



# MINUTES

<b>Event:</b>	Brisbane Airport Community Aviation Consultation Group
<b>Date &amp; Time:</b>	10:00am – 12:15pm, Tuesday 29 November 2016
<b>Venue:</b>	Brisbane and Amsterdam Room Brisbane Airport Corporation HQ
<b>Attendees:</b>	<p>Major General Peter Arnison (Chair)</p> <p>Professor Laurie Buys (Community Member)</p> <p>Ms Katherine Cullerton (Community Member)</p> <p>Professor Jim Nyland (Community Member)</p> <p>Ms Kate Bailey (Community Member) - Tentative</p> <p>Mr Peter Bailey (Community Member)</p> <p>Mr Earl Brown (CASA)</p> <p>Mr Rob Irwin (Airservices – Airlines Relations Manager – Brisbane Region)</p> <p>Mr Neil Hall (Airservices – A/Strategic Stakeholder Manager)</p> <p>Ms Helen Gannon (Commonwealth Dept Infrastructure &amp; Transport)</p> <p>Mr Stephen Smith (QLD DIP)</p> <p>Mr Andy Bauer (Captain Virgin Australia)</p> <p>Mr Adrian Slootjes (Virgin)</p> <p>Mr Mark Willey (BAC)</p> <p>Ms Rachel Crowley (BAC)</p> <p>Mr Cory Heathwood (BAC)</p> <p>Ms Jessica Shannon BAC)</p> <p>Ms Karyn Rains (BAC)</p> <p>Ms Gaynor Sipolis (BAC)</p> <p>Mr George Delibaltas (BAC)</p> <p>Mr Terry Rossito (BAC)</p> <p>Mr Luke Harvey (BAC)</p> <p>Ms Maddison Charteris (BAC)</p> <p>Ms Angela Garvey (AsA)</p> <p>Mr Robert Imrie (BCC City Planning and Economic Development Branch)</p>
<b>Apologies:</b>	<p>Ms Julieanne Alroe (BAC)</p> <p>Ms Helen Ford Allen (Community Member)</p> <p>Mr Bradley Johnson (CASA)</p> <p>Mr Paul Coughlan (BAC)</p> <p>Mr Chris Moore (Rep for Griffith)</p> <p>Ms Peta Harwood (BCC - City Planning and Economic Development Branch)</p> <p>Mr Chris Kang (Community Member)</p> <p>Mr Richard Waugh (Captain Qantas)</p>

Activity	Facilitator
<p><b>Welcome</b></p> <p>Meeting start 10.03am.</p> <ul style="list-style-type: none"> <li>Helen Ford Allan sends her apologies, she will not continue as a Community Member for BACACG due to injuries and complications sustained in a fall.</li> <li>Karen Cullerton has resigned from BACACG and Chair thanks Katherine for her contribution to date.</li> <li>Rachel Crowley and team will look for suitable replacements.</li> <li>Welcome to Angela Garvey from AsA.</li> </ul>	Chair

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<p><b>Confirmation of Previous Minutes</b> Minutes passed.</p>	Chair
<p><b>Actions Arising from Previous Minutes</b></p> <ol style="list-style-type: none"> <li>1. <b>Rachel Crowley to follow up Banyo noise concerns with local member:</b> <i>Rachel Crowley and Paul Coughlan met with Wayne Swan, who raised concerns regarding noise from both construction of the Gateway North Upgrade Project and lateral aircraft noise.</i></li> <li>2. <b>Rob Irwin to schedule control tower tour for next BACACG meeting:</b> <i>Scheduled for today.</i></li> <li>3. <b>Rob Irwin to find out if complaints from television network helicopters are recorded separately and if many complaints are received overall.</b> <i>Aeroplane and helicopter noise complaints are recorded together and included in the noise data</i></li> </ol>	Chair
<p><b>Regular Reporting Updates</b> Community Members reports</p> <p><b>Kate Bailey:</b> Ross Vasta MP has received usual, regular noise complaints.</p> <p><b>Laurie Buys:</b> Tendency for more complaints this time of year - day light saving impact. Pilots continuing to put down their landing gear early and inconsistently. Clearly not for safety reasons but more pilot behaviour. NH to have a discussion with the airlines on this and look at the standard operating procedure – <b>ACTION.</b></p> <p><b>Katherine Cullerton</b> Noticeable amount of drones in her area particularly at night, and questions if there are regulations around this.</p> <p>Regulations around the height/proximity to airport, this is a widely discussed topic in the airline industry. CASA have investigators to monitor this, with fines taking place. The industry is struggling to communicate the regulations to the public.</p> <p><b>Jim Nyland</b> No complaints to date. There is 60% growth at ACU, new flood lights and buildings being erected. BACACG Secretary to update the ACU Senior Management Team on development at BNE – <b>ACTION</b></p> <p><b>Peter Bailey</b> from BNCC introduces himself.</p> <p><i>Chair thanks PB, JN, LB and KB who will continue as BACACG Community Members.</i></p>	Community Members
<p><b>Noise Complaints</b> <i>See presentation</i></p> <p>MW met with the NCIS. On recommendation from the ANO, ASA no longer provides complaint numbers which was encouraging</p>	Mark Willey, BAC

