



Community Aviation Forum

30 March 2021



Agenda

ITEM	TIME	LEAD
Welcome <ul style="list-style-type: none"> • Actions from meeting 20 December 2020 	5:30pm	Ron Brent
Sunshine Coast Airport Update <ul style="list-style-type: none"> • Current Airport status • Aviation Update • Terminal and COVID-19 management 	5:35pm	Andrew Brodie Frank Mondello Ayllie White
Airservices Australia update <ul style="list-style-type: none"> • PIR, noise monitoring and engagement plan • NCIS complaints update 	5:45pm	Donna Marshall
Fly Neighbourly Agreement (FNA) <ul style="list-style-type: none"> • Update on draft Fly Neighbourly Agreements – Fixed Wing and Helicopters 	6:05pm	Ayllie White Kylie Ezzy Frank Mondello
Member Updates and Other Business	6:15pm	All
Conclusion	6:55pm	Ron Brent

New Runway

COMPLETED



- 8 aircraft bays now operating

Terminal and COVID-19 safety



- ACI Accreditation - SCA recognised internationally for COVID-safe practices
- Communications
 - Terminal
 - Mask reminder signage
 - Distance signage
 - Free masks
 - Online communications (website + socials)
- Rearranged terminal to remove seating and create additional space
- Opened up International terminal for domestic travel to provide additional space in baggage claim areas

Post COVID-19

PRIORITIES



Work with airlines to
bring aviation capacity
back to Sunshine
Coast



Maintain safe airfield
operations and
COVID-Safe terminal



Develop revenue
streams outside of
aviation

Aviation Recovery



More than
80,000
seats

in April 2021 - 11.4% increase
from April 2019 (pre COVID-19)



5
Domestic
and Regional Airlines

in April 2021
up from **3**
in April 2019

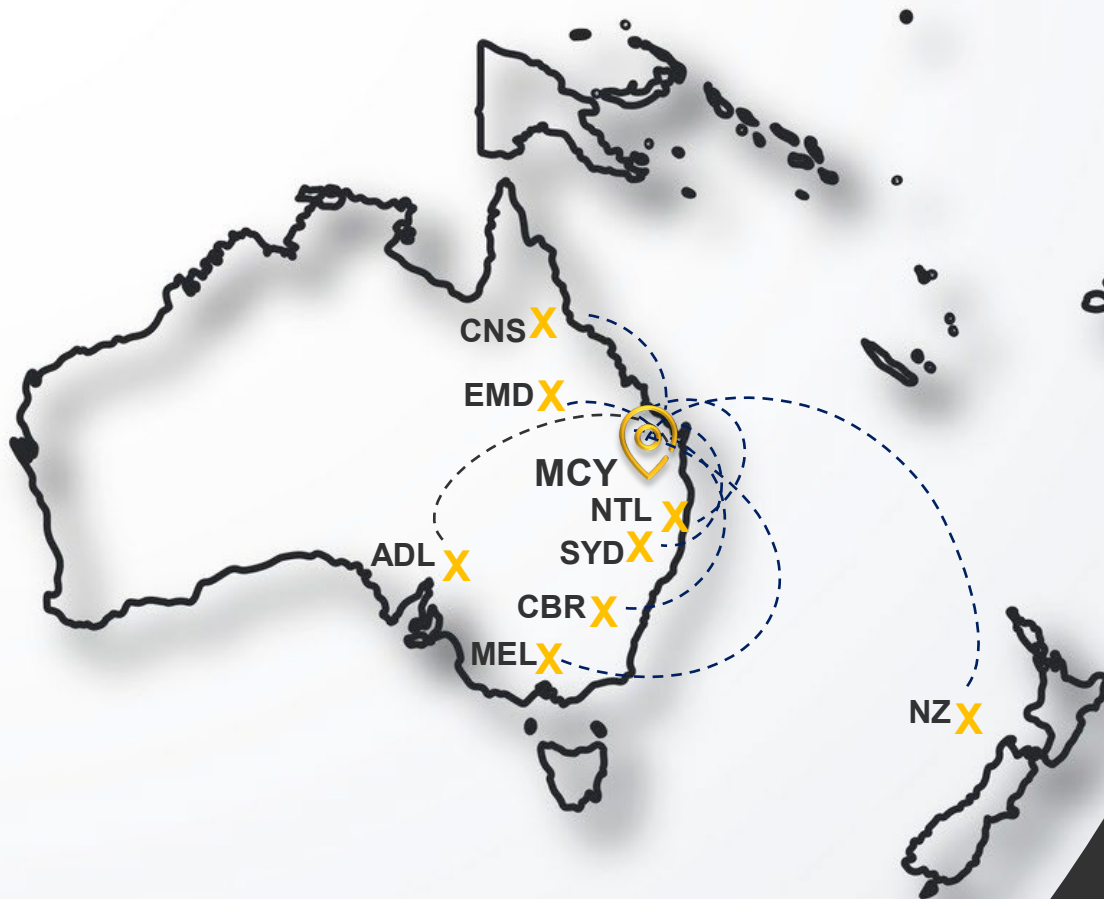


Secured
4 new
destinations

Newcastle, Canberra, Cairns, Emerald

in April 2021 - 17.8% increase in flights
from April 2019 (pre COVID-19)

