



Welcome to the first edition of the Port Macquarie Airport Newsletter

2019 has already been a busy year at the Airport. Stage one of the terminal opened seamlessly in June, and has been positively applauded by the community. Thank you again for your patience and support



Stage one of the new terminal opened on 26 June 2019

throughout; it is hard to believe the entire airport managed to operate out of that tiny temporary wing for eight months! We have welcomed new members to our team, including our new friends at Biggles Airport Café. RPT capacity is higher than ever, with Qantas returning and adding additional flights to its schedule from August. GA activity continues strong growth, with movements up 35% since 2015 and some significant operational changes emerging. We'll aim to

keep the Airport community informed through this quarterly newsletter and I welcome everyone to provide contributions and photos for future editions.

Peter Allen, Airport Business Manager (peter.allen@pmhc.nsw.gov.au)

Airport staff changes



The Airport is pleased to welcome our newest staff member, Reg Budden, who will be assisting us while Wayne takes some long service leave (have fun Wayne). Reg brings a wealth of very diverse experience to the role, including most recently working with Council's Environmental Services Section on vegetation and land management projects.

In this issue...

- Airport staff changes... *pg 1*
- Stage 2 update... *pg2*
- Biggles Flight Lounge... *pg 2*
- Hastings District Flying Club... *pg 3*
- Car park upgrade... *pg 3*
- AIAC welcomes new cadets... *pg 4*
- RFP process for Airport leases... *pg 4*
- Fire around the Airport... *pg 5*
- Airport Business Park... *pg 6*
- Customer Service Charter... *pg 7*

Stage two of the terminal upgrade on track for December completion

Stage two works are progressing well, and are on program. At the end of August, slabs have been poured with the grated drain to apron and hydraulic and electrical services roughed in. Structural steel and roof sheeting is complete and partitions and frames are underway. The communications room is due to be completed in coming weeks, with the permanent changeover for the communications racks expected to occur late September. Overall we are looking to move into the new space towards the end of November, with the final installation of the baggage reclaim conveyor to occur after the temporary check in area is no longer required. At this stage we are anticipating that works will be completed in entirety by early December. Further updates will be provided in coming weeks.



Biggles Flight Lounge and Bar

Biggles Flight Lounge and Bar were formally appointed the Airport café lessee by Council on 19 June 2019, and worked feverishly to open their doors with a full range of food and drinks on 26 June. We are delighted to have Biggles Flight Lounge and Bar operating in the new terminal, with owners, Chris and Aaron, and their team bringing their experience and flavours from Coffs Harbour.



The well-appointed new cafe adds to the airport terminal experience. Biggles pride themselves on sourcing fresh local produce, seeking local suppliers and supporting the Hastings region. Passengers and visitors (and Airport staff on their breaks!) can relax in the new terminal's atmosphere and enjoy a range of great food options, barista made coffee, cold drinks and snacks.

Hastings District Flying Club Committee

Hastings District Flying Club have appointed their committee for 2019-2020. Shown below from left to right: Steve Smith (Vice President, CFI), Bruce Dunlop (Secretary), Ray Lind (Vice President, Club Captain), Rod Davison (President), Doug Topazzini (Maintenance Co-Ordinator), Veronica Lind (Communications & Marketing), David Toulson (Treasurer), Mark Crawford (Facilities), Mike Bullock absent (Events).



Hastings District Flying Club
where people who believe in your flying dreams come together since 1958



Other key club personnel include, instructors: Steve Smith (CFI), John Hayler, Mike Bullock, Anthony D'Angelo, Rod Hall, Bob Needham, David Massey and L2 Aircraft Maintainers: Doug Topazzini, Alan Bradtke, Glenn Cleary

Airport car parking

Car parking has been tight during the construction period. While we expect the car park to return to full capacity in December, Council's Infrastructure team is looking at options to expand Airport car parking capacity in the future. The team is also designing a second exit to the main car park to help resolve the immediate issue of bottlenecks at the exit during peak flight arrival times. A second car park payment machine will also be installed in the coming months on the footpath between the arrivals and check-in entrances.

