



**Community Aviation Consultation Group
Minutes of Meeting
Wednesday 13 November 2019
Cataract Gorge Room, Launceston Airport**

1. Present & Apologies:

Present:	James McKee Tim McLean Arun Kendall Trent Kneebush Jacinta Sinclair Adrian Turner Damien Blackwell Olivia De Groot Hans van Pelt Darren Walker Kathryn Kominets	Chair Airservices Department of State Growth Kneebush Planning Community Rep - Evandale Resident Airservices West Tamar Council Qantas Tas Govt Dept of Infrastructure Dept of Infrastructure
Apologies	Michelle Gibbins Lorraine Green Peter Neilson	West Tamar Council Northern Midlands Council Community Rep
In Attendance:	Paul Hodgen Ilya Brucksch Meredith McKell Marcus Lancaster	Launceston Airport Launceston Airport Launceston Airport Launceston Airport

James McKee (chairman) welcomed all in attendance.

2. Confirmation of Previous Minutes:

The Minutes of the meeting held on 19th June 2019 were accepted as a true and accurate record.

3. Actions Arising:

Nil.

4. General Airport Update – Paul Hodgen (General Manager):

Paul Hodgen provided an update (since the last CACG) on airport passenger traffic performance, key staff movements and some developments and initiatives, which have occurred since the last meeting.

Passenger Traffic Performance:

- FY18/19 Passenger performance:
Passenger traffic performance for the financial year just ended shows a result of 1.9% growth over the previous year, with growth in the final quarter reaching 3.1%.
- The full year result is more than six times the average Australian Domestic Regular passenger Transport growth rate of 0.3% for FY19, with the growth largely fueled by continued growth in tourism demand. In supporting that locally, there is a strong infrastructure pipeline (including hotels) being developed in Launceston and Tasmania's broader economy also continues to make gains.
- Festivals have helped passenger volumes and have included Festivale, Breath of Fresh Air Film Festival, Junction Arts Festival and MOFO in its inaugural year in Launceston having recently relocated from Hobart. As well as longstanding events such as Agfest, Targa Tasmania, Supercars and our Hawks AFL.
- Domestic route passenger growth for the last 3 months of the financial year was more than 6 times the national average for Q4 (in comparison to the same quarter in 2018). A fundamental contribution to the second half passenger performance was the launch of a successful destination marketing campaign at the start of the calendar year. The campaign was targeted at increasing the national profile of Launceston airport and at driving visitation to the Northern Tasmania region. The investment in this campaign was a fundamental element of reaching a 5-year Aeronautical Facilities Agreement with the airports largest customer Qantas Group late last year. The branded aircraft flew to more than 18 domestic airports, with more than 750 sectors flown around the country and as far afield as Changi and Denpasar.

Aviation Growth trend is slowing:

- In the first 6 months of the calendar year (2019), Sydney Airport's passengers decreased 0.2% versus last year. Sydney airport for the year in total was down 0.6% in domestic passengers.
- In July, Melbourne's Domestic passengers were down 0.7%, and Internationals down 0.5%, the first such decline in ten years.
- Australian Domestic passengers fell in the 12 months to August for the first time in 4 years (BITRE) (down 0.2%). August itself was almost flat domestically +0.2%.
- Very contrasting financial results have been posted by Qantas Group and Virgin Australia (who announced a \$349m loss and some 750 corporate staff to be reduced).

The airport's October result has shown a 1.5% upturn versus last year, buoyed by school holiday traffic and Melbourne musical concerts. Year to date traffic is up just 0.3% versus last year with a low growth forecast expected for year-end.

Overall Airport Experience is continuing to improve:

- Bi-annual Quality of Service monitoring surveys conducted over five day periods investigate passenger satisfaction through the entire airport experience, sampling more than 200 departing passengers and surveying more than 45 parameters.
- Overall Airport Experience continues to show improvement.
- The airport continues to make progress in addressing a number of key issues raised in previous Quality of Service monitoring (covered walkways, saver brand pricing promotion; signage upgrades; gate ambience improvement with new carpets, additional water fountain).
- One disappointing result has been the lack of improvement noted by passengers following the airport investment in larger upgraded screens with improved resolution. These were installed in all check in desks and Public Flight information screens together with the installation of dedicated arrivals information screens for use by meeters and greeters.

