Touchdown! Boeing’s 787 Dreamliner overnights in Darwin.

The Boeing 737 Dreamliner in Darwin

The Boeing 787 Dreamliner World Tour stopped overnight in Darwin on Thursday 31 May for refuelling and a crew rest stop. The arrival brought many local plane spotters and aviation enthusiasts out to the airport with groups lining up along Gate Kilo and the domestic arrivals lounge to view the landing. Local media were taken airside to film and photograph the arrival with Channel 9 choosing to cross live for their evening bulletin.

An early morning on-board tour was organised for approximately 20 staff and local aviation stakeholders before it departed for Uzbekistan, the next stop on the 787 Dream Tour.

Boeing staff and engineers were excited to show off their aircrafts environmental, operational and passenger experience innovations such as; being primarily made out of carbon fiber composite material, the technology making the aircraft quieter in flight and the dynamic LED lighting and larger windows with adjustable tinting in the cabin, to name just a few.

The visit was a memorable experience and will certainly be one of the highlights of the year for Darwin Airport.

Additional Flights for Alice Springs Masters Games.

Qantas will continue to operate the supplementary seasonal services between Alice Springs and Melbourne to incorporate the Masters Games, which will run from 13 to 20 October 2012.

These services will be in addition to the existing Qantas daily flights between Alice Springs and Melbourne/ Sydney/ Adelaide/ Cairns/ Ayres Rock, the twice daily flights to Darwin and twice weekly flights to Brisbane.

The supplementary services will operate on a Boeing 737-800 aircraft which includes 12 Business Class and 156 Economy seats. The extra services operate on Friday and Sunday departing Melbourne at 7.50am to arrive in Alice Springs at 10.15am. The return service departs Alice Springs at 10.55am to arrive in Melbourne at 2.00pm.

Tickets for these flights are on sale now and can be booked at www.qantas.com.au, or alternatively on their new mobile site which now has the functionality to search and book flights as well as check-in prior to departure on any web enabled mobile device.
I recently attended two major airport conferences, Passenger Terminal World (PTW) in Vienna and the Airport Cities World Conference (ACW) in Denver.

The PTW conference is the largest and most comprehensive get together for airports and suppliers of terminal facilities and services in the world and was particularly relevant given our expansion project at Darwin. Two key themes that are emerging in the airport business globally are the need to diversify and grow revenue streams around the more traditional airport business and the need to improve programs for airport retailing and car parking.

Outside of key business activity, an emerging global trend for airport terminals is to develop a real ‘sense of place’. Increasingly, airports are a place that reflect and promote their unique regions and communities, including the local tourism, arts, culture and heritage. This is something that we have strived to do at Darwin and Alice Springs Airport terminals since their initial construction in 1991 and will continue to do as we expand and develop further.

The ACW Conference showed that the concept of the Aerotropolis, or mega Airport City, is being enthusiastically embraced by major US airports. The sheer scale of airport city developments in the US, Central and South America, South Africa and in more developed airports like Schiphol in the Netherlands and Charles De Gaulle Airports in Paris are truly breathtaking.

Whilst on a smaller scale, NT Airports intention to develop the non Aviation land at Darwin and Alice Springs is in line with airport developments around the globe. These expanding non aviation precincts are fast becoming powerful economic drivers for their local economies and communities.

I trust you’ll enjoy our latest edition of Touchdown.

IAN KEW
Chief Executive Officer
Representing AAA at the International Bird Strike Conference.

Jill Holdsworth, NT Airports Environment Manager, as a representative of the Australian Airports Association, attended and presented at the 30th International Bird Strike Committee Conference (IBSC) held in Stavanger, Norway, from 25 June to 29 June 2012. Jill also had the privilege of getting presentations and/or tours of the Oslo and Stavanger Airports in Norway and at Copenhagen Airport in Denmark.

140 participants attended the Conference with over 20 nations represented from all continents. Future development of the mitigation of birdstrike hazard, the use of risk assessments, birdstrike management, mitigating measures used and the development of IBSC were among the themes presented at the conference.