Current and Future Destinations



Jetstar 
Alliance

 **australia**

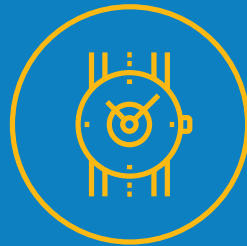
 **PELICAN**
Fly Local, Fly Pelican

AIR NEW ZEALAND 

 **QANTAS** | **100** 

Future of the airport

**WHAT WE'RE
WORKING TOWARDS**



More services to
current destinations at
**more convenient
times**



New
**domestic
destinations**



Year round
**service to
New Zealand**



Future
**expansion
of international
service offering**

Future of the airport



Terminal Enhancements



Freight and Logistics

30 March 2021



AIRSERVICES UPDATE

SUNSHINE COAST CAF

Craig Bradshaw – A/Unit Tower Supervisor

Donna Marshall - Community Engagement Manager

Prema Lopez – Senior Community Engagement Advisor

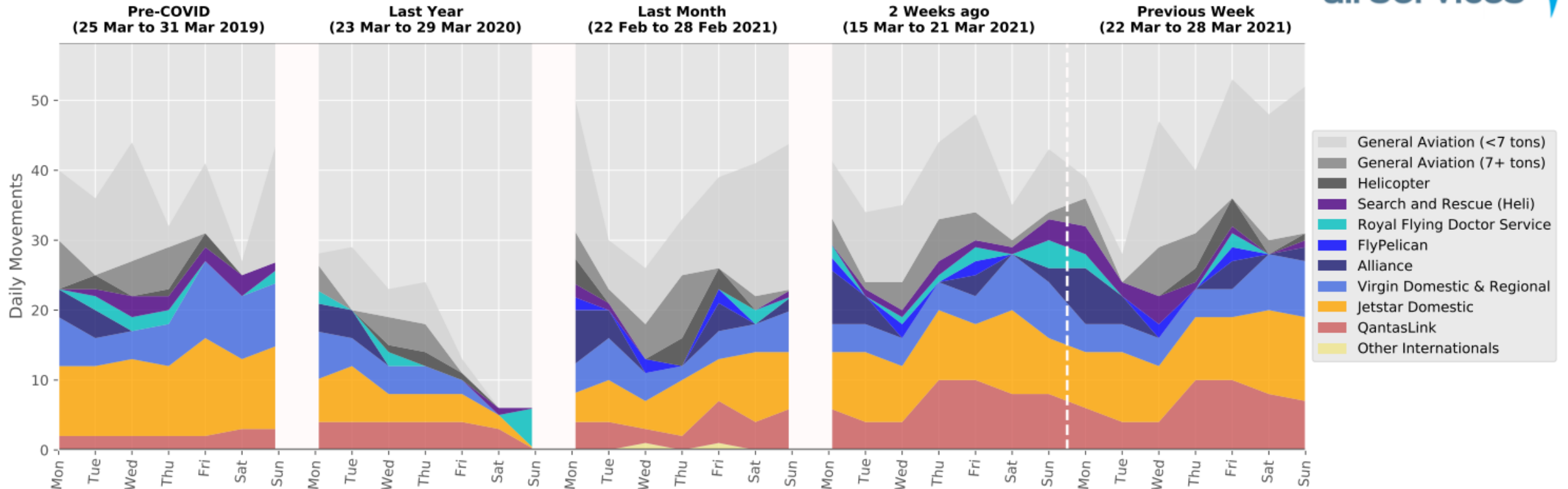
AIRSERVICES UPDATE

- Tower
- Operational Update
- NCIS Complaints – Year in Review 2020
- Post Implementation Review update



AIR TRAFFIC MOVEMENTS

Daily Aircraft Movements: SUNSHINE COAST AIRPORT (YBSU) ATC Tower and ARFF Station Location



- Other Internationals are Foreign Airlines as well as Short Haul Internationals of Regional Airlines.
- General Aviation (Light) does not include movements without Flight Plan.

Data shown via Stacked Area plots. The values of each group are displayed on top of each other. Movements exclude military and VFR without Flight Plan. All dates based on local times.

