

Town of  
Port Hedland



## **TOWN OF PORT HEDLAND**

### **AIRPORT COMMITTEE MEETING MINUTES**

**WEDNESDAY 11 MARCH 2015 AT  
12:30PM**

**COUNCIL CHAMBERS, MCGREGOR  
STREET, PORT HEDLAND**

**“A nationally significant, friendly city that people are  
proud to call home”**

*M.J. (Mal) Osborne  
Chief Executive Officer*



**TERMS OF REFERENCE - AIRPORT COMMITTEE OF THE TOWN OF PORT HEDLAND COUNCIL****AIM/PURPOSE**

The Airport Committee is established to ensure that the Port Hedland International Airport is recognised as a leading regional airport in the area of passenger and freight movements and customer satisfaction and to:

- Develop a comprehensive Airport Master Plan and commence implementation of key initiatives that are identified;
- Actively pursue the generation of income from a variety of sources at the Airport including through leases, rentals, advertising, freight and any other means; and
- Upgrade terminal facilities including baggage screening and departure lounges.

**MEMBERSHIP***Elected Members:*

Mayor Kelly Howlett

Councillor Gloria Jacob - Presiding Member

Councillor Jan Gillingham - Deputy Presiding Member

Councillor Julie Hunt

Councillor Lorraine Butson

*Community Members:*

Ms Florence Bennett

Mr Brad Pawlenko

Mr Jason Green

Mr Chris McMahon

*Deputy Members:*

Councillor David Hooper

Councillor Troy Melville

**QUORUM**

The quorum for the Committee is to be a minimum of 50% of its membership.

**DELEGATION**

- i) To determine whether a tender is required to be sought or not as specified in LG (F&G) Reg 11F.
- ii) To choose tenderers for products services on behalf of the local government in accordance with LG (F&G) Reg 18.

**TENURE**

Ongoing

**MEETING FREQUENCY**

Monthly

## **DATES OF MEETINGS**

The following dates have been set and advertised in accordance with the Local Government Act 1995 for Airport Committee Meetings to be held at 12:30 pm in Council Chambers:

- Wednesday, 11 March 2015
- Wednesday, 1 April 2015
- Wednesday, 13 May 2015
- Wednesday, 3 June 2015
- Wednesday, 1 July 2015
- Wednesday, 12 August 2015
- Wednesday, 2 September 2015
- Wednesday, 7 October 2015
- Wednesday, 4 November 2015
- Wednesday, 2 December 2015

## **RESPONSIBLE OFFICER**

Director Works and Services

*(Terms of Reference adopted by Council at its Ordinary Meeting held 25 January 2012.*

*Meeting dates adopted and membership amended by Council at its Ordinary Meeting held on 14 March 2012.*

*Additional community members appointed by Council at its Ordinary Meeting held on 9 May 2012.*

*Dates of Meetings amended by Council at its Ordinary Meeting held on 24 October 2012.*

*Dates of Meetings amended by Council at its Ordinary Meeting held on 23 January 2013.*

*Terms of Reference amended by Council at its Ordinary Meeting held 26 June 2013.*

*Terms of Reference amended by Council at its Ordinary Meeting held 23 October 2013.*

*Terms of Reference amended by Council at its Ordinary Meeting held on 30 April 2014.*

*Terms of Reference amended by Council at its Ordinary Meeting held on 26 November 2014.*

*Terms of Reference amended by Council at its Ordinary Meeting held on 25 February 2015.)*

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**ITEM 1 OPENING OF MEETING**

The Presiding Member declared the meeting open at 12:30pm

**ITEM 2 ACKNOWLEDGMENT OF TRADITIONAL OWNERS**

The Presiding Member acknowledged the traditional owners, the Kariyarra people.

**ITEM 3 RECORDING OF ATTENDANCE****3.1 Attendance**

Elected Members:

Councillor Gloria Jacob - Presiding Member (via instantaneous communications resolved by Council at the 25 February 2015 Ordinary Meeting)

Councillor Lorraine Butson

Councillor Jan Gillingham - Deputy Presiding Member – entered at 12:40pm

Community Member:

Mr Brad Pawlenko

Mr Jason Green

Mr Chris McMahon

Officers

Sid Jain

Director Corporate Services

Chris Linnell

Acting Director Community and Development Services

Brett Reiss

Program Director Airport Redevelopment

Peter Kocian

Manager Financial Services

Jenella Voitkevich

Manager Infrastructure Development

Nathaniel Santagiuliana

Terminal Duty Manager PHIA

Eleanor Whitley

Compliance and Operations Manager PHIA

Grace Waugh

Minutes Taker/ Governance Officer

Members of the Public 0

Media 0

Town officers 2

**3.2 Apologies**

Elected Members

Mayor Kelly Howlett

Councillor Julie Hunt

Community Member

Ms Florence Bennett

**3.3 Approved Leave of Absence**

Nil

**ITEM 4 RESPONSE TO PREVIOUS QUESTIONS****4.1 Questions from Public at Airport Committee Meeting held on Wednesday 4 February 2015**

Nil

**4.2 Questions from Committee Members at Airport Committee Meeting held on Wednesday 4 February 2015**

Nil

**ITEM 5 PUBLIC TIME**

*Important note:*

*'This meeting is being recorded on audio tape as an additional record of the meeting and to assist with minute-taking purposes which may be released upon request to third parties. If you do not give permission for recording your participation please indicate this at the meeting. The public is also reminded that in accordance with Section 6.16 of the Town of Port Hedland Local Law on Standing Orders nobody shall use any visual or vocal electronic device or instrument to record the proceedings of any meeting unless that person has been given permission by the presiding member to do so.'*

Presiding Member opened Public Question Time at 12:33pm.

