



# MINUTES

<b>Event:</b>	Brisbane Airport Community Aviation Consultation Group	
<b>Date &amp; Time:</b>	10:00am – 12:25pm, Tuesday 8 August 2017	
<b>Venue:</b>	Brisbane and Amsterdam Room Brisbane Airport Corporation HQ	
<b>Attendees:</b>	Major General Peter Arnison (Chair) Mr Geoff Trappett OAM (Community Member) Ms Kate Bailey (Community Member) Mr Chris Kang (Community Member) Mr Peter Bailey (Community Member) Mr Steve Ware (Community Member) Mr Neil Hall (Airservices – A/Strategic Stakeholder Manager) Mr Rob Irwin (Airservices – Airlines Relations Manager – Brisbane Region) Ms Helen Gannon (Dept Infrastructure & Transport) Mr Stephen Smith (QLD DIP) Mr Michael Madden (BCC) – Senior Urban Planner Mr Richard Waugh (Captain Qantas) Mr Andy Bauer (Captain Virgin Australia) Mr Earl Brown (CASA) Mr Iain White (CASA) <u>BAC</u> Mr Mark Willey Ms Rachel Crowley Ms Jessica Shannon Mr Cory Heathwood Mr Paul Coughlan Ms Karyn Rains Mr Scott Stone Ms Gaynor Sipolis Bruce McKendry	

<b>Apologies</b>	Professor Laurie Buys (Community Member) Professor Jim Nyland (Community Member) Mr Adrian Sloodtjes (Virgin) Ms Julieanne Alroe (BAC) Ms Belinda Carey (Rep for Griffith)
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Time	Activity	Facilitator
	<b>Welcome</b>	Chair
	Meeting start at 10.05am Chair welcomes group and new members Apologies noted	
	<b>Confirmation of Previous Minutes</b>	Chair
	Minutes confirmed and signed	
10:10am – 10:15am	<b>Actions Arising from Previous Minutes</b>	Chair
	<ul style="list-style-type: none"> <li>Rachel Crowley to present NPR community benchmark research to BACACG when results are finalised <i>RC to cover in today's presentation</i></li> <li>Mark Willey to provide an update on flight paths being included in property searches <i>To be presented to group at November meeting – <b>ACTION MW</b></i></li> <li>Rachel Crowley to organise a briefing by Qantas to the Pinkenba community regarding foam spill <i>Complete – QF has contacted Chris Kang</i></li> </ul>	

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	<ul style="list-style-type: none"> <li>Jessica Shannon to provide an update on how taxi passengers know where to make complaints regarding short fares <i>A number of different processes in place. Kerbside Officers have feedback cards to give to passengers if they are alerted to this issue. The Novotel report back to BAC if they receive any complaints, All taxis have contact details in car for complaints, any feedback regarding short fares is reported back to BAC. JS to provide details to SW - ACTION</i></li> <li>Rachel Crowley to provide feedback to Australian Border Force regarding the delays in Customs Hall Complete – RC has provided feedback to BorderForce and Terminal Manager.</li> </ul>	
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	<p><b>Regular Reporting Updates</b> Community Members reports</p> <p><b>Geoff Trappett:</b> Family travelled to Tasmania on Qantas under heightened security measures and there were no issues</p> <p><b>Chris Kang:</b> No update yet from Qantas regarding foam spill. Working to find a suitable time. Port of Brisbane will be contacting regarding developments – put on agenda– ACTION - JS</p> <p><b>Kate Bailey:</b> No update for Bonner seat.</p> <p><b>Peter Bailey:</b> Brisbane North Chamber of Commerce (BNCC) – no broad understanding of the opportunities that the airport provide amongst BNCC Members. Peter will continue to promote. PA maybe a tour of briefing of airport? PB asked the question with no response from BNCC to date.</p> <p><b>Steve Ware:</b> Heard Professor Graeme Samuel AC (GS) on the radio – proposed inviting to a future meeting. He raised some good points which impact on community members as well.</p> <p>RC noted GS is the chair of new body Airlines for Australian &amp; New Zealand formed in order to lobby Government in relation to PC review. The CEO of Australian Airports Association will be speaking on radio to correct inaccuracies.</p> <p>RC noted is up to chair if GS is invited to a meeting.</p> <p>KR suggested an update the group on the PC review – RC stated not appropriate yet as terms of reference are not yet released. – update group when terms of ref are released – RC ACTION</p> <p>HG not going to comment on the PC. Minister will provide commentary at the end of enquiry.</p> <p>RC – Unknown when PC review will be released</p>	Community Members
	<p><b>RDMS and On Time Performance –</b> <i>Refer to presentation</i></p> <p>Marks explains RDMS to group</p> <p>Operations over bay are used when possible however due to the control tower refurbishment, reciprocal runway operations at night are not used due for safety reasons (high levels of concentration are required).</p>	Mark Willey, BAC

