



Delivering innovative solutions to complex aviation problems

Master Plan 2018

**KING ISLAND AIRPORT
COMMUNITY CONSULTATION**

Prepared for: King Island Council



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1. STAKEHOLDER CONSULTATION

A comprehensive stakeholder consultation plan was designed to maximise the opportunity for the local community and aviation stakeholders to provide input to the development of the Master Plan.

1.1. Stakeholder engagement program

Engagement activities conducted during the consultation period 20 April – 23 May 2018 included:

- Telephone and/or face to face consultation with Councillors and members of the Airport Advisory Committee;
- A media release to advise residents of the King Island Airport Master Plan, its purpose, timeframe and feedback options;
- An article in the local newspaper to provide background to the planning study and seek input/feedback;
- Print media advertisements to provide background to the planning study and seek input/feedback;
- A radio interview with the Mayor and Deputy Mayor;
- Printed surveys and posters distributed to convenient locations around King Island, including the airport;
- Council staff members placing themselves at the Post Office to personally engage with interested locals;
- A link on the Council website and Facebook profile to an online survey; and
- A set of Frequently Asked Questions provided to Council staff to ensure they could promote the program to the wider community.

1.2. Face to face meetings and telephone interviews

A representative of Aviation Projects personally spoke with the following people, either face to face or via telephone:

- All Councillors who made their contact details available;
- All members of the Airport Advisory Committee who made their contact details available;
- Representatives of Sharp Airlines, Regional Express, Vortex Air/Tasfast and King Island Airlines;
- Representatives of Ocean Dunes and Cape Wickham Golf Courses;
- A representative of King Island Dairy;
- A representative of King Island Chamber of Commerce;
- A representative of King Island Foodworks;
- A representative of King Island Seafood;
- A representative of King Island Prime Meats;
- Members of the King Island Aero Club; and
- The new owners of the rental car business.

1.3. Results of personal interviews

The results of the face to face and telephone interviews reflect the wide and varied interests of those consulted. A summary of responses for each interest group is provided below.

1.3.1. Councillors

The Mayor, Deputy Mayor and other Councillors expressed varied opinions regarding the future of the airport. Generally they felt it was important that the airport provided a cost-effective gateway to the island.

1.3.2. Commercial aircraft operators

Aircraft operators were generally satisfied with current arrangements and expressed a strong resistance to any changes (increases) to fees or charges, particularly if an increase resulted from new capital expenditure that impacted on Council's obligation to account for depreciation.

There is limited demand from current RPT and freight operators for aviation fuel (either JetA1 or Avgas).

The passenger terminal becomes congested at peak times and could benefit from better signage, re-arrangement of the rental car desk, bio-security desk, baggage reclaim and arrivals/departures.

The offices behind check-in and the baggage handling area could benefit from expansion and better baggage handling.

1.3.1. Local aircraft operators

Local aircraft operators were generally quite disenfranchised with Council and expressed a sense of neglect in relation to their own wants and needs. This has led to a number of private aircraft operators (including the aerial agriculture operator) relocating to private airstrips.

1.3.2. Local businesses

Local export businesses are heavily reliant on an efficient and cost effective inbound and outbound freight service to provide their products at a competitive price.

Local grocers and other users of fresh produce equally rely on an efficient and cost effective inbound freight service to ensure they can meet customer expectations.

It is imperative that refrigerated trucks can directly service aircraft on the parking apron to minimise the risk of spoilage of fresh produce and reduce double handling.

1.3.3. Golf courses

The two new commercial golf courses have driven increased passenger demand through the airport. They anticipate increased demand in the future as better facilities including accommodation and a permanent club house and associated infrastructure are provided and more active marketing activities stimulate further interest in 'King Island Golf'.

1.3.4. General themes

The following themes emerged from the personal interviews:

- There is a lack of faith in Council's ability to decide an appropriate course of action and then implement it;
- There is a lack of communication with stakeholders in relation to developments at the airport;
- Development should be planned according to actual demand and not result in higher costs to ratepayers;
- Cost effective and efficient freight handling is essential to the island's economic success; and

- The passenger terminal does not operate efficiently during peak travel times.