Following the July survey and free format comments therein, the airport is progressing a number of upcoming plans:

- Wi-Fi speed/access -Transition from iiNet to Launtel
- Food & Beverage: Wilderness Espresso footprint/seating to increase, together with table service introduction.
Lower gate retail facility (which has been closed since the September 2017).
Decommissioning of the lower gate retail facility is being discussed with the operator (ELRA) with a view to facilitating future “pop-up” retail opportunities during peak months.
Amendments to Mystery Shopper visit timings are also being contemplated in order to better sample peak periods.
- The Customer Service program (Charter and reward/recognition scheme) is to be re-invigorated with retail operators, ISS Security and Ground Handlers.
Technical issues with current ISS satisfaction tracking kiosks have been rectified in the past week after an extended outage.
- Europcar car rental return booth to be constructed.
- Promotional car parking campaign launched September through TV/Radio/Billboard.
TV campaign includes map pictorials. Additional car rental signage is to be implemented at the Sharp terminal.
- Consistent car park capacity contingency arrangements to be established and documented by Operations, with a new light tower having been purchased.
- Free-time policy (extension) within the long-term car park to be considered in order to alleviate the need for construction of a “Ring and Ride” facility.
- Signage and Wayfinding improvements being actioned.

- Slip hazard signage to be introduced around water dispensers.
- Out-of-hours signage and guidance introduced in the Reception area.
- Adequate re-stocking of trolleys has recently been addressed with SmarteCarte.
- Baggage delivery performance by airlines and Ground Handlers continues to be problematic.
- Self-check in automation opportunities are being explored with technology suppliers and Ground Handlers.
- ATM service (sterile area) alternative arrangements being pursued with ANZ after CBA withdrawal.
- Forecourt and façade facility improvement and security concepts are under development.

People:

- Two staff departures have occurred since the last meeting, Ed Beswick (Financial Accountant) and Stacey Polomka (Environment, Health, and Safety Specialist) with environment cover in the interim provided by the Melbourne airport environment team).
- Three staff arrivals have occurred. Newly appointed Aviation Operations and Compliance Manager Marcus Lancaster joins the leadership team. Meredith McKell joined in August under a jobshare arrangement with Cathy Bolt as an Administration Assistant, and Tim Vos joined last month as Financial Accountant.
- Volunteer Ruth Pearson has departed and been replaced by Kim Spencer and Gabriel Bannister, with more Volunteers about to commence.
- On a sad note in October, we recognised the passing of a colleague from the ISS Security team (Screening Agent Helen Budgeon). Almost 30 current and former airport staff gathered for a morning tea at the screening point to reminisce and celebrate Helen's life. Touching eulogies were delivered by Georgette Findlay from Launceston Airport and Jody Goodyer from ISS Security.

Industry & Tourism Awards:

- As mentioned at the last CACG the airport made local Airport Excellence Awards in September, with the presentation conducted by Board member Hugh McKenzie in the Boags Upper Deck Bar & Restaurant.
Excellence in Volunteering: Glenice Sondermeyer.
Excellence in Customer Service – (Individual): Tanya Dean of ELRA now Jetstar.
Excellence in Partnering: The Launceston Store (Amanda Lovegrove).
Excellence in Safety: Stephen Faulkner (Building and Grounds Officer).
- As promised, the winners were whisked off to Melbourne courtesy of the airport to participate in the APAC event at Crown Towers joining 4-500 Melbourne airport participants. Tanya Dean of ELRA (now Jetstar handlers NTLAS) was presented with the overall Airport Excellence Award.

- Boags Upper Deck Bar and Restaurant won the Emirates Leisure Australia restaurant and bar of the year. The judging criteria looked at commercial performance, customer reviews and performance in Audits. Boags had competition from a number of Sydney airport venues. Well done to Shannon Bosanquet and her team.
- Last Friday night Launceston airport won a State Tourism Gold Award, its second in a row. This is the airports third Gold tourism award, with 6 such awards in 5 years. The airport now goes forward to the Qantas Australian Tourism Awards finals being held in Canberra in early March.
Next week Launceston Airport has been nominated as a finalist for 2 Australian Airport Association award categories at the national conference taking place on the Gold Coast.

