

47th National Advisory Facilitation Meeting

9:00 am, 17 March 2000
AAL Coorong Room
1 James Schofield Drive
Adelaide Airport

Minutes of meeting

1 Welcome (chair)

s47F welcomed members, including new members s47F and s47F
s47F thanked Adelaide Airport for providing the venue, and outlined arrangements for the day.

Members attending the meeting were:

s47F	DoTRS
	Adelaide Airport
	Airports Coord Aust
	Ansett
	Ansett
	AQIS
	AQIS
	Australian Tourist Commission
	BARA
	BARNZ
	Brisbane Airport
	Cairns Port Authority
	Customs
	Customs
	DIMA
	DISR
	DoTRS
	DoTRS
	Gold Coast Airport
	Melbourne Airport
	Perth Airport
	Qantas
	SACL

s47F

Apologies were received from:

s47F	DIMA
	Port Hedland Airport
	SACL
	Airservices
	Customs
	Ansett

2 Adoption of minutes from 46th meeting

The minutes of the previous meeting were adopted.

3 Matters arising from the previous minutes

s47F [redacted] advised that all actions from the previous minutes had been completed, except one. s47F [redacted] reported that the paper 'TB and Air Travel – Guidelines for Prevention and Control' was raised at the Human Quarantine Legislation Review Committee. The Department of Health and Aged Care had advised that it would contact Qantas to discuss the matter directly.

4 Inwards passenger processing and baggage delivery

4(a) Report by each airport facilitation committee

Prior to this item being discussed, s47F [redacted] noted that Adelaide had sent DoTRS a comprehensive inwards and outwards survey report late in 1999, but these were not included in the business papers. s47F [redacted] apologised for this DoTRS oversight. The facilitation aspects of Adelaide's survey report are attached.

s47F [redacted] reported that PACE was now online and the figures for the last quarter of 1999 were now available. She also distributed the figures for January and February 2000, which are attached to the minutes.

Each airport then commented briefly on their results.

Adelaide – s47F [redacted] said that the first TAFE survey was done in September & October 1999, and the second started on 16 March and would run to the end of the month. There were only two days where the baggage standard was not met due to minor industrial action. There have also been general problems with reporting on inbound baggage, which the new terminal would solve.

Cairns – s47F [redacted] reported only very minor problems caused by aircraft arriving at the same time over the Chinese New Year period.

Melbourne – s47F [redacted] reported that Melbourne was meeting the standard very comfortably during peak hours, and noted that the airport was not keen to go into great detail with reporting on these figures.

Perth – s47F [redacted] said there are significant maintenance problems with Perth's baggage system that the airport is working to address.

Brisbane – s47F [redacted] said that an adjustment to the ACS staffing plan caused problems. February, which is normally a quiet month, saw a number of flight compactions that resulted in delays. He hoped that he would be able to provide a report on baggage to the next meeting.

Darwin – s47F said that Darwin would be holding a local FAL Committee meeting at the end of March and then every six months. A report on inwards processing should be available for the next National FAL meeting.

Sydney – s47F said that Sydney met the target figures, but there were a number of ongoing problems, including problems with swiping the APC cards and airlines giving the wrong advice to passengers about passenger cards. Baggage times remain a problem in peak periods and it can be difficult to identify quickly the cause of problems. The new baggage system will be fully operational in July. s47F s47F said that there are four different potential problem areas with the APC cards, and it is difficult to diagnose the cause of specific problems and is a continuing battle to ensure none of them occur.

In terms of airlines giving incorrect advice, s47F will talk to local Customs to find whether this can be attributed to a particular airline/s, and if so, notify BARA. s47F s47F said that she knew of a problem with at least one airline in Perth, although this was not necessarily the only one. s47F said that in these cases, BARA is happy to raise the issue again with any identified airlines.

[Subsequent to the meeting s47F advised that ACS at Sydney Airport responded that these problems are dealt with at a local level, not only via communication between Customs and the airline itself, but also through the AOC.

The AOC is advised every week of issues which affect facilitation. When an airline is identified as a particular problem, ACS writes to the airline giving advice of the "breach" and the correct procedures. Also, when a supervisor identifies a problem while the crew is still at the primary line, then s/he will speak to the Flight Service Director (FSD) immediately.

Because ACS feels that the current redress measures are sufficient, it does not see a need for BARA to follow-up with any particular airlines which may have a tendency to provide incorrect advice.]

s47F said that Customs is looking at the best ways to measure inwards passenger processing. Currently where Sydney has to bus passengers to the terminal, times are measured from reaching the terminal rather than from the chock time. Customs is also looking at gate specific measures, given that some of the gates at Sydney are quite some distance from the primary line.

s47F thanked airports for their reports and noted that the overall aim is for National FAL to be able to say that we (Australia) meet agreed standards, and to deal with notable exceptions, whereas the bulk of minor issues should be handled at the local level. It was agreed that reports on inwards processing should be provided before National FAL meetings and that airports would ensure copies of the minutes of their local FAL Committees are forwarded to DoTRS.

5 Outwards passenger processing standards and reporting:

s47F went through the history behind attempts to achieve a standard format for reporting on outwards passenger processing, and asked airports to consider the draft template attached to the business paper.

s47F said that Perth is adopting the same model as Adelaide, using students for the outwards processing survey twice a year for a week, during Perth's peak hours of 0600-0800 and 1500-1630. He would rather use the first process as a test, rather than agree to any particular standards at this stage.

s47F advised that Melbourne Airport remains opposed to the introduction of this survey as it considers that its existing passenger perception surveys meet its own requirements and those of the ACCC.

s47F said that Customs is not prepared to commit to an express passenger outwards clearance standard, and would be uncomfortable if it was included in the final document.

Discussion demonstrated that National FAL needed to agree on a common sampling methodology to ensure valid comparisons of survey results between airports. It was agreed that this should be done before a final decision is made on what the actual targets should be. s47F said the new Sydney survey contractor would be redesigning the survey methodology, and that she will send this to DoTRS for distribution when it is finalised.

DoTRS agreed to collate the outward survey information that it currently has, and contact the airports for additional information on their methodologies where necessary. It will then discuss with the Bureau of Transport Economics (BTE) whether it is able to suggest a practical survey framework for all to use, which takes account of those implemented to date.