Time	Activity	Facilitator
	<p>On time performance – see slide</p> <p>OTP for June 2017 achieved the following results:</p> <ul style="list-style-type: none"> <li>Regular public transport ('RPT') flights arrived and departed on time 85.4% for the completed FY17; down on the FY16 average of 88.8%</li> <li>RPT flights averaged 8.8 minutes delay for the completed FY17 up from the FY16 average of 6.8 minute.</li> <li>RPT flights in June 2017 arrived and departed on time 87.1% of the time, improving from 86.7% in June 2016.</li> <li>RPT flights in June 2017 experienced an average of 7.7 minutes delay, improving from 8.2 minutes delay in June 2016.</li> <li>This data does not reflect the major fog event experienced earlier this month. Information presented at next meeting will show these delays</li> </ul> <p>Note: The average weekday movements in June 2017 was 628</p> <p>Mark explains target is for OTP to be above 85% and average delay time under 10 mins.            PB - Could you ever get 100%?            MW - There are so many variables which can I don't think we could get to 100%            SS - 85 percent is a good average – best practice.</p> <p><b>Brisbane Airport Community Activities</b>  <i>Refer to presentations</i></p> <p>Community Events – 2            Community Presentations - 3            Tours – 14            Discovery Centre Online Visitors – 463</p> <p><b>Top 10 Complaints 30 May 2017 – Current</b>            258 Complaints, 300 Request for Information, 29 Compliments</p> <p>Unsubscribe error saw an increase of complaints. This was fixed immediately. Other feedback included issues around the online booking system for parking, receipt requests, and customs delays</p> <p>CH established business advisory group a forum to update local businesses and to gain their feedback – going well.</p> <p><b>BACACG website / community correspondence</b></p> <ol style="list-style-type: none"> <li>Correspondence was received from Airport BUG and PED asking about connection to Da Vinci Precinct – JS invited Mitch to attend to November meeting where Terry Rossitto to update group on Active Transport plans. <b>– ACTION – JS to add to agenda</b></li> </ol> <p>Number of enquires from the Airport BUG has increased – JS will propose a formal quarterly meeting with standing agenda items and minutes taken. Mitch can report back to Airport BUG group of outcomes of meeting. <b>ACTION – JS to write to Airport BUG</b></p> <p>BAC can report on the outcomes of these meetings to elected representatives. Agenda and minutes can be shared to Airport BUG.</p>	<p>BACACG Secretary</p> <p>BACACG Secretary</p>

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	<p>PA supports this action</p> <p>2. Correspondence was received from Belinda Ward asking for improved bike parking and facilities at the Domestic Terminal. <b>ACTION - JS to respond</b></p> <p>PA – BAC CEO and MD has made it clear safety and security will always be the priority.</p>	
	<p><b>Airservices Australia Update</b> <i>Refer to presentation</i></p> <p>Tiffany Klease will support Neil Hall in the future. AsA has completed its restructure. Focussing on customer and community engagement group – Tiffany to support bne.</p> <p><b>Response to previous action item</b> Shared information with Laurie Buys regarding the lowering landing gear</p> <ul style="list-style-type: none"> <li>• Approximately 23% of arriving jets are using Smart Tracking</li> <li>• No complaints in last 3 months</li> <li>• Refer to presentation for spaghetti map illustration of one months arrival into BNE.</li> <li>• NH comments BNE is one of the busiest single runway operations in the world</li> <li>• PA asks will upgrade of tower assist ATC with volume of operations – RI says no, it is to update facilities and technology.</li> <li>• JS will send out link to AsA website – <b>ACTION.</b></li> </ul> <p><b>Noise Information Q2 – 2017</b></p> <ul style="list-style-type: none"> <li>• 65 complainants in Q2 2017 <ul style="list-style-type: none"> <li>• 50 complainants in Q2 were new</li> <li>• 15 complainants in Q2 also complained in Q1</li> </ul> </li> <li>• 83 complainants in the previous quarter</li> <li>• 84 complainants in Q2 2016</li> </ul> <p>Major issue of concern - Runway 19 departures. This is reflected seasonal increase in Runway 19 use, particularly in April. 25% of complainants concerned about Runway 19 departures at night. This is Reflected tower works until early May preventing use of over the bay operations</p> <p><b>Suburbs</b> Q2 – complainants from 39 separate suburbs Tingalpa (6), Ferny Hills (5), Morningside and Sheldon (4)</p>	Neil Hall, AsA
10.45am – 11.15am	<p><b>NPR Update</b> <b>Construction</b></p> <ul style="list-style-type: none"> <li>• Dryandra Road Overpass construction is underway</li> <li>• Piles goes down 30metres. 600 of 700 piles are in the ground</li> <li>• Surcharge for the new perimeter road complete and handed over to Skyway (Airfield Contractor)</li> <li>• Contractor Announcement is Skyway. A joint venture between CPD and BMD.</li> <li>• Site tour to occur at the start of the next meeting - <b>ACTION JS to arrange and forward details to committee</b></li> </ul> <p><b>Airspace Design</b></p>	Paul Coughlan
		Mark Willey