You might notice signs around the car park notifying the public of an increase in Airport Car Parking fees. The new rates are comparative to other regional airports and came into effect from September 2019. The hourly rate will increase to \$3 / hour, while the daily rate remains at \$15 / day; unchanged since pay parking was first introduced in 2008.

P PARKING FEES			
<small>This is a pay parking area. The conditions applying to entry and use of the Port Macquarie Airport car park are displayed at the entry to the car park.</small>			
<small>Payment of parking fees can be made in one of the following ways:</small>			
<small>(a) by cash or credit card payment at an automatic payment station located at the terminal; or</small>			
<small>(b) by credit card payment only at the exit barrier.</small>			
HOURLY	FEE	DAILY	FEE
0 – 30 mins	FREE	2 days	\$30.00
30 mins – 1 hr	\$3.00	3 days	\$45.00
1 – 2 hrs	\$6.00	4 days	\$55.00
2 – 3 hrs	\$9.00	5 days	\$65.00
3 – 4 hrs	\$12.00	6 days	\$75.00
4+ to 24 hrs <small>from time of entry</small>	\$15.00	7 days	\$85.00
<small>Parking is capped at \$5.00 per 24-hour period thereafter. A minimum fee of \$60.00 will apply for any lost ticket. A 2.5% charge applies to all payments made by credit card.</small>			
<small>For enquiries please contact: Airport Operations on 0418 408 529.</small>			



Australian International Aviation College (AIAC) welcomes new cadets



Australian International Aviation College (AIAC) would like to welcome their latest group of cadets to commence their integrated airline pilot training course at AIAC Port Macquarie. The new group is HU009 (Hainan Airlines group 9). There are 23 students in the group, who arrived in Port Macquarie late July 2019. Students are all post-graduate university students and are typically in their early to mid-twenties age group. The students will live and learn at Port Macquarie for 14-15 months. Once graduating from AIAC and returning to China, the students complete their ATPL theory subjects, 50 hours of Jet Transition and Multi-Crew Co-operation training in a full motion simulator, and then their type rating training for either the Boeing 737-800 or Airbus A320. We would like to make our new HU009 group very welcome at Port Macquarie and our airport community for the next 15 months.



Request for Proposals (RFP) on hangar 9, ground leases and future development

Council will open a Request for Proposal (RFP) process in September, and invites parties interested in establishing or expanding commercial operations out of Port Macquarie Airport to enter into discussions regarding future leasing and development opportunities. Specifically, the RFP covers the following immediate and longer-term opportunities:

- I. Lease on vacant Council-owned Hangar (Hangar 9, 432m² hangar with airside access to GA apron 2 on 990m² lot)

2. Ground lease on existing vacant lots without airside access:
 - Lot 2 - 1258m² with no airside access
 - Lot 22 - 870m² with no airside access
3. Future development within the General Aviation areas of the Airport that supports the overall vision of the Airport Business Park and precinct as a high value, regional business and employment hub. Please note that this is considered a medium to long-term project, subject to funding and development approvals.



For more information refer to <https://www.tenderlink.com/pmhc/> or contact peter.allen@pmhc.nsw.gov.au.

Fire around the Airport

The fires surrounding the Airport, known as the Lindfield Park Road fire, have been burning since 18 July and have affected over 400 Ha to date. The fires have caused the closure of the runway on two occasions, with smoke delaying other flights. While the fire is contained, it is continuing to burn underground in peat subsoils and smoke and flare ups continue.

Port Macquarie Hastings Council, in conjunction with NSW RFS, Department of Primary Industries, NSW Health and the Environmental Protection Agency, are using reclaimed water to rehydrate the wetlands in an attempt to extinguish the peat fire. To achieve this, 2.4 km of temporary pipe is pumping water to a number of points within the wetlands (running along the red line on map below) and aims to rehydrate 256 Hectares of bushfire affected land.