**5.1 Public Question Time**

Nil

Presiding Member closed Public Question Time at 12:33pm.

Presiding Member opened Public Statement Time at 12:34pm.

**5.2 Public Statement Time**

Nil

Presiding Member closed Public Statement Time at 12:34pm.

**ITEM 6 QUESTIONS FROM MEMBERS WITHOUT NOTICE****6.1 Mr Pawleko**

*Is there a timetable for the opening hours of the coffee cart in the arrivals area at the Port Hedland International Airport? I was at the Airport the other morning and the coffee cart wasn't open.*



Program Director Airport Redevelopment advised that the coffee cart is required to be open during the scheduled flight services in accordance with the lease. The coffee cart comes under the main café and the Manager has advised that two staff have resigned from the Airport café so they are currently short staffed which is why the coffee cart wouldn't have been open.

## 6.2 Councillor Jacob

*Can information on the planning of the North West Airport Forum be provided to the next Airport Committee Meeting?*

Program Director Airport Redevelopment advised in the affirmative.

*Can an update on where the Town is at with the customer surveys for the Airport Governance Review?*

Program Director Airport Redevelopment advised that over 500 surveys have been completed in a week so the Town is on target to do the 1000 that was committed to within a two week period. The only problem with the surveys has been the internet at the Airport which is now up and running and the surveys are now being entered into survey monkey.

*Can an update on Wi-Fi at the Airport be provided?*

Program Director Airport Redevelopment advised that as part of the Town's Wi-Fi strategy the Airport terminal will have Wi-Fi installed. There has been a conversation with Telstra who want to install Wi-Fi however that wouldn't be free unlike the Wi-Fi service the Town will provide.

*What is the timeframe for the Wi-Fi installation?*

Program Director Airport Redevelopment advised that the question is taken on notice.

12:40pm Councillor Gillingham has entered the meeting.

## **ITEM 7 DECLARATION BY MEMBERS TO HAVE GIVEN DUE CONSIDERATION TO ALL MATTERS CONTAINED IN THE BUSINESS PAPER PRESENTED BEFORE THE MEETING**

Councillor Jacob	Mr Pawlenko
Councillor Gillingham	Mr Green
Councillor Butson	Mr McMahon

**ITEM 8 CONFIRMATION OF MINUTES OF PREVIOUS MEETING****8.1 Confirmation of Minutes of the Airport Committee Meeting held on Wednesday 4 February 2015****AC201415/020 RECOMMENDATION/ AIRPORT COMMITTEE DECISION****MOVED: CR GILLINGHAM****SECONDED: CR BUTSON**

**That Council confirm that the Minutes of the Airport Committee Meeting held on Wednesday 4 February 2015 are a true and correct record.**

**CARRIED 6/0****ITEM 9 ANNOUNCEMENTS BY PRESIDING MEMBER WITHOUT DISCUSSION**

Councillor Jacob advised that she met with the Airport Art Project Steering Group and a briefing will be held on Wednesday 18 March 2015 and invited Airport Committee Members. Councillor Jacob advised that the Airport Group were in Port Hedland for the Airport Governance Review and when a report is available it will be presented to the Airport Committee.

Program Director Airport Redevelopment advised that the Airport Group will present a draft report on the Airport Governance Review at a Council briefing on Wednesday 25 March 2015 with a final report presented to Elected Members in mid-April 2015.

**ITEM 10 PETITIONS/ DEPUTATIONS/ PRESENTATIONS/ SUBMISSIONS**

Nil

*Disclaimer*

*Members of the public are cautioned against taking any action on Council decisions, on items on this evening's Agenda in which they may have an interest, until formal notification in writing by the Town has been received. Decisions made at this meeting can be revoked, pursuant to the Local Government Act 1995.*

**ITEM 11 REPORTS OF OFFICERS****11.1 Office of the CEO****11.1.1 Airport Management Report**

Brett Reiss, Program Director Airport Redevelopment  
Eleanor Whiteley, Compliance and Operations Manager PHIA  
Jenella Voitkevich, Manager Infrastructure Development  
Nathaniel Santagiuliana, Terminal Duty Manager PHIA  
File No. 08/02/0025

**DISCLOSURE OF INTEREST BY OFFICER**

Nil.

**AC201415/021 RECOMMENDATION/ AIRPORT COMMITTEE DECISION**

**MOVED: CR GILLINGHAM**

**SECONDED: MR PAWLENKO**

**That the Airport Committee notes the Airport Management Report.**

***CARRIED 6/0***

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**EXECUTIVE SUMMARY**

This report provides the Airport Committee with a consolidated update on the management of the Port Hedland International Airport (PHIA), specifically regarding capital projects, business development, operations, security, stakeholder management and customer service.

**DETAILED REPORT****General Manager Airport Report****Business Development***Aeronautical Growth*

Passenger growth has been slightly softer in the November period with a 0.5% drop in numbers being experienced over the prior comparable period. However the financial year-to-date figures remain positive with the airport experiencing 5.4% growth over the prior financial period.

Aircraft load factors have been slightly softer in the November period with a 4.1% drop in numbers being experienced. However the financial year-to-date figures remain positive with the airport experiencing 5.1% growth over the prior comparable period.

