



**Community Aviation Consultation Group
Minutes of Meeting
Thursday 12 December 2017
Launceston Airport Boardroom**

Present:	James McKee Leanne Costin Joseph Holmes Sarah Tink Lorraine Green Dianna Shearer Angie Hart Andrew Collins Craig Barnes	Chair Airservices Australia Observer from Hobart Dept. of Infrastructure Northern Midlands Council Tasmanian Irrigation City of Launceston Airservices Australia Airservices Australia
Apologies	Donna Bain Des Jennings Stephen Farquer Bede Clifton Neil Grose Tim McLean Georgette Findlay Michael McLeod	Selfhelp Workplace Northern Midlands Council Qantas Country Club Tasmania Launceston City Council Airservices Australia APAL APAL
Also in Attendance were:	Paul Hodgen Michael Cullen Peter Holmes Ilya Brucksch-Domanski Sarah Carle	Launceston Airport (APAL) Launceston Airport Launceston Airport Launceston Airport Launceston Airport

1. Introduction and apologies – James McKee (Chairman)

The meeting was opened at 1104 by the Chairman, James McKee. Attendees and apologies are listed above.

There being no changes to the previous minutes from 16 May 2017, they were accepted by the Committee.

New Member Introduction

James noted that the invite list for the CACG meetings had been broadened and welcomed those attendees present at their first meeting.

Meander Valley Council and Tas Irrigation were also new invitees but unfortunately had tendered their apologies for this meeting.

2. Airport Update – Paul Hodgen (General Manager APAL) provided attendees with an update on airport performance and developments since the previous meeting.

2.1 - Passenger traffic:

- Paul advised that the passenger traffic for the financial year to November was up by just 1% over the previous year. November month was up 2% on November 2016. Growth rates have varied between the respective airlines over the year to date.
- A reduction in seat capacity deployed by the operating carriers of almost 2.8% or 14,000 seats has been noted during July-October as some carriers apparently continue to pursue a yield improvement strategy. Regional (Sharp) airlines passenger numbers are also slightly down.
- Paul also highlighted that Jetstar had recently announced Launceston as the “low cost capital” of Australia, with some 56,000 residents of postcode 7250 have purchased fares under \$100 during the past year. It was also noted that approximately 14,000 East Devonport residents also took advantage of Launceston’s frequency and low fares.
- Paul commented that Launceston’s freight uplift had improved in comparative terms to Hobart. .

2.2 – APAL Management/Staff Changes:

- Paul advised of a number of staff changes since the last CACG meeting, including:
 - Keegan Buckley has joined the company as ICT Systems Analyst with dual reporting line to both Melbourne and Launceston.
 - Joe Evans, formerly from VOS Construction has joined APAL as a fixed term Project Manager.
 - Jan Swiggs has been promoted to Operations Lead
 - Stacey Polomka has joined as the Environmental Health and Safety Advisor with a dual report line to both Melbourne and Launceston.
 - Max Jacobson has transferred from Operations to Building and Grounds
 - Tim Eccles who was formally a casual with the airport and has now been promoted to a permanent position as Operations Officer.
 - Jessica Bryant resigned from the organisation and Sarah Carle has filled the Administrative Assistant role in a temporary capacity. A permanent Administrative Assistant (Catherine Bolt – formally from Launceston Flood Authority) will be starting in early January. A new Accounts Assistant is expected to be appointed later this week.
 - Paul also mentioned that the airport currently has 9 Customer Care Volunteers

2.3 – Ex Gratia Rates

- Paul confirmed that the Airport continues to entirely fulfill their obligations under the terms of the lease with the Commonwealth and in line with the valuation undertaken by the Commonwealth-initiated independent valuation exercises.
- Paul also mentioned that the contents of a potential Memorandum of Understanding was being drafted for discussion with the Northern Midlands Council (NMC) to establish a basis for both parties to deal with the ex-gratia equivalent rates process going forward. Senator Duniams Office has been assisting in the appointment of a facilitator for an upcoming meeting with NMC.