6 Airport client surveys – proposed CIQ questions

s47F presented this item and asked airports to consider including a standard set of questions, which had been developed by the CIQ agencies, in their Quality Service Monitoring (QSM) surveys, as required by the ACCC. As CIQ agencies are increasingly conscious of service issues, they need a standard set of questions to assist in their assessment nationally, for both the good and the bad. All other AQIS programs run two statistically valid surveys per year.

s47F said the reason for the development of the questions was that the current QSM ones do not differentiate between Customs and Quarantine. s47F

s47F noted that Sport and Tourism Division is very supportive of this proposal.

s47F said that Melbourne would be happy to run these survey questions as a supplementary exercise to its normal QSM, but they could not actually replace the ones it currently uses, as this would make its international benchmarking difficult.

s47F noted that airports were using different scales to measure customer satisfaction. This had been brought to the attention of the ACCC, which advised it was interested only in monitoring an individual airport's quality of service over time, and not comparative performance.

s47F said that Perth would also be agreeable to running the survey questions as a supplementary exercise, but would be very reluctant to incorporate these questions in the existing ACCC survey. The ACCC monitoring only has to take place once per year, so Perth already meets its obligations at minimal expense.

s47F said it would be a problem for Cairns as the Cairns Port Authority is not covered by the ACCC requirements. s47F noted that while Adelaide, as a Phase 2 airport, does not have to do the QSM (at this stage), it does so via a mail back survey form that gets a surprisingly high rate of return.

s47F asked whether it would be possible for airports to simply replace the proposed questions in the QSM exercise. If it were, this may reduce or remove the additional cost for most airports (Melbourne and Cairns may be the exceptions).

s47F suggested that a standard set of questions that adequately distinguishes the performance of the CIQ agencies would be of interest to airports. He asked that airports give serious thought to the proposal, and advise their views to s47F (Airports Program Manager, AQIS) within a month of the meeting. s47F contact details are: (02) s47F and s47F @aqis.gov.au.

s47F will also discuss this issue with the ACCC once comments have been received.

7 Report on ICAO Asia/Pacific FAL Area Meeting, Macao, 1-5 November 1999

Noted.

8 ICAO FAL Panel 3rd meeting, Montreal, 29 May – 2 June 2000

Members noted that ICAO had recently advised that FAL Panel 3 was to be postponed until the first quarter of 2001. However, they were still asked to give consideration as to whether there would be value in their organisations attending this meeting.

s47F expressed concern at the postponement, saying that it is impeding the very reason that FAL Panel was set up, ie, to ensure that Annex 9 was kept up to date and relevant between FAL Divisional meetings, particularly in a climate of rapid changes in processing technology. This point will be communicated to Australia's Representative on the Council.

9 Australian differences to ICAO Annex 9, Amendment 17

s47F gave an explanation of the process of notifying differences to ICAO. s47F then asked members to consider the review proposed in the business paper, and give thought to being part of a working group to look at Australia's current differences, and any other relevant aspect of Annex 9.

To assist this, s47F is to send the Annex to members electronically, and everyone was asked not to allow wider access to the documents.

10 Reports on national developments

10(a) Passenger Cards/Advanced Passenger Processing

s47F reported that fully translated incoming passenger cards will be trialed next month, in the following 12 languages:

Arabic	Greek	Japanese	Spanish
Chinese (simplified)	Indonesian	Korean	Thai
Chinese (traditional)	Italian	Malaysian	Vietnamese

s47F also distributed APP/APC inwards figures for the week 7-13 March, which are attached to these minutes. They show an overall inward usage rate of 33.9% (the outward rate is much smaller). DIMA has in place a project with Malaysian Immigration that will see each country's inwards passenger card become the other's outwards card, and vice versa. This may be extended to other APEC countries.

A DIMA officer recently attended an ICAO New Technology Working Group meeting in Wellington, which analyses the technologies and options available for passport documents. Most of the people there were from passports rather than Immigration areas. Australia had not attended one of these meetings before, but DIMA saw value in it and will continue to participate, and will report again under this item at the next meeting.

At this point s47F noted that DoTRS had met with s47F, the new Director of Passport Systems & Technology at DFAT, who is keen to see DFAT become more involved in facilitation issues than it has been of late. s47F is now on the National FAL mailing list and will be seeking to attend a meeting in the future.

10(b) Passenger movement statistics

Members noted a DoTRS paper providing updated figures on passenger movements by airport, incorporating 1998/99 financial year data, which had been circulated prior to the meeting.

11 National scheduling outlook

s47F [redacted] tabled a report on movement and capacity shares for Australian airports for the period April to October 2000. This updates a similar report provided at previous meetings. It was also emailed to members on 16 March.

The Summer 2000 schedule shows an increase in traffic of 9.7% over Summer 1999. There are currently around 3,000 extra flights scheduled for the Olympics over two months, although the actual demand may not become fully apparent until much closer to the event. 300 of these flights are international.

The Sydney slot scheme continues to operate well, although new entrants are pushing the number of movements to nearly 80/hour during peak times. Overall, compliance was assessed as good, with 86% of aircraft within the allowable tolerances. 70% of the off schedule movements were due to Sydney Acceptance rate, general ATC and weather and consequential delays.

s47F [redacted] noted that there have been three Olympics charter applications so far, and reminded members that the DoTRS Olympic Plan can be found at www.dotrs.gov.au/olympics.

12 Simplifying Passenger Travel (Qantas)

s47F [redacted] gave a presentation on this initiative that is being spearheaded by IATA, in conjunction with a range of airlines and interested industry representatives around the world. Qantas is a launch member of the new interest group. The first meeting was held on 23 February and the next is on 20 June.

The Simplifying Passenger Travel (SPT) vision is a one-stop process. It focuses on what technologies exist in the market with a view to finding a common system. As it is a very complex issue, ie, a system to cover the entire travel experience, there is no timeframe attached.

s47F [redacted] said that this very early stage is a good time for any interested organisation to get involved, and encouraged members to consider it. A number of technologically advanced companies are involved already, but there is only one government agency (US Immigration Service). Membership of the SPT group is \$7,500 US for IATA members and \$10,000 for non-members. s47F [redacted] said that Customs is looking at joining.

s47F [redacted] noted that there is no way ICAO could or would coordinate a program of this sort - it needs industry to drive it. However, given the obvious impact on Annex 9, and the fact that it is, partly, addressing passports and visas, links to Government through ICAO will be essential.

The SPT Program Description Document is attached. For further information, members can contact:

- s47F, SPT Program Manager, Montreal, Canada
Tel: s47F email: s47F@iata.org; or
- s47F, Relationship Director, Industry Affairs Geneva, Switzerland
Tel: s47F email: s47F@iata.org

Members are invited to keep the Committee informed, through DoTRS, should they decide to join the SPT initiative.

