

Meeting Minutes – Meeting No. 11 / 2012

Brisbane Airport Community Aviation Consultation Group (BACACG)

<i>Scheduled date/time</i>	Monday 13 August 2012, 10:00am–12.30pm
<i>Place</i>	Brisbane Airport Corporation Head Office, 11 The Circuit, Brisbane Airport
<i>Present</i>	Major General Peter Arnison (Chair) Professor Laurie Buys (Community Member) Ms Jackie Cann (Community Member) Mr Paul Coughlan – (BAC) Ms Rachel Crowley (BAC) Ms Elenor Dunn (Dept Infrastructure & Transport – replacing Scott Stone) Ms Helen Ford Allen (Community Member) Mr Karl Frank (Brisbane City Council) Ms Helen Gannon (Dept Infrastructure & Transport) Ms Toni Kasch – (BAC) Ms Elissa Keenan (Airservices Australia) Mr Dirk Newbold (BAC) Mr Simon Penrose (Community Member) Ms Karyn Rains (BAC) Mr Ted Slater (Community Member) Mr Jon Stewart (Tourism & Transport Forum for Justin Wastnage) Mr David White (Virgin – replacing John Crane) Mr Michael Wright (Airservices Australia) Ms Julieanne Alroe – CEO (BAC) <i>Ms Jacinta Messer – (BAC) (BACACG Secretary)</i> <i>Ms Gaynor Sipolis – (BAC) (Minutes Secretary)</i>
<i>Apologies</i>	Mr John Crane (Virgin) Mr Andrew MacPherson (QLD Government) Mr Scott Stone (Commonwealth Government) Flynn Van Ewijk (Qantas) Mr Mark Willey (BAC)
	<i>The meeting commenced at 10.08am</i>
1. Introduction and welcome	The Chair welcomed newcomers David White, Dirk Newbold and Karl Frank to the meeting.
2. Confirmation of previous minutes	The Chair signed the minutes of the previous meeting.
3. Actions from meeting held 30/06/2012	Action #1 – Elissa Keenan to advise Ted Slater regarding the increase of Flight Traffic over the Pinkenba area – <i>ongoing</i> Action #2 – Mark Willey to investigate measure to reinforce the “No U-Turn” on the corner of Lomandra and Qantas Drive – <i>complete</i> Action #3 – Jacinta Messer to circulate the Airservices response to the Heppleston complaint – <i>complete</i> Action #4 – Mark Willey to engage in discussions with the Real Estate Institute of Queensland regarding implications of providing aircraft noise and flight path information to potential buyers – <i>ongoing</i> Action #5 – Paul Coughlan to share “lessons learnt” from Community Focus Groups (during NPR) – <i>agenda item</i> Action #6 – Jacinta Messer to arrange invitation to the Noise Ombudsman to attend a BACACG meeting in 2012 – <i>complete</i> Action #7 – Jacinta Messer to arrange invitation to the new Chairman of

Airservices to attend a BACACG meeting in 2012 - *ongoing*

Action #8 – BACACG Members to provide feedback regarding the “Above and Beyond” document – *complete*

Action #9 – Paul Coughlan to provide an update on the New Parallel Runway – *agenda item*

Action #10 – BACACG Secretary to distribute PDF of bus services 369 to BACACG members – *complete*

Action #11 – Rachel Crowley to circulate key findings of the Economic Importance Report - *ongoing*

4. Regular reporting updates

Community Reports

JC – Reported an increase in the interest in the curfew review.

LB – Reported an increase in interest in the curfew and New Parallel Runway, and discussions with Simon Hollingworth regarding aircraft noise.

HFA – Recently interviewed with BMAG and the interviewer was very interested in other matters that were not BACACG related.

SP – The lights at the end of Moreton Drive are causing congestion and the lights in the car park are inaccurate in that the bays indicated they were available when they were occupied.

PA – Briefed on the forthcoming meeting in Canberra for the ACACG Chairs and indicated that he would be unable to attend due to leave absence and advised that Prof Laurie Buys is able to represent the BACACG.

Aircraft noise complaints

PC – Three complainants represent 80% of the total complaints for July 2012. This trend was reflected in the BAC Community Meeting in Tarragindi which, was well attended. It was noted that the wet weather during winter which has decreased BAC’s ability to operate aircraft “over Bay” during noise sensitive hours.

PA – In commenting on members of the community attending BACACG meetings it would be preferable if this occur in those cases where the matter has been ongoing for an extended period of time and all formal avenues have been explored.

LB – Queried the difference between the operation of International and Domestic aircraft, and advised the group of one particular airline which is flying so low that she can read the aircraft identification number.

PC – Advised the issue appears to be the frequency of aircraft flights rather than the type of aircraft.

EK – Offered to check the individual movements if Laurie Buys could provide the flight details and advised she would investigate the particular international aircraft prior to and independent of the NAP review.

KR – Indicated members of the community appreciate BAC being out interacting with the community at Community Information Sessions

PC – The issue of community members not being informed about real estate issues can be related back to the REIQ. If BAC can have the REIQ promote the information BAC provides about flight paths, there would be significant benefits for those contemplating real estate transactions.

