

plane talk

Hobart Airport's Business Partner Update



CEO's Word

As we enter summer of 2010/2011 Hobart Airport looks forward to the traditional busier time of the year when leisure and visiting friends and relatives travel is at its peak. Recent capacity announcements for this period will provide a greater range of options for travellers wanting to fly in or out of Hobart during this period.

Hobart Airport is very excited with the recent announcement of the introduction of Hobart – Gold Coast services commencing on 22 December 2010. This announcement is the culmination of a partnership between Hobart Airport, Jetstar, Gold Coast Airport and Tourism Tasmania. We thank all of these parties in making this service become a reality.

The national aviation market is looking healthier than what it has in recent times, with increasing numbers of Australians travelling domestically and internationally. Hobart Airport continues to work with its tourism industry partners and Tourism Tasmania to undertake appropriate marketing activity to ensure Hobart can grow its visitation market share year round.

Recent data from Hobart Airport travellers shows that the reason

for travel to and from Hobart have moved in recent times, with a greater proportion of corporate travellers using the Airport facility. Hobart Airport welcomes our business travel partners and works closely with all business partners and service providers to develop appropriate services and facilities to cater for their needs.

A number of new initiatives have been undertaken over recent months, I would like to acknowledge Hobart Airport's new partners as outlined in this edition of Plane Talk. We welcome you all to the Hobart Airport family and look forward to working together in partnership to continue to provide a great facility for all users.

I hope that I will get the opportunity to catch up with a number of you before 2010 comes to an end, but if I do not, I thank you all again for your continued hard work throughout the year and I look forward to another great year in 2011.

Regards,
Brett Reiss
Chief Executive Officer

Claude Outdoor Partnership

Hobart Airport is pleased to announce that they have a new advertising partnership with Claude Outdoor. Claude Outdoor has an extensive national and local presence and Hobart Airport are confident that Claude Outdoor will offer excellent products and service to all current and future advertising customers at Hobart Airport.

Advertising at Hobart Airport is a great opportunity to achieve excellent brand visibility and presence. In the last financial year over 1.84 million passengers travelled through Hobart Airport providing a significant advertising opportunity.

The partnership between Hobart Airport and Claude Outdoor will not only provide a central point of contact for all current advertising sites, but will involve the development of exciting, new advertising opportunities which will drive greater market penetration.

For more information on advertising opportunities at Hobart Airport, contact Craig Luttrell,
craig.luttrell@cludeneon.com.au
or 62 348 488.



Power Cleaning

Power Cleaning have recently been awarded the Hobart Airport cleaning contract. Hobart Airport continues to work with Power Cleaning and to further the partnership for cleaning services on Airport.

Car Park Survey

Hobart Airport recently conducted a survey in regards to car park products at the Airport, the response to the survey was very pleasing and the results are now being used in planning for the car park. Hobart Airport thanks all participants who took the time to complete the survey and provide such valuable feedback.

Military Presence

Throughout the last period there has been some significant presence of military aircraft at Hobart Airport. In an unusual sight for passengers Hobart Airport had visits from two C130s, the Roulettes and two F111's all providing an eye-catching welcome to Hobart.

Antarctic Season Opens

The 2010/2011 Antarctic Link flight season began in November. Hobart Airport welcomes the return of the services over the coming months and looks forward to continuing to develop Antarctic operations and relations.

High Season Services

Travel in and out of Hobart over the traditional high season should be made easier this year with the addition of a number of new services to cater for demand.

Jetstar recently announced the addition of two new daily services (Sydney – Hobart and Melbourne – Hobart), both commencing in early December 2010.

In addition to the added capacity on the Melbourne and Sydney routes, Jetstar have also announced a brand new daily Hobart – Gold Coast service commencing on 22 December 2010.

Qantas have also announced a short season Brisbane – Hobart service twice per week over December 2010 and January 2011.

Virgin Blue continues to improve their capacity into Hobart Airport and with use of larger aircraft is flying more seats into the market.

Tiger Airways will also be servicing the Melbourne – Hobart route on a more frequent basis over the high season.

Hobart Airport encourages all airport

stakeholders to support these services and speak directly with the Airport to identify ways to partner the services. For more information contact Kathryn McCann, kmccann@hiapl.com.au.

Business East Awards

Two of Hobart Airport's business partners recently won awards at the Business East Awards. Rotorlift and Hobart Airport Hotel were acknowledged at the recent ceremony. We congratulate two important partners of Hobart Airport for their success.

The Hunter at Hobart Airport

Hobart Airport this month welcomed the cast and crew of 'The Hunter' to the Airport. The cast and crew spent one day filming at the Airport. It was great to have them on site. The star of the film is Willem Dafoe, with passengers getting a chance to grab a sneak peak of the man himself! Hobart Airport looks forward to the release of the movie and seeing the Airport on the big screen!

Festive Gatherings at the Hobart Airport Hotel

The Hobart Airport Hotel is a great venue for your festive season get togethers including meals with clients and staff, or just calling in for a drink. We encourage all partners to call in and celebrate with the friendly staff on site.

A Day in the Life of a 'Senior Operations Officer'

Airports inherently have a range of people working on them doing varied roles over the course of any one day. Hobart Airport's Senior Operations Officers (SOOs) are integral to the safe and secure operation of Hobart Airport. The role of the SOO is diverse. To give our readers an insight into the day-to-day responsibilities, we interviewed two of Hobart Airport's SOOs Brett Woods and David Burdon.

What is a 'SOO'?