Jill presented on the ‘Future development of mitigation of bird hazard to aircraft - An airport perspective’, and was part of the panel of the ‘Future Management’ discussions.

“Jill made a successful, loud and clear presentation of the airports view on the future development of mitigating the bird hazards to aircraft, an appreciated and well considered contribution to the discussion about what the different stakeholders can do to reduce the risk of birdstrikes. Her combination of photos, sounds and speech made her important and good points easy to catch and remember”, said Espen Kurthi, Head of Flight Safety Section, Competence Center Aviation Services, Avinor and host of the IBSC Conference.

Jill has worked in the Australian aviation industry for over 20 years and was an integral component of developing the first Bird and Animal Hazard Management Plan Template for all Australian airports and has recently been working with Australian Airline Pilots Association in developing wildlife mitigation measures. Presenting at the International level and visiting other airports has provided Jill with further inspiration to improve the management in Australia.

Alice Springs Apron Project.

Works on the Apron overlay project is 99% completed with only the installation of a flood light poles to be installed adjacent to Bay 6.

Jet sealing of all bays occurred in June and the area is now available for airline use without limitations.

In addition to the apron works, major resealing was carried out on the Commuter and General aviation Apron. This means that over 80% of the airport’s runways, taxiways and aprons have had some form of major maintenance within the last 3 years ensuring that only minor maintenance will need to be carried out over the next 5 years.

A special thank you to our many stakeholders for their patience and understanding during the works period, which enabled the project to succeed without complication.
New LAGs Area.

Darwin International Airport’s (DIA) newly opened Liquid Aerosol Gas screening (LAGs) area is now in use.

Stage 1 of this 2 stage project included building a new larger, more open and modern entry point for international departures.

International passengers now have space to sort their belongings and a dedicated area to queue without congesting the escalators.

New TV’s have been installed for security announcements and to display the much enjoyed live Flight Radar to those waiting in-line.

Stage 2 involves the construction of a parent’s room, a store room and a private passenger search room for Security Officers.

The glass wall between the domestic and international lounges will also be replaced with a functioning glass sliding door so that domestic travellers can board through international during peak periods.

The artwork on the existing panels will be replicated on new doors in consultation with the artist Gary Duncan.

NT Airports Food and Beverage Tender

The food and beverage (F&B) tender process commenced early in February this year with the preparation of the Request for Proposal (RFP).

As part of the tender evaluation process a Challenge Panel was put together for a 1 day workshop to review several selected companies. The panel included a broad selection of individuals from industry, community and airport user representatives and were guided by a selection of DIA and ASA staff involved with the tender process.

Each organisation presented to the group separately during the workshop, focusing their presentations on their offering, brands, products and customer service elements. Panel members had the opportunity to ask questions, debate amongst themselves and provide their feedback on each proposal.

The challenge panel involvement was an interesting and useful aspect of the tender process. They provided invaluable insight and perspective from the wider community, which NTA has used in conjunction with internal evaluations during the decision-making process.

New Car rental booths.

Car Rentals at Darwin Airport are now operating from new light filled counters outside international arrivals.

The 3 stage project involved the relocation of the operators to temporary booths, the demolition and construction of the new booths and the installation of new high windows to let more natural sunlight into the building.

The final stage of the project involves the relocation of a set of sliding doors to line up with the covered walkway outside, and the cladding of the square columns inside the terminal to match the existing elliptical columns outside the ground floor cafe.
Proud to support ‘Off the Leash’

Off the Leash is Darwin’s premier guide to what’s on in the Top End. Over the past 12 months, the free magazine has developed into a popular publication with a reputation for providing interesting, up to date and appealing information, reviews and promotions about local music, arts and cultural events.

Darwin International Airport is proud to support the publication which has grown from an events calendar into a vibrant magazine, with a supporting website and soon an App.