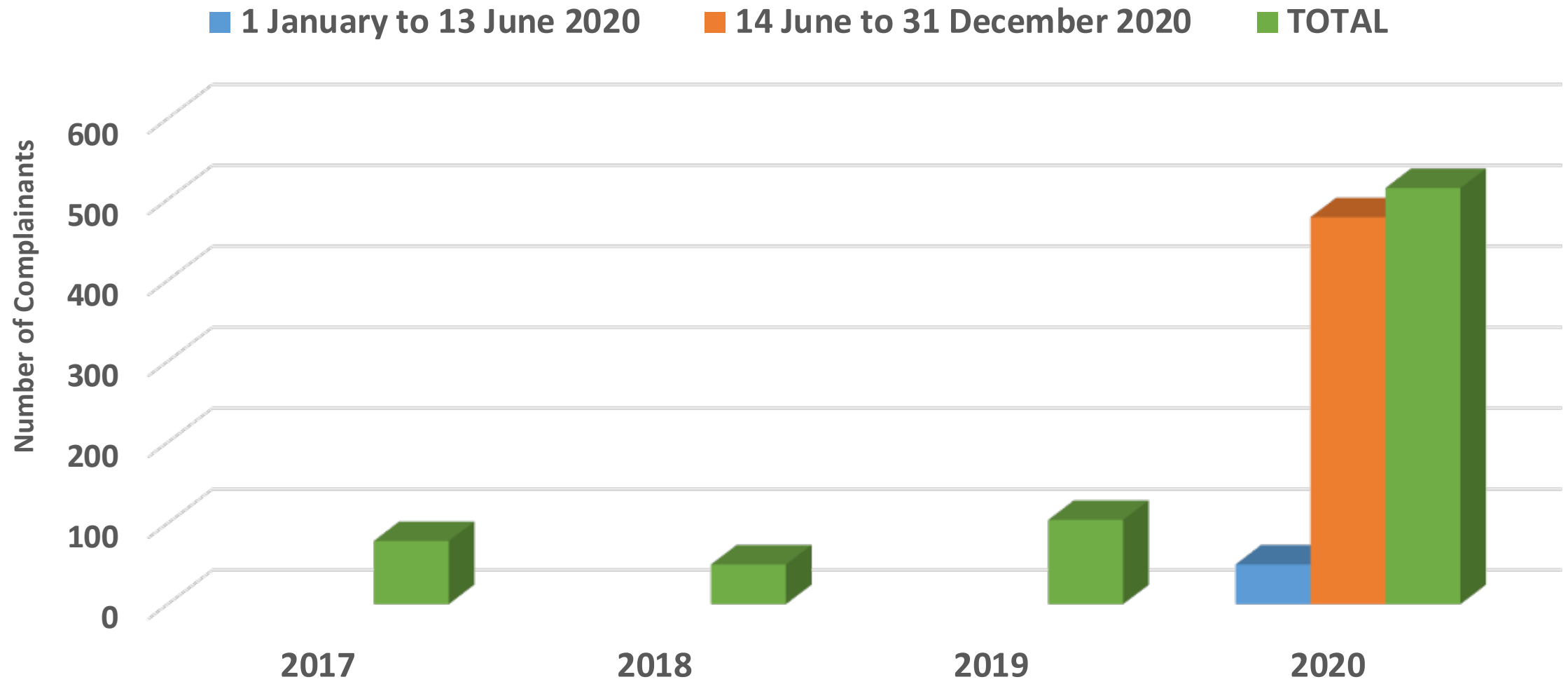
YEAR IN REVIEW 2020

NCIS COMPLAINTS

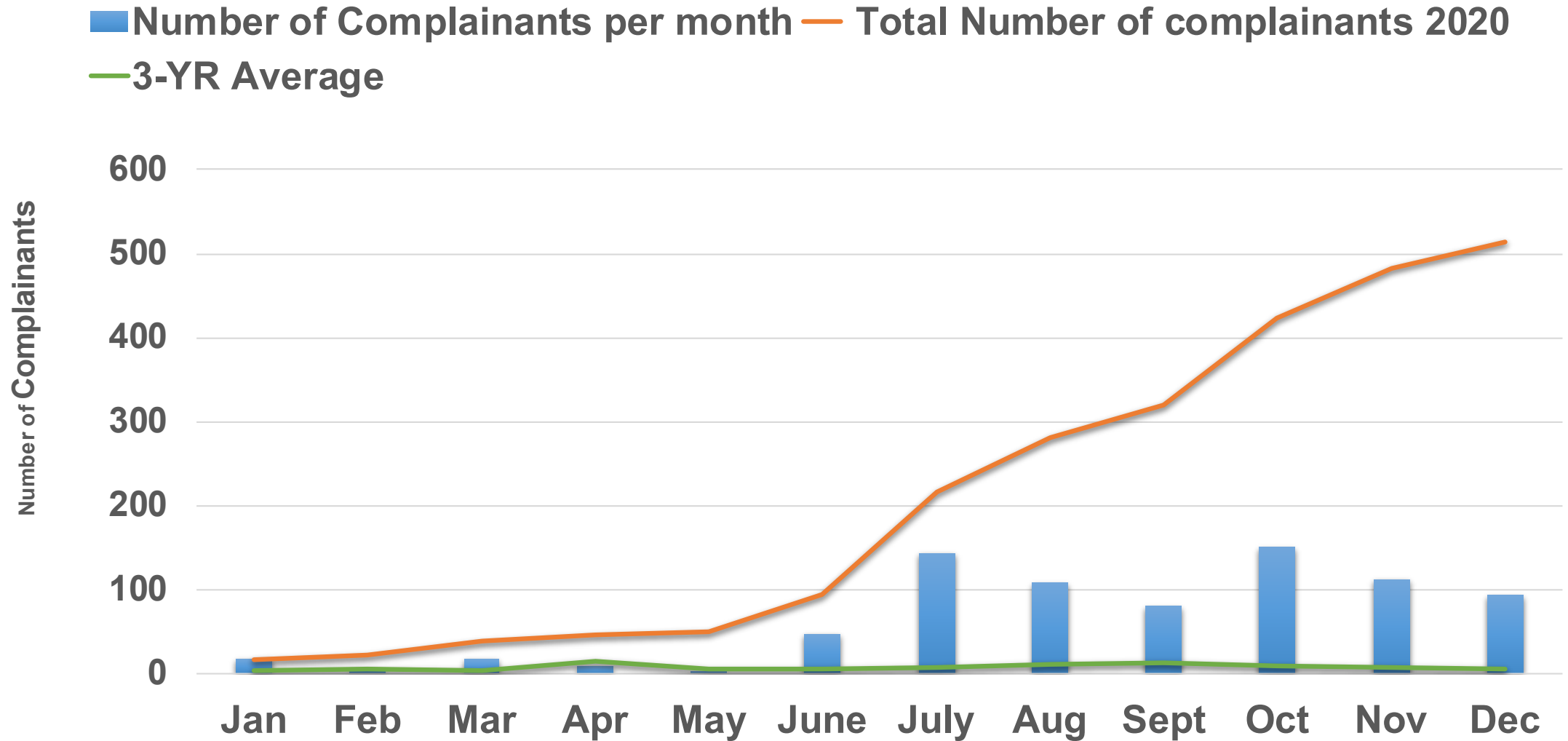
2020 YEAR IN REVIEW

- Aircraft movements
 - 35,080 movements in 2020
 - 45,112 movements in 2019
- We have divided this year's review into two separate data sets:
 - 1 January to 13 June – pre opening of the new runway
 - 14 June to 31 December – post opening of the new runway
- Total complainant numbers for Sunshine Coast Airport 2020:
 - 514, an increase from 104 in 2019
- Note that some complainants contacted us in both periods

2020 YEAR IN REVIEW - COMPLAINANTS



2020 YEAR IN REVIEW - COMPLAINANTS



2020 YEAR IN REVIEW – PRE OPENING

COMPLAINANTS

- 49 individual complainants pre-opening 2020
- 45 for the same period in 2019

ISSUES

- **Training:** disturbed 53% of residents. Helicopter circuit training the main concern affecting 70% of these complainants. Fixed wing circuit training and helicopter non circuit training each concerned 15%
- **Helicopter Operations:** these operations included aerial work, emergency services operations and standard operations and disturbed 13%
- **General aviation:** disturbed 12% and were mainly standard operations

SUBURBS

- 18 Suburbs recorded complainants
- 10 Suburbs recorded a single complainant
- Suburbs recording the most complainants:
 - Marcoola (15)
 - Mudjimba (6)
 - Marcus Beach (5)

More information at:

<https://aircraftnoise.airservicesaustralia.com/>

2020 YEAR IN REVIEW – POST OPENING

COMPLAINANTS

- 478 individual complainants post opening in 2020
- 67 for the same period in 2019
- It is possible the COVID 19 restrictions and working from home has contributed to the impact on the community