### *Commercial Opportunities*

The Virgin Australia and Border Agency meetings for the commencement of the new 737/800 international Bali service has continued throughout this period, with agreement being reached on the final layout of the terminal building. Virgin Australia has therefore now made its final slot applications for the commencement of the new Bali service from 4 April 2015. With 5 weeks left until the commencement of the new services the stage two terminal works have continued as a matter of urgency and are being progressed as an ongoing priority.

### **Stakeholder Communications**

With the terminal redevelopment reaching the commencement phase of the stage two works the weekly stakeholder updates, website and Facebook updates have recommenced.

Given the issues detailed later in this report in relation to the current airconditioning issues daily terminal tenancy updates are now being circulated detailing our planned rectification program.

In recognition of the completion of the stage one works a tenant function was held on the 18 February within the terminal building. At this event the stage one works were presented, the stage two works were detailed and discussed and the airconditioning maintenance program was also addressed.

### **People and Culture Report**

The airport management team has been strengthened with the introduction of two new key positions, and the Town have welcomed on board the new Compliance and Operations Manager PHIA and the new Terminal Duty Manager PHIA. Both members of the management team have hit the ground running and have started to make a tremendous difference to the day to day operations and management of the airport.

All Airport Reporting Officer (ARO) positions have been filled.

Current ARO's have been providing Works Safety Supervision for stage two of the Terminal Redevelopment. This has created a shortfall in the current roster and a temporary ARO has been engaged to provide backfill of the position to ensure that momentum is not lost on the aerodrome maintenance program.

### **Operations, Safety and Security**

Maintenance programmes are continuing as the aerodrome moves closer to key compliance dates. As the end of the wet season moves closer these programmes will escalate.

A number of hazard reports (5) have been raised in relation to the terminal air conditioning. Airport Management have been liaising with tenants in relation to this matter with a full report on terminal air conditioning to be carried out.

One hazard report concerning jet blast at the Qantas check in area has been reported and Airport Management are investigating the best course of action to mitigate this occurrence.

An engineer conducted a site visit to look at the main apron and provided a report in preparation for the apron repairs and capital works programme to commence. Non- invasive strength testing of all pavement areas will be carried out in the near future with destructive testing to be carried out closer to the end of the wet season.

## **FINANCIAL AND BUSINESS PERFORMANCE REPORT**

### **Passenger traffic report**

Actual passenger numbers for FYE14 were 504,659 and projected passenger numbers for FYE15 are currently 531,490. This represents a projected increase in passenger numbers of 26,831, or 5.3%.

### **Aircraft movements report**

Actual aircraft movements for FYE14 were 5,754 and projected aircraft movements for FYE15 are currently 5,613. This represents a projected decline in aircraft movement activity of 138, or 2.4%.

### **Aircraft load factors**

Actual passenger aircraft load factors for FYE14 were 58% and projected passenger aircraft load factors for FYE15 are currently 63%. This represents a projected increase in passenger aircraft load factors of 5%

Note: the above load factors are based on an estimate of landed seats and are an indicative indication of the current aircraft passenger load factors.

### **Airport Operational Budget**

The current figures for the airport operational budget are in the table below.

**TOWN OF PORT HEDLAND**  
**STATEMENT OF AIRPORT FINANCIAL ACTIVITY BY NATURE OR TYPE**  
**FOR THE PERIOD ENDED 31 DECEMBER 2014**