1.4. Online and printed survey responses

A short online survey, provided via the Council website and in printed format at the airport and Council service centres, asked the following questions:

1. What is your expected level of service at King Island Airport?
 - a. Excellent (no delays, excellent level of comfort)
 - b. High (very few delays, high level of comfort)
 - c. Good (acceptable delays, good level of comfort)
 - d. Adequate (acceptable delays for short periods, adequate level of comfort)
 - e. Inadequate (unacceptable delays, inadequate level of comfort)
 - f. Unacceptable (unacceptable delays, unacceptable levels of comfort)
2. How would you rate the current level of service at King Island Airport?
 - a. Excellent (no delays, excellent level of comfort)
 - b. High (very few delays, high level of comfort)
 - c. Good (acceptable delays, good level of comfort)
 - d. Adequate (acceptable delays for short periods, adequate level of comfort)
 - e. Inadequate (unacceptable delays, inadequate level of comfort)
 - f. Unacceptable (unacceptable delays, unacceptable levels of comfort)
3. If your expectations are not being met, what improvements do you think are needed for them to be met?
4. What do you currently like about King Island Airport?
5. What would you like to see in the passenger terminal at King Island Airport in the future?
 - a. Baggage reclaim carousel
 - b. Taxis on standby at airport
 - c. Local area information
 - d. Self-check-in kiosks
 - e. Conference / meeting facilities
 - f. Airline lounge
 - g. Showers
 - h. Retail outlets
 - i. Other (please specify below)
6. What other destinations would you like to be able to fly to from King Island?
 - a. Hobart
 - b. Sydney
 - c. Adelaide
 - d. Other (please specify below)
7. What commercial developments would you like to see at King Island Airport? Examples of commercial developments at other airports are secure parking, business service centres, petrol station.
8. What do you see as the long term strategic vision for King Island Airport?
9. What social and economic benefits do you associate with King Island Airport?
10. If you have any other comments or input, please provide that here.

11. Are you ...

- a. A current resident of King Island?
- b. A frequent visitor to King Island?
- c. An infrequent or first-time visitor to King Island?
- d. Other (please specify below)

12. How do you use King Island Airport? Choose as many options as you need to

- a. Personal flights on and off the Island (passenger)
- b. Business flights on and off the Island (passenger)
- c. Flights on and off the Island (air or ground crew)
- d. A place for business meetings
- e. My work requires me to come to the airport
- f. A place for meeting friends and family
- g. Accessing the coffee and refreshments of the King Island Café
- h. Other (please specify)

1.4.1. Survey results

The online survey attracted 95 participants, where 92% of the respondents were current King Island residents and the remaining 8% of the respondents were visitors.

There were several common themes to the responses:

- Respondents generally liked the new modern passenger terminal, its spaciousness and airport staff;
- The customer experience generally did not meet expectations on:
 - lounge seat layout;
 - toilets layout and capacity;
 - current access to baggage area; and
 - entrance doors configuration.
- Car parking facilities and the lack of public transport or taxi service did not meet expectations;
- The respondents desired the availability of baggage trolleys; and
- Any development should benefit local residents, community and/or businesses.

The difference between expected and current level of service is illustrated in Figure 1 and Figure 2.

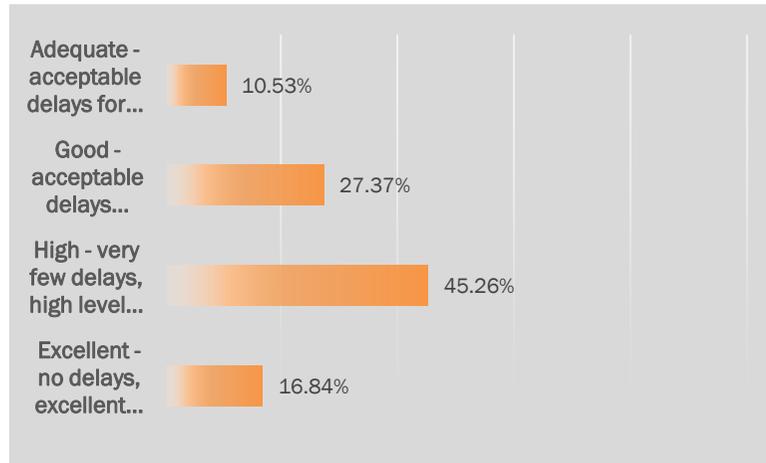


Figure 1 Expected level of service

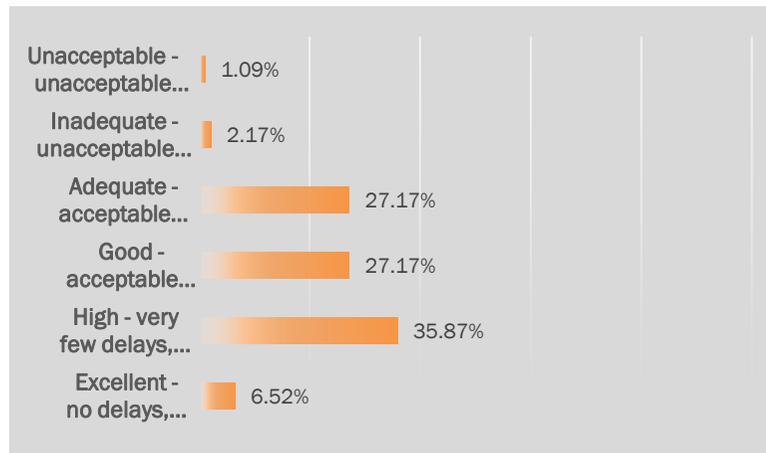


Figure 2 Current level of service

Survey respondents highlighted a number of improvements they believe need to be introduced at King Island Airport. These improvements included:

