MELBOURNE AIRPORT

COMMUNITY AVIATION CONSULTATION GROUP (CACG)

Meeting minutes — Tuesday 15 May 2018, 2pm–5pm
Melbourne Room, Melbourne Airport Management Offices, Level 2, Terminal 2, Melbourne Airport
Tullamarine

CACG Members

Present:

Darrell Treloar	Independent Chair
Susan Jennison OAM	Community representative
Fred Ackerman	Community representative
Peter Hurst	Community representative
David Cleland	Community representative
David O'Connor	Community representative
Cr Jack Medcraft	Australian Mayoral Aviation Council
David Kirkland	Victorian Department of Environment, Land, Water and Planning (proxy for Jane Homewood)
Michael Sharp	Australian Mayoral Aviation Council
Frank Rivoli	Community representative
Steve Finlay	Local government officer, Melton City Council (proxy for Bob Baggio)

Apologies:

Captain Darren Gray	Pilot, Virgin Australia
Petrus Barry	Local government officer, Moonee Valley City Council
Bob Baggio	Melton City Council
Liz Beattie	Victorian Trades Hall Council (proxy for Luke Hilakari)

Other representatives present

Michael Jarvis	Melbourne Airport
Kathryn Hodges	Melbourne Airport
Simon Godsmark	Airservices Australia

Kathryn Kominek	Commonwealth Department of Infrastructure, Regional Development and Cities
Cris Cano	Commonwealth Department of Infrastructure, Regional Development and Cities
Holly Ainsley	Commonwealth Department of Infrastructure, Regional Development and Cities
Ruth Jost	Airservices Australia
Tim Gill	Melbourne Airport

1. Welcome and introduction

The Chairperson welcomed everyone to the meeting and acknowledged that Steve Finlay, Council Officer from Melton City Council was attending the meeting as proxy for Bob Baggio. The Chairperson also acknowledged Cris Cano and Holly Ainsley from Commonwealth Department of Infrastructure, Regional Development and Cities and Ruth Jost from Airservices Australia who was joining us for a presentation later in the session.

2. Apologies

Apologies were noted as listed above.

3. Confirmation of February meeting minutes

The Chair referred to the minutes from the CACG meeting held on February 21 2018. The minutes of the meeting were **AGREED** and **CONFIRMED** by the group.

4. Items of other business

A number of items were raised by the group:

- It was raised that Graeme Samual would be releasing a report and speaking at the Melbourne Press Club in relation to airport, and it was requested that the Group be provided with a copy of that report for their perusal.
- There was a question raised about the exposure draft process that Melbourne Airport undertakes with Governments and when those reports would be made public. The CACG was advised that exposure draft referred to the process that Melbourne Airport undertakes with Governments to ensure that governments are comfortable with the approach being undertaken by Melbourne Airport prior to any documents being circulated to the public. This also involved meetings and briefing sessions with key officials to discuss aspects such as methodology.

- Further questions were raised about the membership of Brimbank Councillors on the CACG. The Chair advised that Melbourne Airport is having discussions with Brimbank about their ongoing information sharing processes, and referred back to the previous meeting where CACG had agreed to not make any changes to the CACG membership at this stage.

Action: Kathryn agreed to circulate the report from A4ANZ when it was released.

5. Reports

5.1 Work plan status of actions

- The work plan status of actions was reviewed and it was identified that a number of items had been addressed.
- With respect to the action item concerning the extension of the Smart bus to Sunbury, Darrell advised that he had been in contact with Public Transport Victoria and the Victorian Ombudsman and was yet to hear back. Melbourne Airport advised that this has been raised with the Minister's office but no response received.
- It was noted that Ruth Jost will be presenting at this CACG meeting.

Action: Kathryn to follow up Minister's office again prior to the August CACG meeting.

5.2 Melbourne Airport Quarterly Report – Kathryn Hodges

Kathryn Hodges, Head of Government and Stakeholder Engagement provided a verbal summary of the Melbourne Airport Quarterly report.

