

## IN THIS ISSUE

Canberra Bankstown Air Corridor

New Terminal Plans

Online and "On the Mark"

Meet Stephen Byron, MD

# the HOB

CANBERRA INTERNATIONAL AIRPORT

ISSUE 5

NOVEMBER 1999

## STRONG SUPPORT FOR CANBERRA BANKSTOWN AIR CORRIDOR

**A market survey commissioned by Capital Airport Group has identified strong support for a direct air service between the ACT and Bankstown.**

Conducted among a total of 1,100 air travellers in Canberra and western Sydney, the survey has revealed a potential market of more than 615,000 trips a year. Of this potential market, about two thirds currently drive between Canberra and Bankstown. The remaining third are regular air travellers to Sydney.

"There is sufficient market demand now for the airlines to consider the earliest introduction of a Canberra to Bankstown air corridor", says Group Managing Director, Mr Stephen Byron.

"The strategic implications of such a service are very significant. First, and most importantly, it takes the pressure off Sydney's Kingsford Smith airport. Secondly, it gives travellers in the western suburbs of Sydney the opportunity to use Canberra airport as a hub with direct services to Melbourne, Adelaide and Albury. Finally, such a service is quicker and cheaper because it avoids the long and expensive taxi ride from the western suburbs of Sydney to the airport", he says.

When Canberra air travellers were asked whether they would consider using a Bankstown air corridor on a regional airline, over four in 10 or 41% said they supported such a service. This equated to 164,967 potential trips a year, Mr Byron says.

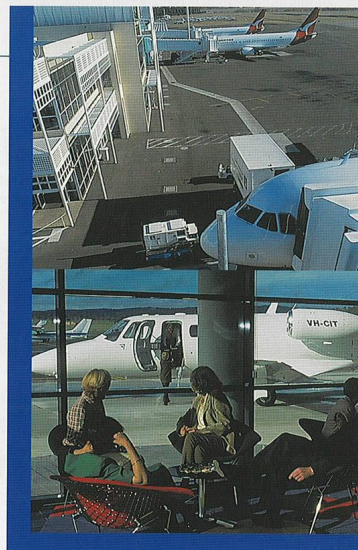
When western Sydney air travellers were asked if they were interested in flying direct to Canberra International Airport, over three in 10 or 37% also supported the idea. "This result provided an additional 42,269 air trips or a potential market of 207,236 trips a year".

The survey also polled air travellers from both communities who currently drove between the ACT and Sydney. Almost one third of Canberrans and half of the western Sydney travellers surveyed said they would consider direct flights rather than driving between Canberra and Bankstown if such a corridor existed.

"These findings added a further 408,000 potential air trips", Mr Byron says. "The potential of this route needs to be carefully analysed with any other new routes the airlines may be considering. We believe it would beat all other routes hands down", he says.

The survey also established that seven in 10 of those polled would use a Canberra to Bankstown air corridor if it offered:

- Frequent morning, late afternoon and early evening flights to suit business travellers;
- regular weekday and weekend services for holiday and leisure travellers;
- flights tied to frequent flyer schemes; and
- lower standards of in-flight catering in order to keep fare prices low.



"The survey confirms that Canberra International Airport is well placed to become the major regional transport hub for south eastern Australia", Mr Byron says. "Together with the airlines, we will continue to explore the possibilities of a Canberra to Bankstown air corridor. There is strong interest in such a service and neither we nor the airlines can afford to ignore that".

## AIRPORT CHECKLIST

■ According to the latest official statistics, 85% of flight movements at Sydney's Kingsford Smith Airport arrive and depart within 15 minutes of their scheduled slots. The statistics reveal that 37% of delays were related to in-flight preparations and boarding delays, 20% were due to safety issues and 9% due to weather. "This is a great result for Sydney because it shows the success of the slot system", says Stephen Byron, Managing Director of Capital Airport Group. The slot system restricts aircraft movements to 80 an hour. Airlines and the airport owner face financial penalties and a use it or lose it system when peak hour slots are missed consistently.