13 New DIMA Entry Publications

s47F distributed a draft new DIMA publication aimed at providing improved client information, titled 'Airline industry help desk and reference guide'. The topics covered in this document are:

- Entry Operations Centre Commitment to Service
- Arrangements for the Olympics
- Emergency Uplift Without Proper Documentation
- Infringement Notices

There is also a list of help facility contact numbers.

Any comments can be sent direct to s47F@immi.gov.au). The draft document is attached to the minutes.

14 Tourist Refund Scheme

s47F of Customs gave a presentation on the current planning for the introduction of the Tourist Refund Scheme (TRS), which will see refunds provided to bona fide international travellers on the GST and Wine Equalisation Tax (WET) proportion of their purchases. Copies of PowerPoint slides that illustrate s47F presentation are attached to the minutes.

The main points are:

- The function will be carried out airside, as a landside operation could seriously impede outwards processing, and is open to abuse. 90% of overseas schemes are airside.
- Customs will rent airside space from airport operators for the refund booths.
- Around 150 people will be employed nationally in the Tourist Refund Office, which will be part of s47F Passenger Processing Branch. The scheme will cost around \$15m pa to run, in order to pay out up to \$60m pa.
- The mail back facility will also be available and this will be used as a contingency arrangement at major airports under duress, eg, heavy Olympic traffic.

- Restricted use international airports (eg Hobart, Townsville) are not included at this stage, and will very likely only use the mail back facility.
- It is estimated an easy application will take 1½-2 minutes to process and a difficult one 3-3½. The (optimistic) estimated take up rate is 15%, based on international experience.
- A significant awareness exercise is needed to make people aware that the scheme is based on presenting the goods for checking/verification. Under the GST legislation, passengers must present a tax invoice for all goods.
- Passengers will only be able to bring airside what they do currently, ie, there will be no increase in the hand luggage allowance. However, there will be provision for airlines to mark on the boarding pass or tax invoice (details yet to be settled) that a large checked baggage item has been sighted, eg a surfboard or set of golf clubs.
- Customs will indemnify airlines for the above actions. Airlines will not be asked to actually verify the authenticity of the item.
- s47F emphasised that ACS Regional Managers will very shortly contact each international airport. For further information, people can contact s47F on (02) s47F or s47F, or s47F

15 Other business

15(a) Quarantine waste material

s47F asked what other airports do in relation to material that has just been seized and from the amnesty bins. s47F said that as far as he is aware, all airports handle and pay for this function themselves.

s47F confirmed that Cairns is the only port at which AQIS currently pay for this function, but this would cease to be the case. It is a requirement under the *Quarantine Act* that, in order for a port to be designated a first port of landing, applicable waste be disposed of by incineration, deep burial or other approved method.

s47F went on to explain that AQIS has offered options for a substantial reduction in the cost of processing aircraft waste. Much of what is currently treated as quarantinable waste does not need to be. Some of this waste can be sent to the tip under certain conditions, or even recycled. It is not an easy fix, as items have to be manually separated, but there are financial benefits. AQIS intends to continue pushing this issue with airports and airlines.

15(b) True Red/Green Channel

s47F said that while some airports have increased the number of red and green channel exits, there are still times when banking up occurs. It was agreed that

despite there being differing views in the industry, we need to examine collectively ways in which this process can be managed better. Increasing traffic is making it harder for airports to cope.

s47F [REDACTED] said that AQIS is doing a lot of profiling to better assess the people or groups that are likely to infringe. He said that AQIS is prepared to re-examine the question of adopting a 'true' red/green system but noted that this will not be at the expense of border integrity.

s47F [REDACTED] agreed that BARA would convene a group that will consider red/green channel issues. It will comprise at least Ansett, Qantas, CIQ agencies, and Sydney and Brisbane airports. Any other organisation that wants to be involved should contact s47F [REDACTED]

This item will be on the agenda for the next meeting.

s33



15(d) DIMA Demand for Presentation of Passports on Disembarkation

s47F [REDACTED] reported that on a recent s47G [REDACTED] flight, two people destroyed their travel documents. On a subsequent s47G [REDACTED] flight, a DIMA officer in Brisbane asked all passengers to present their passports immediately on leaving the plane. s47F [REDACTED]

s47F agreed that this was not a normal occurrence and that he would inquire into the circumstances.

15(e) AQIS Contribution to Brisbane Airport Redevelopment

s47F informed the meeting that Brisbane has been looking at redesigning the red/green channel area over the last twelve months, to increase from two green/one red to four green/two red. The original cost was listed as \$60,000, although this has dropped to \$25,000. s47F is concerned that while Customs is prepared to pay a proportion, AQIS will not contribute, and he wants this put on the record. This does not prevent the work going ahead.

In response, s47F said that AQIS never has, and will not, pay for airport infrastructure and facilities. AQIS does pay for the provision of items of furniture and computers, but is not funded to go further than that.

16 Next meeting

The next meeting of National FAL will be held in Melbourne on Friday 24 November 2000. This will allow for the Olympics and Paralympics to be well and truly over, and for consideration of some of the issues that arise from them.

After this meeting, National FAL will revert to its normal program of March and September meetings.

An offer from s47F for Perth Airport to host the March 2001 meeting was accepted.

Summary of actions from Meeting 47

1. (item 4) s47F to talk to local Customs to find whether particular airline/s are giving passengers incorrect advice, and if so, notify BARA.

[Done – see advice incorporated at item 4]

2. (item 5) s47F to send the new Sydney outwards survey methodology to DoTRS for distribution when it is finalised.

[Done – to be distributed in conjunction with action 3]

3. (item 5) DoTRS to a) collate the outward survey information that it currently has, and contact the airports for additional information on their methodologies where necessary, and b) discuss with the Bureau of Transport Economics (BTE) whether it is able to suggest a practical survey framework for all to use.
4. (item 6) Airports to provide any comments on the proposed CIQ survey questions to s47F of AQIS within a month of the meeting.
5. (item 8) Members to give consideration to whether there would be value in their organisations attending the ICAO FAL Panel 3 meeting.
6. (item 9) a) DoTRS to establish working group for review of Annex 9, members to consider participation; b) s47F to send the electronic version of Annex 9.

[b) Done – sent with draft minutes on 25 March]

7. (item 10) Members to send comments on the draft DIMA 'Airline industry help desk and reference guide' direct to s47F
8. (item 15b) BARA to convene a group that will consider red/green channel issues, comprising at least Ansett, Qantas, CIQ agencies, and Sydney and Brisbane airports.
9. (item 15b) Any other organisation that wants to be involved in the above group to contact BARA.