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	<ul style="list-style-type: none"> <li>• The EIS / MDP remains relevant and the source of information regarding flight paths.</li> <li>• The aircraft noise information presented in the EIS, supplemented with the updated Noise and Flight Path Information Booklet published through the 2014 Master Plan continues to provide the community with comprehensive aircraft noise data.</li> <li>• BAC and Airservices continue to work collaboratively on the complex process to finalise the Airspace, address formal approval processes, and consider technological influences that have occurred since the EIS.</li> <li>• Using the EIS as a base, Airspace Finalisation includes the detailed procedure design of Standard Arrival Routes (STARS), Standard Instrument Departures (SIDS), updated aircraft fleet and movement forecasting, and a Concept of Operations confirming aircraft allocation to Runways and Flight paths. It also includes consideration of operations at the other Airports in the Brisbane Basin Area.</li> <li>• Workshops with major Airlines to understand their requirements will continue to inform the Airspace Finalisation.</li> <li>• Definitive information will not be available until mid-2018 when a comprehensive update for all stakeholders including the community will be delivered.</li> <li>• BAC has initiated investigations into an innovative aircraft noise tool and delivery system based on latest mobile technologies.</li> <li>• BAC is about to initiate the 2020 Airport Master Plan process and in addition to the new Noise Tool, an updated Noise and Flight Path Information Booklet will be developed to support both the Master Plan and the Airspace Finalisation process.</li> </ul>	
	<p><b>Communication Engagement Plan</b></p>	Rachel Crowley
	<ul style="list-style-type: none"> <li>• Awareness and Perception Research <i>Refer to presentation</i></li> <li>• Conscious decision for split of respondents to be 50% online and 50% via phone</li> <li>• Key findings <ul style="list-style-type: none"> <li>○ 76% positive about living in their suburb</li> <li>○ Key suburb issues included traffic congestion and public transport.</li> <li>○ 80% very positive BNE reputation</li> <li>○ 49% think BNE is active in the local community. RC – This is a little low and is good for us to know.</li> <li>○ Reputation – by electorate – pretty strong – breakdown by age – highest views younger demographics. Overall rating of 3.4 out of 5 – BAC determine to grow this.</li> <li>○ Runway project – 60% aware of project – Of the 60% only 40% are aware it will open in 2020. 63% aware of new flight parts.</li> <li>○ 42% have no or low concern of Noise from new flights parts – RC would like to see numbers increase. Primary objective is for everyone to know.</li> <li>○ Need to translate the benefit of this new runway – more destinations etc.</li> <li>○ Concern about aircraft noise is low in some areas but not in Griffith electorate</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>○ The 65years plus demographic has the highest level of awareness of project</li> <li>○ Electorates with the highest levels of are Lilley and Ryan. Lowest awareness is in Griffith – RC was surprised by this and will be drilling into this more.</li> <li>○ Preferred method to receive information about project is by Letter Box drop and on TV – RC stated the team is working closely with all the local TV networks and news agencies</li> <li>○ Most trusted source is our website. We are in the process of updating our websites. Whole new area for flights paths etc</li> <li>○ Federal, State and Local council members have received this research</li> <li>○ <b>ACTION – JS to share research with committee members</b></li> </ul> <p>SW commented it is important to find the right balance and don't want to scare people unnecessarily. RC agreed it is important to get it right and hopefully we do. PA commented this is the preferred option following the changes at Perth Airport. NH explained the Perth Airport case study when new flight paths were introduced. Not enough engagement with the community and discussion forums. Led to a lot of changes at AsA and important lessons were learnt.</p> <p>RC added the way you communicate is important. Tell the whole story. CH added this is why the research is good many of the responses were unprompted</p> <p>RC explained we are now trying to build awareness of our community engagement activities. We do a lot but very quietly ie: community giving fund. It is important we become more visual. MM added BAC is in the right path being out there, seems all is covered.</p>	
	<p><b>Major Projects Update</b> <i>Refer to presentation</i> 150 projects completed or under construction. \$1.6 Billion invested since FY12. Further \$2.2 Billion between FY18-FY22</p> <p>Key projects include</p> <ul style="list-style-type: none"> <li>○ International Terminal Northern Apron Expansion - \$47M</li> <li>○ International Terminal Concourse Expansion - \$73M</li> <li>○ Hotel and Conference Centre</li> <li>○ BNE Auto Mall Development – Land works to commence</li> <li>○ International Terminal Express Pick Up Area – Opening in October 2017</li> <li>○ Inter- Terminal Transfer – Opening December 2017</li> <li>○ BAC Solar Upgrade</li> </ul>	Bruce McKendry
	<p><b>General Business, Meeting dates, Proposed 2018 meeting dates</b> 2017 Tuesday 14 November 2017</p> <ul style="list-style-type: none"> <li>○ The group is to meet at 9.15am ready for New runway site tour.</li> <li>○ Meeting will be held at the Brisbane Airport Conference Centre. <b>JS to send details – ACTION</b></li> </ul>	Chair



Time	Activity	Facilitator
	2018 Tuesday 6 March 2018 Tuesday 5 June 2018 Tuesday 4 September 2018 Tuesday 27 November 2018	
	<b>Lunch</b>	