MELBOURNE AIRPORT COMMUNITY AVIATION CONSULTATION GROUP
Minutes – Thursday 10 May 2012, 6:00-8:00pm
Diggers Rest Community Hall, Diggers Rest

Present:

	Darrell Treloar	Independent Chair
	Susan Jennison	Community
	David O'Connor	Community
	Brian Boyd	Victorian Trades Hall Council
	Catherine Hunichen	Noise Abatement Committee
	Joseph Wheeler	Department of Infrastructure &Transport
	Jeremy Parkinson	Department of Infrastructure & Transport

Also in attendance were:

	Chris Woodruff	Melbourne Airport
	Matt Francis	Melbourne Airport
	Jo Powell	Melbourne Airport
	Michael Prebeg	Melbourne Airport
	Trent Kneebush	Melbourne Airport
	Melanie Hearne	Melbourne Airport
	Mark Cenin	Airservices Australia

Apologies:

	Domenic Isola	Australian Mayoral Aviation Council
	Stephen Palombo	Board of Airline Representatives Australia
	Sarah Renner	Melbourne Airport
	Adem Atmaca	Australian Mayoral Aviation Council
	Kevin Sheehan	Community

Number of public in attendance: 8

1. Introductions – Darrell Treloar, Chair

The Chair thanked all for attending and made special welcome to members of the public in attendance.

The Chair asked if there are any additions to the agenda.
- Susan Jennison – list provided to chair (Safety issues, media coverage)
- Darrell Treloar – Performance measurement

2. Confirmation of minutes of meeting held 21 February 2012 – Darrell Treloar, Chair

An updated version of the minutes containing minor corrections was distributed.

It was **AGREED** that the revised minutes of the meeting held on 21 February 2012 be confirmed as an accurate representation of the meeting.

3. Public questions / submissions

Members of the public were offered the opportunity to ask questions to the CACG. Matters raised included the orientation of the third runway, customer service, noise and noise complaint handling.

1. **Colin Gasgin** - *Why do planes fly over Diggers Rest when they should be flying around the township as an alternative? With the introduction of a third runway, will this then continue? What is the location of the third runway?*

   Mark Cenin sought clarification on the question from Mr Gaskin regarding his concerns with current movements. Mr Gaskin confirmed that movements over Diggers Rest have actually been good over recent times and that his key concerns are around whether there will be an increase in traffic over Diggers Rest if there is an additional East/West runway. The ultimate capacity for Melbourne Airport includes four runways in the Master Plan design. The contours will not change with the addition of the third and fourth runways. The decision has not yet been made about which will be the third runway and this will be addressed when the information is available during the Master Plan consultation period.

2. **Annete McCoy** - *Regarding the recent changes to pick up zones in the forecourt, why is there no pick up zone closer to the terminal for longer periods of time to allow drivers to pick up passengers? Why are the Melbourne Airport parking prices so high? Why do passengers have to pay to use luggage trolleys? Why is Melbourne Airport not providing higher levels of customer service?*

   Chris Woodruff, CEO responded to the question: Melbourne Airport has recently built a new road and opened 23 extra pick up zones in the forecourt with free pick up and drop off zones for 1 minute. These zones are capped at 1 minute because there are rules and safety regulations regarding proximity of parking near airport terminals. These pick up and drop off zones will be further extended in December 2012, with an additional extra lane including more individual 1 minute car parking spaces. Furthermore, Melbourne Airport has introduced an extra parking option called Ring & Ride waiting zone which offers free parking for up to 20 minutes and between 20 and 40 minutes for just two dollars. Trolleys are available to arriving international passengers free of charge.

   Customer Service is important to Melbourne Airport. As such we conduct regular Quality Service Monitoring. We have consistently rated well and received great feedback. We have introduced a range of services such as displaying Mandarin language signage throughout the terminals.

3. **John Jennison** - *Addressed continuous low flying of planes over Keilor causing noise and posing safety issues, having previously flagged an individual flight at the previous meeting. Mr Jennison highlighted another recent movement where an A380 Singapore Airlines Flight passed Keilor West. A complaint was lodged with Airservices, who provided flight track information, and Mr Jennison also followed the complaint with Singapore Airlines with no response and was returned to Airservices. This then led to a question of how can we stop this from happening or improve this process moving forward?*

   Mark Cenin sought clarification from Mr Jennison on whether the improvement he was after was in regard to Airservices handling of his concerns or what can or can't be done about low flying aircraft; Mr Jennison confirmed it was the latter. Mark advised that as Mr Jennison had taken the individual flight of concern he raised at the previous meeting to the Aircraft

Noise Ombudsman (ANO), discussion had taken place with the ANO to determine the status of any investigation into the matter. The ANO closed this case as he considered Singapore Airlines had provided sufficient information to Mr Jennison to answer the question on why the flight of concern may have been noisier than others.