-DRAFT-

48th National Advisory Facilitation Meeting

9:00 am, 24 November 2000
The Hume Room
Melbourne International Airport

Draft Minutes of meeting**1 Welcome (chair)**

s47F welcomed members, including new members, thanked Melbourne Airport for providing the venue, and outlined arrangements for the day.

Members attending the meeting were:

s47F	DoTRS - Chair
	AQIS
	DFAT
	Ansett
	Sydney Airport
	DIMA
	ACS
	ACS
	Sydney Airport
	Darwin Airport
	BARNZ
	BARA
	Perth Airport
	Coolangatta Airport
	Ansett
	Qantas
	DISR
	Brisbane Airport
	Adelaide Airport
	Melbourne Airport
	Cairns Airport
	Airports Coordination Australia
	DoTRS - Secretary

Apologies were received from:

s47F	NZ Ministry of Transport
	Port Hedland Airport
	Airservices Australia

2 Adoption of minutes from 47th meeting

The minutes of the previous meeting were adopted.

3 Matters arising from the previous minutes

s47F worked through the actions arising from the previous minutes, all of which were either completed or to be dealt with under a separate agenda item. s47F advised that the proposed CIQ survey is still an outstanding issue. s47F advised that DIMA's 'Airline industry help desk and reference guide' had been printed and was currently being revised.

s47F presented a report of the Red/Green channel meeting which had taken place following discussion on this issue at the previous meeting. s47F reported that the meeting was productive and cooperative, and congratulated ACS on the work they've done on the issue since the meeting.

s47F then spoke to the related Customs paper on green channel queuing, reporting that the AIRPLAN survey, which was done using cctv footage, showed that the bulk of passengers were through the green channel marshalling point within 60 seconds in both peak and non-peak times.

s47F asked whether it would be possible to get survey results for each airport. s47F agreed that this could be provided to airports by ACS local managers.

Action: ACS local managers to provide survey results to airports.

s47F suggested that, given monitoring is now taking place, it would be appropriate to develop a standard. s47F agreed on the need to have a measurable standard. s47F noted that the survey results, while good, do not necessarily pick up extraordinary events.

s47F agreed that a standard could be developed for the green channel, as more data becomes available. ACS would welcome views from members on times of year for surveys to take place.

Action: Members to advise ACS of views on survey timing.

4 Inwards passenger processing and baggage delivery

4(a) Report by each airport facilitation committee

Each airport commented briefly on its results.

Adelaide - s47F tabled Adelaide's report, and advised that consistent off-schedule arrivals are the main cause of problems.

s47F raised the issue of the inbound passenger statistics being skewed due to the allowable ten minute chocks to counter grace period. Discussion centred around the possible need for site-specific standards, with s47F suggesting that ten minutes is minimal for some Sydney gates. s47F agreed that ACS might use cctv footage, or a measured walk, to get a more port or gate-specific timing, but suggested that any difference to the time allowance would prove to be small.

Brisbane – s47F reported congestion on compaction of flights, exacerbated by off-schedule arrivals during the morning peak. Extra red/green channels had been opened.

Cairns – s47F reported issues with documentation requirements for 'D-sticker' passengers.

Coolangatta – s47F reported that Coolangatta is meeting standards, and is planning for expansion of domestic traffic.

Sydney – s47F reported 96-98% compliance with standards during the construction phase earlier in the year, with main issues being staffing, off-schedule arrivals, pax cards in the wrong language, and compression of flights. Additional red/green channels had been made available. It was suggested that NatFAL develop a comparison of processing rates over a set time period, now that there is some depth to available data.

Action: secretariat to develop basic analysis comparing current processing rates to those of, say, two years ago, on an airport by airport basis. ACS to provide data where necessary.

Perth – s47F reported problems with off-schedule arrivals, duty free shopping, wrong pax cards, and red/green delays – particularly with flights from Bali.

Melbourne – s47F advised that Melbourne had not tabled a report because of problems with recording baggage times. s47F noted that the Melbourne peak was now between 11:30pm and 1am.

5 Outwards passenger processing standards and reporting:

Sydney airport reported that it is undertaking a twice-yearly audit of outward passenger processing, measuring passenger movements with timers. Check in processing is speeding up. This method is expensive, but it provides valuable information about how the airport is operating.

Adelaide reported that it is also doing twice yearly surveys with TAFE students. Again it is expensive, but shows that standards are being met, and that outwards processing is regarded as user-friendly.

Perth reported that it is also using TAFE students, and has run two surveys in May and November. Perth is meeting standards, with passenger check in averaging 12 minutes, and the Outward Control Point 3 minutes. Perth and Adelaide both used sample sizes of 4000.

s47F commented that, while there have been no specific problems, the issue that there is no standard still stands.

s47F responded that ACS cannot commit resources to measuring a standard as it is not funded to meet outward targets.

s47F raised the issue of the checking of passengers' carry on bags, which has the potential to slow people down, and has generated some complaints.

s47F noted that this had been an issue at Auckland. Airlines are tagging bags that are allowed, with the marshall then just looking for untagged bags. This adds a little time at check in.

It was noted that excessive carry on baggage is a worldwide problem. Sydney airport has installed spiral baggage chutes at gates to allow excessive carry on baggage to be loaded into the hold.

6 Olympics Review

Following the success of the Sydney 2000 Olympics, particularly with regards to facilitation, s47F of Sydney Airport was invited to give National FAL a short presentation.

s47F advised that Sydney Airport had needed to deliver 2003 capacity by mid 2000 in order to cope with increases in traffic for the Olympics. The achievement of this had involved a coordinated effort by all agencies involved.

Key points in Sydney's success included:

- CIQ processing was outstanding, with excellent quality of service provided and excellent feedback received;
- The baggage system worked perfectly;
- Transport connections to and from the airport worked;
- The strong takeup in off-airport processing provided significant benefits.

A copy of s47F presentation [will be] attached to the minutes.

7 ICAO FAL Panel 3rd Meeting, 12-16 February 2001, Montreal

The third meeting of the ICAO FAL Panel will be held in February 2001. Revised drafts of chapters 1 and 4 of Annex 9 will be presented, as will Secretariat suggestions for revisions of Chapters 2 and 3.

The Australian delegation is expected to be made up of representatives from DoTRS, ACS, AQIS, Qantas and Ansett.