- **terminal facilities:**
 - improve seating layout (7);
 - flight status screen (4);
 - baggage trolleys (3);
 - bar (3);
 - fast food outlet (3);
 - extra seats for the terminal lounge (2);
 - airport announcement speakers (1);
 - business room (1);
 - portable water fountain (1);
 - souvenir shop (1); and
 - wall clock (1).
- **terminal building:**
 - extra toilets (3);
 - reconfigured access to baggage reclaim area (3);
 - improve signage (2); and
 - toilet doors reconfiguration (2).

- customer service:
 - terminal temperature (3);
 - faster luggage service (2); and
 - staff manners (2).

1.4.2. Overall airport customer experience

75% of the total number of respondents expressed their satisfaction of airport terminal facilities. The following terminal facilities and features were among mostly noted:

- terminal building design (28);
- terminal spaciousness (26);
- café (21);
- all terminal facilities (7);
- mixed style seating and furniture (4);
- toilets (3);
- tourist information (3);
- waiting area (3); and
- no security (2).

Another 20% of respondents (out of 100%) were extremely pleased with the level of airport customer service provided by King Island airport staff members. Survey respondents were satisfied by the following airport customer services:

- airport staff attention and friendliness (22);
- overall customer service (4); and
- service efficiency (2).

The remaining 5% of respondents were satisfied with airport parking facilities.

1.4.3. Requested airport facilities

Airport facilities are desired by respondents are shown in Figure 3.

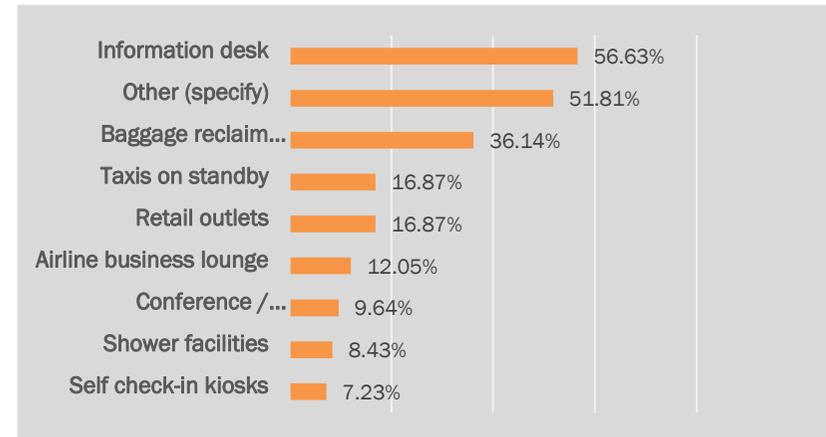


Figure 3 Airport facilities desired by respondents

Other (specify): respondents were given an opportunity to provide comments on airport facilities they would like to see at King Island Airport in the future. A summary of respondents' suggestions is shown in Table 1.

Table 1 Respondents suggestions on airport facilities

<i>Survey respondents</i>	<i>Category</i>	<i>No. of respondents</i>
Improved baggage collection area	Terminal facilities	7
Reconfiguration of entrance doors	Terminal building	5
Bar	Terminal facilities	3
Extra toilets	Terminal building	3
Time designated parking areas	Terminal precinct area	2
Extra short-term parking spots	Terminal precinct area	2
Art exhibition space	Terminal facilities	2
Shuttle bus	Airport services	2
Parking	Terminal precinct area	1
Covered access to planes	Terminal precinct area	1
ATM	Terminal facilities	1
Security check	Terminal facilities	1
Kids area	Terminal facilities	1
Airport ambassadors	Airport services	1

1.4.4. Flight destinations

Flight destinations desired by respondents are shown in Figure 4.