Account Number	Account Description	2014/15 Original Budget	Current Budget - December QBR	YTD Amended Budget	YTD Actuals	YTD Variance	Variance between YTD Actuals and Budget
		\$000's	\$000's	\$000's	\$000's	%	\$000's
<b>OPERATING INCOME</b>							
<b>AIRPORT FEES AND CHARGES</b>							
1210323	PASSENGER SECURITY SCREENING CHARGES	0	2,000	1,000	452	-55%	(548)
1210324	LANDING CHARGES	4,500	4,500	2,250	1,979	-12%	(271)
1210325	PASSENGER SERVICE CHARGES	9,500	9,500	4,750	5,058	6%	308
1210328	COMMON USER CHECK IN FEES	65	65	33	0	-100%	(33)
1210329	LICENCE FEES	197	197	99	110	12%	12
1210330	CONCESSIONS	1,009	1,009	505	452	-10%	(53)
	<b>TOTAL OPERATING AIRPORT FEES AND CHARGES</b>	<b>15,271</b>	<b>17,271</b>	<b>8,636</b>	<b>8,051</b>	<b>-7%</b>	<b>(585)</b>
<b>PARKING FEES</b>							
1210334	SHORT TERM PAID PARKING FEES	140	140	70	43	-38%	(27)
1210335	LONG TERM PAID PARKING FEES	330	330	165	266	61%	101
1210336	BUSINESS PASS CARD PAID PARKING	5	5	3	4	72%	2
	<b>TOTAL PARKING FEES</b>	<b>475</b>	<b>475</b>	<b>238</b>	<b>313</b>	<b>32%</b>	<b>76</b>
<b>LEASING INCOME</b>							
1210326	LEASE INCOME	518	518	259	368	42%	109
1210339	REIMBURSEMENT - AIRPORT ELECTRICITY CHARGES	0	40	20	35	77%	15
1210333	REIMBURSEMENT - WATER CORP CHARGES	10	10	5	2	-57%	(3)
1210350	TERMINAL ADVERTISING	37	37	19	22	18%	3
1213353	LEASE INCOME	151	151	76	90	19%	15
	<b>TOTAL LEASING INCOME</b>	<b>716</b>	<b>756</b>	<b>378</b>	<b>518</b>	<b>37%</b>	<b>140</b>
<b>GRANTS AND OTHER INCOME</b>							
1210352	GOVERNMENT GRANTS	8,000	50	25	0	-100%	(25)
1210390	T/F FROM MUNICIPAL FUND - KINGSFORD BUSINESS PARK	6,786	6,646	3,323	0	-100%	(3,323)
1210352	OTHER SUNDRY INCOME	5	5	3	6	151%	4
1210397	SALE / TRADE-IN VEH/PLANT	15	15	8	0	-100%	(8)
	<b>TOTAL GRANTS AND OTHER INCOME</b>	<b>14,806</b>	<b>6,716</b>	<b>3,358</b>	<b>6</b>	<b>-100%</b>	<b>(3,351)</b>
	<b>TOTAL OPERATING INCOME</b>	<b>31,268</b>	<b>25,218</b>	<b>12,609</b>	<b>8,889</b>	<b>-30%</b>	<b>(3,721)</b>
<b>OPERATING EXPENSES</b>							
<b>EMPLOYMENT EXPENSES</b>							
1210201	SALARIES	(1,860)	(1,860)	(930)	(879)	-6%	51
1210211	SUPERANNUATION GUARANTEE LEVY	(194)	(194)	(97)	(74)	-24%	23
1210212	SUPERANNUATION	(19)	(19)	(10)	(12)	23%	(2)
1210213	PROTECTIVE CLOTHING	(15)	(15)	(8)	(4)	-48%	4
1210214	AIRPORT TRAVEL AND ACCOMMODATION	0	(50)	(25)	(8)	-68%	17
1210215	FRINGE BENEFITS TAX	(20)	(20)	(10)	(8)	-23%	2
1210216	WORKERS COMPENSATION INSURANCE	(42)	(27)	(13)	(27)	100%	(13)
1210220	TRAINING AND CONFERENCES	(42)	(42)	(21)	(15)	-28%	6
1210225	SUPPORT COSTS - FINANCE USE ONLY	(220)	(220)	(110)	0	-100%	110
1210226	AIRPORT HOUSE 10 MAINTENANCE	(5)	(5)	(3)	(3)	22%	(1)
1210228	AIRPORT HOUSE 2 - MAINTENANCE	(3)	(3)	(2)	(0)	-96%	1
1210229	AIRPORT HOUSE 3 - MAINTENANCE	(3)	(3)	(2)	(1)	-1%	0
1210230	AIRPORT HOUSE 4 - MAINTENANCE	(3)	(3)	(2)	(1)	-37%	1
1210297	LOAN INTEREST PAYMENTS- AIRPORT HOUSING (131)	(71)	(71)	(36)	(36)	1%	(1)
	<b>TOTAL EMPLOYMENT EXPENSES</b>	<b>(2,497)</b>	<b>(2,532)</b>	<b>(1,286)</b>	<b>(1,067)</b>	<b>-18%</b>	<b>199</b>
<b>ADMINISTRATION AND GENERAL EXPENSES</b>							
1211282	PUBLIC RELATIONS / PROMOTION	0	(28)	(14)	(10)	-27%	4
1210231	PROPERTY INSURANCE	(902)	(289)	(145)	(290)	100%	(145)
1210236	ELECTRICITY CHARGES	(475)	(475)	(237)	(269)	13%	(32)
1210237	WATER CORPORATION & ESL CHARGES	(28)	(28)	(14)	(15)	12%	(2)
1211250	BUILDING TERMINAL	(152)	(152)	(76)	(20)	-74%	56
1211251	AIRCONDITIONING TERMINAL	(125)	(125)	(63)	(46)	-27%	17
1211252	PLUMBING	(70)	(70)	(35)	(1)	-96%	34
1211254	ELECTRICAL REPAIRS TERMINAL	(100)	(100)	(50)	(5)	-90%	45
1211258	STREET LIGHTING	(20)	(20)	(10)	0	-100%	10
1211259	FIRE APPLIANCES	(80)	(80)	(30)	(10)	-67%	20
1211262	CLEANING	(260)	(260)	(130)	(99)	-24%	31
1211263	LANDSCAPING/GARDENING	(25)	(25)	(13)	(2)	-88%	11
1211264	DEPOT SUPPLIES	(80)	(80)	(40)	(15)	-62%	25
1211265	PAVEMENT REPAIRS	(300)	(300)	(150)	(22)	-85%	128
1211267	MARKERS & MARKINGS	(80)	(80)	(30)	(0)	-99%	30
1211273	ROAD MAINTENANCE	(10)	(10)	(5)	(8)	62%	(3)
1211275	ELECTRICAL REPAIRS AIRSIDE	(150)	(150)	(75)	(28)	-63%	47
1211276	PLANT HIRE	(10)	(10)	(5)	(2)	-64%	3
1211277	INCINERATOR EXPENSES	(5)	(5)	(3)	0	-100%	3
1210241	OFFICE EXPENSES	(10)	(10)	(5)	0	-100%	5
1210243	TELEPHONE CHARGES	(12)	(12)	(6)	(8)	40%	(2)
1211286	AIRSIDE MAINTENANCE	(100)	(100)	(50)	(19)	-62%	31
1211287	LANDSIDE MAINTENANCE	(40)	(40)	(20)	(6)	-68%	14
1210252	GRADING OF DRAINS	(150)	(150)	(75)	0	-100%	75
1210253	LAND DEVELOPMENT COSTS	(150)	(150)	(75)	(68)	-13%	10
1210259	VALUATION & SURVEY EXPENSES	(26)	(26)	(13)	0	-100%	13
1210261	LEGAL AND CONSULTANCY EXPENSES	(120)	(245)	(123)	(20)	-84%	103
1210299	ADMIN/BUSINESS COSTS DISTRIBUTED **DO NOT USE**	(1,521)	(1,521)	(761)	(416)	-45%	345
1210494	T/F TO MUNICIPAL FUNDS - PAYMENT FOR AIRPORT INVESTMENT	(3,269)	(3,269)	(1,635)	(1,635)	0%	0
1211290	DEPRECIATION ON ASSETS	(1,497)	(1,497)	(749)	0	-100%	749
	<b>TOTAL ADMINISTRATION AND GENERAL EXPENSES</b>	<b>(9,126)</b>	<b>(9,267)</b>	<b>(4,633)</b>	<b>(3,011)</b>	<b>-35%</b>	<b>1,623</b>
<b>AIRPORT COMPLIANCE AND SECURITY</b>							
1210265	ASIC CARD EXPENSE	(10)	(10)	(5)	(0)	-95%	5
1210272	AVIATION COMPLIANCE	(160)	(240)	(120)	(267)	122%	(147)
1210251	LANDING FEE DONATION	(131)	(448)	(224)	0	-100%	224
1210262	PAID PARKING EXPENSES	(90)	(90)	(45)	(5)	-82%	40
1210277	PUBLIC LIABILITY INSURANCE	(21)	(21)	(11)	(21)	100%	(11)
1210280	REGISTRATION & FLIGHT DATA	(22)	(22)	(11)	0	-100%	11