8 Access to air transport for people with disabilities

s47F spoke to the paper provided on this item, advising NatFAL of the Government's decision to adopt, with some amendments, the draft disability standards for accessible public transport. s47F also mentioned the high level of interest shown in the subject by the Minister for Family and Community Services.

The committee raised a number of concerns with the standards, such as grades on aerobridges, lighting of walkways, provision of handrails etc. s47F advised that the former FAC had submitted input on the matter to the Attorney-General's Department when the draft standards were being developed.

s47F reiterated his request that NatFAL members advise DoTRS of any technical issues related to the draft standards, by 15 December.

Action: NatFAL members advise DoTRS of any technical issues related to the draft disability standards for accessible public transport.

9 Customs Issues

s47F advised NatFAL of the Crew Review, which will look at streamlining crew processing. The National Passenger Processing Committee will deal with this matter.

s47F also advised NatFAL of the Review of Duty-Free Passenger Concessions, for which an Interdepartmental Committee (IDC) has been convened. Submissions have been sought from industry, and the IDC is expected to meet in February 2001.

10 FAL and New Technologies

• TAG/MRTD – New Technology Working Group

s47F advised NatFAL of the work of ICAO's New Technology Working Group (NTWG). NTWG is looking at machine assisted identity confirmation – using technology in conjunction with travel documents to facilitate passenger processing. There are a number of issues with this – how much data is needed, how it is stored and how it can be kept secure. s47F advised that 65 out of 190 countries, which represent 95% of travel undertaken, already use machine readable travel documents.

s47F noted that the use of new technologies provides an opportunity to improve passenger processing – with the potential for automated processing. The main issue for the airlines is to ensure that the standard is universally accepted.

s47F advised that the ACS executive has agreed to look at using new technologies for passenger processing.

s47F suggested that frequent travellers in particular will be interested in taking up the use of new technologies in travel documents.

s47F suggested that there is a need to move this way, and fairly quickly, as it's not possible to keep expanding primary lines. s47F noted that the implementation of new technologies will have costs – but will make savings at the border control point.

s47F also advised NatFAL of the development of a new Australian passport booklet and passport card. The passport card was initially envisaged as being a

dumb card, for identification purposes only – but there is now consideration of making it a smart card.

- Simplifying Passenger Travel

s47F [redacted] advised that she has been to 2 SPT meetings, and that Qantas has also been represented. ACS is only Customs agency involved in SPT – there are a number of immigration agencies involved. There are no Australian airports involved at this stage.

The SPT website is at: www.simplifying_travel.org

SPT is presently caught up with privacy issues – the next meeting at Dallas-Ft Worth in February will be looking at privacy issues. The privacy bill currently before the Senate does not relate to airlines providing information to border control agencies.

s47F [redacted] asked whether the minutes of SPT meetings could be made available.

s47F [redacted] responded that the confidentiality requirements of membership did not allow for this.

- Tomorrow's Travel

This New Zealand initiative brings together Airlines, Airports, border control agencies, and transport officials in a group known as the 'Tomorrow's Travel Working Group'. The group is looking at ways of moving people across the Tasman faster and easier using technology that exists, such as APP. The group is chaired by Auckland Airport.

s47F [redacted] advised that up to 55% of traffic inbound to Auckland is trans-Tasman, and that with high growth projections there is a need to look at substantial infrastructure investments. The tomorrow's travel group, through s47F [redacted], invited its Australian counterparts to work together with it to explore the possibilities for improving trans-Tasman facilitation. NatFAL agreed that a meeting between the relevant Australian and New Zealand interests, early in the new year, would be the next step in progressing this initiative.

Action: A meeting between relevant Australian and New Zealand interests to be arranged for early in 2001.

11 Reports on National Developments

- Advanced Passenger Processing has achieved a usage rate of 40%.
- The Secretary advised that air services negotiations had recently taken place with Japan, China, and Hong Kong.
- The passenger movement statistics for the 1999/2000 year were noted.

12 Slot management / scheduling update for April – October 2001

s47F made a brief presentation, a copy of which [will be] attached to the minutes.

13 Other Business

- Cairns Airport Single Integrated Terminal

s47F reported that Cairns Airport is planning to develop an integrated domestic and international terminal, which would have common use check in areas, a single retail area, and would improve facilitation and reduce staffing requirements. A number of working groups have been established, including a CIQ working group which will next meet in Canberra in December.

Both the Airport and the Airlines serving it are keen for this development to go ahead. It will be funded through cost recovery.

- Tourist Refund Scheme

NatFAL was advised that the TRS has caused delays at check in, and annoyance among passengers unaware of the scheme. In some cases flights have been delayed. The TRS has become the most frequent issue of complaint, with letters being written and some staff harrassed.

It was suggested that the implementation of the scheme needed to be looked at again.

s47F noted that ACS is well aware of problems with the TRS. The advertising campaign had been limited and specifically targeted. Misinformation had been a problem, and some airlines had supplied incorrect information to passengers. There is no easy solution – given that Australians are included in the scheme there is a need to verify goods. A roving Customs Officer might be able to provide assistance at some airports.

s47F suggested convening a meeting of interested parties to revisit the issue. It was suggested that the afternoon following the forthcoming NPPC meeting would be appropriate.

Action: ACS to arrange a meeting with relevant parties to look at implementation of the TRS.

- s47F farewell

NatFAL received a farewell note from s47F

14 Next meeting

NatFAL agreed that 23 March 2001 would be an appropriate date for the 49th NatFAL meeting, to be held in Perth. The meeting would be preceded by a social function on the evening of March 22.

Summary of actions from Meeting 48

1. ACS local managers to provide AIRPLAN survey results to airports.
2. NatFAL members to advise ACS of views on green channel survey timing.
3. Secretariat to develop basic analysis comparing current inwards processing rates to those of, say, two years ago, on an airport by airport basis. ACS to provide data where necessary.
4. NatFAL members to advise DoTRS of any technical issues related to the draft disability standards for accessible public transport.
5. A 'Tomorrow's Travel' meeting between relevant Australian and New Zealand interests to be arranged for early in 2001.
6. ACS to arrange a meeting with relevant parties to look at implementation of the TRS.

