent Chair
Melbourne Airport CACG
kim.jordan@blackdogs.com.au

Dear Ms Jordan

PUBLIC TRANSPORT AND TAXI OPERATIONS FOR MELBOURNE AIRPORT

I refer to your email to the Hon Gabrielle Williams MP, Minister for Public and Active Transport, of 24 April 2024 about public transport and taxi operations for Melbourne Airport. Your email has been referred to the Department of Transport and Planning (DTP) for response and I apologise for the delay.

I acknowledge your concerns about bus services to Melbourne Airport and the conduct of Commercial Passenger Vehicle (CPV) operators.

I have raised your enquiry with CPV safety regulator Safe Transport Victoria (ST Vic), and I am advised that ST Vic met with airport staff in late February to discuss joint initiatives and opportunities to respond to touting.

I understand that ST Vic intends to continue supporting general bus and CPV compliance operations at the airport, where resourcing allows, and will continue to share information and intelligence and support Melbourne Airport to implement additional site-based initiatives to address touting.

ST Vic is prioritising further public awareness programs and events at the airport to ensure an ongoing presence at the site.

I am also advised that Melbourne Airport has discretionary powers to respond to touting on its site and can consider establishing designated pick-up areas within the terminal, as well as installation of additional signage to dissuade passengers from accepting touts.

DTP recognises the important role buses play in meeting the travel needs of people living in Melbourne's growing suburbs. Buses are a vital part of Victoria's integrated transport system, with around 400 regular bus routes servicing metropolitan Melbourne, and local bus networks operating in regional towns and cities.

We operate buses for residents to access Melbourne Airport from transport hubs at Sunbury, Broadmeadows and Airport West. At these hubs, local bus routes, as well as rail and tram services, provide transfer opportunities to allow for travel across the region to reach Melbourne Airport.

These bus routes are:

- Route 478 Airport West Shopping Centre – Melbourne Airport
- Route 479 Airport West Shopping Centre – Sunbury
- Route 482 Airport West Shopping Centre – Melbourne Airport
- Route 901 Frankston – Melbourne Airport via Broadmeadows Station.

While there are no current plans to upgrade bus services to Melbourne Airport, DTP will consider your feedback for future planning.

I am also pleased to confirm that the Growth Areas Infrastructure Contribution Program will help fund essential infrastructure to create resilient and liveable communities in Melbourne's fastest growing suburbs in the seven major growth area councils of Cardinia, Casey, Hume, Melton, Mitchell, Whittlesea, and Wyndham. These new services will support growth areas including those adjacent to or within the key worker catchment for Melbourne Airport.

New bus routes will be delivered linking Greenvale residents to Craigieburn Central as well as Kalkallo and Olivine residents to Donnybrook Station. This follows the introduction of the new Route 501 shuttle in January this year, linking Donnybrook residents to Craigieburn station and Route 475 in March this year, linking Diggers Rest residents to Sunbury and Diggers Rest stations.

As with most public transport networks, a transfer may be required to reach a passenger's final destination. Route 901 provides a frequent and reliable connection from Broadmeadows station to Melbourne Airport, alongside other routes listed above.

Thank you for raising this matter.

Yours sincerely

Stuart Johns

Executive Director Modal Planning

Date: 19/06/2024