1210281	AIRPORT OWNERS ASSOC'N FEES	(6)	(6)	(3)	0	-100%	3
1210282	SECURITY SCREENING CONTRACT FEES	0	(1,300)	(650)	(613)	-6%	37
1210285	CCTV MAINTENANCE	0	(25)	(13)	0	-100%	13
	<b>TOTAL AIRPORT COMPLIANCE AND SECURITY</b>	<b>(441)</b>	<b>(2,185)</b>	<b>(1,081)</b>	<b>(907)</b>	<b>-16%</b>	<b>175</b>
<b>PLANT AND VEHICLE EXPENSES</b>							
1212250	MANAGER AIRPORT VEHICLE EXPENSES	(4)	0	0	0	0%	0
1212251	AIRPORT REPORTING OFFICER VEHICLE EXPENSES	(11)	(11)	(5)	(1)	-87%	5
1212252	RECOVERY OF HEAVY PLANT OPERATING COSTS - PORT HEDLAND INTERNATIONAL AIRPORT	(9)	(73)	(36)	(1)	-96%	35
1210273	RECOVERY OF LIGHT PLANT OPERATING COSTS - PORT HEDLAND INTERNATIONAL AIRPORT	(4)	(14)	(7)	(3)	-53%	4
1211249	EQUIPMENT MAINTENANCE	(150)	(150)	(75)	(65)	-13%	10
1210274	CAR PARK TEAM LEADER VEHICLE EXPENSES	(4)	0	0	0	0%	0
1212270	VEH003 - KUBOTA TRACTOR	(7)	0	0	(3)	0%	(3)
1212271	VEH004 - CASE IH FRONT END LOADER	(7)	0	0	(2)	0%	(2)
1212272	HINO TRUCK MOBILE STAIRS	(3)	(3)	(2)	0	-100%	2
1212276	FUEL & OIL	(60)	(60)	(30)	(16)	-46%	14
1212279	SMALL EQUIPMENT MAINTENANCE	(7)	(7)	(4)	(4)	7%	(0)
	<b>TOTAL PLANT AND VEHICLE EXPENSES</b>	<b>(264)</b>	<b>(317)</b>	<b>(159)</b>	<b>(95)</b>	<b>-40%</b>	<b>63</b>
	<b>TOTAL OPERATING EXPENSES</b>	<b>(12,328)</b>	<b>(14,278)</b>	<b>(7,139)</b>	<b>(3,080)</b>	<b>-29%</b>	<b>2,059</b>
	<b>INCREASE/DECREASE FROM OPERATIONS</b>	<b>18,941</b>	<b>10,940</b>	<b>5,470</b>	<b>3,809</b>	<b>-30%</b>	<b>(1,661)</b>

## AIRPORT OPERATIONAL REPORT

**Aviation Security & Compliance***Compliance*

There have been no reported issues in relation to aviation Security Compliance. The amendment to the Transport Security Program for the international changes has been submitted to and accepted by the National Coordinator of the Office of Transport Security (OTS) and is now going through the approval process.

Airport Management met with OTS during the second week of February when they were onsite to formally meet the new team. No issues were raised and a confidential briefing on current national security status was provided.

*Security*

MSS have been providing Front of House enforcement services to ensure parking and the non-smoking policy is adhered to. MSS will now provide security within the Terminal Arrivals area to enforce unattended baggage and monitoring services. Airport Parking staff have taken over Front of House duties.

Smith Detection have advised that the equipment for the second screening lane is scheduled to be installed by end of March 2015.

*Bird & Animal Hazard Management*

• <i>Reported bird strikes – Actual</i>	<i>2</i>
• <i>Reported bird strikes but unsubstantiated</i>	<i>1</i>
• <i>Reported bird strikes – Near miss</i>	<i>1</i>
• <i>Reported animal strikes – Actual</i>	<i>None</i>
• <i>Reported animal strikes – Near miss</i>	<i>None</i>
• <i>Reported aircraft damage</i>	<i>None</i>

*Commentary*

There appears to be an increase in small bird activity on the aerodrome since January 2015. This is primarily due to seasonal factors and is being monitored and managed by airport staff. The Airport Wildlife Management Plan is due for review in March 2015.



