

# MINUTES of the MOORABBIN AIRPORT COMMUNITY AVIATION CONSULTATION GROUP

**58<sup>th</sup> Meeting: 2 December 2011**

**Venue: Royal Victorian Aero Club  
First Avenue, Moorabbin Airport Mentone 3194**

<b>PRESENT:</b>	<b>REPRESENTING:</b>	
Mr David Hall	Chairperson	DH
Mr Phil McConnell	MAC	PMcC
Mr Paul Ferguson	MAC	PF
Mr Charles Di Petta	MAC	CDP
Ms Sue Long	MAC	SL
Mr Jim Wolfe	Department of Infrastructure and Transport	JW
Mr Ron Brent	Invitee - Aircraft Noise Ombudsman	RB
Ms Katie Conn	Department of Infrastructure and Transport	KC
Mr Noel Pullen	Office of the Federal Member for Hotham – Simon Crean MP	NP
Ms Monica Bladier	Office of the Federal Member for Isaacs – Mark Dreyfus MP	MB
Ms Lorraine Wreford	Lorraine Wreford – Member for Mordialloc	LW
Ian Baldock	MARA	IM
Cr Rosemary West	City of Kingston	RW
Ms Rachel Hornsby	City of Kingston	RH
Garry Smythe	Moorabbin Flying Services	GS
Cr Peter Brown	City of Greater Dandenong	PB
Mr Mark Cenin	Airservices Australia	MC
Mr Graham Taberner	CASA	GT
Mr Tom Uren	Mordialloc Village Committee	TU
Mr Bruce Reynolds	Dingley Heatherton Village (DHV)	BR
Mr Paul Phillips	Dingley Village Community Association	PP
Ms Peta Millard	MARA	PM
Mr Stuart Rushton	RVAC	SR
Mr Joe Biviano	Dingley Village Community Association	JB
<b>APOLOGIES:</b>		
Cr Ron Brownlees	City of Kingston	RB
Mr Tony Aiezza	MAC	TA
Mr Paul Sleep	Airservices Australia	PS
Mr Steve Galjar	Melbourne Flight Training	SG
Mr Adam Sullivan	Federal Department of Infrastructure and Transport	AS
Ms Adrienne Fleming	Tristar Aviation	AF
Mr Jeremy Parkinson	Federal Department of Infrastructure and Transport	JP
Mr Brett Newman	Professional Helicopter Services	BN

## **1. APOLOGIES**

- The Chairman opened the meeting at 1300 and welcomed attendees and invited guest, Mr Ron Brent, Noise Ombudsman.
- Apologies were noted.

## **2. INTRODUCTION OF NEW MEMBERS**

- Ms Peta Millard was introduced as the President for MARA, replacing Tom Uren.

## **3. MINUTES OF THE LAST MEETING**

- Minutes of the previous meeting, held 16<sup>th</sup> September 2011, were accepted by the committee.
- PMcC advised Minutes were available for viewing on the MAC website.
- The Chairman moved that agenda items be discussed after the Noise Ombudsman's presentation.

## **4. INTRODUCTION OF THE NOISE OMBUDSMAN, MR RON BRENT**

- David Hall introduced Mr Ron Brent, Noise Ombudsman, and invited him to speak to the meeting.
- Mr Brent outlined his role as Noise Ombudsman and what the position entailed. It was highlighted that the Noise Ombudsman was an independent body in addressing community complaints.
- Mr Brent presented a slideshow and an informative discussion on the role of Noise Ombudsman and the process of complaint resolution.
- A copy of the presentation will be attached to the minutes of this meeting and circulated to members.
- ANO Charter – what the Noise Ombudsman will do after a complaint to Airservices Australia: (a complainant must first have contacted Airservices before contacting the ANO)
  - 1. Review handling of complaints / enquiries.
  - 2. Monitor effectiveness of community consultation.
  - 3. Monitor effectiveness of aircraft noise related information.
- ANO aircraft noise ombudsman: is Noise the real issue? Aircraft (or any other) noise is a real individual issue. What affects some does not affect others. Noise can be caused by a huge variety of sources and have many reasons for being- the challenge is to understand the source of complaints and explain why it is happening.
- ANO has handed down an initial series of recommendations and considerations;  
Airservices focusing on:
  - - 18 recommendations.
  - - Resolution – change or explanation?
  - - Cross industry issues: noise is an issue for Airservices, airlines and airports.
  - - Culture shift – moving from handling complaints to looking at the actual issues.
- Current activities:
  - Individual complaints: 131 lodged, 112 closed.
  - Focus on systemic issues.
  - First review February 2011 – 40% closed through review.
  - Individual opportunity.
- The question was asked “Why engage in noise management”
  - To take proactive ownership.
  - Brand protection: the brand being Aviation. Important for the industry to consider how to protect itself for the future.