ACTION: Mark Cenin to discuss the issue of low flying aircraft with Mr Jennison and consider if anything further can be provided in relation to the matter.

4. Melbourne Airport Community Program, Matt Francis – Melbourne Airport

Matt Francis provided an update on the status of the Melbourne Airport's Community Program, an investment in social, cultural and economic health of the wider Victorian community. Matt explained Melbourne Airport's support for a number of organisations and events in the community, tourism and sporting arenas including;

- Western Chances – an organisation that provides scholarship support and assistance to talented young people from the western suburbs.
- Salvation Army – Supporting programs in the north-west donations to the Salvos and facilitate airport fundraising activity including Christmas Carols, Red Shield Appeal and Social Club fundraising.
- Keilor East RSL – supporting selling Anzac day poppies in the lead up to Anzac Day
- RACV Tourism Awards
- Destination Melbourne Tourism Industry Leadership Awards – supporting and promoting emerging leaders of the future through development programs.
- Essendon Football Club – partnership building relationships with local junior football leagues in the north-west including the Auskick Flying squad.

5. CACG Strategic Plan 2011-2015, Darrell Treloar

The group discussed the Strategic Plan and identified areas to be given further attention, including community engagement. It was recognised that as each theme is explored, the detail may change and will be expanded.

It was **AGREED** that:
1. The CACG Strategic Plan 2011-2015 be adopted.
2. That actions be developed for each of the strategies as follows:
    a. Strategy 2 - Community Engagement, 21 August 2012
    b. Strategy 4 - Sustaining the CACG, 20 November 2012
    c. Strategy 3 - Safeguarding the Airport, 19 February 2013
    d. Strategy 1 - Airport Development and Growth, 21 May 2013

3. Advertisements be placed in local newspapers inviting expressions of interest, with a view to recruiting up to three additional community members.
4. Local Councils be invited to nominate a Council officer for possible membership of the CACG, with a view to recruiting up to two additional local government members.
5. The Board of Airline Representatives be invited to nominate a further person to be a substitute member of the CACG, with a view to ensuring Bara representation when the primary delegate is unavailable.

ACTION: Jo Powell to draft advertisement, letter to Councils and letter to BARA.

In response to feedback that the CACG web-site may not be working properly ('Page not found' error message), Jo Powell to check link from the Melbourne Airport website.

6. Master Plan update, Trent Kneebush

Trent Kneebush gave a presentation including an update and overview of the Master Plan process.

The planning objectives that have been developed and underpin the 2013 Master Plan are:
- *To maintain Melbourne Airport as the **Gateway to Victoria**.*
- *To develop the airport, a critical piece of Commonwealth infrastructure, through effective **integrated strategic planning**, incorporating environmental, community and sustainability considerations.*
- *To comply with relevant **regulations** and, where relevant, implement **new technologies**, approaches and processes.*
- *To deliver **economic and social benefits** to shareholders, the local community and Victoria as a whole through sustainable long-term growth and investment.*
- *To work with **business partners, regulators, neighbours and the local community** in our operations and planning of the airport with respect to optimising development both on the airport and in the surrounding region.*
- *To remain **competitive**, both domestically and internationally, and to sustainably meet the demands of a growing national economy.*
- *To maintain **flexibility** to adequately respond to both opportunities and risks in a rapidly changing environment.*
- *To maintain the **24 hour curfew-free status** for the benefit of the whole state through implementation of effective on and off airport safeguarding measures.*
- *To provide timely and cost-efficient **infrastructure** including adequate ground transport access to Melbourne Airport for passengers, businesses and staff.*
- *To ensure developments provide and maintain a **safe, secure and efficient** solution for the airport and enhance the airport experience for customers.*

Passenger forecasts have been completed and show continued growth. Approximately 60 million passengers are expected annually by 2031.

Currently, there are three precinct studies underway with the assistance of consultants as detailed below:
- Terminals assessment conducted by Airbiz
- Airside, ANEI and ANEF assessment conducted by Landrum & Brown
- Landside Roads assessment conducted by Arup

The three precinct studies interrelate to one another, and will inform the elements/chapters of the Master Plan. Key topics being addressed in the plan are:
- Melbourne Airport: past, present and future
- Airport safeguarding: off-airport planning and airport protection
- Ground transport: roads, rail, public transport
- Airfield capacity: providing for forecast passenger growth
- Environment: managing impacts
- Land use planning: precincts and zones
- Economic and social outcomes: benefits and impacts
- Stakeholders: communication and engagement

A stakeholder engagement strategy is being developed which will involve engagement with:

- Community
- Commonwealth Government
- State Government
- Local Government
- Airlines
- Business sector

The communications approach is as follows:

Milestone	Date	Outputs	
CACG updates	21 August & 20 November	Meetings	
Community updates	September – November 2012	Website Social Media Newsletters	Facts sheets Meetings Info stands
Formal public exhibition of Preliminary Draft Master Plan	February - March 2013 (60 business days)	Website Social Media Facts sheets Meetings	Info stands Newsletters Press ads & advertorials
Submit to Commonwealth Government	Q3 2013		
Implementation	Q4 2013 - ongoing	Provide feedback Website Social media Press ads & advertorials	

Trent explained that more specific details of the Master Plan will be covered in the next CACG meeting in Keilor on 21 August 2012.