## TERMINAL OPERATIONAL REPORT

### Customer Service

#### *Matters arising during the reporting period*

There has recently been feedback from several customers regarding the lack of showers available with the new renovations. An original stakeholder review had indicated that the old shower area was poorly utilised and as the area was needed to provide compliant toilets, a decision was taken to utilise this space for additional disabled toilet. One shower was provisioned for in the landside accessible toilet area.

Customers are still adjusting to the new layout of the security screening/departures areas. Temporary laminated signs have been installed until appropriate budgets can be approved for way finding/signage for the terminal.

Customers have provided feedback that a landside baby change should be provided in the accessible toilet and investigations have commenced to install this table.

A perspex suggestion box has been sourced and a location together with suitable messaging is being reviewed.

### Maintenance and Operations

#### *Matters arising during the reporting period*

#### **Air-conditioning**

The air-conditioning works continue with MPS, Schneider and the Town's Manager Technology working vigorously to have the system working to a satisfactory standard. It is an electrical issue caused by the deterioration of controllers which is being investigated along with the maintenance agreement.

Most problematic areas include Arrivals Hall, Qantas Check-in and the NWA Office. Additional split-systems have been installed into all of these areas.

MPS have been requested to provide a quote to undertake an audit of the system which will advise: the state of the system, what is working/not working, what are the recommendations to have a suitably functioning system and an action plan to implement the recommendations.

#### **Toilets**

There has been several toilets with broken seats reported to Maintenance for replacing. These are currently being tended to.

Exhaust fans were fitted into the departure male and female toilets to improve ventilation. Additional exhaust fans will be fitted into the accessible toilets once a quote has been received.

Automatic air-fresheners have been fitted into all toilets.

**Cafe**

Café lights in the departure lounge are currently 50% working. The light fittings have deteriorated and the replacements are currently on back order. Once received, this will be rectified.

**Tenants***Matters arising during the reporting period*

Tenant feedback related to the state of the air-conditioning. Steps as outlined above have been actioned to provide a safe and comfortable working environment for the terminal tenants. A tenancy communications program has been implemented which includes daily updates being sent on the maintenance program.

The café has been approached to expand its coffee cart operations in the arrivals hall as the two singular check-in counters are no longer required. Currently these are adjacent to the coffee cart. The owners are in talks with Business Development unit.

**AIRPORT INFRASTRUCTURE REPORT***Incidents or matters arising during the reporting period*

None

The Compliance and Operations Manager PHIA is working closely with the Manager Technology to ensure that Maintenance and Service Level Agreements are in place for all critical infrastructure. Investigation on the relocation of an airport lighting cubicle will be commencing with review of the airport lighting system to commence March 2015.

**Airside Pavements***Incidents or matters arising during the reporting period*

Two failures have occurred on the apron area behind the equipment clearance line between the freight shed and the arrivals baggage reclaim. These have been investigated and will be rectified on the weekend of 21 and 22 March 2015.

Taxiway Alpha are experiencing signs of wear with cracks appearing in the traffic area. These have been investigated and will be rectified on the weekend of 21 and 22 March 2015.

The parallel taxiways are showing evidence of wear due to traffic and the main apron is also showing signs of wear on the main parking bays.

Airport management has engaged Aerodrome Maintenance Services to prepare a pavement condition report. The purpose of this report is to provide detailed commentary on the existing pavement condition, note any areas needing attention and provide recommendations on a possible works program.

## AIRPORT CAPITAL EXPENDITURE PROGRAM

The PHIA capital program has progressed well this month with the following key highlights:

### *Commencement of Stage 2 of the Terminal Expansion project*

The scope of this project is to expand the domestic departure and international arrival lounges towards the apron to the extent of the existing roof line. Additional ablutions will be added in the area that will become the new international departures lounge (via swing lounge arrangement). More operable walls will be added to improve the flexibility of the lounges between international and domestic functions. The existing international ablutions will be removed, with new ablutions constructed in an external extension. This will provide the necessary space for border agencies to approve the new Virgin flight arrangements to/from Bali with a 2 hour turnaround time in Port Hedland.

Additional office space will also be added opposite the check-in counters of the terminal (either side of the entry doors). These offices will accommodate the Airport Duty Manager, North West Aviation Services (office and training room) and a Virgin office.

It is expected that these works, in conjunction with the completed stage 1, will satisfy growth requirements in the terminal for the next couple of years while stage 3 is thoroughly planned.

### *Landside Improvements*

This project includes an additional exit to the short term car park, verge landscaping, shade across the front of the terminal, bin enclosure and improved access to the service road and car parking areas.

Design briefs have been released for RFQ processes on the civil design, verge landscaping design and shade structures. The shade across the terminal will be considered in conjunction with the public art proposal.

A concept plan for verge landscaping will be presented to the Airport Committee at the March meeting.

### *Electrical Upgrades*

RFT 01-15 Airport Power Upgrade Substation 2 has closed and is currently being assessed for approval. It is expected that all stages of the work, including connection through to Air Services Australia will be completed by July 2015.

### *Security Fencing and Crash Gates*

An RFT has been drafted for the project and will be advertised early March.