■ Qantas is promoting the national capital on international flights into Sydney and Melbourne. The in flight videos profiling the ACT's most popular tourist attractions – the Australian War Memorial, the National Gallery, Questacon, the High Court and old and new Parliament House—are seen by passengers on more than 200 international flights each week.

■ Qantas and Ansett have announced significant lifts in profits for the financial year ended 30 June. Qantas reported a 25.6% increase in net operating profits to \$382.7 million—about \$15 million above market expectations. Domestic operations provided the impetus rising 31.6% higher than the previous year. Ansett's operating profit before tax

was \$140.8 million—a rise of \$110 million on the 1998 performance. Executive Chairman, Mr Rod Eddington says Ansett's 3% profit margin was proof that its business recovery program was working. Even though the profit figures were encouraging, Ansett faced an increasingly competitive environment. The impact of higher fuel prices, the introduction of the GST and the challenges of Y2K transition meant the business journey ahead was demanding.

■ Hazelton Airlines has not ruled out shifting its regional headquarters to Canberra, Capital Airport Group Chairman, Mr Terry Snow says: "we are back in the running. We believe Canberra has the best case and we'll continue to push it". Watch this space. ■

# NEW TERMINAL PLANS UNVEILED

**A major new terminal is planned for Canberra International Airport.**

Capital Airport Group is negotiating the construction of a new \$20 million terminal building. The shape and size of the new redevelopment is subject to the conclusion of successful talks with Ansett Australia.

"Our discussions with Ansett have been constructive and we are hopeful Ansett will be part of this impressive new terminal for its passengers", says Managing Director, Stephen Byron.

If approved, the old terminal building would be demolished and replaced with a new terminal

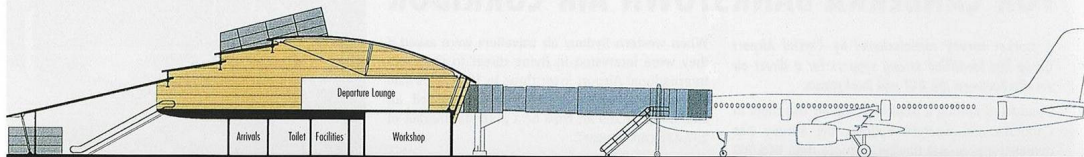
substantially bigger than Ansett's existing building. It would accommodate an expanded departure lounge, an improved baggage handling facility and faster, more comfortable check in areas", Mr Byron says.

The introduction in March next year of a new jet service to Canberra by Kendell Airlines, part of the Ansett Group, is one of the driving factors behind plans for the new terminal. Kendell's new 50-seat jet is scheduled to begin direct services to Brisbane in March.

The alignment of Ansett's proposed new terminal would run parallel to the airport's existing main

runway to allow for an expansion of new parking bays to accommodate Kendell's new jet aircraft.

"The new jets will power in and out of the terminal aprons, requiring extra turning space", says Mr Byron. Capital Airport Group welcomed the introduction of Kendell's new jet service because it further enhanced the airport's position as a major regional transport hub for south-eastern Australia. "We are working closely with Ansett on this exciting new development which, if approved, will create new employment opportunities and offer a more relaxed and comfortable experience for air travellers". ■



## SECTION THROUGH DEPARTURE LOUNGE

# POPLARS GROUNDED: "NOT SUITABLE" FOR RESIDENTIAL DEVELOPMENT

**Capital Airport Group has called on the ACT and NSW governments to introduce new planning laws preventing the development of new residential areas under existing flight paths.**

This follows the decision by the NSW Planning Minister Dr Andrew Refshauge, to refuse an application by Queanbeyan City Council to rezone land known as 'The Poplars' for residential purposes. Had it been approved, 'The Poplars' would have been situated just 340 metres under a busy flight path and Canberra Airport's only instrument landing approach.

The decision would not restrict Queanbeyan's overall housing development because there were alternative sites to accommodate residential growth within the local government area, says Dr Refshauge. "Canberra International Airport is a major asset contributing to the economic development of the ACT and south-east NSW. The proposed housing would restrict any potential development options for the airport and would not serve the interests of the region", Dr Refshauge says.