NATFAL

52nd NATIONAL ADVISORY FACILITATION MEETING

Brisbane, Friday, 22 November 2002

Cuttle Room, Level 3

Brisbane International Airport Terminal

Present:

	<i>Name</i>	<i>Organisation</i>
	s47F	Board of Airline Representatives Australia
		SACL
		Brisbane Airport Corporation
		Australian Customs Service
		Darwin International Airport
		Westralia Airports Corporation
		AQIS
		AQIS
		MAF (NZ)
		Customs
		Airport Coordination Australia
		DOTARS (Natfal Chair)
		Australian Customs Service
		Qantas
		Adelaide International Airport
		DOTARS (Secretariat Natfal)
		DIMIA Brisbane
		AQIS
		DFAT
		Board of Airline Representatives NZ
		Australian Pacific Airports (Melbourne)
		Australian Customs Service
		DIMIA
		Qantas
		DOTARS (Brisbane)
		DITR
	Apologies	
	s47F	Customs
		Customs
		Air New Zealand
		Gold Coast Airport
		Cairns Port Authority
		DFAT
		Air New Zealand

Agenda Item 1 – Opening and welcome

The chair welcomed participants to the 52nd National Advisory Facilitation (NATFAL) meeting. The chair noted that due to re-organisation changes in the Department of Transport and Regional Services (DOTARS) that this meeting would be presided over by an interim chair. Members to be advised when the FAL functions have been re-allocated and a new chair appointed.

Action: DOTARS to write to members advising of the new permanent NATFAL chair.

Agenda Item 2 – Adoption of minutes from the 51st NATFAL meeting

s47F commented that, as the “Performance Indicator” for the Outwards Control Point of 95% of all passengers processed within 15 minutes was regularly not being met, particularly at Melbourne Airport, an official standard should be introduced. No other changes were mentioned and the minutes were adopted with this modification.

Agenda Item 3 – Matters arising from the previous meeting

a) DIMIA update on passenger and card processing

The Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) reported that the previous backlog of passenger card screening has been resolved.

b) DIMIA to report on paper on inadmissible persons

DIMIA reported that the ICAO secretariat would circulate the relevant papers.

c) ACA to provide data to NATFAL secretariat for inclusion on the website

Airport Co-ordination Australia (ACA) advised that a PowerPoint presentation had been sent to the secretariat for inclusion on the NATFAL website and that they will re-send it.

Action: ACA to send presentation to NatFAL secretariat for inclusion on the NatFAL website

Agenda Item 4 – Report from the NPPC

The chair of the NPPC meeting, s47F reported to the group on the main points of the previous NPPC meeting, these were:

- Looking for more consistency between border control agencies and DOTARS over airport categorisation.

- Update on the issues raised by the *Bali Bombings*, including the agencies involved and the effectiveness of the response.
- The current Biometrics programme being trialed by the Australian Customs Service (ACS) at Sydney's *Kingsford Smith* airport with Qantas staff.
- A transit refund scheme has been implemented that links in with people movements. The old cash system has been removed and replaced with credit card or cheque refunds. Duty free and other concessionaires have raised concerns over possible falling sales at departure locations, although no information is available on this.
- DIMIA and the Department of Foreign Affairs and Trade (DFAT) informed the meeting about their involvement with the ICAO/ISO and the American Standards Association, on developing a biometric standard.

Agenda Item 5 – Passenger processing standards and reporting

- a) Inwards passenger processing
 - i. Report on Sydney Airport's trial

Sydney informed the meeting that the trial had not been completed. Currently a T1 study is being undertaken, the three week survey of Qantas, Singapore Airlines and Emirates will provide information on;

- Baggage delivery time
- Disembarking time
- How to apply one set standard for processing

Action: Sydney to provide methodology to members (an NLA driven project)

- ii. Passenger declaration card

Adelaide Airport expressed concern that passenger declaration cards were being incorrectly filled in by passengers at Adelaide Airport and that passengers of some airlines were not been given cards at all. Adelaide asked who has the responsibility to ensure that these cards are correctly filled in. BARA asked Adelaide which airlines were not giving out declaration cards, Adelaide did not have the information at hand but said they would supply this information to BARA.

Qantas said that it would jeopardise the legality of the cards if flight assistants assisted passengers to fill in the cards. It was generally agreed that the onus for filling in the cards rested with the passengers who are assisted by prominent signs around the airport.

Action: ACS to seek feedback from other airports on this issue

Action: Adelaide Airport to provide BARA with details of airlines not handing out passenger declaration cards

iii. AQIS update on IQI

The Australian Quarantine Inspection Service (AQIS) is currently conducting a trial of risk assessment of pax and baggage, as part of Increased Quarantine Inspections (IQI). A methodology has been designed that lists the processes that AQIS conducts. AQIS is happy to circulate this methodology when it is completed.

AQIS said that facilitation times are being measured at Sydney and Brisbane and that at the current moment they are unable to give a definite processing time. ACS stated that it is not committing to the unofficial 15 minutes that is currently being targeted.

Qantas said that they are having difficulties conveying quarantine regulations to passengers. AQIS informed members of their upcoming advertising campaign featuring the *Crocodile Hunter* that will be used to inform the public of Australian quarantine regulations. Perth Airport raised the question of how this information was being conveyed to international visitors.

Qantas needed to know if quarantine regulations were being adequately conveyed to passengers, surveys are being conducted to evaluate the effectiveness. AQIS told the meeting that eight out of ten high risk items were being captured, this figure will continue to improve as technology and new staff are trained. AQIS also informed the meeting that new infrastructure is being installed around the country.

Adelaide Airport said that a report found that 35-40% of aircraft did not have a copy of the quarantine tape onboard aircraft. AQIS informed Adelaide that they are not required to show the video, that they could also rely on other measures of informing their passengers. Qantas told the members that the technology to force passengers to listen to a video (quarantine) does not currently exist.

Qantas stated that other agencies take a risk management approach to their issues, in contrast to the AQIS zero-risk approach.

Action: Issue to be moved to the AAICC meeting and put on the agenda for the 53rd NATFAL meeting.

Action: AQIS to circulate methodology when it is completed.

iv. Review of ICAO standard given effects of IQI on inbound facilitation

Adelaide Airport asked if there was a need to review the timing and standards in light of the events of the last 18 months. Perth agreed that the 90% target was becoming unreasonable in the new security environment.

v. Lessons learnt from the Sydney threat in September

Sydney reported that there is a generally accepted view, that the relevant emergency plan be implemented quickly as soon as the issue becomes apparent. The ACS said that in an emergency situation they are capable of continuing operations. BARA asked ACS if they have a contingency plan and if so could they view it? AQIS said

that they would not compromise their work in the event of an emergency. Further discussions ensued.

Qantas asked who has carriage of resolving this issue and building contingency plans for future emergencies. BARA expressed concern over whether any lessons have been learnt from this situation and whether it will be dealt with better in the future.

BARA asked Qantas if it would require consistency between airport contingency plans.