Since September 2011, Off the Leash has been promoted in the Darwin terminal with copies of the magazine available in arrivals. The magazine also features on the Airport website with their top 5 recommendations for things to do and see each month on the airport’s ‘What’s on now!’ page.

Darwin Festival

The 2012 Darwin Festival program is out and includes a great range of events, performances and gallery displays by local, interstate and international artists.

NT Airports has for many years supported and assisted the Northern Territory Arts sector and is again supporting the Darwin Festival through a Major Partner sponsorship with the Darwin Airport.

This year we hope to not only promote the Festival in the terminal through signage but also bring the atmosphere of the Festival to the travelling public.

Through sponsoring the Darwin Festival, NT Airports aims to promote, support and broadcast the local arts sector to the wider audience and encourage greater involvement from community members.

New and Improved terminal Wifi experience

Travellers through Darwin International and Alice Springs Airport terminals will enjoy access to an updated Wifi service, providing faster connectivity, wider coverage and unlimited free access to the internet on any mobile, computer or Wifi enabled device.

Northern Territory Airports (NTA) is managing public internet access with a new in-house solution which has enabled extended coverage to include the ground floor within the Darwin terminal and a completely new Wifi service within the Alice Springs terminal.

Users can easily click to connect without entering a password or being charged.

Minimal restrictions will be imposed including a ban on accessing anything that could be offensive, illegal or inappropriate and a 2 hour time limit will apply before a user will need to reconnect to continue accessing the NTA Wifi network.
Tennant Creek Airport (TCA) Manager, Ian Slade, participated in a training course at Mt Isa which was initiated by the Australian Airports Association (AAA).

The course provided Ian with further training towards his Certificate III in Aviation (Ground Operations) as well as assisting him to develop his skills and knowledge in managing one of Australia’s remote airports.

Alice Springs Airport staff Merv Pringle and Troy Tilmouth looked after the operational duties at TCA in Ian’s absence and were lucky enough to witness the unusual sight of fog over Tenant Creek on the morning of 11 July.

Enhanced Planting at Matboerrma Garden

In 2002 a native garden was developed by Darwin International Airport (DIA) Groundstaff in the area north of the terminal car park. Since then the airport continues to build on the original concept to showcase our native species of this garden and created the ‘Matboerrma Garden’ (Larrakia for a ‘group of plants’) with the assistance of Greening Australia and landscape architect Ken Kirkman of NT LanDesign.

The garden features the landscapes found in the Top End – Stone country, woodland, riverine and monsoon forest and is a great place to have a break and enjoy the beautiful environment of the Top End.

2-minute drop off

To facilitate a smooth and safe pick-up and drop-off at the Darwin terminal, the drive-by lane is now a 2-minute drop off only lane.

Drivers collecting passengers can park free for 10 minutes in the short term car park and for 20 minutes if they validate their ticket.

During the week of World Environment Day, DIA Groundstaff continued the tradition of their involvement with the garden with enhanced planting of 184 native plants recommended by NT LanDesign and supplied by Greening Australia.
Brighter Customer Service at DIA

Customer Service Officers (CSOs) at Darwin International Airport are now recognisable in pink after new uniforms were adopted.

As the airport community has grown, our CSOs have received feedback from local transport groups and travellers that they are harder to identify amongst the many airline and airport staff wearing high visibility clothing.

The new hot pink safety vests ensure our front-of-house customer service team stand out from the regular yellow and orange visibility vests, while ensuring their safety in a bright colour.

The change has proven to be a success, with local transport groups and travellers’ commenting on how much easier it is to identify and locate a DIA customer service representative.

The vests have been purchased from the McGrath Foundation with a donation from each vest going towards funding additional McGrath Foundation Breast Care Nurses across Australia.

Alice Springs Airport Gate “Z” Access

Due to traffic issues, the crossover from Miller Drive to the Alice Springs Terminal near the Old Long Term Car Park was temporarily closed.

After a review it has been decided to re-open the crossover as a One Way access point to Gate Z for authorised vehicles only. This includes Police, Fire and Emergency Services vehicles and the road trains refuelling the BP/Shell facility.