- **Master Plan:** noting that the Master Plan will be on public exhibition in July and that there will be a more detailed presentation in this session and further discussion around community engagement plans.

- **Runway Development Program:** Melbourne Airport had been undertaking a series of information booths at shopping centres around Melbourne Airport to raise awareness of the RDP program. Further work was still progressing in finalising the airspace design, this then requires further updating of some of the related chapters, and Melbourne Airport would look to schedule in a meeting with the CACG to update them on the document prior to its public release.

- **Sydenham Park Master Plan:** Michael Jarvis has been engaging with Brimbank Council in relation to the Sydenham Park Master Planning process, and the group was taken on a tour and provided with some briefings relevant to this project.

- **A number of planning updates:** A discussion around the planning matters currently being undertaken. Questions were raised by CACG about deficiencies in the approach to safeguarding, particularly in regards to some school sites. The Chair noted that CACG continues to undertaken a proactive approach in regards to safeguarding.

- **Melbourne Airport rail link:** an update was provided around the rail link announcements and the work being undertaken by the airport. The CACG questioned the airports preference in terms of routes and access.

- **Security updates:** CACG was verbally briefed that the Prime Minister and Minister for Home Affairs had been at Melbourne Airport this morning discussing the new scanning technology at domestic screening points. It was noted this was the PM's second official visit to the airport in recent months.

5.3 Noise Abatement Committee update – Darrell Treloar, Independent Chairperson

The Chairperson provided an overview of items raised at Melbourne Airport's Noise Abatement Committee (NAC) meeting held on Monday 14 May 2018 as follows:

- Romy Collier, Manager Planning attended her first NAC meeting. Romy has stepped in to Melanie Hearne's role and the Chair noted that we look forward to working with her.

- Neil Hall reported that the NCIS recorded 46 active noise complaint cases during the January - March 2018 quarter, compared with 52 and 43 cases in the previous two quarters. Standard flight path movements accounted for 67% of complainants while 28% related to noise from night departures, mainly on Runway 16.

- Melbourne Airport advised they have been reviewing feedback from government and key stakeholders ahead of finalising the draft 2018 Master Plan and RDP MDP. It is expected the master plan will be placed on public exhibition (60 business days) in June and the RDP MDP in July 2018.

- The CACG will be hearing a presentation from Ruth Jost later in the meeting.

5.4   Chairperson's report

- **Airport Safeguarding:** The Chair noted recent actions which had occurred including correspondence with the Minister and an email to other CACG chairs inviting them to share their experiences around safeguarding with the CACG. The Chair noted recent correspondence between Melbourne Airport and the Minister in regards to safeguarding that Melbourne Airport had shared with him. It was noted that it is positive that Melbourne Airport is proactively pursuing safeguarding and it was also noted that there is more work to be undertaken in this space.

- **CACG RDP working day:** The Chair noted that the recent RDP working day had provided some valuable insights to the CACG members present about the content of the RDP MDP. Other CACG members noted that there was not a lot of information provided and that there is still frustration that more information is not available.

5.5   Airservices report – Simon Godsmark

- Simon noted that the report for Quarter 1 2018 was now available on the Airservices Australia website. There were 46 individual complainants which was down on last quarter. It

was noted that Ruth Jost would be making a further presentation around the complaints management processes later in the meeting.

- The OneSKY project continues to progress and a series of workshops will be held over the next 18 months.

6. Presentations

6.1 Melbourne Airport Master Plan

Michael Jarvis and Tim Gill provided a presentation around some of the airspace and noise elements with the 2018 Preliminary Draft Master Plan.

As outlined in the Master Plan 2018 presentation, briefing was provided highlighting the following key areas:

Vision
- Connectivity, sustainability, growth etc.
- Timeline of Master Plan and Runway MDP

Forecasts
- Total passenger numbers with the expectation that 64 million passenger level is now reached 5 years later than forecast in 2013 MP

Infrastructure Triggers
- Runway capacity timing, terminal precinct, aircraft stands, ground access

Development Concepts
- Development Concept plans of airport precincts showing the comparison and growth at stages i.e. 2023 and again in 2038.