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<p>people to make the same complaints continually and distorting the outcomes. Reporting is now of number of complainants, rather than number of complaints.</p> <p>Overlay of existing main runway has impacted complaint numbers during this period (returned to full service end September). High level of respite nights while overlay was underway, with BAC being concerned complaints would spike following completion, however, this has not been reflected in the data.</p> <p>Spike in complaints for October probably due to more cross runway usage than usual. October saw 91% of flights over Moreton Bay.</p> <p>Overall complaints quite low compared to other airports.</p> <p>Stats and trends slide shows the effect of day light saving.</p> <p>PB questions if there will be more flights when the new runway is operational with MW responding that they will increase but not dramatically with flights being distributed across two runways.</p>	<p>Mark Willey, BAC</p>
<p><b>RDMS and On Time Performance</b></p>	
<p><i>Refer presentation</i></p>	
<p>Slight decrease in OTP due to storm influence – 86% with 693 flights on the busiest day (Friday) flights spread more throughout the day.</p>	
<p>Runway Demand Management Scheme (RDMS) – NW 16/17 Coordination Meeting (seasonal meeting with operators) where capacity at the airport was revisited. Increased capacity due to improved facilities at both terminals.</p>	
<p>Entry control points at the International Terminal can be under pressure due to unscheduled or late arrivals. Lane control and improved way-finding have seen a reduction in processing.</p>	
<p>Australian Border Force staffing issues have also impacted this.</p>	
<p>BAC praised for being a leading example in community and stakeholder engagement, working closely with ASA and managing the slot system.</p>	
<p>HG adds that RDMS is not regulated by the Federal Government.</p>	
<p>AG refers to ASA complaints system where the complaint can be classified right down to the origin. Behind one complaint there could be a serial complainant and ASA, on the Noise Ombudsman’s recommendation, see benefit in focussing on the issue as opposed to the number of complaints.</p>	
<p>Should there be a complaint made by a complainant that has already been addressed, ASA will no longer assist but will address the complainant separately.</p>	
<p>NH adds that when complaints are received, they are categorised, presented and acted upon.</p>	
<p>KC comments that the community are being proactive by complaining, particularly when an aircraft can shake your house, by alerting ASA regularly when this occurs, you should not be seen as a serial complainant.</p>	