- In the meantime engaging with NMC and inputting to their Land Use development strategy being conducted by JMG Engineering.
- The airport has recently written a letter in support of NMC's application for a Building Better Regions Fund grant for proposed stormwater upgrades to their Translink Business Precinct.

2.4 - Awards

- Paul was pleased to advise that since the last meeting the airport and a number of its operators had won a swathe of awards, including:
 - James Boag Upper Deck Bar and Restaurant was voted "best facility reflecting Sense of Place in Asia-Pacific" at the Global Airport Food and Beverage Awards held in Toronto
 - The new retail build design won the 2017 Tasmanian Commercial Architecture Award from the Australian Institute of Architects
 - The Airport qualified as a finalist in the Perpetual Trustees Launceston Chamber of Commerce Business Excellence Awards
 - The airport won Silver at the 2017 Tasmanian Tourism Awards in the Specialised Tourism Services category
 - In November the Airport was awarded the Australian Airport Associations "Major Airport of the Year" for the third successive year. Launceston Airport is the first airport to have received such an accolade.

James McKee congratulated Paul and all the staff at the Airport for the well-deserved wins.

2.5 – Security Screening Environment Evolution

Paul advised that following the successful Joint Counter-Terrorism Team interception in Sydney in July there has been a lot of public focus on security at airports around Australia.

It was reported that it is likely that government may mandate significant changes to both the security status and associated equipment requirement, with inevitable consequences for the airport and its users in terms of capital expenditure, infrastructure changes, resourcing requirements and processing times. It is being intimated that the changes could occur over a 12 month – 2.5 year timeframe.

2.6 Security Screening Contract

- Paul mentioned that ISS security services contract expires on 30 April 2018 in Launceston. The contract has now been retendered in conjunction with Melbourne airport, with the following companies bidding for the work:-
 - ISS
 - MSS
 - Securecorp
 - SNP

ISS has won their contract in Launceston and at T2, T3 and T4 in Melbourne.

2.7- Online Stakeholder Survey

- It was advised that 140 key stakeholder representatives from a broad spectrum of groups had been invited to complete an online Survey-Monkey survey on the performance of the airport management team, which was open for responses from 30 October to 14 November 2017.
- 45% of the invited stakeholders responded, with a high response rate from contactors, suppliers, partners and retailers and a low response from regulators. Pleasing scores were noted right across the spectrum including stakeholder engagement, communications, safety and service.

2.8 – Public Seating Improvements

- Paul advised that in recent weeks seating has been placed in the departure hall (sterile area) consisting of bench style seating, ottomans and small cocktail style tables. The benches will be retrofitted with mobile device charging points. There is also now designated seating for mobility impaired passengers in place in the gate areas.

2.9 – Off Airport Carpark

- Paul mentioned that an independent carpark operator had commenced operations earlier this year – Drive-Park-Fly.
- During the planning approval process associated with the car park the airport had registered concerns regarding the adequacy of stormwater provisions on the site and the potential risk posed to continuity of public access and operations at the airport in the event of a significant flood event. The ruling went to court and it was awarded favour of the airport, however the operator elected to open the car park airport without a planning permit being in place. The owner of Drive Park Fly, within as defined period, now has to ensure adequate stormwater provision/detention occurs on-site.
- Paul advised that there has been confusion whereby Drive Park Fly (DPF) customers have booked through the DPF system but have parked in the airport carpark, believing they have purchased parking from the airport. He believes this may have been caused by marketing advertising content broadcast by the Operator, which the airport will raise with Drive Park Fly.

2.10 PFAS – Cardno Site Investigation

- The airport referred to a matter within their Federal lease obligations to identify, understand and report contamination on-site. To gain a better understanding of the character and extent of historic contamination on the airport estate a \$340,000 site-wide preliminary site investigation of soil, sediment, groundwater and stormwater was undertaken in May/June. The program included the establishment of 16 permanent boreholes around the site to facilitate ongoing sampling activity.
- The airport partnered with leading environmental services company Cardno in conducting the exercise, as well as working closely with the Airport Environmental Officer representing the Commonwealth. The airport continues to engage with our tenant leased sites to ensure the issue is managed effectively by them. .