Traffic direction will be from Miller Drive to the terminal and Gate Z.

A traffic island and signage will be placed at the crossover and at the start of the refueller’s road indicating the changes.

Licence to Thrill with the Darwin Symphony Orchestra

Be shaken and stirred by Darwin Symphony Orchestra’s celebration of all things Bond - James Bond.

This FREE concert will take a look back at the suspenseful and seductive music made famous by the world’s greatest spy. Darwin International Airport is a proud support of the Darwin Symphony Orchestra.

Date & Time: 6:30pm, Friday 3rd August, 2012
Venue: Gardens Amphitheatre, Darwin Botanic Gardens
ticket Price: FREE

RAAF Base Darwin Open Day

RAAF Base Darwin will be holding an Open Day on Saturday 11 August 2012. The general public is invited to see the aircraft on display as well as non-aircraft displays and enjoy the family atmosphere.

Parking will be available at the Darwin Showgrounds, with busses transporting people between RAAF Base and the car park. The Open Day will not include an AirShow.
ASA Diamonds in the Desert

As part of Alice Springs Airport’s (ASA) engagement with the local community, the Alice Springs Airport Youth Leadership Program 2012 was initiated to empower and motivate local students and develop their leadership skills. As part of the program, MusoMagic was engaged to run a musical workshop themed ‘positivity of themselves and their town’. 45 students were selected to participate based on their good performance, hard work and achievement at school.

Students had to use their creativity, communication and negotiation skills as well as compromise with and trust each other to write, sing and perform a song. Following the creative process the students then produced a music video they could importantly, share with their community.

The result produced an inspiring and catchy song called Diamonds in the Desert and celebrates the positives of Alice Springs.

“These students are the future leaders of our community and it’s important they have opportunities such as this to grow, develop and learn outside of the classroom under creative influence. We’ve been overwhelmed by the positive response from the video release,” said Katie Cooper, General Manager Alice Springs Airport.

The video can be viewed on YouTube at this address: http://www.youtube.com/watch?v=JUMFPXVn84g

Alice Springs Airport Shared Zone

Alice Springs Airport will soon change the traffic rules at the front of the terminal to a “Shared Zone”. The change will maintain the ability to drop off and pick up kerbside but will reduce the speed limit to 10km/hr. Drivers will also have to stop for all pedestrians crossing within the zone and not just at the crossing points. New signage will be installed identifying the start and end of the zone.

What does this mean to you as a driver?
You are allowed to stop kerbside to drop off or pick up passengers. The existing time restrictions for stopping at kerbside will remain, as will the requirement to remain with your vehicle.

What does this mean to you as a pedestrian?
The ability to cross the road will not be affected and vehicles will still be required to stop and give way to you.

The crossing points at each end of the kerbside area are the preferred crossing areas however you may cross at any point within the Shared Zone.

It is expected that this change will be completed by the end of July.
World Routes Awards

As winner of the Routes Airport Award for the Asia region, Darwin International Airport will be competing for the World Routes Airport Marketing Award in October during the World Route Development Forum in Abu Dhabi.

DIA will be competing against the other regional winners from Africa, Europe, Americas and CIS which include Kotoka International Airport (Africa), Brussels Airport (Europe), Dallas/Forth Worth International Airport (Americas) and Saint Petersburg Pulkovo International Airport (CIS).

Australian Airport Association
NT Division Annual General Meeting

The Annual General Meeting was held at DIA’s Management Centre on 6 June 2012. The meeting was Chaired by NT Airports CEO Ian Kew and in attendance were representatives from Darwin, Alice Springs, Gove, Groote, Tennant Creek the Office Transport Security and the Australian Airports Association.

The meeting proved to be a positive forum in which to discuss the current issues faced by the regional airports within the Northern Territory such as the proposed Passenger Movement Charge, AFP Community Policing Costs and the increased cost in flights having a negative impact on pax numbers.