It is expected that the process to rehydrate the wetlands will take at least 50 days, with the operation to be closely monitored as to its progress. Due to the environmentally sensitive nature of the area, and to ensure no risk to health, the water quality used will be closely monitored.

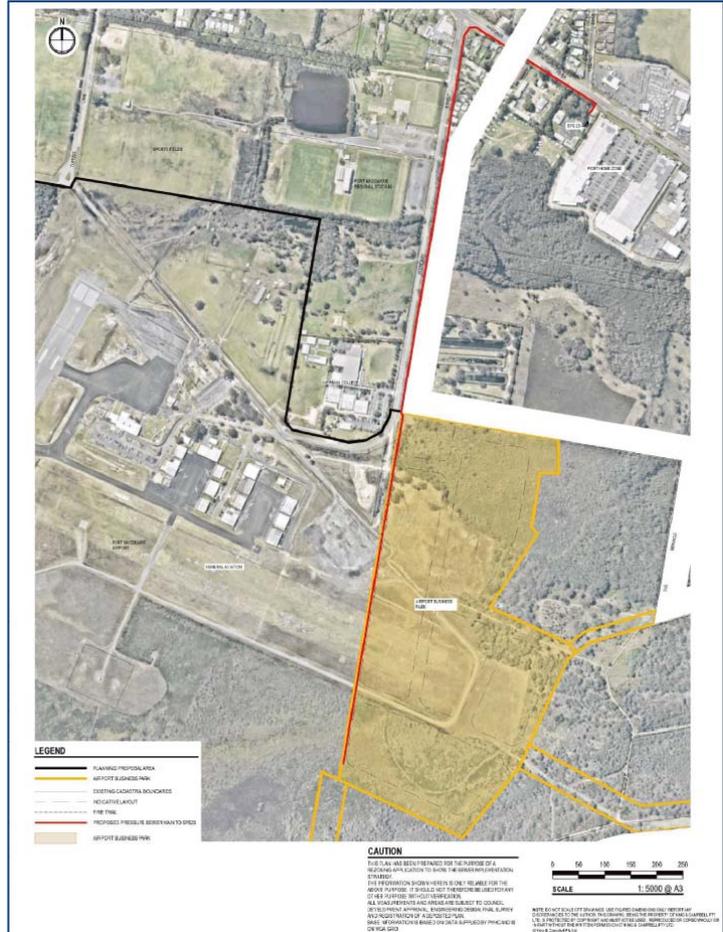


Firefighters will continue to patrol the area and extinguish any new outbreaks of surface fires.