A SOO is a Senior Operations Officer who is responsible for safety and security operations at the Airport, there are five SOOs at Hobart Airport.

How do you become a 'SOO'?

BW In order to become a SOO, you need to undertake a theoretical training course followed by a written test, once you have passed the course you become an operational SOO.

DB To become a SOO requires a lot of experience in respect to the Airport operations, particularly airside works and landside activity. A Civil Aviation Safety Authority test has to be undertaken and passed and ongoing training is also required. A lot of the required skills are gained through experience, it is crucial to be able to think quickly and keep the airport operating safely at all times.

How long have you worked at Hobart Airport for?

BW I have been at Hobart Airport for nearly three years. I started at the Airport in the role of Grounds Services Officer, whereby I undertook airside and landside maintenance works of the Airport. This role gave me a good understanding of the operations and maintenance of all aspects of the Airport. I have been working as a relief SOO for eight months and am now on the path to becoming a full-time SOO.

DB I was one of the original members of Federal Airports Corporation starting in January 1988, I started out as a

Security Officer and then as a Relief Safety Officer and then got promoted to SOO and have been in that role since. I have been through significant changes including ownership, terminal redevelopments, regulatory environment changes, the demise of Ansett and the Air New Zealand services and the arrival of Virgin Blue, Tiger Airways and Jetstar.

What are the work hours/shifts?

BW There are two shifts for that the SOOs operate on; these are 0545 - 1800 and 1745 - 0600. Out of normal trading hours the SOOs are the only Hobart Airport employees on site and deal with all activity at the Airport.

DB We work 12 hour shifts, with one officer on at all times, 24 hours per day. In some cases we have additional SOOs rostered on, depending on the amount of activity going on at the Airport at any time.

What does a typical shift involve?

BW A typical shift involves a range of processes and procedures, as well as dealing with the additional activity that airport operations bring.

Some of the day-to-day activities include –

- Radio checks
- Car checks
- Inspections of runway
- Communications with control tower
- Taxiway and apron inspections
- Lighting inspections
- Perimeter patrols
- Airside escorts
- Bird and animal hazard inspections
- Liaising with airport stakeholders
- Incident/emergency response
- Security patrols
- Contractor management
- Maintaining airport documentation

DB The most important thing is to attend and identify problems before they happen to ensure that any incident is always prevented, that is a critical role of the SOO.



David Burdon, Senior Operations Officer.

What is your favourite part of the job?

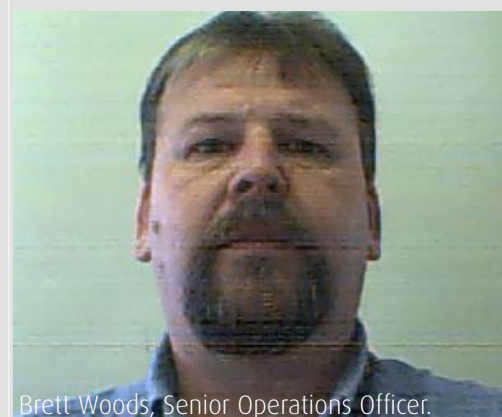
BW My favourite part of the job is working airside. I respect the operations of the aircraft and I take the responsibility of the role with the utmost importance.

DB My favourite part of the role is dealing with the people at the airport, it is a great place to work, people are easy to get along with and because of the close working relationships if there is a problem it is easy to solve.

What is one of the strangest/interesting things you have ever seen on the job?

BW Being so close to the Prime Minister and Princess Mary was very exciting and interesting. I also enjoy working with military operations and I have recently worked with the Antarctic Airlink operations in regards to their Antarctic aircraft movements which was great.

DB A bird strike when it hit the pilot on the back of the head halfway down the runway inside the aircraft. A bird had entered the aircraft whilst loading the passengers, the pilot was uninjured. The plane was grounded for two days looking for the bird, the bird was never found.



Brett Woods, Senior Operations Officer.



What does the future of Hobart Airport hold?

BW The future of Hobart Airport looks very good indeed. With a great team in place, I am confident of an Airport that is going to continue to grow and provide well for its passengers.

DB Being an end port Hobart will always face route development challenges. I would love to see the New Zealand services and the Coolangatta service reintroduced. The biggest change that I have seen in the airline industry is the price of fares, I can remember paying \$800 return to Gold Coast, the introduction of the low cost carriers has made it so much more affordable for people to travel, I hope that this continues to ensure Hobart continues to grow.

Rockers Fly In

Hobart Airport welcomed Powderfinger in September, in partnership with Jetstar the rockers flew in on their A320, drawing attention from passengers. We welcome the band to Hobart and wish them all the very best on their farewell tour.

Celebrations for Scamp

Scamp, one of Hobart Airport's resident Quarantine beagles has recently celebrated ten years of service at Hobart Airport.

Scamp was donated to Quarantine Tasmania as a puppy as her owners found her too mischievous, and at ten months old underwent intensive training in Sydney, graduating to begin her career on the front line.

Scamp was not originally located in Hobart, but in 2002 was relocated to Hobart Airport to assist with protecting the state's agricultural industry.

Hobart Airport has a close partnership with Quarantine Tasmania and their K9 team. The work they conduct at Hobart Airport is critical to Tasmania's quarantine protection and we thank Scamp and the team for their service.

Hobart Airport would like to congratulate Rhonda Hall, Scamp's handler who does a great job with the K9 team and has an excellent working partnership with Hobart Airport.



Contact Us

For more information or to contact us about any of the content within this edition of Plane Talk, please call **6216 1600** or email **info@hiapl.com.au**