International Charter:

- Last week the airport saw an unusual visitor with a TUI Boeing B757-200 visiting the airport for three days with 74 National Geographic Expedition charter passengers. The aircraft had jetted in from Vanuatu via Avalon. The Operations, Buildings and Grounds teams were busy in the run-up to the arrival, conducting necessary checks and balances to safely accommodate the aircraft.
The aircraft departed ahead of schedule on Wednesday thanks to the efforts of the Operations, Building and Grounds teams, flying directly to Adi Soemarmo International Airport – Surakarta, Central Java. In the words of the Event Tour Guide “thank you for a brilliant Launceston Airport experience. You were wonderful to work with and everyone was highly impressed with the service”

Ex Gratia Equivalent Rates:

- Since the last meeting, a 5-day hearing was conducted in Hobart (commencing 22nd July), at which a number of airport staff took the stand and were cross-examined on their extensive affidavits.
Justice O’Callaghan in the Federal court has subsequently ruled in favour of Launceston and Hobart airports in the current ex gratia rates case being brought by NMC and Clarence Council against the Commonwealth, Launceston and Hobart airports. The judge found that the councils had “no standing” to bring the case before the court.
Both councils have elected to appeal the ruling. The appeal is likely to be heard on 4th-5th May 2020.
The judge has also ordered costs in favour of the airports for both the hearings and the cross-claim, which the airports subsequently brought against the Commonwealth.

Airport Lease Review:

- Following the last CACG meeting, representatives from the Department of Infrastructure Transport Cities and Regional Development met with airport management to conduct the annual lease review and have since written confirming the review process has been satisfactorily completed.

Productivity Commission:

- The Productivity Commission released its final report. The report indicates that the larger airports have not been abusing market power in commercial negotiations, (aeronautical charging and car parks).
The Report is being put before the Australian cabinet in the coming weeks for consideration and endorsement.

Stakeholder Survey and stakeholder event:

- The airports annual stakeholder event is due to take place on 27 November in QVMAG, with the stakeholder online survey closing on Friday.

Tourism Events:

- During the month of November Launceston (and region) has a huge schedule of events planned, including Effervescence, Enduro Shimano Tasmania World Series Mountain biking and the inaugural Mountain Biking Summit.
- Deloraine Craft Fair.
- Tasmanian medical conferences and the world fly-fishing championships at the end of the month.
- The Mona Foma festival will take place in January with a lucky NSW-resident the competition winner. The winner and 150 friends flying free of charge to the festival. Competition entrants spent more than a million hours online scouring the Tasmanian map for the Air Mofo aircraft.
- Tamar Valley Wine Route festival later in the year.
- Looking ahead the airport is doing some long-term planning for the centenary of the RAAF where Launceston may be one of very few regional host cities. The RAAF has strong links with the Launceston community, going back to Hudson Fysh.

Community:

- Launceston airport continues to be active in the community over and above the ongoing sponsorship program.
- In August, Metal Robotics (a mentoring program for 11-18 year olds) held a trivia night, the star prize presented by the airport was a behind the scenes tour with Operations.
- In August, the airport hosted a family visit for Marley (who is on the autism spectrum) and his sister, prior to their upcoming holiday flight. With the assistance of a Jetstar captain, Marley was able to go onboard an aircraft.
- There is an "Awareness booklet" downloadable from the Launceston Airport website and additionally, Management are now engaging with a global company (Architectectus) on a pioneering initiative to build a virtual reality airport to allow those with autism and other related conditions to experience the airport in a virtual manner.

- RU OK day was held on 12th September, with airport staff addressed by John Kirwan from the RFDS.
- During September, the airport hosted impromptu live performances in the arrivals hall to mark the launch of the Junction Arts festival.
- The airport recently hosted a visit from students from the Alandale campus (Tas TAFE) as part of a skills-based activity. Students were able to obtain an appreciation of how an airport functions and in particular, how it handles services for those living with intellectual disabilities or autism.
- On September 14th, at a “Careers on Wheels” event held by Kings Meadows High School Community, two staff and the airport operations vehicle will be present.

Car rental and car park:

- Car rental ready bay capacity has been boosted by almost 20%, together with the construction of undercover walkways to the car parks and installing service booths for car rental returns.
In September, a car parking campaign was launched on TV, radio, billboard and digital with 3 different advertisements featuring the cartoon family “Baxter”.

Property:

- Disappointingly, the second Qantas Flight Academy was awarded to Mackay in July but the state and airport is open to new opportunities which may arise in this sector.
- A successful decommissioning of the grass runways would provide significant opportunity for “green field” development for flight academy aeronautical facilities.
- The former Alpha Catering demountables have finally been demolished to make way for an equipment and vehicle staging area for Engineering, Building and Grounds teams, next to their new workshop at Building 89, just south of the terminal.

Heritage Gardens:

- Arriving passengers are currently being rewarded with a spectacle of colour lining the exit roadway. The airport heritage gardens were first planted in the mid 1960’s by renowned landscape architect Mervyn T Davis. They have heritage value as an example of early formally designed industrial native gardens and to this day still turn on a colourful display in bloom every year.