2.11 Family Friendly Parking

- Designated family parking bays have been established in the short-term car park next to the wheelchair accessible designated parking.

2.12 Select Committee Representation

- Launceston Airport was invited to give evidence at the Parliamentary Select Committee hearing in the Inquiry into Regional Development and Decentralisation. The airport was able to outline
 - its role in regional economic growth including the enabling factors of providing good aviation access to the major mainland cities;
 - the role of private sector in sustainably driving employment and growth opportunities in the region
 - the benefits for the region from leveraging strong transport

2.13 Sunset Clauses

- Paul advised that the Commonwealth is engaging with the airport regarding the imminent sun-setting of various airport regulations. A number of aviation regulations found under the Airport Act 1996 include a 10 year sunset period, and as such will expire in April 2019.
- The following Regulations are under review
 - Airports (Ownership-Interests in Shares) Regulations 1996
 - Airports Regulation 1997
 - Airports (Environment Protection) Regulations 1997
 - Airport (Control of On-Airport Activities) Regulations 1997

2.14 Quality Survey Monitoring – December

- The airport is about to undertake their second Quality Survey Monitoring Exercise of the year from the 14–17 December 2017.

2.15 Beacon Foundation Engagement

- Paul advised that Launceston Airport is a sponsor and business partner in the Beacon Foundation.
- The Airport hosted a ‘speed education’ day on the 4th September involving leadership students from Prospect High School engaging with airport based post holders with a view to career aspirations and opportunities.
- The airport also took up Kings Meadows High School Beacon Student Ambassadors invitation to participate in the 2017 Careers on Wheels event.

2.16 Upcoming Developments

- ISS is going to install thermal cameras in the screening lane to monitor through-puts and display estimate waiting time. The technology is likely to be installed in late January.
- The Airport is launching a new website later this week.
- Concepts under development for discussion with the Board include expansion of the arrivals hall and airline lounges
- The Board has given approval that all APAL staff will be housed in the same area – leading to improved communication and efficiencies.

- The airport is at the design phase of plans for improved drop-off provision at the Sharp terminal and parking for Flinders island residents.
- Board has also given approval for consolidation of the office suite housing all staff in the same area rather than the current geographical spread of the various teams, leading to improved communication and efficiencies.
- The airport will be developing concepts for enhancement of the external connecting corridor and façade

2.17 **20th Anniversary**

- The airport will be celebrating its 20th anniversary of private ownership (10% Council) on 28th May 2018. The airport will be looking at celebrating in an appropriate manner in due course.

2.18 **Protect Regional Airports Campaign**

- Paul confirmed that Launceston Airport is a major regional airport with over 1.3m departing passengers annually. The Australian Airports Association (AAA) has devoted significant time and effort over the past 18 months to engaging with federal politicians in order to develop an understanding and awareness of the financial challenges facing many small local government-owned and operated regional aerodromes across Australia. The AAA has launched its “Protect Regional Airports” campaign. This campaign is asking the Government to provide all regional airports access to funding assistance to undertake essential infrastructure investment to improve safety and keep our regions connected.

3. Operations and Compliance – Peter Holmes (APAL Manager Operations and Compliance)

3.1 Office of Transport Security (OTS) Audits/Tests

- Several audits have been conducted throughout 2017 including new tests involving a Glock 17 Firearm test-piece. All tests undertaken have been successful.

3.2 CASA Audit

- Two Aerodrome Inspectors have audited the Airport in June with zero non-compliance notices issued

3.3 Aircraft Noise and Airport Safeguarding

- Peter advised that there had been no noise complaints in relation to the Launceston airport area received through the Air Services website since the last meeting.

3.4 Jetstar “Stairlifter” Trials

- Trials of a new transfer device for passengers with reduced mobility are being conducted by Jetstar. The device is manufactured in Launceston. All trials are going well of the device which allows safe multiple passenger transfer and it has shown that the Starlifter improves turnaround by 2-3 minutes.

