



MEETING MINUTES

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| Event: | Brisbane Airport Community Aviation Consultation Group |
| Date & Time: | 10:00am – 12:30pm, Tuesday 7 March 2017 |
| Venue: | Brisbane and Amsterdam Room Brisbane Airport Corporation HQ |
| Attendees | Professor Laurie Buys (Community Member) Professor Jim Nyland (Community Member) Mr Peter Bailey (Community Member) Mr Geoff Trappett OAM (Community Member) Ms Kate Bailey (Community Member) Mr Chris Kang (Community Member) Mr Neil Hall (Airservices – A/Strategic Stakeholder Manager) Ms Helen Gannon (Dept Infrastructure & Transport) Mr Stephen Smith (QLD DIP) Mr Andy Bauer (Captain Virgin Australia) Mr Adrian Slootjes (Virgin) Ms Narelle Bell (ANO) Ms Julieanne Alroe (BAC) Mr Mark Willey (BAC) Ms Rachel Crowley (BAC) Ms Jessica Shannon BAC) Mr Paul Coughlan (BAC) Ms Karyn Rains (BAC) Mr Terry Rossito (BAC) Gregory Choma (Qantas) Mr Tim Abberton (ANO) Enis Bavatir (Airservices Australia) Ms Belinda Carey (Rep for Griffith) Mitch Bright (Airport BUG) Sheree Hughes (Airport BUG) |
| Apologies | Mr Bradley Johnson (CASA) Mr Richard Waugh (Captain Qantas) Ms Peta Harwood (BCC) - City Planning and Economic Development Branch Anthony Gleeson (Rep for Brisbane) Steve Ware (Community Member) Mr Earl Brown (CASA) Mr Rob Irwin (Airservices – Airlines Relations Manager – Brisbane Region) |

| Activity | Facilitator |
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| Chair welcomes group to first meeting of 2017. Welcome to new community member Geoff Trappet, Belinda Carey (Representative for Griffith) and the new Aircraft Noise Ombudsman, Narelle Bell. Apologies noted. | Chair |



| Activity | Facilitator |
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| Confirmation of Previous Minutes Minutes passed. | Chair |
| Actions Arising from Previous Minutes <ul style="list-style-type: none">• Neil Hall to look at the standard operating procedures for pilots lowering landing gear – <i>addressed in today's presentation.</i>• Jessica Shannon to provide an update to ACU Senior Management on BNE Developments – <i>ongoing - JS working with Jim Nyland.</i>• NPR Community Engagement Communications Plan to be presented to BACACG – <i>presentation today by Rachel Crowley</i>• Robert Imrie to look at BCC property search and what information it provides in relation to flight paths – <i>ongoing.</i> | Chair |
| Chair updates group on the REIQ relationship and the ongoing QUT Study on the Impact of Aircraft Noise on Brisbane Residential Property Sectors. | |
| Regular Reporting Updates Community Members reports Laurie Buys – nil to report, awaiting Neil's presentation. Jim Nyland – nil to report. Peter Bailey – questions if BAC run airport tours – Jessica Shannon to provide details – ACTION. Geoff Trappett provides his background and involvement in the Accessibility Reference Group. Kate Bailey – nil to report. Chris Kang – nil to report. | Community Members |
| Noise Complaints <i>Refer presentation</i> Noise complaint data - respite days presented, covering (Southern and Eastern suburbs) from November 2016 to January 2017 – daylight saving, earlier flights impacting results. Air Services Australia (ASA) is going through a tower upgrade works program and for safety reasons would not use reciprocal runway operations during works. Brisbane Airport currently operating at night with a reduced tail wind criteria. CASA have requested that ASA develop a detailed safety statement to allow CASA to endorse the reinstatement of a 10 knot downwind criteria. | Mark Willey, BAC |
| RDMS and On Time Performance <i>Refer presentation</i> Aircraft movement analysis for January presented and 13 month rolling trends. Down on previous months with December seeing high demand days due to holiday season. | Mark Willey, BAC |