ACT Chief Minister, Kate Carnell, supports Dr Refshauge's decision. "I am really pleased because the future of Canberra International Airport is very important to our whole region and I think 'The Poplars' development could have severely impacted upon it".

"I think it's probably the first time three governments—Federal, NSW and ACT—have come together to recognise the economic importance of the airport to the community", says Terry Snow, Chairman of Capital Airport Group. "This was an ill-conceived plan and the NSW Planning Minister and local communities have judged it so". Dr Refshauge's decision was responsible because it put the interests of the wider communities in the ACT and Queanbeyan first and poor planning second.

"We would like the NSW Planning Minister to enter into the earliest possible negotiations with the ACT government to form a regional plan recognising the economic importance of Canberra International Airport to the ACT and region. The purpose of this plan will be to prohibit any new residential rezoning under the airport's flight path within the ANER 15 standard which has been accepted by the Commonwealth as the boundary for new residential developments in the Badgerys Creek E.I.S.", says Mr Snow.

Such a plan, if accepted by both governments, would provide the basis for a new policy for all NSW and cross border airports preventing the creation of new residential areas under existing flight paths. ■



ACT Chief Minister welcomed 'The Poplars' decision

# ONLINE AND "ON THE MARK"



"Airport online and on the mark", says ACT Senator Kate Lundy



**The new website for Canberra International Airport—<http://www.canberraairport.com.au>—is designed to further improve customer service and boost local airport businesses, says Managing Director, Mr Stephen Byron.**

Developed by the Canberra based Interact Technology Group, the new website offers convenient and timely information about arrivals and departures, airport operations, weather and aircraft noise.

It also provides a significant marketing and promotions boost to the 75 businesses already operating at the airport, says Mr Byron.

"With a workforce of around 1,700 and an annual turnover of more than \$360 million, the airport is a major contributor to the well-being of the ACT economy. We hope our website will further grow this important community asset.

"Canberra International Airport is committed to raising awareness levels about the impact of aircraft noise on local communities", he says. The new website and its noise contour maps honors that commitment.

The website also features a fully integrated airline schedule, which, for the first time, offers travellers a comprehensive choice of all airline services operating in and out of the airport.

"The website is a critically important communications link between the airport and the communities it serves. We want travellers to be fully aware of the direct regional airline services

that now operate between Canberra International Airport and destinations like Newcastle and Albury", says Mr Byron.

"We believe there is a clear need for a fully integrated airline schedule because it offers choice to airline travellers which, in turn, promotes competition among the airlines".

The new website further strengthens the airport's strategic plans to make Canberra a major regional hub for southeastern Australia providing direct air services to potential new destinations such as Bankstown, Moorabbin, Coolangatta, Wagga Wagga and Tamworth.

"Numerous studies undertaken by the airport have clearly demonstrated that increasing numbers of our travellers would prefer to bypass congested gateways like Sydney's Kingsford Smith airport in order to reach their final destination", he says.

Other key features include:

- the recently approved *Master Plan*—a blue print of the airport's future development to the year 2020;
- the key findings of an economic study into the impact of the airport and surrounding regions; and
- the *Environment Strategy*.

"Community feedback is central to our plans for the future", says Mr Byron. "We invite web users to explore our site and share their experiences with us". ■

## FLIGHTS OF FANCY

### REGULAR VISITORS TO RAAF BASE FAIRBAIRN



## MEET STEPHEN BYRON, MD



Stephen Byron, MD

Copenhagen Airport

**An interview with Stephen Byron, the new Managing Director of Canberra International Airport.**

■ **Why did you accept the job?**

I think it's a natural progression because I put together our bid to purchase the airport back in September/October 1997. At that time, our partners included Bankers Trust and a British coach company. But, Terry Snow and I decided that if we were to fully realise the potential of the airport for the group and the local community we should make an independent bid. Our prospective partners were also interested in buying other airports in Australia and we thought Canberra deserved our total priority so we bid for it in our own right and I am delighted we were successful.

■ **What is your background?**

I've spent my formative years in Canberra. I grew up here, was educated here. I studied commerce/law at the ANU before joining Mallesons as a lawyer. I joined Capital Property Group in '95 as a development manager and really enjoyed developing two major buildings.