3.5 Hobart Airport Incident

- Peter congratulated all the staff involved after the recent tragic Hobart airport incident involving a helicopter, which had consequential knock-on effects to the Launceston Airport operating program that evening.

3.6 **Dalness Dam**

- Peter advised that the Airport is working with Tas Irrigation on this matter which poses some risk to wildlife hazard management activities at the airport. An update will be given at the next meeting.

3.7 **Dirk Hartog Plate Movement**

- Peter explained that the pewter plate is one of the country's oldest artifacts and the airport has been working with QVMAG Museum in relation to successful transfer arrangements through the airport on arrival.

4. **Commercial/Sponsorship and Activations – Michael Cullen (Manager Commercial & Business Development)**

4.1 **Airline Engagement – Commercial/Route Development**

- Michael spoke to ongoing conversations with airlines in relation to Launceston route development and schedule timing matters, including opportunities to Melbourne, Sydney and Brisbane.

4.2 **Saver Carpark Launch**

- The Saver car park has been launched and has been well received. The airport now has 3 long-term and 1 short-term car parks providing convenience, proximity and value for money.

4.3 **Video – Terminal Fly Through**

- Michael confirmed that the reconfiguration was completed in September 2017. He then showed the group two videos. The first being a fly-through of the re-orientated screening facilities and new sterile area and the second showing the overnight flip which occurred to transition the infrastructure to the new arrangements. The reconfiguration and deployment of the second X-Ray is showing a marked improvement in screening throughput efficiency.

4.4 **Moments Matter**

- The airport has launched a new campaign “These Moments Matter” – encouraging changes in behavior of meters and greeters to accompany passengers on departure or greet them on arrival in the comfort of the new sterile area and its facilities.

4.5 **Mystery Shopper Launch**

- The rollout of a Mystery Shopper program commenced last week to help with maintaining service standards at the retail outlets and further improve the passenger experience.

4.6 **Recent in Terminal Activations**

- A number of promotional activations have occurred within the terminal recently including “Meet the Producer” promotion of Launceston Store goods and a Tasmanian Symphony Orchestra performance.

4.7 **New Digital Assets**

- Five new screens have been placed throughout the terminal – four of the screens have enhanced flight information – these include new wording, together with a marketing/commercial capability. Flight Information displays now show:
 - “Gate Open”

- “Relax”

- Airliner PA changes have also been made to eliminate the need to call passengers through security and to make the boarding announcement closer to aircraft departure time.

4.8 **Social Media Video Snippet**

- Michael spoke briefly about videos which have been filmed in and around the terminal which will be used as “snippets” on social media platforms to inform airport users on changed processes for departure, screening, arrival, navigating to the saver car park etc.

4.9 **Website Upgrade**

- The airports new website will be going live as from 14th December 2017 providing improved simplification/usability. An enhanced mobile platform forms part of the change.
- There will be separate sections for Corporate and Traveller Experience.

5. **Projects Ilya Brucksch – Domanski (Manager Planning and Development)**

5.1 **Terminal re-shaping project delivery**

- Michael had already shown the video of the 90 second Flip, so Ilya elaborated on the staging of the project and the ensuing performance improvement.
 - Screening wait-time has now changed from 30 minutes plus down to 8-10 minutes.
 - New Toilets and a Shower have been put in place near the Check-in area
 - Stage 2 – the glass was erected and a dual exit race constructed for arrivals.
 - Stage 3 – reorientation of the screening point
 - Major Changes
 - Seating – bench spaces and occasional tables and ottomans
 - Coffee van in arrivals – food is now being introduced

5.2 **GSE Storage Area**

- This newly-constructed area (600 sq. m slab) has been constructed for use by the airline ground handling companies to store ground support equipment.