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| On time performance has reduced slightly due to weather. BAC has set a target of 85% or above to be maintained. | |
| Brisbane Airport Community Activities Community Giving Fund now open until the end of March with the group asked to encourage suitable organisations to apply. Contact Jessica Shannon if further information is required. | BACACG Secretary |
| No community events or festivals, these tend to start around July. One community presentation to Rotary group, five tours and 729 visitors for online Discovery Centre. | |
| BACACG website / community correspondence An email from Airport Bicycle User Group regarding Cycle Access and Dryandra road. Airport Bicycle User Group invited to attend this meeting and to present concerns. | BACACG Secretary |
| Cycle Access and Dryandra Road Underpass | Terry Rossito |
| Chair introduces Mitch Bright from the Bicycle User's Group (BUG). <i>Refer BUG handout</i> | |
| The case for pedestrian access and safe cycle access along the proposed Dryandra Road underpass presented. Concerns raised about no access from Domestic Terminal to the General Aviation Area when the underpass is erected. Sheree Hughes from the Heart Foundation discusses the health benefits of cycling and walking. | |
| Terry Rossitto thanks Mitch for this input and encourages these types of conversations and refers to the existing 15 kilometres of bike paths on airport. | |
| BAC's concerns are safety and security implications. Cycle access will be permitted but there will be not dedicated cycle lane and pedestrian access will be not be permitted | |
| Chair encourages the conversation to continue. | |
| 10.40am – 10.50am | Aircraft Noise Ombudsman introduction |
| | Chair |
| Chair introduces Ms Narelle Bell the new Aircraft Noise Ombudsman and Narelle talks about her background. | |
| Narelle states that success in this area is dependent on high quality communication, accessible communications and high level complaint handling skills. | |
| The ANO's Office will be focussing on community engagement, particularly the context of ASA Accelerate Project. There is scope for improved consultation and the ANO will be keeping a close watch. Narelle hopes to attend more of these forums. | |
| The Chair adds that treating people with respect is paramount. | |
| Julianne Alroe says that the previous ANO came to meet the BAC Board and she would like this to happen again in the future. | |
| 10.50am – 11:05am | Airservices Australia Update |
| | Neil Hall, AsA |
| Neil Hall (NH) introduces Enis Bavatir. | |

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| NH refers to Action from previous meeting - to look at the standard operating procedures for pilots lowering landing gear. | |
| There is difficulty around getting an understanding of what airlines are doing in this regard – various reasons around when landing gear is activated – heavier aircraft, fuel incentives etc. | |
| Laurie Buys (LB) adds that we are taking the time to educate the public but we also need to educate the airlines/pilots. LB asks if there can be some form of pilot engagement tool that can be complied or can a reward system in place. | |
| NH suggest the TNEWG as a good platform but broader participation is needed. Crew face different requirements at other airports and this could become complicated. Reporting results back to the community on when landing gear is activated and retracted has confidentiality around it however there may be an opportunity to present to this group. | |
| Geoff Trappett queries training programs for pilots and NH advises that noise abatement procedures are in place but trying to get the internationals together is physically challenging. | |
| LB says that education in an interesting and engaging way is needed. | |
| ACTION: NH | |
| Enis Bavatir says he is a member of the NCIS and talks to the group about how he responds to complaint calls by using respect and empathy and by placing himself in the complainant's shoes. Complaints are broken down to the issue, classified, taken on board and looked into. If the same issue arises and ASA have previously written to the complainant and there can be no result, ASA apologise and advise that they can provide no further information. | |
| NH says when the NPR is operational suburbs will be affected in a different way. We are updating the process on community engagement and going forward ASA and BAC will work closely together. | |
| Chair adds that a baseline on where ASA thinks new flight paths will be for the NPR, and a comparison made between now and when the NPR is operational needs to occur to validate. NH says this will be part of the process. | |
| Refer presentation ILS heavy usage, consistent with winds during summer with the resulting perception that flights paths have changed. Noise information slide refers to the same issues, increased frequency, perception of flight path or height of aircraft had changed, or desire for a flight path change. Noise information slides shows the suburbs where complaints have been made for calendar year 2016. | |
| ASA website Various features pointed out including summary of movements for the whole year and how each quarter breaks down to aircraft type, runway usage, flights paths etc. Arrivals and departures or both and gives information on how many flights. This includes links to Smart Tracking and changes to flights paths. | |
| TNEWG Smart tracking is a major discussion point for the group. | |