7. Noise Abatement Committee, Catherine Hunichen

Catherine Hunichen gave an update of the noise complaints report, which is available on the Airservices website. She explained that there is currently no information available on the Growth Area Authority's Logical Inclusions report.
The matter of communicating noise issues back to the community, including outcomes and resolutions regarding noise complaints was discussed.

8. Reports

8.1 Work plan status, Jo Powell

Jo Powell provided an update on the work plan.

- Southern Precinct Project: The Public exhibition period for the draft MDP closed on Monday 7th May. Jo Powell thanked the CACG for their submission. Melbourne Airport will now review comments and submit to the Commonwealth Government for approval.

- Essendon Football Club – Construction is currently underway. The ovals should be completed by the end of the year.

- Rail link – The Government continues to work on the airport rail link study. Following conversations with Public Transport Victoria, they will potentially present at a subsequent meeting.

- Planning for a new data warehouse centre on Melrose Drive is underway. Given the value of the equipment in the warehouse a MDP will be required. The Public Exhibition Period is planned for Q3 2013.

- Work continues on Airport Drive and Steele Creek retarding basin. The draft MDP process is likely to occur in the second half of 2013.

8.2 CACG Southern Precinct

The CACG's submission to the Southern Precinct was noted.

The Chair thanked Susan Jennison for sending through her comments and contribution to the submission.

8.3 CACG letter – NASAF Guidelines

The CACG's letter regarding the draft National Airports Safeguarding Framework was noted.

8.4 Melbourne Airport growth of night flights, Jo Powell

Jo Powell provided an analysis of Melbourne Airport's growth of night flights, based on comparing night flights between 2006 and 2011.

Analysing passenger numbers, Melbourne Airport has found the following patterns of growth between the hours of 11pm and 6am:

11PM-6AM	2006	2011
Avg no. flights	39	41
% of flights	7.9%	7.4%

% of passengers	6.4%	7.1%
Passengers	3847	5459

All flights	2006	2011
Flights annually	179,000	206,000
Passengers annually	21 million	28 million

This study concluded that there was a big increase in passengers with only an increase of 2 flights per night during this period, resulting from good management and larger aircraft.

> **ACTION:** Jo Powell to further analyse the breakdown of night flights to include runways and types of aircrafts.

9. Other business, Darrell Treloar

9.1 Submissions to Airservices Australia

The independent Chair, made a submission to Airservices Australia on behalf of the CACG regarding the Aircraft Noise Ombudsman Charter.

> **ACTION:** The letter to be circulated to CACG members.

9.2 Safety issues

Community representative, Susan Jennison raised concern with the separation time between planes flying over the Brimbank area following recent media reports.

The specific incident was a breakdown of separation near Melbourne Airport on 5 December 2010, which was investigated by the Australian Transport Safety Bureau. The Transport Safety Report is available on their website:

https://www.atsb.gov.au/media/3601864/ao2010104.pdf

9.3 CACG Performance Measures

The Chair handed out performance measure evaluation sheets for CACG members to record their assessment of the effectiveness of the CACG meetings over the past twelve months, to collect data for inclusion in the CACG Annual Report.

> **ACTION:** Jo Powell to compile performance measure evaluation data for the next CACG meeting in Keilor on 21 August 2012.

10. Close

The Chair advised that the next meeting will be held on 21 August 2012 at Keilor and closed the meeting at 8:00 pm.

Actions Summary			
Meeting	**Item**	**Lead**	**Status**
21/02/2012 and 10/5/2012	Airservices to discuss the issue of low flying aircraft with Mr Jennison and consider if anything further can be provided in relation to the matter.	Mark Cenin	
10 /5/2012	Check link to CACG website from the Melbourne Airport website, re: 'Page not found' error message.	Jo Powell	The link is active.
10 /5/2012	Draft advertisement for local newspapers, letters to local Councils and letter to BARA re. expanding membership of the CACG	Jo Powell	
10/05/2012	Look into the breakdown of night flights to include runways and types of aircrafts.	Jo Powell	
10/05/2012	Circulate the submission, made to Airservices Australia regarding the Aircraft Noise Ombudsman Charter.	Jo Powell	
10/05/2012	All members to complete a performance measurement evaluation form.	All	