5.3 **Tree Removal and Landscaping**

- Following a recent incident where a tree limb fell on a number of cars during an inclement weather event, a tree removal program has been established throughout the landside precinct to reduce the risk from dangerous trees. The program has also addressed trees which were impeding visibility of approaching aircraft by the tower.
- The reinstatement of trees and shrubs with more appropriate species has been conducted in alignment (as much as possible) to the original heritage garden plans of Mervyn T Davies.

5.4 **Checked Baggage Lockers**

- These amenities will be available for passengers departing Launceston, who as a result of constrained check in opening times may elect to store their bags Construction is anticipated to commence early in the New Year

5.5 Aluminum Composite Panels (ACPs)

- Due to recent issues regarding panels used in the UK, the airport has been asked to review panels used in recent construction to confirm their fire-retardant capacity/compliance. No significant threat exists.

6. Environment Report

6.1 LED Rollout to Saver Carpark

- There is an estimated 40%+ saving on electricity and labour as a result of the LED lighting retrofit which has taken place in the car parks.

6.2 LED Rollout to RPT Apron and Upcoming to Freight Apron

- The LED replacement work has now commenced on the aircraft apron and will progressively extend to the freight apron.

6.3 Annual Environmental Report Update 2017

- The report for 2016/2017 was submitted to the Commonwealth as required under the Environmental Protection Regulations and detailing Launceston airport environmental practices and initiatives.
 - Two minor spills were noted
 - One complaint regarding the removal of trees on the Evandale side of the airport was noted.

6.4 APAL Environmental Team

- Ilya announced that the airport environmental resource has increased with the local appointment of Stacey Polomka and the support provided by the Melbourne-based team.

7. Committee Member Update

- Andrew Collins from Airservices Australia provided a presentation to the group detailing the Airservices (and ARFFS) structure, function and areas of operation, and the historic use of fire-fighting foams together with associated training activity and also detailed the ongoing management activities by Airservices at Launceston airport.
 - Andrew provided background information on PFAS - poly-fluoroalkyl substances which is a group of manufactured chemical compounds, found in many day-to-day materials including garment weather-proofing, packaging, Teflon-coated kitchenware etc. and also in aircraft hydraulic fluid and historic fire-fighting foams used by Aviation Rescue & Fire Services. It is a ubiquitous material and has been the subject of emerging discussions, but as yet there is a lack of regulatory standards and across jurisdictions which presents challenges.
 - Andrew highlighted that at this point, there is no consistent evidence that PFAS causes any specific illnesses, including cancer in humans, but given the persistent nature of the material it is considered sensible to minimize exposure. Human health detail can be sourced from the Department of Health website.
 - Andrew confirmed that the use of firefighting foams containing PFAS ceased at Launceston Airport in 2010.
 - Andrew highlighted site assessments and investigations which had been undertaken by Airservices with a view to better understand the issues and extent of PFAS contamination and to determine next steps. Airservices has also concurrently been undertaking a number of research and development activities in this space including filtering and soil amendment. Airservices has been attempting to obtain clear

guidance from the Commonwealth, State and Territory authorities, including the EPA, with some lack of consistency amongst the parties noted.