- Impact on Master Plan process: governments are now examining airports activities in noise management very closely.
- Self-regulated verses enforcement. Nobody wants imposed restrictions.
- Thoughts for Moorabbin:
  - Activities at Moorabbin including CACG are held up as a leading industry standard- in fact Moorabbin was a template for Department to define CACG roles.
  - Information is the key
    - Accessible
    - comprehensive
    - Relevant
- Take complaint and suggesting seriously eg. the effort put in to Circuit Training Taskforce.
- The issue of aircraft noise will not go away - dissatisfaction is here to stay and all stakeholders must respond to this.

#### **5. MATTERS ARISING FROM THE LAST MEETING.**

- It was agreed that the expanding membership issue would be postponed and discussed at the next meeting due to time restrictions at this meeting.

#### **6. MAJOR DEVELOPMENT PLAN (MDP) UPDATE.**

- CDP provided an informative update on the current MDP process for the Wesfarmers development on the corner of Centre Dandenong Road and Boundary Road.
- The economic and social benefits of the development were outlined.
- CDP reiterated the MDP procedure and the need for openness and transparency during the process.
- PB questioned the standing of the consultants and was advised they were recognised consultative organizations.
- TU asked if the final determination would be the Federal Government. CDP confirmed this would be the case.
- RH asked for an opportunity to consult with the decision makers in regards to the MDP submission.
- CDP advised that consultation prior to the MDP submission is continuing and the airport will respond to every single submission.
- RW asks when the draft MDP document would be available. CDP states the draft will be sent to the Minister in December and would be available to the public February 2012

#### **7. PLANNING COORDINATION FORUM (PCF)**

- CDP advised the committee of the establishment of the Planning Coordination Forum (PCF) being held at Moorabbin Airport in the near future.
- The PCF was formed as a result of a white paper recommendation for airports to look at planning and protection of airports in consultation with local, state and federal planners forming a link between stakeholders and airports.
- Invitations have been sent to local, state and federal planning officials to attend as a PCF representative of their organization.
- The meetings will not be open to the public nor members of the CACG.
- PF followed up with an overview of the department issued guidelines for a PCF forum.
- LW requested a briefing on this forum. PF agreed.