■ **Why did you decide not to pursue a career as a lawyer?**

I'm more keen to take a hands on approach in terms of creating some very positive things here in Canberra and while we enjoy a great relationship with our legal firm and they do an important job, it's just a bit more exciting making things happen.

■ **What are your goals for the airport?**

I want Canberra to be the best airport in Australia. Our plans to develop a world class TravelPort—the first of its kind in this country—will make Canberra a most modern, most advanced transport hub accommodating the Very High Speed Train and new coach and airline terminals. When Terry and I were in Europe recently, we visited six key regional airports in five days and probably the most impressive airport was Copenhagen, which was impressively designed and worked fantastically well. I think the most important lesson we have learned is that you have to become a hub if you're going to grow services out of an airport and it's those transfer passengers that allow you to have new and direct routes to places like Bankstown and Coolangatta.

■ **Does the private sector in Canberra share your vision of a major regional transport hub?**

Yes, they do. I think the private sector also understands the opportunity for us to be a major trade centre, a place for the movement of passengers and freight as well. Freight distribution is a major growth area because Internet purchasing is growing rapidly and, the key issue for them is delivering products sold on the net. We have around 75 businesses at the airport and I think they can see what we're trying to do and support us wholeheartedly.

■ **What about job creation, what are your estimates?**

Getting a regional airline to base their operations here in Canberra is the key to future job growth. When we do that there will be an immediate impact. That's one of the reasons why we want Hazelton to establish a base here. We have the right location, the right connections to the rest of Australia and access to a skilled and professional workforce.

■ **Do you have any special interest in aviation?**

I do now. Aviation is a very complex and all consuming business and this is a very exciting time for all of us at the airport. Deregulation is just beginning with the break up of the former Commonwealth owned Federal Airports Corporation last year and the new airport owners are bringing an entirely new dynamic into the business. It's our responsibility to be at the forefront of the change that's now occurring and I believe we're already doing that. The launch of our new website, which is designed to serve the changing requirements of our customers, is good evidence of that.

■ **For some people travel is still a stressful event, is that something you should be aware of?**

It certainly is. In fact, it's one of my key preoccupations. The big thing for us here in Canberra is to minimise the distance between when you turn into the airport and get out of your taxi or park your car and get onto the plane. You have got to minimise that distance, minimise the time and make the whole process simpler. Because if it's all too hard, people will drive to Sydney. The highway north is a strong competitor because it's such a good quality road. So, we are always looking at ways to provide seamless travel. ■

## AIRPORT GROUP RESTRUCTURED

*Capital Airport Group has restructured its senior management.*

The restructure is designed to take Canberra International Airport forward to its next stage of development, says Group Chairman, Mr Terry Snow.

Mr Stephen Byron has been appointed Managing Director with key responsibilities for preparing the airport for its transition to a TravelPort, accommodating the Very Fast Train and a new coach and airline passenger terminal. "Mr Byron is an intelligent and enthusiastic young man who is ready to face the responsibilities of successfully running a major community asset", says Mr Snow.

Under the restructure, Mr John Milton joins the Board of Capital Airport Group as Deputy Chairman. The Federal Government's recent acceptance of the airport's Master Plan was due to Mr Milton's commitment, dedication and successful management of the airport team. "John Milton's contributions to the growth and development of Canberra airport cannot be overstated—during his time passenger numbers have doubled, revenues have grown substantially and significant new terminal developments have occurred", says Mr Snow.

"I am delighted that John has agreed to join the Board as Deputy Chairman where his skills and experience will be highly valued by the company as it faces the new opportunities of privatisation". ■



Oslo Airport



CANBERRA INTERNATIONAL AIRPORT PTY LTD • ACN 080 361 548  
1ST FLOOR TERMINAL BUILDING • BOX 1 • CANBERRA AIRPORT ACT 2609  
TELEPHONE 02 6209 3333 • FACSIMILE 02 6209 3344  
EDITOR Ken Begg • REPORTER/PHOTOGRAPHER Sam Begg  
DESIGN Green Advertising 11999