MELBOURNE AIRPORT

COMMUNITY AVIATION CONSULTATION GROUP (CACG)

Meeting minutes —Tuesday 27 August 2019, 2pm – 5pm
Melbourne Room – Melbourne Airport | Level 2, Terminal 2

CACG Members

Present:

Name	Representing	Role
Kim Jordan		Independent Chair
Fred Ackerman	Community	Taylors Lakes
David Cleland	Community	Greenvale
Peter Hurst	Community	Attwood
David O'Connor	Community	Diggers Rest
Susan Jennison	Community	Keilor
Liz Beattie	Victorian Trades Hall Council	Trades Hall project officer
Cr Jack Medcraft	Australian Mayoral Aviation Council	Hume Councillor, City Development portfolio
Michael Sharp	Hume City Council	Director of Planning & Development
Steve Finlay	Melton City Council	Statutory Planning Coordinator
Paige Ricci	Melbourne Airport	Community Engagement Advisor
Romy Collier	Melbourne Airport	Manager Statutory Planning
Tony Brun	Melbourne Airport	Head of Planning – Major Projects
Wendi Pearce	Melbourne Airport	Head of Marketing
Fabiano Fan	Melbourne Airport	Head of Development (Acting) Parking and Ground Access
Katie Cooper	Melbourne Airport	Head of Transformation T1 Airfield Operations
Tony Clark	Virgin Australia	Base Manager – Melbourne Flight Operations
David Kirkland	Department of Environment, Land, Water and Planning	Manager Planning Services

Name	Representing	Role
Kathryn Kominek	Department of Infrastructure, Transport, Cities and Regional Development	Assistant Director, South East Airports and Economic Regulation
Michael Joost	Department of Infrastructure, Transport, Cities and Regional Development	

Apologies:

Name	Representing	Role
Simon Godsmark	Airservices Australia	Air Traffic Management Services Manager
Petrus Barry	Moonee Valley City Council	Manager Statutory Planning

1. CACG ORDINARY BUSINESS

Welcome and apologies

- The chairperson welcomed everyone to the meeting.
- Apologies were noted as listed above.

Confirmation of June 2019 meeting minutes

- The chair noted the minutes were **AGREED** and **CONFIRMED** by the group via email and were now online.

List items of other business

- David O'Connor – brought a series of emails to the attention of CACG from a community member in Diggers Rest regarding a number of complaints of aircraft departing Melbourne Airport.
- David O'Connor – raised a number of questions regarding airport safeguarding and noise abatement procedures at night.
- Susan Jennison – raised a number of questions about the third runway and the timing of Melbourne Airport's announcement.

2. CACG reports

Melbourne Airport Quarterly Report (5.1) – Paige Ricci

Paige provided a verbal summary of the Melbourne Airport Quarterly report.

Aviation update

Melbourne Airport reached its highest passenger milestone by welcoming 37.3 million travellers in the 2018/19 financial year – almost 2 per cent higher than the record achieved last year.

International tourism experienced the most significant boost with around 11.4 million travellers flying in and out of Melbourne, a rise of 5.3 per cent compared to the last financial year.

Passenger figures for Financial Year 2018/19:

Passengers	Financial Year 2018/19 ('000)	Financial Year 2017/18 ('000)	Growth (%)*
International	11,441,671	10,866,403	5.3%
Domestic	25,954,321	25,841,878	0.4%
Total (ex transits)	37,395,992	36,708,281	1.9%

*percentage growth compared to FY 2017/18

T4 Express Link

The Final Draft Major Development Plan (MDP) for the T4 Express Link has been submitted to the Minister for approval. The team is now starting work on stage 2 of the elevated loop road project.

Airport Hotel

The Minister has approved the Major Development Plan (MDP) for the new airport hotel. The MDP can be viewed online at my.melbourneairport.com from Monday, August 26.

Third Runway

Melbourne Airport is continuing to work with airlines, government, regulators, key partners and local communities as we progress planning for a third runway.