Inaugural AAA Regional Airports Forum

NT Airports CEO, Ian Kew, ASA General Manager, Katie Cooper and NT Airports Policy Adviser, Chris Bigg recently attended the Australian Airports Association inaugural Regional Airports Forum held in Canberra in June.

Katie Cooper was on a Panel discussing the Challenges and Opportunities Facing Regional Airports. This inaugural forum enabled excellent information sharing with other regional airports and an opportunity to speak with Department Heads and Regulators.

Cycad Donation to Carpentaria Disability Services

Carpentaria Disability Services recently received a donation of 4 large Cycads, valued at $1,000, from Darwin Airport. The cycads are a feature in a woodland planting of local flowering gums and grevilleas with the aim of attracting more bird life.

The woodland landscaping is on their border with Dripstone School on Willeroo Street, just off Henbury Ave, Tiwi and can be seen from the street. The landscape is part of a Darwin City Council funded project that is focussing on managing the bowerbird habitat in the centre of their grounds.

A function was held during the conference at Parliament House where the AAA launched the commissioned paper on the ‘Social and Economic Benefits of Airports’.

World Routes Asia Winner 2012
Darwin International Airport (DIA) is a finalist in the 2012 National Landcare Awards after winning the Urban Landcare award category for the Northern Territory. The 2012 National Awards include a ‘People’s Choice Award’ which will be presented to the finalist who receives the most votes from the general public before 4 September 2012.

DIA has been nominated for the considerable work done to preserve and promote the large and environmentally significant parcel of airport land along Rapid Creek. DIA recognised the need to preserve and promote the ecological value of Darwin’s only significant freshwater system and its surrounding vegetation which is increasingly affected by a growing urban population, development and airport expansion. Since DIA acquired the lease of the site from the Australian Government in 1998 two key conservation areas have been established within the 3 square km property as well as installing nature trail boardwalks, educational interpretive signage and hosting community events.

Voting is now open and we’d like to encourage everyone to visit landcareonline.com.au/nationalawards and vote for Darwin International Airport on page 11 of the voting survey.

**Vote DIA for the Landcare People’s Choice Award**

Dry Season Charters and Safaris

Darwin Airport has enjoyed receiving several visiting charter flights and flying clubs over the Dry Season including:

- Mackay Aero Club in June with 11 aircraft which parked at DIA on their way to Gove, Flying Safari also in June with 14 helicopters on a flying safari from Jabiru on their way to Bullo River and Air Nostalgia DC-3 VH-TMQ visited with a tour group.

Air Nostalgia was crewed by Alan Searle a former Boeing 727 captain and Jim Duff formerly a Boeing 767 captain with Ansett. Based in Melbourne, the aircraft tour included Bathurst Island, Kakadu and the Kimberley.

FOD Walk at Darwin Airport

Michael Wadrop from Qantas Engineering organised the recent FOD walk at Darwin Airport which was well attended by Qantas Engineering staff and the DIA Operations and Technical teams.

Perfect dry season weather was the backdrop for the morning exercise along the Apron which collected a total weight of 1.5kg of FOD including 1 diamond which was a first for Darwin. Unfortunately its street value was likely to be very low given the plastic backing.

Thank you to Michael for organising the walk and sorting the FOD, to Mark Strange and Steve Winspear and to Tania Young, the Qantas Safe Coordinator for her ongoing input and assistance.
Alice Springs Airport receives Outstanding Achievement

Alice Springs Airport (ASA) received ‘Outstanding Achievement’ recognition by the Airports Council International (ACI) in their 2011 Green Airports Award program. ASA’s submission focused on the development, implementation and ongoing benefit of the Solar Power Station built at ASA in 2010.

The presentation at the ACI Singapore Conference awarded Distinguished Achievement in Platinum, Gold and Silver recognition to Changi Airport, Hong Kong Airport and Korea Airports Corporation respectively followed by Outstanding Achievement to ASA, Incheon International and Kansai International Airports.