There were a number of questions, specific to the updated noise contours as a result of the change to the airspace design which had been shared at the CACG RDP Working Day. Concerns were raised that the noise should be shared at a greater level across all the runways, as opposed to changing to a predominantly parallel runway operation.

6.2 Melbourne Airport community engagement program – Kathryn Hodges

Kathryn Hodges provided a presentation and update on the approach to community engagement for the overlapped public consultation periods of the Master Plan and the RDP. This included an overview of objectives, locations, event types and an event overview.

It was discussed that the community engagement program would be supported by the online engagement platform, Engage HQ. It was noted by CACG members that there had been engagement activities occurring in their communities and that it would be good to be provided with advice on when these were occurring.

Information was provided about what a "Community Forum" event would look and feel like. It was discussed that this approach is similar to other major projects in Victoria, and that "expo" style events provided community members with better opportunities to access information and ask a broad range of questions.

CACG members were invited to provide feedback on the proposed locations and to provide suggestions of any community groups who may be interested in receiving more detailed briefings on the projects.

It was noted that many community members do not access computers or social media, so that it was important for communities to be provided with information about these events in a broad range of ways. It was suggested communities should be letterboxed and voluntary transport provided to these events. Other CACG members felt that advertising in the local papers was important and that transport to events was possible too much.

CACG members expressed concerns about whether they would be provided with information ahead of the sessions.

Action: Melbourne Airport to circulate dates and locations of community forum sessions.

6.3   Ruth Jost, NCIS Manager, Airservices Australia

The Chair noted that following an earlier presentation to the NAC and givevn the interest in the complaints reporting procedure that Ruth Jost had been invited to attend the CACG and provide an overview of the currents complaints management process at Airservices Australia.

Ruth spoke to the purpose of the NCIS, and what airports it does and does not cover. Ruth also spoke to the history of the NCIS section and its evolution to its current process.

Ruth informed the CACG that the reporting of every submission ended in September 2012. This decision had been made for a number of reasons including better management of complaints received and better data collection.

Since the reporting of every submission ended in 2012, submissions have fallen significantly from around 115,000 to just under 25000 in 2014. This was for all airports across Australia. The number of complainants over the same period increased from around 4750 to 5500.

The complaints handling process has three main elements:

Analysis – what is the issue

Investigation – can we change it/explain it?

Response – explanation, outcome, reasons.

NCIS also has a classification approach where submissions are categorised first by issue, and then by a descriptor which breaks down that issue further. Issues could be things such as night movements, standard flight path movements or unusual movements. The descriptors could include things like

'weather diversions', 'radar departures' or 'missed approaches'. A submission may have more than one issue or descriptor.

This allows the NCIS to capture better data on the complaints.

Under this new system, one issue and one classification results in one complaint, or one case. Ruth emphasised however that each submission is still investigated to determine whether there is a new question or information to provide, and whether there is any further explanation which can be provided.

Some CACG members provided comment that they do not agree with this system, as it fails to capture how often they make complaints, and that this data is important irrespective of whether it relates to the same issue. Feedback was also provided on some privacy concerns on the submission form for Airservices.

Ruth also shared with the CACG the new reporting and public information which will soon be available. It will allow members of the public to review and cut information in a variety of ways relating to specific airports or issues.

The Chair thanked Ruth for her presentation on behalf of the CACG.

7. CACG business

- Public Safety Zones discussion paper: Kathryn Kominek provided the CACG with an update that the public safety zones discussion paper had been provided by the Department. The Chair noted that CACG should consider the paper and whether the CAGC should provide a submission to this paper.

8. Next CACG meeting

The next quarterly CACG meeting will be held on Tuesday 21 August 2018 in the Melbourne Room, Melbourne Airport Management Offices, Level 2, Terminal 2, Melbourne Airport Tullamarine.