5. Security and Operations:

5.1 Security Screening Enhancements:

Marcus Lancaster reported.

- The Department of Home Affairs has been working with airports around the country to improve security screening across the country. Launceston is classed as a Tier 1 Airport and during the course of 2020, the airport will be upgrading the current screening equipment for

passengers, goods, cabin baggage screening and checked baggage screening. Body scanning equipment will replace walk through metal detectors.

- There will be an upgrade from X-Ray equipment to CT, which will provide 3D imaging and other security screening benefits for screening staff.
- Implementation of an automated tray return system or “smart lane”.
- 100% Checked baggage screening X-Ray will also be replaced with CT technology.
- Communication will go out to the public in due course.
- Melbourne airport has just implemented body scanners and the above equipment.

5.2 Aviation and Maritime Security Division audits:

Marcus Lancaster reported on recent AMSD surveillance compliance audits and the airport engagement and actions in cooperation with the Department on such matters.

5.3 Grass Runways Decommissioning:

Marcus Lancaster reported.

- Following a letter from the Department of Infrastructure Cities and Regional Development [DOITCRD] (Airports), Management has written back to the Department confirming the availability capabilities of other airports in the vicinity to accommodate any displaced traffic. Feedback is awaited on the next step/s in the decommissioning process, which also forms part of the Master Plan submission.

5.4 Airport Safety Week:

Marcus Lancaster reported.

- Airport safety week was held in October 2019 with much success. Thanks were passed to Georgette Findlay, Keegan Buckely (Technology) and Bill Greensmith (Buildings and Grounds). There was good engagement across the airport, RFDS, ARFS and Ambulance Tasmania. Over the 5 days there were in total 15 events. There was a Bar-B-Q held at the end of the Airport Safety week to present airport safety awards.

6. Projects:

Illya Brucksch gave an update report on Projects.

- Over the last six months, upgrades have occurred in the car rental car park with the addition of car rental booths for three rental operators. Planning continues to occur in respect of future car parking capacity needs. Security upgrade planning is well advanced with the likelihood of the current Qantas lounge being relocated.

6.1 Demolition of Alpha Catering Building:

Ilya Brucksch reported.

- The former catering building has been demolished. Some of the material (insulation) was put to good use by being sold on to a private individual who was building a house.

6.2 Landscaping and Place-making Concepts:

Ilya Brucksch reported.

- Additions have been made to this project consisting of the following elements: Forecourt safety; infrastructure and security; Terminal frontage treatments; remediation works on Drop-off and Pick-up lanes and the Commercial lane. Work is underway towards reflecting an increased sense of place reflecting Tasmania for those entering the state for the first time. (Concept images shown at a previous meeting).

7. Planning

7.1 Quarry Development:

Ilya Brucksch reported.

- A Development application has been received for the expansion of the quarry. The quarry is located to the north/east of the airport and the runway. It has been identified the expansion presents a number of risks, one being explosive issues with the potential for dust and flying rock from blasting, which may penetrate the safety surfaces of the airport. Engagement has occurred with the operator/developer suggesting that a safety impact assessment needs to be completed to determine the risk to the airport.

7.2 National Airports Safeguarding Framework (NASF):

Ilya Brucksch reported.

- The NASF guidelines are planning guidelines, which have been developed by the Department of Infrastructure for airports around Australia and essentially endorsed by the state. These guidelines are in place to measure the impact of external effects on the airport. NASF consists of 9 principles / guidelines, which include: assessing and managing aircraft noise to surrounding residences. The guidelines are covered within the State Planning Scheme/s around Australia and incorporate noise contours created by the aircraft flight paths.
- In terms of protected airspace, any development that occurs within which is over a certain height is referred to the airport for assessment of impact and then potentially referred onto the Department of Infrastructure for their assessment.
- Provisions will include elements such as windshear, which is a wind effect on the aircraft if a large structure is placed in close proximity to the runway or landing approach. There are elements within the Masterplan to explain the guidelines.
- The Department of Infrastructure is actively seeking feedback from the industry.

7.3 Evandale Road Duplication

Ilya Brucksch reported.

- Duplication is planned by the Tasmanian Government from the Breadalbane roundabout to the entrance of the Launceston airport, (at this stage). State Growth has been in contact with the airport, which has been advised that the time frame for delivery is undefined at this stage, (possibly 2021 – 2023). The airport has been advocating for duplication to also be carried on south of the airport entrance, cognizant of development/s around Evandale and beyond which may increase the traffic on Evandale Road.