Being recognised for environmental best practice on the international stage is an achievement NT Airports is very proud of. ASA General Manager, Katie Cooper, attended the conference in Singapore to accept the recognition.

Darwin joins ASQ survey monitoring

The Airport Service Quality (ASQ) survey is run by Airports Council International and has over 190 participating airports in 50 countries. It is the world's largest managed airport quality of service program.

The ASQ results are statistically significant due to the rigorous methodology employed by ASQ including: ASQ provide a specific number of surveys to be completed for each flight on the Darwin schedule; at least 340 surveys must be completed each quarter and surveys are staged across the quarter to ensure a spread of weeks for survey returns. Airports which are members of the ASQ system vary in what they publish. Darwin International Airport has decided to publish all results divided into two sections: Those items/services the Airport has control or significant influence over; and those items/services the Airport has no control or limited influence over.

ASQ rules allow us to publish only our own results so published benchmarking with other Australian airports is not permitted. DIA’s results can be viewed online at dariwnairport.com.au/about and follow the link to Airport Service Quality.

Mega Family for the Alice Stampede

In July 2012, Alice Springs Airport (ASA) was one of the local businesses who supported the inaugural “Alice Stampede” - 19 national business event planners from across Australia descended upon Alice Springs for a four day familiarisation event highlighting what the town has to offer their industry.

The airport, along with Krafty from the Overlanders Steakhouse hosted welcome drinks for the attendees in the terminal upon arrival. ASA General Manager Katie Cooper then represented the ASA at the Business Forum panel discussion and at the Quarry networking function on Saturday. All events were great opportunities to expose and demonstrate the variety of event options and products available in Alice Springs.

Feedback was overwhelmingly positive. The event was organised in partnership between the NT Convention Bureau and the Alice Springs Convention Centre.
Darwin Airport Charity Golf Day

Charity Golf Day Raffle Tickets now on sale for $2 each and can be purchased at the Terminal Control Centre, Airport Management Centre or from any DIA Employee. Money raised will be in support of the Make-a-Wish Foundation, NT Chapter.

1st Prize: 2 x Return Economy Airfares to Phuket
Courtesy of SilkAir

2nd Prize: 2 x Return Economy Airfares to Townsville
Courtesy of Airnorth

3rd Prize: Canon EOS 600D SLR Camera
Courtesy of CSG Print Services

4th Prize: Hot Rock Dinner Voucher & Deckchair Cinema Double Pass
Courtesy of Hot Rock and Deckchair Cinema

DIA and Make-A-Wish Australia would like to thank our 2012 Charity Golf Day Sponsors for their generous donations and support.

For more information about the golf day and to view our generous sponsors, please visit our website: www.darwinairport.com.au/community/charity-golf-day

---

Changes to street parking on airport

Formal parking bays and a 4 hour time limit have been installed along Slade Court opposite Hardy Aviation in Darwin.

The new restrictions are being enforced to reduce traffic congestion in the area and increase public safety for pedestrians.

Murphy Road has been identified as another high traffic area with formal parking bays and time limits to be introduced soon. Despite the enforced time limit, parking in these areas remains free.

---

History of Darwin International Airport

Northern Territory based Historians Peter and Shelia Forest have been engaged to begin research on the history of Darwin International Airport.

If you have material or stories you would like to share about the history of Darwin International Airport, please call us on 08 8920 1814.

---

Darwin International Airport (DIA)
T: 08 8920 1811
F: 08 8920 1800
information.drw@ntairports.com.au
www.darwinairport.com.au

Alice Springs Airport (ASA)
T: 08 8951 1211
F: 08 8955 5046
information.asp@ntairports.com.au
www.alicespringsairport.com.au

Tennant Creek Airport (TCA)
T: 08 8962 2894
F: 08 8962 2825
information.tca@ntairports.com.au
www.tennantcreekairport.com.au

---

Qantas Lockheed L-749-49 Constellation jetliner VH-EAA, Ross Smith, at Daly Waters airfield after diversion, Northern Territory, 1 January 1953. Photo from National Library of Australia.