Action: DOTARS to advise position on planning, possibly plans from each airport and updates from airlines and agencies.

b) Outwards passenger processing and individual airport reports

DOTARS and members discussed the performance of individual airport reports.

s33

Adelaide – Reported that Virgin Blue has now moved to the domestic terminal, which has helped facilitation times. Adelaide talked about this committee being erected on ministerial guidance and wanted to know if the resolve is still there and whether the Terms of Reference need to be changed.

Melbourne – Congestion is starting to diminish; however the queuing is unacceptable. ACS and AQIS staff, feel they are being tasked on 'queue management'. AQIS said that they have reached an agreement on what needs to be done in Melbourne to improve facilitation and that it will cost \$7million. A proposal is currently before Government to obtain funding for this, the capital portion of these costs have already been secured.

Sydney – Sydney described the new terminal break down. T1 is for international, T2 SACL (old Ansett) and T3 is Qantas domestic. Sydney said that October passenger numbers were great with a 12% increase over the same period last year. Sydney reported no major difficulties with outwards processing. They also told the meeting that Monday's are now the second busiest day of the week.

Brisbane – Brisbane said that one of the major reasons for delays is that Coolangatta have no permanent staff and therefore Brisbane staff are required to serve Coolangatta during their morning peak period. Brisbane asked what could be done about this. ACS said that for the moment nothing would be done, that they are monitoring Coolangatta's needs and on current levels staff will continue to be sent down from Brisbane. Brisbane asked that their concern be noted, especially if the Sunshine Coast starts taking international flights again.

Brisbane said that the IQI side is working well. AQIS said that they were looking at hiring Coolangatta based staff, but felt it unreasonable that three flights arrive within

25 minutes when the majority of the day is free. AQIS requested ten minutes between each flight for processing. ACA said that flight arrivals are dictated by outside influences, such as curfews in the departing country.

Darwin – With the recent tragedy in Bali, Darwin is seeing its numbers fall. The processing rates have been reasonably close to targets. Removing the hand wand has assisted this, passengers are becoming used to removing their shoes and this has also helped Darwin reach its targets.

BARA said that they find it difficult that there are no statistics on the website after February 2002.

Action: *Check to make sure that all airport statistics, are available on the web.*

Action: *Note Brisbane's concern over ACS staff being used at Coolangatta, especially if the Sunshine Coast starts taking international flights again.*


Agenda Item 6 – Airport Co-ordination Australia (ACA)

ACA reported that there has been a 10.3% increase in passenger movements in Australia over the past year. This indicates that traffic is starting to come back after the events of the last two years. Sydney and Melbourne have both lost some carriers over this period; this has resulted in even more traffic entering the airports during their peak periods. In summary, block time delays have increased, as have security delays, while passenger connections have increased significantly

Action: *Attach PowerPoint presentation to web-site.*

Agenda Item 7 – Aviation Security

a) Update on security environment and security measures in Australia and overseas

- s34(3) 
- The Attorney-General's Department is currently conducting reviews of the Counter Terrorist First Response (CTFR) function and the Air Security Officer (ASO) programme.
- Baggage reconciliation is being phased in over the next year.
- The Secure Trade in the APEC Region (STAR) initiative led by the United States has proposed bringing forward compliance dates on current ICAO mandated requirements.
- The STAR initiative also put forward the issue of transport security, adhering to the wider transport industry.

Adelaide Airport expressed concern that the airline industry is forced to comply with more stringent standards than other comparable industries. The chair asked that this opinion be noted but stated that this was outside the scope of this forum.

BARA expressed concern on behalf of its members, that complaints, directed to the Minister were not passed on to the relevant airline. The chair noted that in many cases it is not DOTARS practice to do so, especially regarding matters which did not involve DOTARS regulatory role.

NT Airports asked, that for each new ASM introduced that a study/analysis be conducted to evaluate the effectiveness and costs of the measure. The chair pointed out that this was not DOTARS practice as the prime consideration was the safety and security of the passengers.

b) Biometrics update

The ACS smartgate system is being trialed at Sydney's *Kingsford Smith* airport. At present the trial is being conducted on Qantas staff. The system uses advanced biometric matrices to distinguish passengers by distances between facial features. The trial is a world first and is in compliance with emerging trends in the field. Each chip contains 500kb of data that contains a photo and previously stored biometric information used to automatically identify users.

The process will be made possible by a new passport being developed by the Department of Foreign Affairs and Trade (DFAT). The new passport will include this information, in addition to its other new security features.

A benchmark of 95% automatic approval has been set.

DIMIA expressed its support of the biometrics initiative and stated that next year they will be looking at how biometrics can assist them in performing their core duties.

Agenda Item 8 – Reports on National Developments

a) Report from DIMIA on APP

DIMIA reported to the group on Advanced Passenger Processing. As of 5 July 2002, DIMIA requires operators of all aircraft and ships arriving in Australia to provide advance reports of passengers and crew. The reporting requirements from 5 January 2003 will apply to all scheduled flights into Australia by international commercial passenger airlines. It will not apply to charter flights, cargo flights, private flights or ships - these will be covered in due course.

The reporting requirements will only apply to certain passengers (around 90%) from 5 January 2003 and crew will be included in the regime by the end of 2003. The following passenger information will be required from airlines through the APP system:

- Passport number
- Nationality
- First 4 characters of the family name
- International flight number

- 4,
- Boarding port
 - Disembarkation port
 - Flight departure date, and
 - If applicable, any transit ports.

The APP data collected by an airline from a passenger at check-in (ie. Passport number, nationality and first 4 characters of the family name) merely triggers the existing Australian immigration record of the passenger. In this respect, no new personal information on a passenger is required for APP reporting purposes.

b) Update from the Aviation Accessible Standards Sub-Committee

DOTARS reported on the Aviation Accessible Standards Sub-Committee. This comprised a broad outline of the new disability standards for accessible public transport at RPT airports. The standards mean that airport operators must comply with specified sections of the standard for all new premises, infrastructure and conveyances. These standards do not apply to aircraft configured to fewer than 30 seats and non-RPT airports.

c) Report from AQIS on FMD Simulation – Exercise Minotaur

AQIS reported that the recent foot and mouth disease exercise went extremely well. The exercise showed that there were shortcomings in state and federal arrangements, these were observed and noted. Major amendments have been made to the Quarantine Act that gives the Attorney-General's Department control over quarantine without the restrictions that are imposed on AQIS. This can only occur when the Governor-General has declared a state of emergency. Regular reports have been going back to Government reporting on the different facets of the exercise and the lessons learnt.

d) Report on Tourism White Paper Development

The Department of Industry, Tourism and Resources (ITR) reported that 7000 copies of a tourism discussion paper have been released. This has occurred after consultation with over 400 stakeholders. Research and statistics from this process have been released to stakeholders. The next stages in the strategy development of the Tourism White Paper are currently before Government. No time frame is available at the moment for the completion of the paper, as fiscal concerns and the current environment make this a difficult time to get this completed.