7.4 DOITCRD Visit

Ilya Brucksch reported.

- Ilya advised the Department of Infrastructure had a research team visit the airport as part of a project which supports regional airport grant funding proposition for the future. The report will be put together to have a greater understanding of the challenges and opportunities around economic sustainability of regional airports.

8. Environment Update:

8.1 Spills:

Ilya Brucksch reported.

- Ilya reported there were 3 minor spills for this period. Of the 3 spills that were reported, none were large enough require referral to the Airport Environment Officer.

8.2 PFAS Update:

Ilya Brucksch reported.

- Ilya reported Launceston airport continues to have representation at the “round table” in Hobart which includes the Tas EPA, Dept of Health, DIPIPWE and Airservices. Since the last meeting, Airservices has agreed to complete a DSI (Detailed Site Investigation) at Launceston airport. Launceston is one of six airports around the country where Airservices is conducting such DSI’s. James McKee commented concerning discussion of PFAS at the CACG Chairs forum, acknowledging the need to expand the meaningful conversation with the community around what is in fact a much larger issue than just airports.
- Jacinta Sinclair made mention that the Department of Health had posted notices on the River from Corra Linn down to St. Leonards advising against consumption of fish. It was highlighted that the source of contamination has not yet been identified. Jacinta asked if the initial sampling of the DSI testing will occur both on-and off-site in surrounding areas.
Ilya Brucksch responded that Launceston airport has been encouraging Airservices to also perform elements of off-site testing as part of the DSI scope.
Airservices have agreed as part of the DSI process testing will be done off-site.

8.3 Electric Vehicle Charging Grant Notice (EVC)

Ilya Brucksch reported.

- The grant application to the State for an Electric Vehicle Charging station to be sited at the airport unfortunately was turned down. Launceston airport had conducted some preliminary research with Council as some of the car parks in Launceston CBD have EVC.

9. Launceston Airport Master Plan 2020:

- Ilya Brucksch provided an overview of the Master Plan and reported the time frame in scope is 5-20 years.
- In May 2018, the initial planning and program was produced for the Masterplan. The first phase was around Consultant Commissioning (Terminal planning, noise, airspace, ground transport and environment). The Masterplan is now in the draft and review phase. Within this phase, an "Exposure Draft" has been submitted to the Department of Infrastructure, including CASA; Airservices; Department of Environment; Australian Border Force; etc and is now awaiting feedback / review / comments.
- The public exhibition period (60 business days) will occur from the 3rd December 2019 through to early March 2020. Submission to the Minister for approval is to occur in May 2020.
- Part of the Act requires the airport to inform Local Government, State Government Ministers and Agencies of the upcoming formal exhibition phase for the Masterplan. Letters will be dispatched imminently with USB's.
- Public notices will be posted in local papers; social media; media releases; and through media interviews from 3rd December 2019.
- During the public exhibition period, the document will be placed on the Launceston airport website, Libraries, Council Chambers and at the Launceston airport, as well as "meet the planner" sessions (designated times to be advertised for people to come to the airport with questions and feedback).
- Ilya suggested delivery of a "road-show type presentation" to Chamber of Commerce groups, Rotary and other professional groups and industry leaders within the community, for feedback.
- James McKee encouraged proactive use of the Master Plan to "get ahead of the curve" and accessing the experts of other industry groups with greater line of sight such as the real estate Institute; H.I.A; Property Council etc.
- The opportunity to utilize Evandale Neighbourhood Watch or other such community newsletters was highlighted.
- The Master Plan was also highlighted as an opportunity to realign misconceptions perceiving the airport as a large corporate entity and to promote the important economic role which the airport itself plays in the community.
- Discussion occurred around contingency in the event of a significant issue or appeal arising which would delay the approval of the Master Plan. It was highlighted that the 2020 Master

Plan is not considered to be radical in its content and is essentially a “refresh” and that the Air Noise Exposure Footprint is in fact marginally reduced.