- The detection of PFAS was said “to be expected”, given the previous use of PFAS-type foam at ARFFS locations on the airport.
- Andrew characterized Airservices as taking a proactive approach to the management of PFAS, using the results of investigations so far to determine appropriate next steps, including investigation and management actions, to address and manage airport-related PFAS contamination in a risk-based, logical approach. This would involve looking at the airport “as a whole” and potential migrations on and off airport. This will include the conduct of a Detailed Site Investigation which is likely to be a long and complex process.
- Airservices intends to work with the Airport, the Commonwealth (regulator), and Tasmanian EPA to understand results and will publish the investigation report on the Airservices website.
- Airservices has committed to continued stakeholder engagement on the matter.
- In response to a question on “signatures”, Airservices confirmed their intention and ability to identify and determine contamination caused by individual foams.
- Paul Hodgen summarized recent activity by the airport company in having conducted a detailed on-site investigation, (undertaken by leading environmental management company – Cardno) which has included the establishment of 16 boreholes for ongoing sampling activity.
- Sarah Tink outlined the considerable resources within all levels of government currently deployed on the matter and the need for a practical solution balancing health risks and mitigation efforts.
- Leanne Costin of Airservices made a presentation to the group on noise-related matters
 - Leanne confirmed that Airservices will continue to respond and reply to noise-related questions arising from the CACG or tabled through the Chair. Members or public enquirers were encouraged to refer to the relevant Airservices website page, where all noise-related complaints should be lodged. Peter Holmes added that a 1-800 number existed and that complaints could be made in writing.
 - Statistically very few complaints had been received in recent quarters in relation to the Launceston vicinity, the most recent being related to aerobic activity performed in the vicinity of the airport.
 - Leanne reminded members of the last CACG meeting where Airservices had flagged its intent to implement changes to standard departure and arrival patterns (SIDs and STARs) at Launceston, taking advantage of technology improvements using satellite-based navigation to program standard routings. Such routings are basically “roads in the sky” and provide improved predictability, safety and separation, together with reducing complexity and associated workload pressures placed on pilots and air traffic controllers. Pilots are also able to use onboard technology to maximize fuel efficiency and reduce emissions. The transition to satellite-based technology it was stated has been mandated by CASA and achieves improved alignment with ICAO (International Civil Aviation Organisation) standards.
 - Leanne confirmed that the proposed changes had followed a review of operations conducted at both Launceston and Hobart in 2015, positioning the airports for expected growth.

- Leanne informed the group that the Launceston flight-path design had been placed on hold and that designs had not yet been finalized. Airservices highlighted its intention to advise next steps to the CACG meeting scheduled in May, where it will provide and update and expected timelines, advising members of the CACG that they can expect full consultation through the CACG forum. ASA also informed the CACG that it was reviewing changes recently made to arrival and departure paths at Hobart.

Joseph Holmes stated that he would be interested to see how the process would align with that which occurred at Hobart and contended that it was his understanding that both sets of changes were intended to be implemented in tandem, enquiring as to why this had not occurred concurrently in November/December. Airservices responded, stating the reason as being customer feedback received from airlines, further commenting that awaiting receipt of the environmental assessment had contributed to the late changes, but this does not mean that the changes will not go ahead. Joseph expressed his concerns, expressing a view that there had been a lack of community consultation in relation to the Hobart SIDS and STARs. Joseph contended that due process needed to be followed and that he believed Airservices had not consulted appropriately on the matter.

Joseph went on to commend the general consultation process evident in what was his first visit to the Launceston CACG and remarked on the positive initiative being displayed by Launceston airport in publishing the latest CACG meeting minutes on its website as a matter of course.

The CACG chairman reminded the group that its prime function was to represent the interests of the Launceston community and that the group had been satisfied with the level of engagement on such matters so far.

8. General Business

- Lorraine Green from Northern Midlands Council (NMC) thanked Paul for his comprehensive letter of support for the Building Better Regions, storm-water funding application being made by NMC, which she believed would be very helpful for their cause.
- Sun-setting clauses – the group was briefed on the Sunsetting provisions in legislation which provide that the law ceases to have effect after a specific date unless further legislative action is taken to extend that law. A number of airport regulations are due to expire, including: Airports (Building Control) Regulations 1996; Airports (Ownership-Interests in Shares) Regulations 1996; Airports Regulations 1997; Airports (Environment Protection) Regulations 1997; Airports (Control of On-Airport Activities) Regulations 1997. The Commonwealth has commenced consultation with airport operators on the matter with the review due to be concluded on 19th April 2018.
- James McKee briefed the group on behalf of Tourism Northern Tasmania in relation to visitation figures for the region (to September 2017) The statistics had shown visitation to Launceston and the region up 8% with a yield improvement of 11%, approaching Hobart in terms of the level of growth being witnessed. Early occupancy rates at hotels appeared to be trending positively and James was keen to encourage continued engagement with airline operators on route/capacity development.
- James congratulated the Airport for their reports and successes in 2017.

9. The next meeting will be in May 2018 – date to be confirmed.

10. The meeting closed at 1320