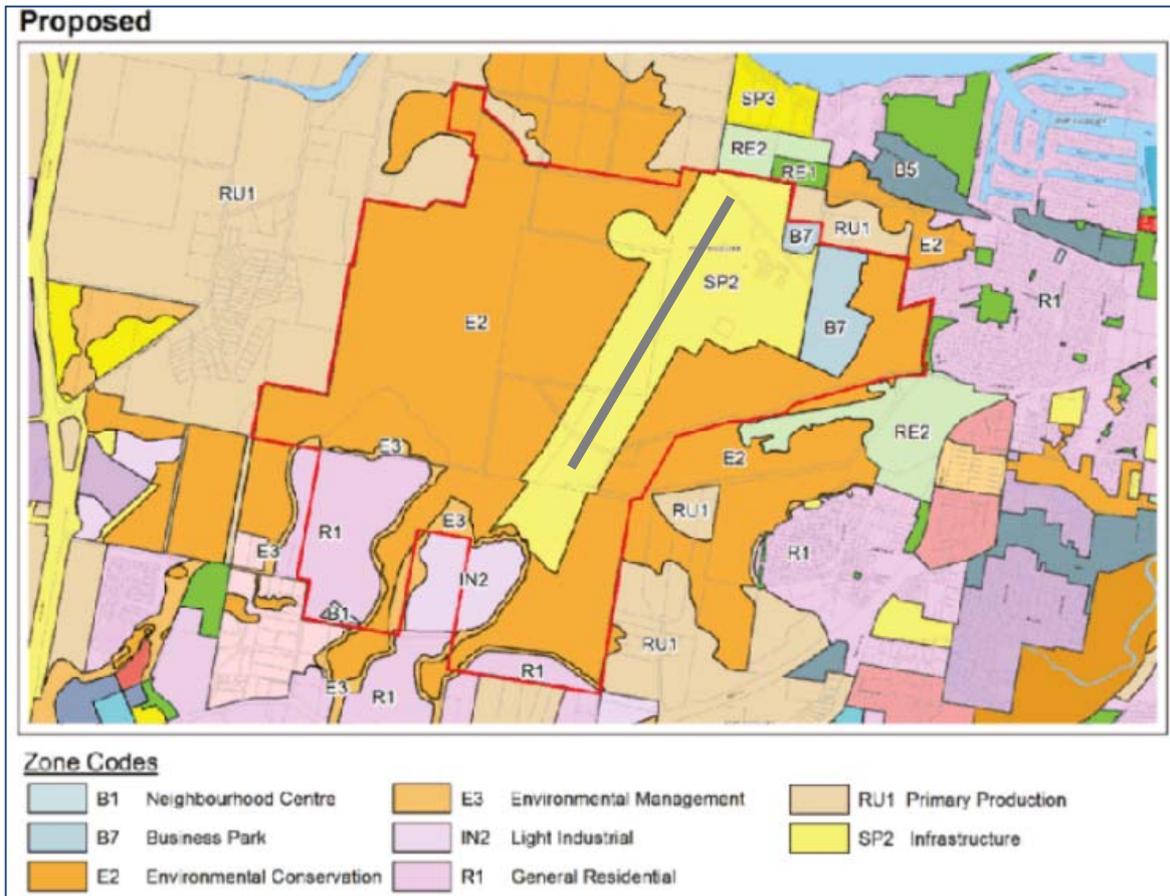
Airport Business Park

On 17 July, Council approved a draft Planning Proposal for submission to the NSW Department of Planning to rezone lands within the Airport precinct. The Planning Proposal rezones land within the Airport to provide 23.75 ha for the development of a future business park (see yellow highlight opposite) to the east of an extension of Boundary St (red line).

The proposal also consolidates Airport infrastructure and future aviation land uses (SP2) to the west of Boundary St, including the proposed parallel taxiway and dedicates land for conservation (E2) and roads and services, in-line with the Airport bio-certification agreement.



Aerial map showing proposed Airport Business Park



Airport Customer Experience Charter

The recent Airport Customer Service Survey results revealed that 100% of respondents rated customer service as “extremely important” to the success of their business. The draft Airport Customer Experience Charter below draws from this survey to capture what we do to nurture the customer experience as a team. Since moving into the new terminal, we’ve received good feedback from our customer’s on their airport experience - thank you for your ongoing commitment.

I welcome your feedback on this document.

General Aviation Stakeholder Meeting

The next GA stakeholder meeting is scheduled for 3:30pm, Friday 27 September 2019, at the Hastings District Flying Club



Customer Experience Charter

Purpose: provide an outstanding customer experience when welcoming and farewelling our visitors and our residents that exceeds expectations, generates goodwill and promotes ourselves, our businesses and our region

- Professionalism**
 Acting with integrity and professionalism with every interaction
 Anticipating problems and finding solutions
 Understanding processes and regulations
 Delivering on our promises
- Teamwork**
 Supporting each other to create a great, stress-free environment and a happy team
- Communication**
 Providing accurate and timely advice in a friendly and considerate manner
 Openly Communicating within the team
- Friendliness**
 Present, available and approachable
 A welcoming smile and farewell

PORT MACQUARIE AIRPORT



Port Macquarie Airport | A facility of Port Macquarie-Hastings Council
 t: (02) 6581 8111
 99 Boundary Street
 PO Box 84, Port Macquarie, NSW 2444
 portmacquarieairport.com.au