## **8. MARA AGENDA ITEMS.**

- TU questioned the technology of modern aircraft and why it seems not to have kept pace with the modern world. In today's world the technology should see an improvement in the noise that aircraft produce. TU suggests that there is an aging population in Kingston and therefore home owners are at home more often and therefore are greatly affected by aircraft noise.
- RB acknowledged technology had not changed greatly for smaller aircraft. Larger (jet) aircraft have developed quieter profiles because of incentives or penalties- for instance ability to land within otherwise curfew periods. However there is a different market- passenger transport. RB feels there needs to be incentives for smaller aircraft to reduce noise.
- RB acknowledges the Fly Friendly program is important with airport operators ensuring flying organizations and pilots are compliant with Fly Friendly. RB agrees that the Fly Friendly program has limitations and some small changes are needed.
- MC (Airservices Australia) explained that a number of initiatives are in place that will impact on aircraft noise by the use of technology- such as RNP (Required Navigation Performance) that has been in operation with Qantas for the past 7 years.
- TU questions if there is a need to converse with people at the Noise Ombudsman's level.
- RB agrees that issues need to be on the table so problems can be shared.
- LW advises that after twelve months in elected office she has received a lot of calls with regards to aircraft noise. LW raises the suggestion of a support group for people with similar noise issues.
- MC confirms the volume of noise complaints through Airservice Australia is in excess of 90,000 per year. However a large number of complaints are made by a very small number of complainants..
- RW asks who monitors compliance of the Fly Friendly program.
- PMcC advises airport operators of the Fly Friendly program and the airport requests compliance.
- PMcC drew attention to Web Trak as a tool to track aircraft movements around the airport.
- Web Trak is an online aircraft tracking tool with a 40 minute real time delay. The site can be accessed from the Moorabbin Airport website [www.moorabbinairport.com.au](http://www.moorabbinairport.com.au) or <http://webtrak.bksv.com/mel>
- JB suggests that on a good day 1,000 planes fly over Dingley and asks if this is acceptable. In answer RB sums up the discussion by saying that the airport has been established on site for a long time, housing has expanded and is affected by aircraft noise. The vision is to look at a long term strategy to reduce noise as the airport cannot be moved. In the short term, there is no change. Some problems cannot be fixed.
- DH thanks the Noise Ombudsman, Mr Ron Brent, for his attendance and participation in the resulting noise discussion.

## **9. CURRENT AIRCRAFT MOVEMENTS REVIEW**

- PMcC attended the annual Noise Forum on the 4<sup>th</sup> November 2011 in Adelaide – this is made up of the airline industry, Airservices and the Airports Association. Outcomes will be:
- Webtrak will be expanded to provide considerably more information to the community, including better history files and indications of average daily traffic. The intent is that it can be understandable and usable by the community and should not be overly technical..
- Similarly there is a need to better explain aircraft activities that result in noise so a considerable effort will be made to provide more explanatory information- again in language the community can understand.

#### **10. CIRCUIT TRAINING**

- PMcC confirmed the change in training hours for weekend circuits at Moorabbin Airport from early 2012 as a result of the Circuit Training Taskforce recommendation.
- This will result in Circuit training times on weekends and public holidays being reduced from 0800-2000 (or last light) to 0900-1800 (or last light). PMcC has spoken with airport flying school operators and the response has been very positive. Note that the airport remains open for other traffic 24 hours per day.
- Revised Fly Friendly education material is available and currently being circulated.
- Discussions will commence with State Government to consider ways in which flying schools can be encouraged to undertake more circuit training at regional airports.
- There has been no resolution for helicopter operations as yet.

#### **11. OTHER BUSINESS**

- DH requests to defer Agenda Item 10, the invitation to the Chair of Melbourne Airport CACGF, Mr Darrell Treloar, to attend the next meeting. The committee agreed to postpone the invitation.

#### **12. NEXT MEETING**

- The Chairman advised the next CACG meeting as 30 March 2012.
- 29 June 2012 was scheduled for the second meeting with a review for subsequent meetings.
- The 2012 meetings will be held in the Moorabbin Airport Terminal due to the increase in committee members.

The Chairman thanked the Noise Ombudsman, Mr Ron Brent, for his time and informative presentation. Christmas wishes were extended to all in attendance and the meeting closed at 3:00pm.