Agenda Item 9 – ICAO meetings

a) Report on FALP/4 meeting in April – revision of Annex 9 and subsequent developments

FALP/4 comments have been circulated to all involved and the document is available on the web. Amendments have been made to Annex. Qantas expressed its

disappointment that no substantial changes have been made as a result of the meeting. It said that the Australian paper didn't go anywhere and that Australia needs to put pressure on ICAO to do what they said they would do. Perth expressed concern that there is not enough importance being placed on the NatFAL meetings and re-iterated that leadership is urgently needed. Other members of the meeting seconded this sentiment.

DIMIA expressed concern over the length of time for standards and changes to be made effective. Adelaide expressed concern that there are standards that Australia is implementing that other countries around the world are not, the weakest link theory. DOTARS advised that there is little that we can do in regards to enforcing standards on foreign countries.

Action: Members can expedite ICAO procedures by raising/initiating work at the FAL panel.

b) Report on Aviation Security Panel meeting in September

DOTARS reported on the 14th meeting of the ICAO Aviation Security Panel held in Montreal on 3-6 September 2002. Two items dominated the agenda;

- Universal Security Audit Program
ICAO is seeking to conduct five initial audits in the first half of 2003. These will occur in Bulgaria, China, Egypt, Mexico and Uganda. The audit regime is to be based on the standards detailed in Annex 17 and be limited to examining international operations only. No time frame has been included for Australia but it is considered unlikely that Australia will be audited before 2004 at the earliest.
- Proposed Amendments to Annex 17
A panel working group that includes Australia has been tasked to review the ICAO Standards and Recommended Practices (SARPs). Panel members agreed that industry would benefit from a period of stability and as such Amendment 11 to Annex 17 would not be fast tracked.

Agenda Item 10 – ANZFAL

a) Report on 18 July 2002 meeting

The next ANZFAL meeting will be held prior to the next FAL meeting. BARA asked the NZ transport delegate to provide a copy of a report that wasn't completed.

b) Progress of APP in NZ

APP will continue in New Zealand on a much slower time frame (most likely by mid 2003). Airlines to provide advanced passenger information as an interim solution.

c) Future aims of ANZFAL process

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Qantas expressed the view that if the main aim of the ANZFAL process was to develop consistency between Australia and New Zealand and given New Zealand's current divergence from this, then they see little value in the process continuing.

The New Zealand Ministry of Agriculture and Forestry (MAF) said that they still see value in the forum and would like to see it continue. They said that they are happy for the NZ delegates to travel to Australia for future meetings and that they understand the Australian point of view. BARNZ said that they would like to see the invitation remain open.

A view was expressed by the meeting that they would like to see one card for bio-security, whether it is Australia's or New Zealand's or a combination of the two. MAF was in agreement with this view. Qantas said that harmonisation is needed between border agencies over the Tasman, this exists between quarantine services but not with customs and immigration.

Action: Committee needs to decide whether they need to convene an ANZFAL meeting early in 2003

Agenda Item 11 – Other Business

DOTARS reported on feasibility on API study being conducted in the Philippines.

Cable issued from DFAT regarding the conference on Customs, Immigration, Quarantine and Security (CIQS) held in Davao on 10-11 July 2002. It was held to discuss the harmonisation of CIQS rules, regulations and procedures. Problems were noted with the harmonisation of all CIQS systems, overlapping commitments in international organisations and the difficulties of implementing policy reforms.

Agenda Item 12 –

The next meeting was proposed for the second half of March. Perth offered to host the 54th NatFAL meeting. Thanks were expressed to Brisbane for hosting the meeting and organising the dinner. The members also asked that a special note of thanks be extended to s47F for his contribution to the group

Action: Decision to be made and members informed of the next meeting location and date.

SUMMARY OF ACTIONS:

Action: Decision to be made and members informed of the next meeting location and date.

Action: Committee needs to decide whether they need to convene an ANZFAL meeting early in 2003

Action: Members can expedite ICAO procedures by raising/initiating work at the FAL panel.

Action: Attach PowerPoint presentation to web-site.

Action: Check to make sure that all airport statistics, are available on the web.

Action: Note Brisbane's concern over ACS staff being used at Coolangatta, especially if the Sunshine Coast starts taking international flights again.

Action: DOTARS to advise position on planning, possibly plans from each airport and updates from airlines and agencies.

Action: Issue to be moved to the AAICC meeting and put on the agenda for the 53rd NATFAL meeting.

Action: AQIS to circulate methodology when it is completed.

Action: ACS to seek feedback from other airports on this issue

Action: Adelaide Airport to provide BARA with details of airlines not handing out passenger declaration cards

Action: Sydney to provide methodology to members (an NLA driven project)

Action: ACA to send presentation to NatFAL secretariat for inclusion on the NatFAL website

Action: DOTARS to write to members advising of the new permanent NATFAL chair.

NATFAL

ACTION for next meeting

	Issue	Responsibility of	Due by
1.	Monitor provision of, and trends in, FAL meeting reports	DOTARS	ongoing
2.	Monitor provision of and update airport stats	DOTARS	ongoing
3.	Processing passenger card data	DIMIA	Until backlog cleared. DIMIA to report at/before next meeting.
4.	AASSC info on NatFAL website	DOTARS	Ongoing. AL to report at next meeting.
5.	ANZFAL agenda	DOTARS/NZ	Prior to June meeting. Jim to follow up with Nigel Mouat. <u>Completed – JM to report at next meeting?</u>
6.	Tourism industry strategy – provide info for NatFAL website	INDUSTRY	Next meeting. AL to follow up with Michael Claessens. <u>Completed. MC to report.</u>
7.	FMD simulation	AQIS	Report at next meeting “ <u>Operation Minotaur</u> ”
8.	Paper on inadmissible persons	DIMIA	Report at next meeting
10	FALP/4 outcomes – 1	DIMIA	To draft proposed new SARPs based on papers considered at FALP/4. Now overdue!
11	FALP/4 outcomes – 2	DOTARS	Review ACI proposals for Chapter 6 of Annex 9. Due end May. <u>Completed.</u>