10. Committee Member Updates:

- Tim McLean reported on new suburbs / housing developments that may be affected by aircraft noise. Bushby Property Group have opened “Oakden Park” a new development opposite Bunnings at Youngtown (approximately 215 blocks). These blocks will invariably, due to the location chosen for the development, be impacted by aircraft noise from aircraft on final approach to runway 14R.
- In quarter 2, a complaint was received relating to a standard flight path movement off runway 32L (northerly direction) in Youngtown. The aircraft concerned was conducting a normal standard instrument departure (normal flight path).
- In quarter 3, a complaint was received regarding a standard flight path movement, arriving aircraft over West Launceston. This was a standard flight path movement on a standard approach (normal flight path).
- In quarter 3, a complaint was received by Airservices about approach lights during July’s heavy fog. The complaint was regarding the length of time the lights were activated. Passenger flights were all cancelled due to fog, however, there were other aircraft such as Medivac, RFDS and other non-passenger flights that were operating at the time. The runway light activation had occurred in accordance with current activation guidelines. Airservices NCIS department had responded accordingly to the resident.
- Further discussion occurred in residential developments in the vicinity of the airport including the recent Traders in Purple proposal.
- Olivia DeGroot reported that a new Commercial Group had been formed within Qantas Group overseeing the interests of both Jetstar and Qantas, with commercial terms now being negotiated by a single team. Steve Palombo Senior Manager Commercial – (Airports) has taken over from David Bell. Steve and his team are located at the Jetstar Offices in Collingwood, Melbourne. Olivia highlighted the strong load factors being experienced by the Qantas Group on Launceston routes.
- Given the focus on yield improvement by the airlines, recent examples highlighting the escalation in one-way fares available between Melbourne and Launceston were highlighted to Olivia who agreed to refer the matter to head office. Hans Van Pelt highlighted the focus on capacity flow needed from summer to winter and briefed the group on the upcoming new Marketing campaign by Tourism Tasmania. “Come Down For Air”. Discussions continue with Jetstar regarding the impact on seasonality of travel particularly in northern Tasmania. Jetstar has been briefed regarding the impending infrastructure pipeline in train for Launceston and the need for retention of adequate year-round capacity on the Sydney route in particular. Deloitte has been engaged regarding the planning and forecasting associated with the new State Access Strategy to replace T21.
- Jacinta Sinclair requested that indigenous matters be kept on the airport agenda.

- Ilya Brucksch reported that an indigenous survey had been conducted as part of the Master Plan activity. The Indigenous Report has been finalised and will be in the Masterplan as part of the Environment Strategy section. The opportunity to incorporate elements within the arrival placemaking concepts will be considered. Kathryn Kominets reported on Drones, where the Department of Infrastructure is working with other Commonwealth agencies as well as State and Territory Government in a whole-of-government framework to manage drones around airports with a paper for industry being prepared.
- Kathryn Kominets also reported that the NASF review submissions close on 27 November 2019. A draft report is to be prepared early February 2020 and presented to a Transport and Infrastructure committee in the first half of 2020. Recommendations will be put forward at that meeting.
- Kathryn Kominets also advised that Simon Atkinson (ex Treasury) has been appointed as the new Secretary for the Department. Executive Director Brendan McRandall has moved onto acting Deputy Secretary of the Water Group, which has merged with Department of Infrastructure. Jim Wolfe is acting as Deputy Director.
- Kathryn reported that progress is being made on a nationally consistent strategy to address PFAS. The Department is currently exploring funding for that work.
- James McKee circulated a recent CACG Chair Committee summary discussion paper to the Group. The challenge of keeping pace with the development of new technologies impacting airports was highlighted including the likes of drones and air taxis (some trials for which are underway for the former).
- James reported from the summary document on the national economic contribution of airports estimated at \$34-billion-dollars each year, with \$11 billion alone invested in upgrades in the last 10 years and the expectation that this will double in the next decade. Significant programs such as Western Sydney Airport, Brisbane's new runway and Melbourne's new runway were highlighted. In the PFAS area, the focus will move to options and priorities for technical intervention and to a more sophisticated conversation on the issues beyond airports.
- James reported that Paul Seaman of Accor Hotels has been appointed as the new Chairman of Tourism Northern Tasmania and the recent successes in the development of the Cool season Events Program with a major focus around sporting tournaments. Great examples also around MOFO and the recent inaugural Musical Theatre Festival.

11. General Business

- Damien Blackwell enquired about charter flights, how many are there and the associated facilitation and handling thereof.
- Paul Hodgen replied, there are two Ground Handlers at Launceston Airport as well as the Aeroclub who undertake ad hoc aircraft handling. Marcus Lancaster reported there are a few business charter flights coming in over the Christmas period.
- Jacinta Sinclair commented on the Volunteers (Customer Care) and the good care and service Glenice Sondermeyer had provided to a member of her family at the airport.

12. Next Meeting: TBA

13. The meeting closed at 12.10