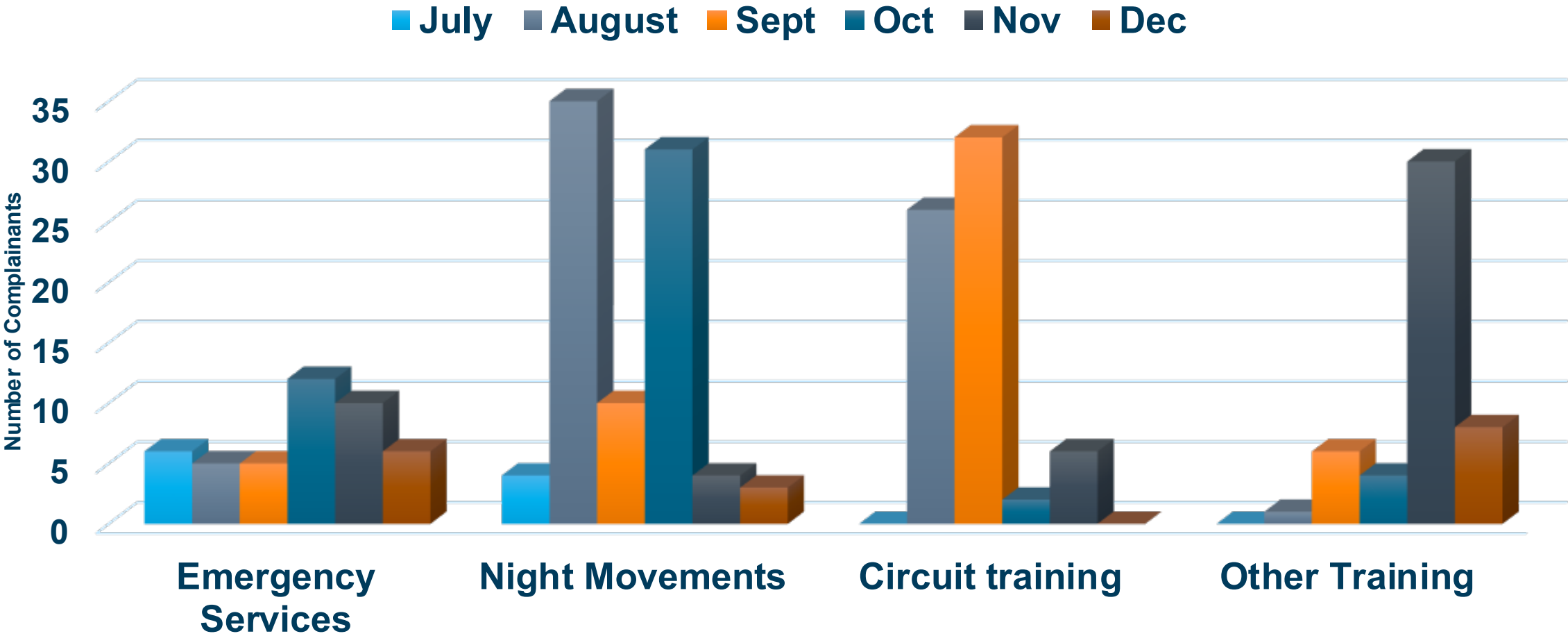
ISSUES

- **New Runway Operations:** was the main issue affecting 78% of complainants, Runway 13 arrivals causing the most concern. Movements outside Tower hours affected 10%
- **Training:** disturbed 113 residents. 74% disturbed by fixed wing circuit training and 26% by helicopter training. Instrument training affected 41 of these residents
- **Night Movements:** raised by 65 residents, with the majority concerned with arrivals and departures over water. Emergency services affected 26% of these residents

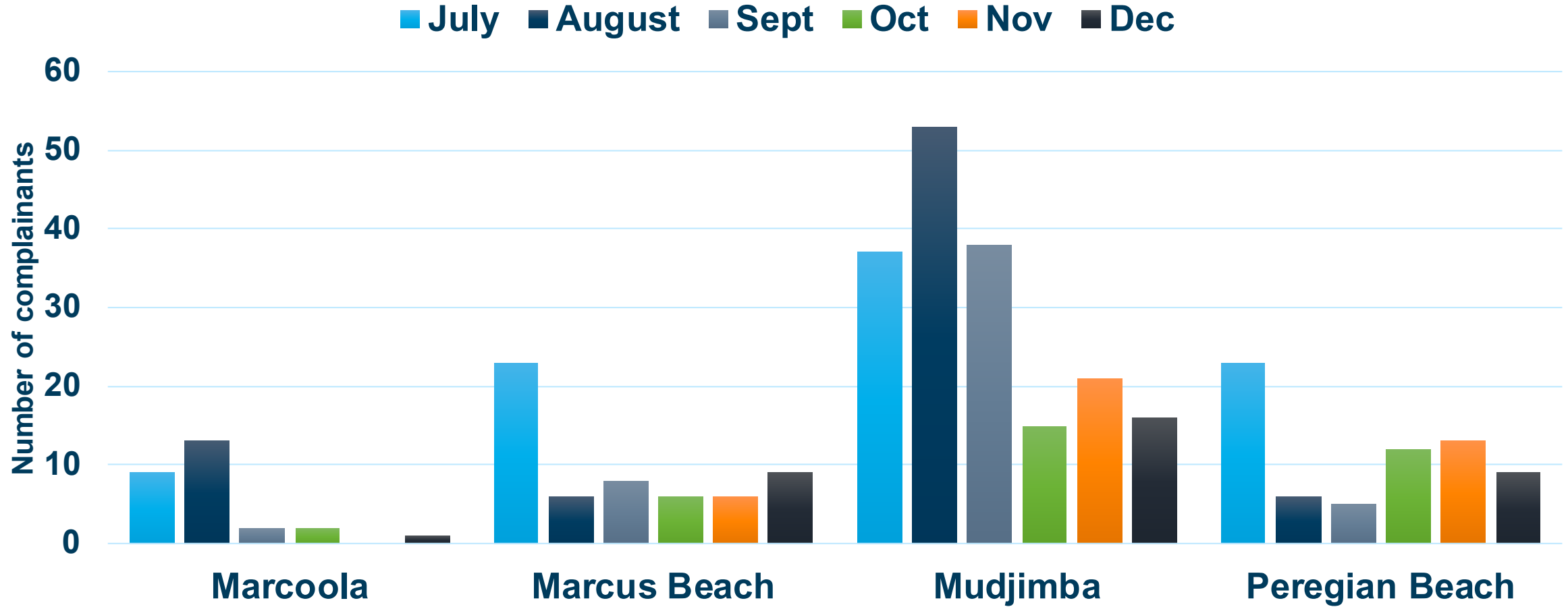
SUBURBS

- 43 suburbs recorded complainants
- 15 suburbs recorded a single complainant
- 11 suburbs recorded more than 10 complainants
- Suburbs recording the most complainants
 - Mudjimba (121)
 - Eumundi (46)
 - Verrierdale (44)