We have completed 20 community workshops and a number of Meet the Planner sessions – all designed to provide communities with an opportunity to meet airport staff and share their questions, concerns and feedback regarding the third runway.

Neighbourhood House Grants Program

Launched in May 2019, the Melbourne Airport Community Grants for Local Neighbourhood Houses is a key component of the airports expanded community investment program.

$100,000 is being awarded to 10 local Neighbourhood Houses to fund established and change-making programs in the areas of employment and education.

The Melbourne Airport Community Grants program will support hundreds of new migrants and disadvantaged youth via its unique focus of funding proven programs in need of additional support in Melbourne's north-west.

The recipients include centres that support learning and education outcomes for refugees, tailored homework club programs and assisting local residents who 'fall through the gaps' of existing training and job opportunities.

The successful applicants will be announced next week via a media release, but we can share the location of the successful programs:

3 projects within Brimbank

2 projects within Moonee Valley

2 projects within Darebin

1 project within Hume

1 project within Whittlesea

1 project within City of Melbourne

Melbourne Airport was assisted by Australian Communities Foundation, Australia's oldest philanthropic trust provider to undertake the rigorous shortlisting process, with a diverse internal staff selection committee selecting the final 10 applicants.

Taxiway Zulu

Melbourne Airport is expanding its airfield asset by developing a new taxiway network worth $300 million.

Works started on 'Taxiway Zulu' at the end of June, which will create hundreds of jobs for Victorians during the three-and-a-half-year construction project.

As the largest single airfield investment for the airport since it's opening in 1970, the new taxiway

network will provide valuable additional space for aircraft traffic, improving the efficiency of movements on the ground as well as supporting the growth in Melbourne's international connectivity.

Airservices Report (5.2)

Presentation circulated to CACG members.

CACG topics for discussion

CACG Annual Report – Kim Jordan

Kim provided a brief overview of the annual report. No questions raised by CACG members. The annual report will now be sent to Melbourne Airport and the Department of Infrastructure, Transport, Cities and Regional Development and then uploaded to the website.

T1 Transition – Katie Cooper

Katie provided an overview of the process undertaken throughout the T1 transition process.

She said the deal was signed in May and was finalised July 1. She remarked that it was different to deals done before and was done in partnerships.

Qantas retains exclusive use of T1 for domestic use. The team was now undertaking a lot of work to take over the services in T1 as well as work out future opportunities.

Katie said the leases in T1 were being worked through and that plans to refresh the terminal were being worked out and that travellers should see some significant changes in the next two years.

Liz Beattie asked if there had been any job losses. Katie said more people had been employed to help with the transition but she was unsure if they would be permanent.

Third runway engagement update – Paige Ricci

Paige provided an overview of the engagement program undertaken thus far, including a summary of the 20 workshops and the Meet the Planner sessions.

Melbourne Airport has seen an increase in its online engagement, with more than 100 new registered users on my.melbourneairport.com. There was also 2900 visits to the runway page between end June and mid-August, with people seeking further information on the third runway.

Paige shared with members the themes coming out of the engagement process and how they will be used during the planning of the third runway.

Liz Beattie asked if the same people were attending engagement activities. Paige said there was a little bit of crossover, but mostly different people taking advantage of the workshops and Meet the Planner sessions.

The engagement report detailing the findings of the workshops is on track to be completed by end September. Hoping to have it publically released early October.

Melbourne Airport is committed to publicly announcing its preferred orientation for the third runway by the end of this year.

Paige is now in the process of looking at what engagement opportunities can be provided throughout the coming 12 months as planning on the third runway commences start of 2020.

T4 Express Link Stage 2 – Fabiano Fan

Fabiano showed CACG members a concept video of what the elevated loop road project would look like once completed.

He explained that the Major Development Plan for stage 1 of the T4 express link was currently with the minister for approval.

The team was now working on stage 2 of the project. This stage will include:

- Construction of a one-way elevated road, connecting the existing T4 ramp into a reconfigured T123 ground transport hub, allowing intersection-free access to all terminal precincts
- An elevated connection from the reconfigured T123 ground transport hub directly into Departure Drive for drop-off traffic
- An elevated connection from the reconfigured T123 ground transport hub directly into Melbourne Drive for pick-up traffic.

