

Media release

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Customer focus key as Airservices reports on service delivery

Safety and efficiency improvements in Airservices delivery of air traffic control, aviation rescue fire fighting and air navigation services to customers has been reported in the organisation's *Annual Report 2013–14*.

The report details Airservices efforts to reduce airborne holding times and decrease airport runway occupancy times. For example at Brisbane Airport the reduction in runway occupancy times made it one of the world's best performing airports for single runway operations.

Airservices Chief Executive Officer, Margaret Staib, said that the organisation had an increased focus on putting the customer first and delivering value for money while maintaining as a priority, safety and efficiency improvements.

"The challenge for Airservices, and the industry, is to manage the forecast growth of air traffic movement in Australia of as much as 60 per cent by 2030," Ms Staib said.

"During the past year Airservices has been working with industry to better use technology and streamline our systems to improve service delivery and to prepare for these challenges.

"We have invested \$186 million in Australia's aviation infrastructure including opening new state-of-the-art control towers in Adelaide and Melbourne and commissioning SmartPath, a ground-based landing system at Sydney Airport—the first of its type in the Asia-Pacific and southern hemisphere.

"We continued to deliver improved safety outcomes for the industry with the commissioning of new en route radars at Round Mountain and Mount Bobbara and with the ongoing implementation of Automatic Dependent Surveillance–Broadcast (ADS-B) ground stations in support of the Civil Aviation Safety Authority (CASA) mandate to have all aircraft flying above 29 000 feet fitted with ADS-B technology.

"During the year we also commenced a \$25 million, five-year programme to undertake short and long-term noise and flight path monitoring to improve noise outcomes for the community."

Airservices also made progress during the year with the OneSKY Australia program, which is on track to deliver the next generation air traffic control system in collaboration with the Department of Defence.

The Airservices *2013-14 Annual Report* was tabled in Parliament. The report is available online at www.airservicesaustralia.com/publications/corporate-publications/annual-reports/

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