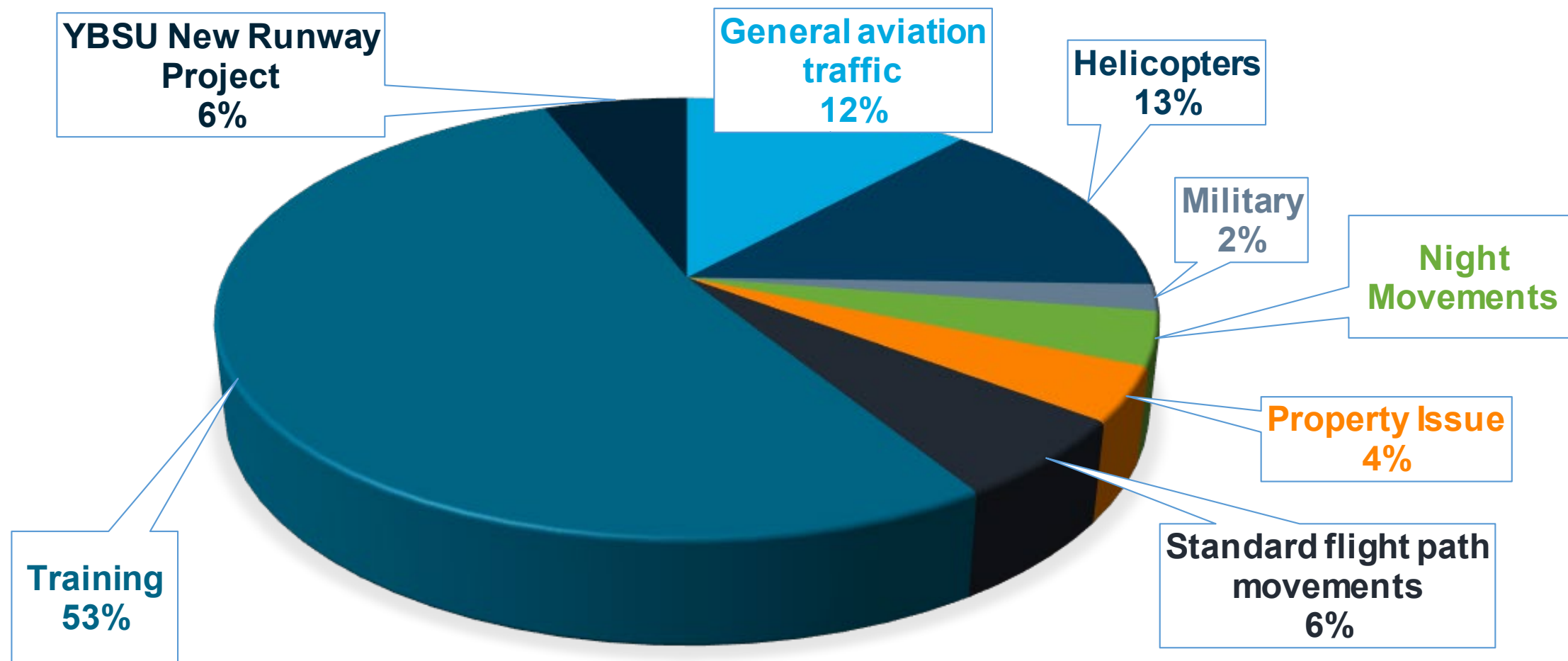
ISSUES AND COMPLAINANTS AFFECTED PER MONTH POST-OPENING



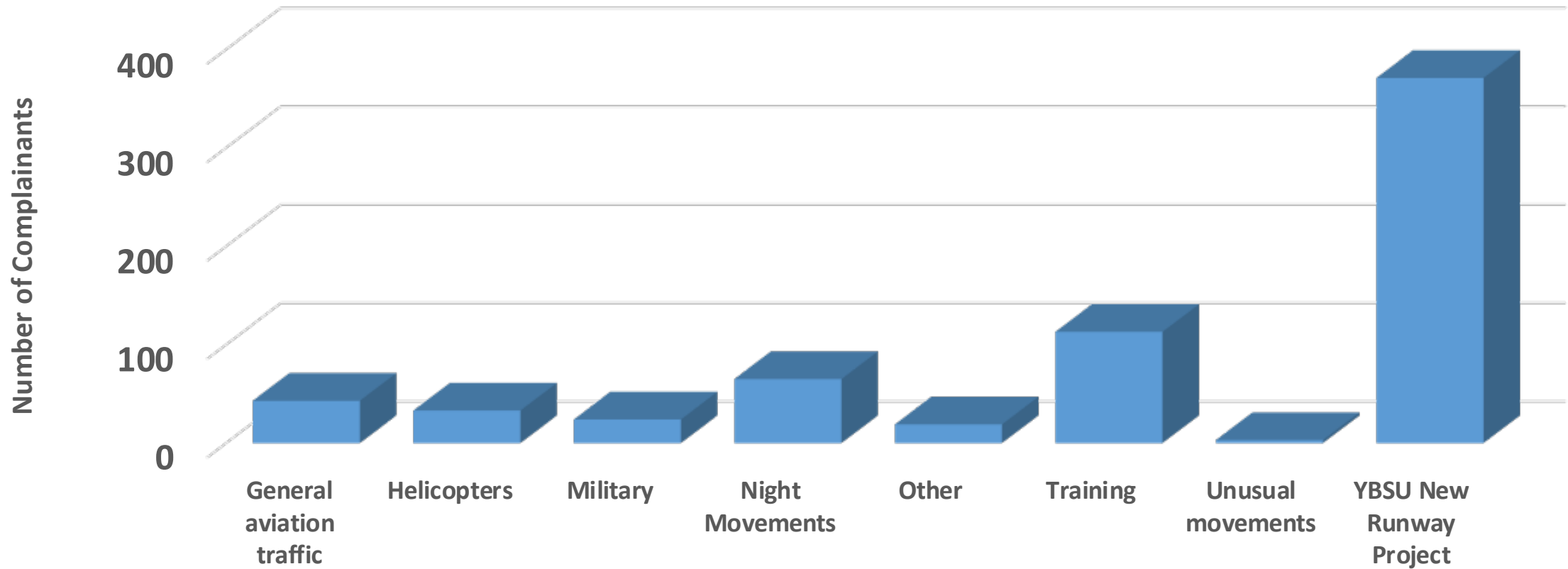
SUBURBS AND COMPLAINANTS AFFECTED PER MONTH POST-OPENING



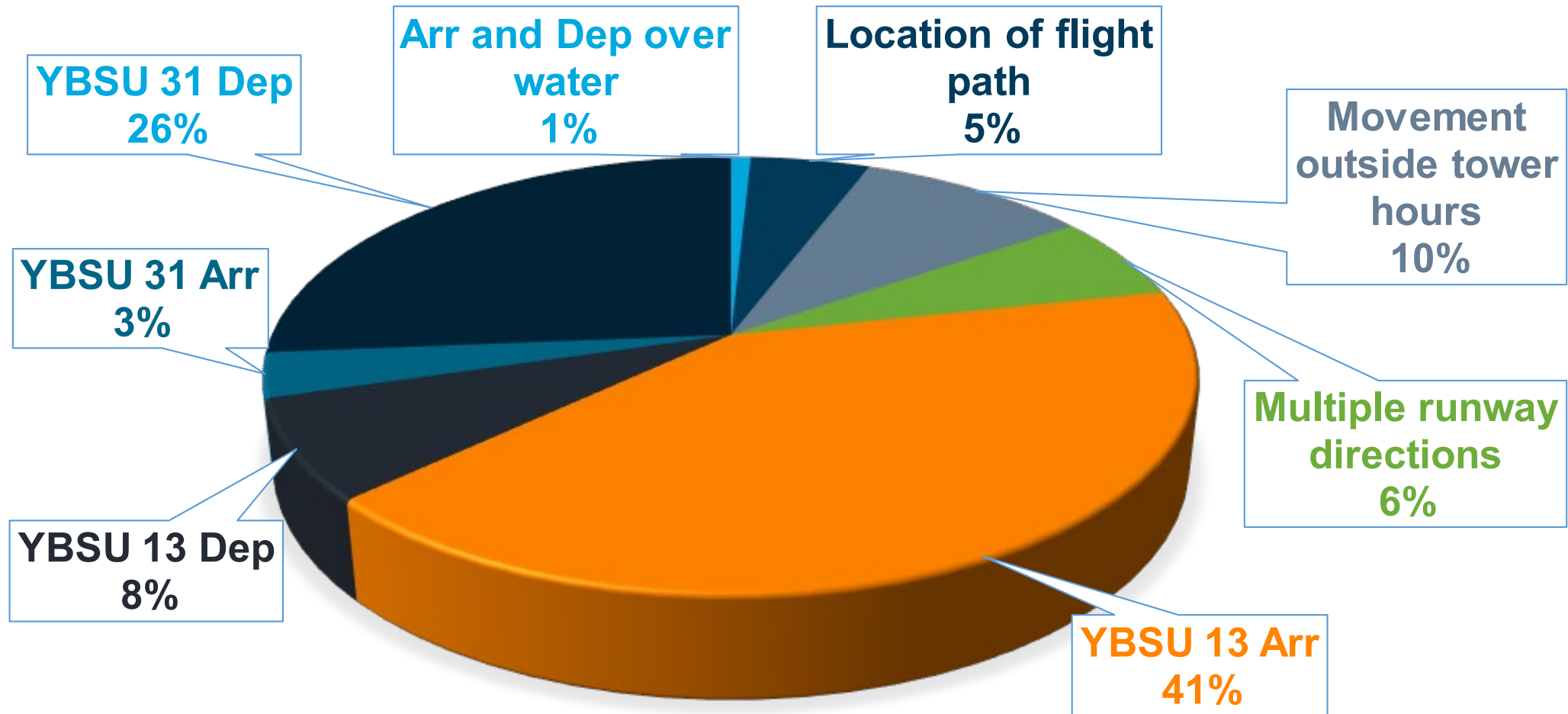
2020 YEAR IN REVIEW – ISSUES PRE OPENING



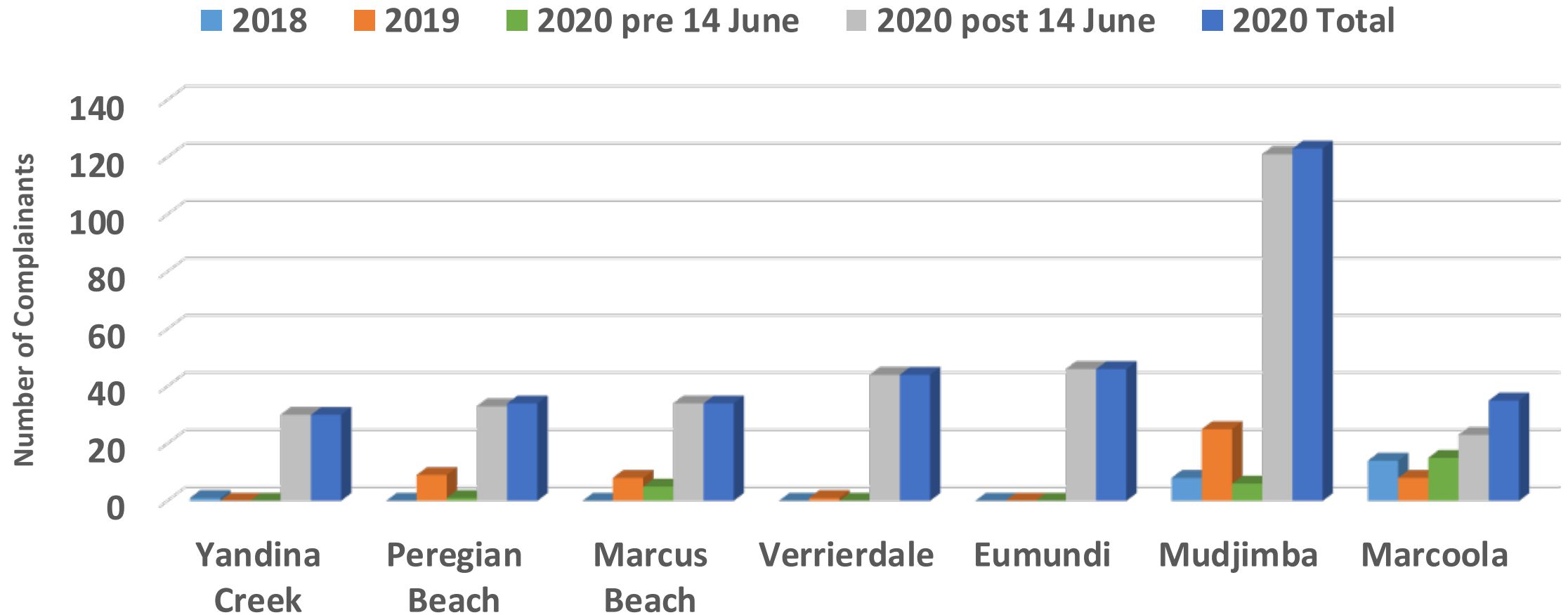
2020 YEAR IN REVIEW – ISSUES POST OPENING



2020 YEAR IN REVIEW – ISSUES POST OPENING



2020 YEAR IN REVIEW – SUBURBS



POST IMPLEMENTATION REVIEW

THANK YOU

communityengagement@airservicesaustralia.com

airservicesaustralia.com

Fly Neighbourly Agreement



What we heard:

- Compliance
- Preferred Routes/Locations
- Safety
- Noise
- Training (circuit and restrictions)
- Environment

What we heard from operators:

- Support FNA
- Willing to sign up
- Opportunity to improve relationships



Fly Neighbourly Agreement

What we could include:

- No engine failure training over residential areas
- Training restricted period between 22:00hr – 7:00hrs
- Circuit training – as far as practicable maintain runway heading when departing Runway 13 until crossing coast.
- Not conducting maintenance engine runs above idle setting (unless approved).
- FNA will be included airport conditions of use.