Stage 2 is estimated to improve travel times for people driving into the airport precinct by around 5-10 minutes. It is intended that the new elevated network will be used for drop-off, pick-up and some parking functions and will provide the opportunity to remove all future traffic off Departure Drive. This will reduce pedestrian-vehicle conflict, provide greater pedestrian priority at the departures level of T1, T2 and T3, and increase the separation distance from the terminal building.

David Cleland expressed frustration at the lack of directional signage when entering the airport. Fabiano explained that the airport was working with VicRoads to improve signage on the freeway to help travellers move into the correct lanes.

ACTION: CACG to consider having a session on Victorian planning processes.

Traveller Experience – Wendi Pearce

Wendi provided an overview of the airport and detailed the process undertaken to review the traveller experience and the research conducted to find out what travellers expected.

She spoke about the different user groups that made up the travellers using the airport and that each group had very different experiences and expectations.

Wendi said a highlight of the passenger journey has been the self-check-in. She said a lot of work has also gone into simplifying wayfinding signage. An audit of all signage has been conducted and signs

have either been removed, replaced or repaired. Work is being done on digital signage to make navigating to and from the airport easier for travellers.

Melbourne Airport is working with airlines to improve the passenger experience and a traveller experience strategy is currently being developed. Wendi said she hoped to be able to share that with CACG in the New Year.

Jack Medcraft expressed frustration at the amount of rubbish, including cigarettes that is outside the airport. He said the first impression for travellers was not a good one.

David Cleland asked if travellators in T4 could be considered. Wendi said they would be installed soon.

CACG members asked how the traveller experience changes would impact staff. Wendi said there would be staff training program, with everyone trained to the same service standard. Currently all staff are trained but nothing is co-ordinated.

Other business – Kim Jordan (Chairperson)

CACG Code of Conduct

Majority of members signed the Code of Conduct. There are a few still to be obtained. The Code of Conduct can be viewed on the Melbourne Airport website.

CACG Terms of Reference

CACG members endorsed the Terms of reference. This can be viewed on the Melbourne Airport website.

Questions:

David O'Connor:

1. Does the alternative option to provide a north-south runway offer the same noise abatement procedures as the proposed east-west, especially at night? And, will residents in the plans get some iron clad guarantee that the airport will stick with those procedures.

   Tony Brun: the main noise abatement that comes with a parallel system is simultaneous opposite direction parallel runway operations (SODPROPS) which was always the planning at Melbourne Airport. However, it only works while we have less than 5 knot tail winds. Our modelling shows that should be more often than not. Regardless of whether it's a north-south parallel or east-west parallel we should be able to avoid flying over the city between the hours of 11pm and 6am. We still need to get Airservices and CASA to sign off on it but there is precedence in Australia. Flight

paths will be determined by Airservices, but Melbourne Airport strongly believes that SODPROPS can be implemented on the majority of nights, weather permitting and where we have less than 30 movements. However, we are mindful that one community to the north does not benefit from SODPROPS and that is Bulla.

2. In accordance with the 1997 Melbourne Airport Master Plan the population for Melbourne was expected to be 5 million in 2051, however, the latest estimated forecast is between 8-9 million at that time therefore given the rapid growth does Melbourne Airport believe the Victorian Panning decision has kept pace with the airport's master plans to date?

Tony Brun: Melbourne and Victoria do have a fairly robust planning framework with the Greater Melbourne plan. The infrastructure planning is quite advanced and we're seeing a lot of that investment roll out now. With road modelling that we've done and the transport modelling we believe there will be changes in modes of operation, such as Uber air. We do expect going forward a competing and alternate airport in Melbourne down at Avalon and the state has planned for one at Koo Wee Rup, we've said quite publicly that we expect that as the city grows, Melbourne will be more than a one airport city. We are comfortable with what our Master Plan says that will take us out to 2038. In regards to safeguarding, we've got the hashtag system and it's been there since 1990, has there been housing built that we would have liked to not be there, yes – but it's happened everywhere in Australia. Unfortunately no State Government in Australia has fully adopted the NASF guidelines. But there are opportunities to look at high forms of density under heavy noise areas, so that State and Local governments can continue to provide housing infrastructure to meet growing populations.