## Capital Infrastructure Projects February 2015

Project	Project Budget	FYE15 Budget	Expenditure / Commitments	Project Status	Completion Timeframe
Bus parking	\$350,000	\$309,796	\$269,232	Project complete	Project complete, savings achieved
Terminal precinct – stage 1 (café, departures, ablutions, verge landscaping, shade structures)	\$1,910,000	\$1,638,584	\$1,303,721	- Terminal modifications complete - Baby change table to be installed in disabled toilet near check-in area - RFQ for verge landscaping and shade structures issued	Landscaping and shade due for completion FYE15
Terminal precinct – stage 2 (airside expansion and landside offices)	\$1,000,000	\$1,000,000	\$618,038	- Planning & building permits received - Border agency and Virgin approvals received - OTS application submitted, due for approval prior to 4 April start-up date - Demolition commenced on site, concrete slab poured for expansion	Sterile area completion 4 April. Other areas end May.
Car park/ground transport reconfiguration	\$1,000,000	\$1,000,000	\$121,445	- RFT issued for civil design, including footprint for verge landscaping	Construction contracts to be awarded FYE15
Electrical ring main	\$5,538,789	\$2,538,800	\$3,534,517	- Budget to be reviewed for journals and project cashflow - RFT for substation 2 currently being assessed	All work expected to be completed and commissioned FYE15
Perimeter fence security upgrade	\$1,500,000	\$1,500,000	\$2,916	- RFT draft prepared, to be advertised March	Pending award of tender, expect FYE15
Security access and CCTV upgrade	\$500,000	\$500,000	\$2,916	- Compliance requirement, scope includes installation of new access control system to doors and gates (swipe card) and CCTV upgrades	Likely to carry through to FYE16 due to procurement process timeframes

				- Project plan currently being developed	
Transport and logistics subdivision	\$8,360,000	\$4,252,570	\$105,508	- Design modification required as outcome of strategic review process – consultants due to complete works end March	Construction tender will be ready to issue in April, however this is pending outcomes from the long term lease review
Water and sewer service upgrade	\$13,900,000	\$2,675,000	\$47,128	- Scoping report for water upgrade approved by Water Corporation for approval - Scoping report for sewer upgrade submitted to Water Corporation for approval	Project to be staged over 2-3 years, pending approvals from Water Corporation
Apron extension	\$4,000,000	\$4,000,000	\$47,195	2014/15 extension of northern apron extension programming under review in consideration of potential changes required to international lounge as this affects the priority of programming	Project scope and timeframes are under review.
Apron lighting upgrades	\$1,300,000	\$1,300,000	\$5,422	Scope to be reviewed pending outcome of apron extension project	Project scope and timeframes are under review
Drainage strategy	\$100,000	\$100,000	\$2,916	Consultant to be engaged to prepare stormwater drainage modelling and strategy for improvements	Project scope and timeframes are under review
Quarantine incinerator	\$600,000	\$600,000	\$0	Project scope under review	Project scope and timeframes are under review

**FINANCIAL IMPLICATIONS**

The Airport capital expenditure program is currently under review in consultation with the new airport team (Manager Compliance and Operations and the Terminal Duty Manager) and will be finalised. The review is based on project priorities, asset management and cashflow. This may involve a reallocation of expenditure between projects, therefore it's not expected that the 2014/15 overall capital budget will be impacted. Further information will be presented to the Airport Committee once finalised.

**STATUTORY AND POLICY IMPLICATIONS**

The Town's Strategic Community Plan (section 2.2 A nationally significant gateway city and destination) outlines the goal to develop the Port Hedland International Airport as a leading regional airport in the area of passenger and freight movements and customer satisfaction.

Section 4.1 further outlines the goal to deliver responsible management of infrastructure, assets, resources and technology.

All procurement processes to deliver the Airport capital program and operational requirements are in accordance with the Council's Procurement Policy 2/007, Tender Policy 2/011 and Regional Price Preference Policy 2/016. Tenders are administered in accordance with the Local Government Act (1995) section 3.57 and the Local Government (Functions and General) Regulations 1996 part 4, division 2.

**ATTACHMENTS**

Nil.

4 March 2015

**11.2 Corporate Services****11.2.1 Terminal Renovations Communications Plan**

Anna Duffield, Manager Corporate Information  
File No. 08/02/0025

**DISCLOSURE OF INTEREST BY OFFICER**

Nil

**AC201415/022 RECOMMENDATION/ AIRPORT COMMITTEE DECISION**

**MOVED: MR MCMAHON**

**SECONDED: MR GREEN**

**That the Airport Committee note the communications strategy for the Port Hedland International Airport terminal renovations.**

**CARRIED 6/0**

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**EXECUTIVE SUMMARY**

The Town of Port Hedland is undertaking renovations at the Port Hedland International Airport terminal to facilitate improved international services.

This communication strategy outlines how passengers and tenants will be engaged and informed about the terminal renovations.

**DETAILED REPORT***Terminal renovations*

The Port Hedland International Airport redevelopment strategy (endorsed by Council at its June 2014 meeting), notes that the terminal redevelopment will be completed by end 2018 at the earliest.

Virgin Australia has advised the Town that it wishes to change its future international operations at the end of March 2015 to provide for larger aircraft and shorter turnaround times. Modifications are required to facilitate improved international services and a staged construction approach has been developed to accommodate the changes in international operations until such time as the new terminal is built.

The renovation scope was approved by Council at its November 2014 meeting.