Technical Noise Working Group

PC – While the TNWG has not met since the last BACACG, they have met with the senior level executives at Airservices and established a high level

steering group.

MW – Will be presenting at the next BACACG meeting regarding the Noise Abatement Procedures.

Brisbane Airport Community Activities – feedback and comments

JM – BAC has not conducted a Community Information Session since the last meeting. The next CIS is scheduled for 20 October 2012 in the Hemmant and Murarrie area. BAC recently attended the Racecourse Road Festival and some of the key messages from the community included an interest in developments on the airport, including the Domestic Terminal Upgrade and the New Parallel Runway. A small group of residents were not happy with the NPR proposal. BAC will be attending the Nundah Festival on 9 September.

BACACG website / community correspondence

JM – BAC had a total of 240 complaints over a three month period. Current complaint trends include the public road, which are expected to reduce once the new public pick-up area is opened, and signage at the Domestic Terminal completed. The complaints regarding signage have reduced as BAC rolls out the new signage plan. Other complaints include theft, slips and falls, and that the arrivals hall at the International Terminal looks dated.

RC – The Public Pick-up area is expected to considerably ease congestion around the face roads of the Domestic Terminal. There will be an adjustment period, however BAC is confident it will work well. Passengers can still drop off on the public road. To pick up passengers vehicles will go to the public pick-up area and may park for 20 minutes for free.

Simon Hollingworth - concerns regarding aircraft noise

JM – Simon Hollingworth is a Norman Park residence who has recently submitted a letter to the BACACG and to Minister Albanese's office. The main issues outlined in the letter are aircraft noise, the frequency of aircraft noise and the impacts aircraft noise is having on his family. BAC has developed a draft response and Airservices are developing their response.

PA – Those with complaints regarding aircraft noise should be encouraged to lodge their complaints through formal channels as well as to their local and federal members of parliaments. Airservices has indicated they will respond to the matters relating to Airservices issues and BAC will respond to the issues relating to BAC.

EK – Airservices will provide a response to Mr Hollingworth addressing the matters relating to Airservices

JC – Advised she was not aware of the letter and expressed surprise that Kevin Rudd's office did not refer Mr Hollingworth to her. There is an issue surrounding the role of the community representatives job description and need for community representatives to develop their profile within the community. JC does engage with Kevin Rudd's office and is surprised this complaint was not passed onto her.

PA – Suggested that if BAC receives a complaint from a politician's office (in the BACACG area) a copy be forwarded to the appropriate community representative. To further develop these processes it was suggested that community members meet at 9.30am prior to the 3 December BACACG Meeting to discuss matters such as job descriptions and the opportunity to promote their profile in the community. Community representatives are encouraged to email suggestions to JM.

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5. **Julieanne Alroe to Join the Meeting** JA – The BAC CEO, Ms Julieanne Alroe joined the meeting and thanked community members for their hard work and outlined the many developments and projects at Brisbane Airport.
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6. **Environmental Monitoring Unit – Mr John Collins** EK – BAC has received a letter from Mr Collins regarding environmental noise monitoring equipment. BAC has developed a draft response and Airservices will also respond. Airservices will undertake a review of noise monitoring equipment locations, to ascertain if they are appropriately located. Once the review is completed and technical reports produced, Airservices will review the location of the monitors.
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7. **Curfew Review Update** HG – While there is no update to report, the Steering Committee will meet in the coming month and will be co-chaired with a representative from the Department of Infrastructure and the Queensland Government.
HG – Also advised that an Airline Customer Advocate has been appointed, to investigate flight delays, and issues relating to security and baggage delays.
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8. **New Parallel Runway Project Update** PC –BAC will commence civil works in September 2012. The first phase of the eight year project will be the settlement phase. The cross wind runway will be temporarily closed resulting in some delays and BAC has developed a slot system to minimize these delays.
The NPR will create around 2,700 jobs in Brisbane, and 8,000 across Queensland. BAC is conscious of the environmental impacts of the NPR and has been working to ensure the environmental impacts are minimized.
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9. **New Parallel Runway “Lessons Learnt” from Community Focus Groups** PC – BAC engaged an external provider to ascertain community views on the NPR. The outcome indicated that respondents consider diagrams to be too cluttered and reference landmarks are included in maps, jargon and abbreviations be avoided and that BAC should not make assumptions as to understanding about airport operations.
KR – Indicated that the buffer zone concept was not obvious to community members.
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10. **General Business, including 2013 meeting dates** PA – Proposed that the BACACG 2013 meetings be aligned with BAART dates once they are confirmed and proposed to the 3 Dec Meeting.
PC – Mark Willey asked to inform group of Runway Overlay Project
EK – Provided Terms of Reference final for Noise Abatement Procedures.
PA – BAC and ASA will respond to the Collins and Hollingworth complaints.
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11. **Next Meeting – Monday 3rd December 2012** PA – Confirmed that Community Members are to meet at 9.30am and the Group will meet at 10.15am

Meeting Close

The meeting concluded 12:35pm