What we couldn't:

- Ability to influence operators not located at SCA
- Ability to influence behaviour beyond immediate vicinity of airport
- Penalties for non compliance - SCA has no enforcement powers

Fly Neighbourly Agreement



Next Steps:

- Operators to sign up
- List of Operators who have signed FNA published on website
- Approach CASA to present to future CAF meeting
- Lifeflight discussions continuing - alternative flight tracks being considered

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Community Aviation Forum March 2021

Member Updates and Other Business



***NEW RUNWAY.
NEW HORIZONS.***

www.sunshinecoastairport.com.au



SUNSHINE COAST AIRPORT

COMMUNITY AVIATION FORUM

MINUTES - 30 March 2021

Sunshine Coast Airport – Online Meeting

Attendees

Chair	Mr Ron Brent
East West Runway Action Group (EWrag)	Ms Mary McLean
Flight Path Forum	Mr Colin Ingram
Marcoola Community Group	Ms Susie Chapman
Marcoola South	Ms Dawn MacKinnon
Mudjimba Residents Association	Mr Martin Peelgrane
Noosa Shire Council	Cr Frank Wilkie
North Shore Traders Association	Mr Paul King
Seaside Shores Community Association	Mr Richard Dennis
Twin Waters Residents Association	Mr Tony Freeman
Yandina Creek Progress Association	Ms Cheryl Sykes
Sunshine Coast Council	Cr Maria Suarez
Sunshine Coast Council	Mr Ross Ullman, SCAEP Project Director
Airservices Australia	Mr Craig Dunstone, Operations Manager Aerodrome Services
Airservices Australia	Ms Donna Marshall, Environment and Community Manager
Airservices Australia	Ms Prema Lopez, Senior Community Engagement Advisor
Sunshine Coast Airport	Mr Andrew Brodie CEO
Sunshine Coast Airport	Mr Frank Mondello, General Manager Operations and Assets
Sunshine Coast Airport	Ms Ayllie White, Head of Corporate Relations
Sunshine Coast Airport	Mr Antonio Tolo, General Manager Property Retail and Parking
Sunshine Coast Airport	Ms Kylie Ezzy, Communications and Community Engagement Manager, and Secretariat
Apologies	
Pacific Paradise Progress Association	Mr Warren Fraser
State Member for Maroochydore	Ms Fiona Simpson
State Member for Ninderry	Mr Dan Purdie
State Member for Noosa	Ms Sandy Bolton
Federal Member for Fairfax	Mr Ted O'Brien

1. Welcome and Introductions

The Chair welcomed all members to the first meeting of the year and acknowledged the traditional custodians of the land and paid respects to Elders past, present and emerging. He also acknowledged that there were no outstanding items from last meeting 20 October 2020.

2. SCA general update – SCA Chief Executive Officer Andrew Brodie

SCA Chief Executive Andrew Brodie welcomed Cr Maria Suarez as Sunshine Coast Council's representative on the CAF.

He provided an update on the significant impact COVID-19 has had on the tourism industry and in particular SCA. He discussed the financial impacts of losing 95% of revenue when the airport closed its doors 12 months ago due to the airport's reliance on aviation related business.

Andrew discussed SCA's focus on business diversification, improving operations and increasing services and airlines to the region and mentioned this would be further discussed in the presentation.

He added that there was a confidence coming back in domestic travel with more people travelling now that the borders were remaining open with flights and seats into the region in April 2021, 20% higher than they were pre-COVID April 2019.

3. SCA operations update – SCA General Manager Operations and Assets Frank Mondello

Refer to slides 3 – 4 of the presentation pack.

SCA General Manager Operations and Assets Frank Mondello advised that between June – December 2020 commissioning of the new runway continued with the new apron being completed in December 2020.

He also advised that eight new aircraft parking bays were operating which could also be configured to accommodate six narrow body and one wide body aircraft.

The new fire station access road has also been completed to meet response times and the infrastructure overall is performing very well.

In relation to terminal and COVID safety, the airport recently received ACI accreditation (international recognition) for our COVID-safe practices. Apart from the information in slide 4, SCA has also employed COVID-safe Marshalls to assist with reminding passengers about mandatory requirements to wear face masks and to encourage social distancing where practicable.

4. Post COVID-19 Priorities – SCA Head of Corporate Relations Ayllie White

Refer to slide 5-8 of the presentation pack.

SCA Head of Corporate Relations Ayllie White reiterated CEO comments in relation to impact of COVID-19 on SCA and outlined the post COVID recovery is focused on bringing back capacity, maintaining airport COVID safety practices and developing revenue streams outside of aviation.

She outlined SCA success in securing two new airlines and four new destinations since April 2019 signalling a start to a positive recovery which is also demonstrated in the April 2021 increase in flights and seats to the region - above April 2019 numbers (pre-COVID).

It was noted that the map in the presentation was missing Melbourne and would be amended and recirculated when the minutes were distributed.

5. Future of Airport – SCA CEO Andrew Brodie

Refer to slide 8-9 of the presentation pack.

SCA CEO Andrew Brodie spoke about the strategy moving forward for the airport regarding improving customer touchpoints and terminal enhancement, supporting tourism and jobs in the region by increasing the number of services to the airport – more destinations, more carriers, more convenient times.

The plan to establish a Freight and Logistics Hub within the next 12 months was also discussed and the benefit this would provide to local food producers and manufacturers by taking advantage of the spare capacity in the belly of aircraft to freight cargo.

6. Airservices update

ATC Update Craig Dunstone – Airservices

Refer to slides 10 – 12 of the presentation pack.

Airservices Australia (ASA) Craig Dunstone provided an overview of data in relation to air traffic movements including:

- Total aircraft movements have increased with RPT capacity increasing as well as a high volume of flight training particularly helicopters;
- ATC operating hours are back to pre-COVID, operating between 7:30am and 7:40pm each day.
- There has also been an increase in military flights.

NCIS Complaints – Prema Lopez, Senior Community Engagement Advisor

Ms Lopez provided an update on NCIS complaints data that has been divided into pre-opening of the runway (1 January 2020 – 13 June 2020) and post-opening of the new runway (14 June 2020 - 31 December 2020).

There were 49 individual complaints pre-opening (1/1/20 – 13/6/20) compared to 478 individual complaints post-opening (14/6/20-31/12/20).

In particular, new runway operations was the main issue affecting 78% of complainants. Runway 13 arrivals caused the most concern and movements outside of tower hours affected 10%.