*Communication strategy*

This communication strategy outlines how passengers and tenants will be engaged and informed about the terminal renovations. It should be noted that this strategy does not deal with the overarching redevelopment program, but rather is targeted to the interim renovations program.

The objectives of the campaign are to:

- Increase awareness about the terminal renovations
- Limit negative passenger and tenant feedback

The strategy seeks support for the works program through key activities such as:

- provide regular, timely and accurate information about the airport upgrade to stakeholders
- incorporate consistent and clear key messages into all communications
- create opportunities for direct engagement with a wide range of media
- provide a system for stakeholders to obtain further information and provide feedback on the project
- effectively manage issues as they arise.

The key messages will be used throughout the integrated campaign. They will provide clear and consistent information across all materials:

- Port Hedland International Airport is set to become a modern and well-serviced airport that provides a welcoming gateway to the North West
- Renovations are underway so we can accommodate larger international aircraft
- We are extending the departures lounge, providing additional toilet facilities and improving international processing arrangements
- Please bear with us during the renovations

Campaign tactics include:

- communication material – flyers, map of area and development, timeline of renovations
- displays (in airport) – story boards on development plans
- media opportunities – releases to launch renovations, mark milestones
- online – website, social media
- stakeholder communication – emails, letters, site visits

## **FINANCIAL IMPLICATIONS**

The strategy will be accommodated within existing budget.

## **STATUTORY AND POLICY IMPLICATIONS**

The Town of Port Hedland's Strategic Community Plan 2014-2024 refers to strategies to 'advance Port Hedland's sea, air and road transport infrastructure...' (2.2.1), to 'ensure community members know how to access our services and facilities' (4.2.5) and to 'promote a positive representation of our community and Town's services' (4.2.6). This communication strategy delivers on these priorities by ensuring passengers and community members are informed about the terminal renovations.

## **ATTACHMENTS**

1. Communications strategy – Port Hedland International Airport terminal renovations

25 February 2015



# Communications strategy

## Port Hedland International Airport – terminal renovations

Prepared by Corporate Information

February 2015



## 1. Overview

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The Port Hedland International Airport redevelopment strategy (endorsed by Council at its June 2014 meeting), notes that the terminal redevelopment will be completed by end 2018 at the earliest.

Virgin Australia has advised the Town that it wishes to change its future international operations at the end of March 2015 to provide for larger aircraft and shorter turnaround times. Modifications are required to facilitate improved international services and a staged construction approach has been developed to accommodate the changes in international operations until such time as the new terminal is built.

The renovation scope was approved by Council at its November 2014 meeting.

This communication strategy outlines how passengers and tenants will be engaged and informed about the terminal renovations. It should be noted that this strategy does not deal with the overarching redevelopment program, but rather is targeted to the interim renovations program.

## 2. Communications strategy

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### 2.1. Scope

The scope of the strategy is to provide information on the terminal renovations being undertaken and ensure that tenants and passengers are aware of the changes.

### 2.2. Objectives + Strategy

The objectives of the campaign are to:

- Increase awareness about the terminal renovations
- Limit negative passenger and tenant feedback

The strategy seeks support for the works program through key activities such as:

- provide regular, timely and accurate information about the airport upgrade to stakeholders
- incorporate consistent and clear key messages into all communications
- create opportunities for direct engagement with a wide range of media
- provide a system for stakeholders to obtain further information and provide feedback on the project
- effectively manage issues as they arise.

### 2.3. Audience

The campaign will seek to reach:

- passengers – domestic, international
- community – Port and South Hedland community members, FIFO workers
- airport tenants – hire car companies, WA billboards, cafe, RFDS, School of the Air
- airline industry – Airservices, airlines, freight providers, border agencies
- industry – BHP, FMG, Rio Tinto, Atlas Iron
- media – local

### 2.4. Key messages

The key messages will be used throughout the integrated campaign. They will provide clear and consistent information across all materials:

- Port Hedland International Airport is set to become a modern and well-serviced airport that provides a welcoming gateway to the North West
- Renovations are underway so we can accommodate larger international aircraft
- We are extending the departures lounge, providing additional toilet facilities and improving international processing arrangements
- Please bear with us during the renovations

#### 2.5. Tactics

##### Campaign tactics include:

- communication material – flyers, map of area and development, timeline of renovations
- displays (in airport) – story boards on development plans
- media opportunities – releases to launch renovations, mark milestones
- online – website, social media
- stakeholder communication – emails, letters, site visits

**ITEM 12 LATE ITEMS AS PERMITTED BY PRESIDING MEMBER/  
COMMITTEE**

Nil

**ITEM 13 MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN**

Nil

**ITEM 14 CONFIDENTIAL ITEMS**

Nil

**ITEM 15 APPLICATIONS FOR LEAVE OF ABSENCE FOR THE NEXT  
AIRPORT COMMITTEE MEETING**

**AC201415/023 AIRPORT COMMITTEE DECISION**

**MOVED: CR BUTSON**

**SECONDED: MR PAWLENKO**

**That the Airport Committee approve Councillor Gillingham's leave of absence for the Wednesday 1 April 2015 Airport Committee meeting.**

***CARRIED 6/0***

**ITEM 16 ATTENDANCE BY TELEPHONE/ INSTANTANEOUS  
COMMUNICATIONS**

Nil

**ITEM 17 CLOSURE**

**17.1 Date of Next Meeting**

The next Airport Committee Meeting of Council will be held on Wednesday 1 April 2015 at 12:30pm.

**17.2 Closure**

There being no further business, the Presiding Member declared the meeting closed at 1:25pm.