Susan Jennison expressed shock and disappointment at Melbourne Airport's announcement in June that it was reviewing the orientation for the third runway.

She said Keilor was not a new development, not a new area, but a historical area. She explained that there was such shock in the community because they had been told in 2013 that the third runway would be east-west.

She said many people were angry and upset and passionate in trying to stop the third runway development. She said there was talk of class actions and a co-ordinated effort in Keilor meeting with government representatives to ensure their voice was heard.

Susan said she has heard about what is best for the airport but she wanted to talk about Keilor that is going to be so affected by a second north-south.

She said children in schools might be affected – there's so many parts to this and was hard for her to express but the community needs to understand the impact and what can and will be done.

Tony Brun thanked Susan for her input, saying it's important for the airport to hear. He explained why the east-west plan was put on hold and what led Melbourne Airport to conduct a review into the orientation. Tony reiterated that a decision has not been made and even when Melbourne Airport

makes that decision it is not an approval for the third runway. He outlined the process Melbourne Airport is required to take and the approximate timeframes for each step.

Jack Medcraft expressed frustration at people who live near an airport but claim they didn't know it was there or know about the amount of noise it might generate.

Liz Beattie said Susan had raised an extremely important issue on behalf of her community and she deserved to be heard and her issues addressed.

Kim Jordan reminded members that while they didn't have to agree with Melbourne Airport their role was to work with the airport for the best outcomes for the business and community.

Fred Ackerman was disappointed the third runway was not addressed earlier in the meeting and believed CACG should be focusing on the future and not trying to fix things from the past.

ACTION: The third runway to become a standing item on the agenda from the November meeting onwards.

- Kim noted that she will attend the CACG chairs forum in September.
- Next meeting 26 November 10am-1pm.

Close – Kim Jordan (Chairperson)

Summary of actions - Open

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request
20/06/19	Melbourne Airport to provide milestones	Melbourne Airport	August CACG meeting	To come before the November CACG meeting
20/06/19	Provide additional public transport for Sunbury Route i.e. Smartbus.	Melbourne Airport	August CACG meeting	CACG Chair to take up discussion. Ongoing
20/06/19	MAEO Submissions – ascertain the correct process	David Kirkland	August CACG meeting	
26/8/19	CACG to consider having a session on Victorian planning processes.	The Chair	Ongoing	
26/8/19	The third runway to become a standing item on the agenda from the November meeting onwards.	The Chair	Ongoing	

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request

Summary of actions - Closed

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request
16/4/19	Airservices to provide an update on the Keilor noise monitoring station	Airservices Australia	June CACG meeting	Explanation provided at June CACG meeting. Closed.
16/4/19	CACG members to provide CACG chair their comments regarding the CACG review	Kim Jordan	End of April	Comments provided to Chair. Closed.
16/4/19	Is there a correlation between increase in movements or runways used and number of complaints?	Airservices Australia	June CACG meeting	Explanation provided at June CACG meeting. Closed.
16/4/19	Melbourne Airport to provide an estimate of construction jobs to be created with all the new building works	Melbourne Airport	August CACG meeting	To be provided at the August CACG meeting. Closed
20/6/19	CACG members requested a survey to determine best meeting time/day going forward	Melbourne Airport	August CACG meeting	Survey circulated. Results of the survey showed that these were the most popular days and times. Days: Tuesdays or Wednesdays Times 12pm to 3pm or 10am to 1pm. Closed
20/6/19	Community reps requested engagement workshop	Melbourne Airport	Before August CACG meeting	Workshop organised for July 22, 2019. Closed

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request
20/06/19	Wayfinding – Melbourne Airport Head of Marketing to present at the next CACG	Melbourne Airport	August CACG meeting	Presentation at August CACG meeting. Closed.