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<p>RI comments that ASA need to resolve and close the issue.</p> <p>LB comments that by ASA advising that they have already responded to a complainant, that is then not a two-way conversation and this is when the community become annoyed.</p> <p>NH appreciates the feedback and says that ASA will work on this.</p>	
<p><b>Brisbane Airport Community Activities</b> <i>See handout</i></p> <ul style="list-style-type: none"> <li>• Festival – Nundah Festival - and Bulimba (increased numbers at all festivals in 2016 - 500 visitors)</li> <li>• Community Presentations – 2</li> <li>• Tours – 30 Aug onwards – 18</li> <li>• Discovery Centre Online 30 Aug onwards – 483</li> <li>• Complaints – 288</li> <li>• Request for information – 262</li> <li>• Compliments – 24</li> </ul> <p>Presentation at next BACACG on NPR Community Engagement Communications Plan - the bigger picture, including local member's input - <b>ACTION</b></p>	<p>BACACG Secretary</p>
<p><b>BACACG website / community correspondence</b></p> <p>Two enquiries</p> <ul style="list-style-type: none"> <li>• Curfew at BNE and Accuracy of Above and Beyond booklet</li> <li>• Issue in Moorooka with increased noise levels due to aircraft wheels coming down early, particularly with Air Canada and Qantas Airlines.</li> </ul> <p>(BAC has spoken to enquirers and then passed onto ASA)</p> <p>LB thanks RC and JS for coming out to see her and says it is nice to know that planning around communications is happening.</p> <p>BAC plan on going to the REIQ again to raise the issue of new people moving into aircraft noise affected suburbs and being unaware of this prior to purchase. Real Estate Agents are not always passing on this information.</p> <p>RI to look into what the BCC property search provides - <b>ACTION</b></p>	<p>BACACG Secretary</p>
<p><b>CACG Briefing</b> Copy provided to group. Chair thanks Helen and her team for producing this well received document.</p>	<p>Chair</p>
<p><b>Airservices Australia Update</b> <i>Refer presentation</i></p> <p>Airservices started the transition to a new operating model which fundamentally changes how the organisation works.</p> <p>The new operating model is focused on value driven outcomes through two service delivery lines – Air Navigation Services and Aviation Rescue Fire Fighting.</p>	<p>Rob Irwin, AsA</p>

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<p>Our commitment to noise management has not changed. We aim to improve how we engage with the community and provide information about noise.</p> <p>NH demonstrates how ASA's new website.</p> <p><b>TNWG</b> <i>Refer slide</i></p> <ul style="list-style-type: none"> <li>• RNP (Smart Tracking) update:</li> <li>• September – 10% arrivals RWY01, 30% arrivals RWY19.</li> <li>• No complaints about Smart Tracking in Q3.</li> </ul> <p>TNEWG looking for ways to increase RWY01 use to provide further relief to ILS use.</p> <p>Climb gradient on RWY 19 departure to north Investigation – improvement in efficiency for ATC and pilots TNEWG decided to accept some inefficiency to maintain existing noise benefits.</p>	
<p><b>Airspace Management and Air Traffic Controllers</b></p> <p>Developing procedures for BNE with need to consider how we manage Gold Coast and Sunshine Coast Airports and the increased activity at Amberley and Archerfield</p> <p>Focus on approaches into BNE – joint effort between ASA and BNE.</p> <p>MW says Airspace Design is a big process and the focus is on using the right materials to communicate. The end of next year should see some real results.</p> <p>Looking at Web based or App based for the community. The design will be reviewed by international experts.</p>	Rob Irwin, AsA
<p><b>Customer Experience update</b> <i>Refer presentation</i></p> <p>Luke covers BNE's vision, goals and strategy. Do this by growing connectivity, providing a unique customer experience and developing a business hub.</p> <p>Research has taken place and will continue so BNE can understand our passengers and their needs.</p> <p>Ambassador Program hugely successful.</p> <p>Improvements to terminals, way finding, airport lounges, and award winning AP have all contributed to customer satisfaction.</p>	Luke Harvey, BAC
<p><b>Property Update: Auto Mall</b> <i>Refer presentation</i></p> <p>George presents BNE's plans on developing business hubs – commercial, industrial, aviation and retail.</p> <p>Airport land quality is a challenge &amp; takes time to develop.</p> <p>BNE's developments will be a viable use of our land and compatible.</p>	Terry Rossito, BAC George Delibaltas, BAC



Activity	Facilitator
Automall update provided. Opportunity for high end car retailers to be in one area with a test track.	
<b>General Business, Meeting Dates 2017</b> Tuesday 7 March 2017 Tuesday 30 May 2017 Tuesday 8 August 2017 Tuesday 14 November 2017	Chair
<b>Lunch</b>	
<b>Tower Tour</b>	