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| No complaints about Smart Tracking in the last 6 months and discussions are continuing with ATC to its maximize use. | |
| NPR Update - Construction <i>Refer presentation</i> Paul advises that the Sea Wall is complete. Trialling of grass in the revegetation area behind the wall is taking place to ensure it is suitable for further NPR use. Dryandra Road Project – changes will visible from May. Pavement concrete – tender short list this week and to go to the board in June. | Paul Coughlan |
| Communication Engagement Plan <i>Refer presentation</i> Rachel talks about the approach BAC will take with the Communication Engagement Plan and involving the BACACG Group. Strategy objective is to ensure all communities across Brisbane are aware of the changes to flight paths that will result from the opening of the NPR and to ensure that effected communities are aware of and understand the noise impact of those changes. Communication also to the broader community about the benefits that Brisbane's new runway will bring to the city, state and nation will occur. The Communication and Engagement Plan will be: <ul style="list-style-type: none">• To guide delivery of accurate information about all aspects of the NPR to relevant stakeholders at the right time• To achieve information consistency• To avoid information overlap and overload• To go above and beyond statutory requirements of the NPR approval• To achieve the corporate and project stakeholder engagement goals of BAC• To achieve the corporate and project stakeholder engagement goals of Airservices Australia There is a need to be clear and how we explain this to the community with the reality being that they will be affected. We are seeking insight and views from the BACACG Group and Rachel will presenting and asking for feedback. BAC has its own stakeholder goals and we want to ensure that the elective representatives are armed with the information to respond with. <i>Refer Milestone slide</i> Benchmarking the community is about to commence to establish who knows what, what they want to know and what would be the best tools to use. Specific responses will be provided and this will not only be an online survey but there will be a telephone option for the older community members. If survey is complete by next meeting, Rachel will present the findings – ACTION | Rachel Crowley |



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| <p>Concurrent to this there is the Masterplan. In 2018 there will be noise modelling of the flight paths. We can then go out into the community with realistic metrics, mobile displays, community festivals and the Discovery Centre will be relaunched.</p> | |
| <p>Airspace Design</p> <p>Mark describes the preliminary airspace design stage which runs until end of May/June achieved by collaboration between BAC and ASA.</p> <p>The Airspace Design process has been viewed very positively by other airports with priority being safety and consistency with the EIS and what we have previously informed the community on. Other factors that may influence EIS MDP changes include new navigation technologies and modern fleet performance.</p> <p>Modern aircraft capability is an advantage. We have looked at three different arrival concepts and adopted a closed standard arrival route (STAR) concept following consultation with the industry.</p> <p>The airspace design process will include defence operations at Amberley and unrestricted operations at all Brisbane basin airports. The preliminary design is in a formative stage and BAC and AsA are not in a position to present with an appropriate level of certainty for the design at this stage.</p> <p>There will be a Milestone Workshop which involves a discussion with Operators on March 20.</p> <p>An Air Navigation Service Provider (ANSP) from the UK will assist with the peer reviewing of design, flight paths and approach and departure options. Also looking at noise abatement procedures, building heights and flexibility if any around these elements of the design.</p> <p>Two reports to be produced. One will be a highly technical and detailed report for the airspace design team, and a second report developed in understandable terminology summarising the findings and suitable for all stakeholders.</p> <p>Airbiz are developing the noise metrics with Stage 1 being the regulatory compliance requirements. There will be an application to CASA to confirm to them safety and efficiency of operations, consistency with EIS and equitable access to other airports. Stage 2 will be around community tools as per Rachel's presentation.</p> <p>New noise monitors will be required and BAC is currently working with ASA and looking at appropriate sites with this not fully being confirmed until Airspace Design is confirmed.</p> | |
| <p>Inquiry into Airports Amendment Bill 2016 <i>Not presented at this meeting – ACTION NEXT MEETING</i></p> | Rachel Crowley |
| <p>General Business, Meeting Dates 2017 Tuesday 30 May 2017 Tuesday 8 August 2017 Tuesday 14 November 2017</p> | Chair |
| <p>Meeting close: 11.55am</p> | |
| <p>Lunch</p> | |