Attachments: Noise Ombudsman presentation  
MDP Information Bulletin



**a  
new way  
of thinking**

**Moorabbin Airport CACG**

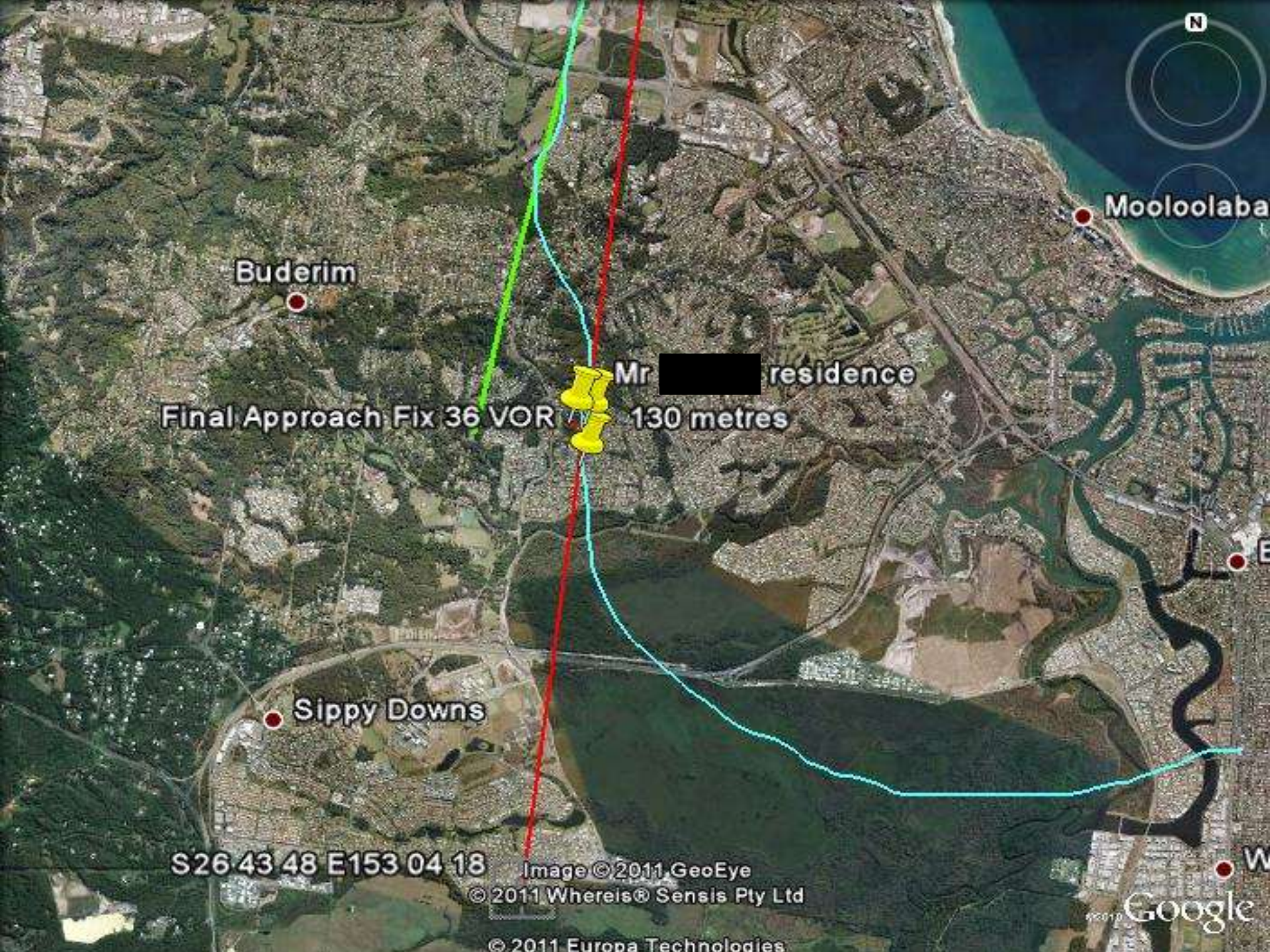
**Ron Brent**

2 December 2011

# Why have an ANO?



- Independence –
  - Not industry
  - Not community
  - Not defender of status quo
- Opportunities for change
- Better explanations