Training disturbed 113 residents. Of these 113, 74% were for fixed wing and 26% helicopter.

Night movements (primarily arrivals and departures over water) were raised by 65 residents with emergency services affecting 26% of these residents.

Questions were asked by CAF members about the emergency services flights and whether these were included in helicopter or night movement data and whether emergency training activities occurred at night.

ASA responded stating that the questions regarding the data would have to be taken on notice.

Ms Ayllie White responded stating that SCA and LifeFlight has recently met to discuss the FNA and community concerns regarding flight tracks taken over residential areas. She stated that in the meeting LifeFlight had mentioned night training occurred in a simulator and approximately 15% of flights returning to SCA had a patient onboard requiring them to return to the airport via the quickest route.

At the meeting LifeFlight acknowledged the community concerns and stated that they would meet with their senior pilots to explore alternative flight tracks. Ms White suggested that given the discussions that had taken place, SCA would contact LifeFlight seeking clarification and confirmation about the number of emergency night flights and whether night training occurred.

Action:

The Chair noted the questions and endorsed that:

- ASA to investigate providing further detail on helicopter movements, specifically whether the statistics include the emergency service flights.
- SCA will follow up with Life Flight to see if they can confirm whether any training activities are undertaken at night (or whether they are all in the simulator) and if so, is there data available on the number of night time training flights vs emergency operations.

Post Implementation Review (PIR) – Donna Marshall Environment and Community Manager

Ms Marshall advised the CAF the updated draft Community Engagement Plan (CEP) was uploaded to engage.airservicesaustralia website on 29 March 2021.

The updated draft will be available for review for three weeks – 29/3-30/4.

Ms Marshall also advised the timings for the PIR has been shifted based on feedback received and to give the community more time to consider the CEP.

Ms Marshall indicated given the airport was back to pre-COVID air traffic movements, the noise monitoring program could be brought forward once the CEP was finalised.

Site feasibility to identify potential zones to place noise monitors has also commenced and once finalised, the community will be asked for suggestions on locations within the zones to place monitors.

Mr Peelgrane expressed his concern about the delay in the PIR and how long it's going to take.

Ms Marshall explained the feedback from some members of the community indicated a preference to extend the timing however stated that if members of the community felt differently about the timing of the PIR or elements within it then this should be fed back as part of the current feedback period and will be considered.

Mr Peelgrane asked whether the NAP could be brought forward rather than waiting until the end of the PIR.

Ms Marshall advised that the NAP is scheduled to be reviewed after the noise monitoring and that feedback received indicated that the community didn't want to be given two things at once to consider – hence the timings.

Ms Marshall said that ASA will review timings following the feedback received during the next stage of the draft CEP.

Ms Sykes asked about WebTrak and whether noise monitoring data will feed into WebTrak and whether overlays of the days flight tracks could be provided within system.

Ms Marshall indicated that this would be looked at as part of the PIR.

7. Draft Fly Neighbourly Agreements – SCA Communications and Community Engagement Manager Kylie Ezzy

Ms Ezzy provided a summary of the feedback received from both CAF members and tenants on the draft Fly Neighbourly Agreements (FNA) for fixed wing and helicopters.

Ms Ezzy added that broadly tenants are supportive of the agreement with all but one willing to sign up.

Ms Ezzy also identified where community feedback could and couldn't be incorporated into the FNA and pointed members to the detailed summary of feedback responses that had been prepared by SCA.

Mr Peelgrane asked about slide 28 and whether 'training over restricted areas was correct'. Ms Ezzy apologised for the typo in the slide and stated that it should read 'residential' areas. The slide pack will be amended and redistributed with minutes - it was noted that it was correct within the FNA.

8. Member Updates and Other Business

- (a) Ms McLean expressed concerns regarding the departure of aircraft and the low level these aircraft appear to be over her unit complex. Ms McLean commented that amendments were made to her unit complex as a result of the new runway however she believed the height and direction of departing flights was an issue that needed to be looked at.

Ms McLean also commented that flights appear to not follow flight path or runway alignment.

Ms Marshall explained the role of ASA's NCIS regarding movement and noise complaints and suggested that Ms McLean could lodge an NCIS form regarding her concerns.

Action:

It was agreed that SCA and Ms McLean meet to discuss the issues raised.

It was agreed that following the meeting between SCA and Ms McLean that either Ms McLean or SCA could lodge an NCIS complaint should it be deemed appropriate.

Any response received from ASA regarding the NCIS lodgement will be provided to next CAF meeting.

- (b) Cr Suarez asked whether SCA had received an email from a resident. Cr Suarez stated the resident had sent her and a number of other agencies, a detailed email outlining concerns with Twin Peaks OLS and training flights and had suggested some well thought out alternatives and asking for these to be considered.

SCA commented that they would investigate whether they had received the email and advise of any responses sent.

Action:

It was agreed that Cr Suarez will forward resident email to Ms Ayllie White.

It was agreed that SCA will investigate whether email was received and whether any responses were sent and provide advice at next CAF meeting.

(c) A question was asked about future 2021 CAF meeting dates.

Action:

It was agreed that SCA circulate the schedule of CAF meeting dates.

(d) Ms White mentioned that it may be worthwhile CASA being invited to attend a future CAF meeting.

Action:

It was noted that CASA will be invited to attend a future CAF meeting and agreed for it to be listed as an open action item.

The Chair outlined actions ahead of the next meeting which have been noted in the table below:

ACTION TABLE

Meeting date	Action	Responsible officer	Date due
30/03/2021 1	ASA to investigate whether helicopter movements include emergency flights	Prema Lopez, ASA	Next meeting
30/03/2021 2	SCA to contact LifeFlight to see whether training activity occurs at night and if so, proportion of training vs emergency operations.	Ayllie White, SCA Kylie Ezzy, SCA	Next meeting
30/03/2021 3	SCA to meet with Ms McLean to discuss issues raised. Following meeting, either SCA and/or Ms McLean will lodge an NCIS should it be appropriate.	Kylie Ezzy, SCA Frank Mondello, SCA	30/04/21

30/03/2021 4	Cr Suarez will forward resident email to Ms Ayllie White for SCA review. SCA will investigate whether email was received and whether any responses were sent and provide advice at next CAF meeting.	Ayllie White, SCA	05/04/2021 Next meeting
30/03/2021 5	Dates for 2021 CAF meetings to be circulated.	Kylie Ezzy, SCA	Circulated with draft minutes of 30/03/21 meeting
30/03/2021 6	CASA to be invited to attend a future CAF meeting.	Ayllie White, SCA	Open