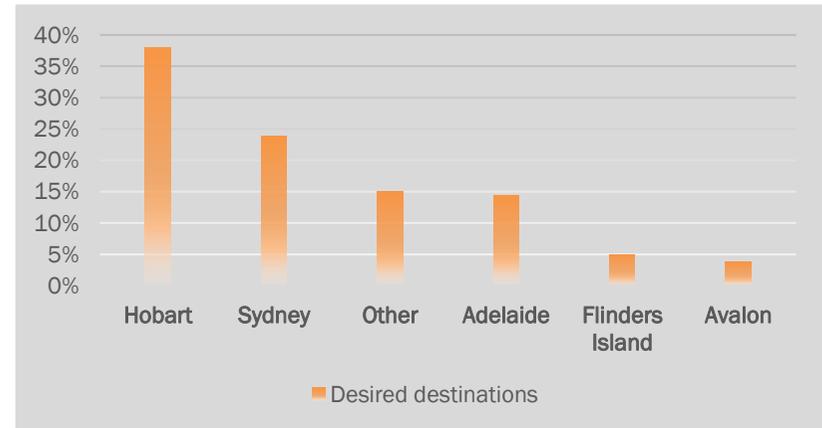


Figure 4 Flight destinations desired by respondents

Other destinations mentioned by respondents included:

- Brisbane (3);
- Darwin (2);
- Cairns (1);
- Canberra (1);
- Devonport (1); and
- Perth (1).

1.4.5. Commercial developments

Examples of potential commercial developments identified by respondents are illustrated in Figure 5. The results are shown in a total number of respondents per each commercial development category.

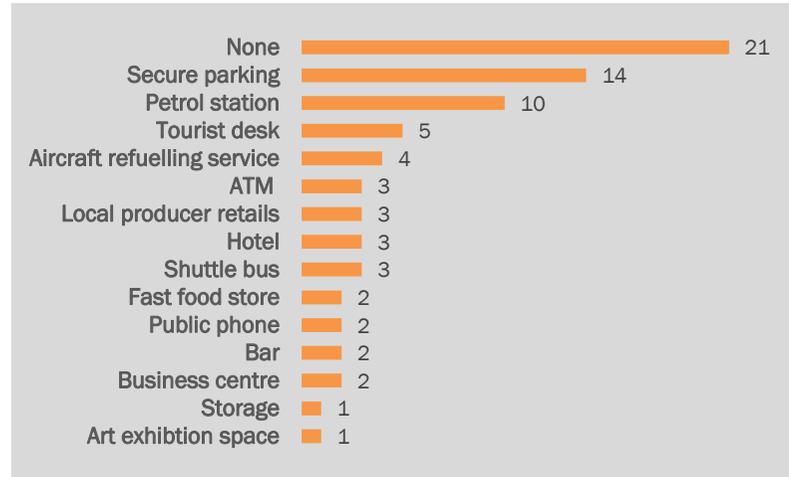


Figure 5 King Island Airport commercial development

Assumedly, 21 respondents who voted that there is no need for introducing additional commercial developments most likely are satisfied with current services and are concerned about additional investment leading to extra costs.

1.4.6. Strategic vision

Key aspects of King Island Airport strategic vision identified by survey respondents are illustrated in Table 2. The results are shown in a total number of respondents per each strategic vision type.

Table 2 King Island Airport long term strategic vision

<i>Strategic vision</i>	<i>No. of respondents</i>
Install solar panels	15
Business centre	8
Install water collection tanks	6
Improved services (e.g., welcoming environment)	5
Increased passenger capacity	5
Increase aircraft apron	4
Freight precinct	4
Improved check-in services	4
Food outlets	3
Aircraft refuelling service	2
Upgrade runway	2
Expanded car park	1
Improve biosecurity	1
Install ILS and runway lighting	1
Lease airport to a third party	1
Retail space	1
Secure storage	1
Shuttle bus service	1

1.4.7. Key social and economic benefits

Key social and economic benefits associated with the airport by respondents were generally as follows:

- The airport enables safe and convenient access to Tasmania and mainland Australia;
- The airport contributes to the growth of island;
- The airport contributes to tourism;
- The airport contributes to the growth of freight;
- The airport contributes to the employment growth;
- The passenger growth provides new business opportunities; and
- The airport provides an opportunity for population growth resulting from the growth of businesses and employment.

1.4.8. Comments on King Island Airport development

Key comments on King Island Airport development were generally as follow:

- The airport is good as it is now;
- The airport terminal entrance doors need to be reconfigured to avoid doors being closed by wind;
- Rainwater tanks and solar panels should be installed to reduce eco footprint;
- The King Island Council should replace a population map located at the front of the terminal building (data represented on the map is outdated);
- The airport should provide computer access to airport customers and visitors;

- Baggage trolleys should be provided for airport passengers;
- The airport toilet facilities should be reconfigured to provide more privacy and security;
- The airport should provide aircraft refuelling service;
- The airport should be equipped with baggage carousel and inside terminal baggage collection space shall be allocated; and
- The respondents believe that airport developments will enable increased freight capacity.

1.4.9. Survey respondent location

The pool of survey respondents was mainly formed by current residents (91.1% - 72 respondents) and frequent and infrequent visitors (8.9% -7 respondents).

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