Buderim

Mooloolaba

Mr. [redacted] residence

Final Approach Fix 36 VOR 130 metres

Sippy Downs

S26 43 48 E153 04 18

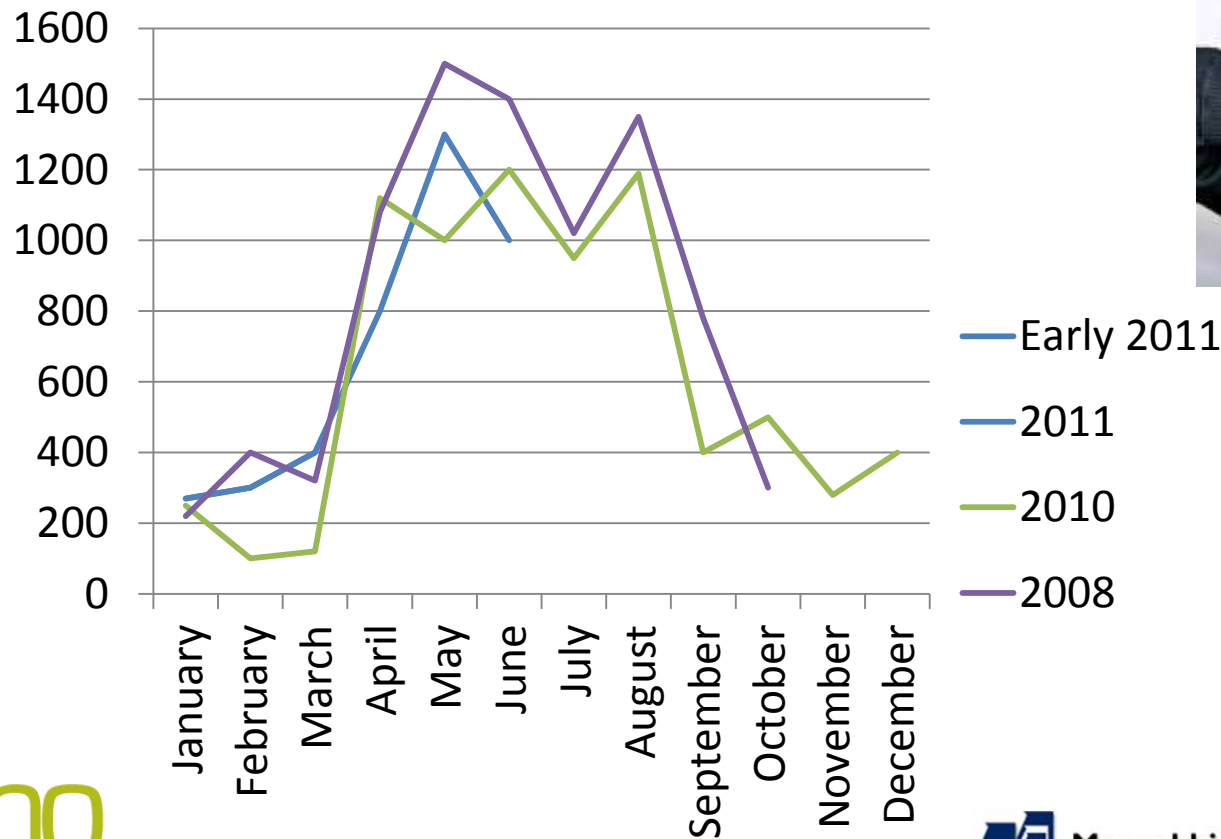
Image ©2011 GeoEye  
©2011 Whereis® Sensis Pty Ltd

© 2011 Europa Technologies

Google

# Is noise the real issue?

- **NOISE** – *Unwanted sound heard by an individual*



# ANO Charter

1. Review handling of complaints/enquiries
2. Monitor effectiveness of community consultation
3. Monitor effectiveness of aircraft noise related information



# Complaint Handling Review



- 18 recommendations
- Resolution – change or explanation?
- Cross industry issues
- Culture shift – complaints versus issues

# Current Activities



- Individual complaints:
  - 131 lodged, 112 closed
- Focus on systemic issues
  - First review Feb 2011
  - 40% closed through reviews
- Individual opportunities

# Why engage in noise management?



- To take proactive ownership
  - Brand protection
  - Impact on Master Plan process
- 
- Self-regulation versus enforcement

# Thoughts for Moorabbin



- Information is key:
  - Accessible
  - Comprehensible
  - Relevant
- Take complaints/suggestions seriously (e.g. CT report)
- Dissatisfaction here to stay

# Thank you



**ano**  
AIRCRAFT NOISE OMBUDSMAN

[ano.gov.au](http://ano.gov.au)