# MINUTES OF THE ANNUAL GENERAL MEETING OF THE BRISTOL AIRPORT CONSULTATIVE COMMITTEE HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT, ON WEDNESDAY, 27<sup>TH</sup> JULY 2011 AT 2.30 PM

#### Present:

Peter Lacey Chairman

Robert Sinclair Chief Executive, Bristol Airport

Steve Reed Airlines

Robert Durie GWE Business West

Pat Murphy GTMC/ABTA
Councillor Colin Smith Bristol City Council

Councillor Peter Edwards Bath & North East Somerset Council

Councillor Annabel Tall

Councillor Basil Bucknell

North Somerset Council

Backwell Parish Council

Councillor Colin Timson Chew Valley Cluster of Parishes

Councillor Hilary Burn
Councillor Gill Patch
Councillor Christine Turton
Councillor Jane Bollen

Cleeve Parish Council
Winford Parish Council
Wrington Parish Council
Yatton Parish Council

#### Also in attendance:

Alan Davies, Planning and Environment Director, Bristol Airport Jacqui Mills, Public Relations Manager, Bristol Airport Mike Littleton, Community Relations Manager, Bristol Airport Chris Ware, Head of Security, Bristol Airport Inspector David Stokes, Avon and Somerset Police Margaret Thornton, Secretary

#### 1290. ELECTION OF CHAIRMAN

RESOLVED - Noted - that, in accordance with the Committee's Constitution, Mr. Peter Lacey is elected as independent Chairman of the Consultative Committee for the three year period 2010 to 2013.

#### 1291. MEMBERSHIP OF THE COMMITTEE 2011/2012

The Committee received a report, a copy of which is inserted in the Minute Book, setting out its membership for 2011/2012.

The Chairman welcomed Councillor Annabel Tall, North Somerset Council, to her first meeting of the Committee.

He also congratulated Councillor Peter Edwards on being appointed Chair of Bath and North East Somerset Council for 2011/2012.

**RESOLVED** - that the membership of the Consultative Committee be noted.

#### 1292. APOLOGIES FOR ABSENCE

Apologies for absence were received from Peter Taplin, SW Region and Bristol TUC, Councillor Roz Willis, Weston-super-Mare Town Council and Richard Kent, Head of Development Management, North Somerset Council.

#### 1293. DECLARATIONS OF INTEREST FOR LOCAL AUTHORITY ELECTED MEMBERS

Councillor Burn explained that she had taken legal advice since the last meeting and wished to declare an interest as a Director of Stop Bristol Airport Expansion Campaign.

Councillor Tall declared an interest as a Member of North Somerset Council and a Member of its Central Area Planning Committee and Councillor Smith declared an interest as a Member of Bristol City Council's Development Control (Central) Committee.

#### 1294. ELECTION OF VICE-CHAIRMAN FOR 2011/2012

Councillor Edwards moved -

'that Mr. Peter Taplin be elected Vice-Chairman of the Consultative Committee for 2011/2012.' and it was -

RESOLVED - that Mr. Peter Taplin be elected Vice-Chairman of the Consultative Committee for 2011/2012.

#### 1295. APPOINTMENT OF SECRETARY FOR 2011/2012

RESOLVED - that Margaret Thornton be appointed Secretary to the Consultative Committee for 2011/2012.

#### 1296. CONSTITUTION

Members received, for information, a copy of the Consultative Committee's Constitution, a copy of which is inserted in the Minute Book.

The Chairman explained that the Department for Transport was pursuing a review of the guidelines for Airport Consultative Committees with a view to issuing new guidelines in 2012. The Committee's Constitution would also need to be reviewed at that time in the light of the revised guidelines.

RESOLVED - that the Consultative Committee's constitution be noted.

#### 1297. DATES AND TIME OF MEETINGS FOR 2011/2012

The Chairman explained that since the suggested dates and time of meetings of the Committee for 2011/2012, had been published he had gained an unavoidable commitment on the 19<sup>th</sup> October 2011 and he sought the agreement of Members to the rescheduling of this meeting on Wednesday, 2<sup>nd</sup> November 2011.

RESOLVED - that meetings of the Consultative Committee be held at 2.30 pm in the Bristol Room at Bristol Airport, on the under mentioned dates during

#### 2011/2012 -

Wednesday, 2 November 2011 Wednesday, 25 January 2012 Wednesday, 25 April 2012 Wednesday, 25 July 2012 - AGM

#### 1298. MINUTES - 27<sup>TH</sup> APRIL 2011

The Minutes of the meeting of the Airport Consultative Committee held on 27<sup>th</sup> April 2011, copies of which had been previously circulated, were submitted for approval and adoption.

RESOLVED - that the Minutes of the meeting held on 27<sup>th</sup> April 2011 be confirmed as a correct record and signed by the Chairman.

#### 1299. TRANSPORT FORUM

(a) Appointment of Representative to Serve on the Airport's Transport Forum 2011/12

The Committee was invited to nominate a representative to serve on the Airport's Transport Forum for 2011/2012.

The Chairman explained that, although Councillor Willis was unable to attend this meeting, she was willing to continue as the Committee's representative on the Transport Forum if Members so wished.

- RESOLVED (1) that Councillor Willis be appointed to serve as the Committee's representative on the Airport's Transport Forum for 2011/2012.
  - (2) that the Committee's representative submit an annual report to the Committee on progress achieved during the year on the implementation of targets in the Surface Access Strategy.
  - (b) Report of the Committee's Representative on the Airport's Transport Forum for 2010/11

The Committee received a report from Councillor Roz Willis, its representative on the Airport's Transport Forum for 2010/2011, a copy of which is inserted in the Minute Book.

- RESOLVED that the report be noted, and that Councillor Willis be thanked for representing the Committee on the Transport Forum for 2010/2011 and submitting an annual report.
  - (c) Bristol Airport's Surface Access Strategy Annual Progress Report 2010/11

The Committee received a report, a copy of which is inserted in the Minute Book, showing progress made during the past year towards achieving targets in Airport's Surface Access Strategy.

Councillor Burn enquired whether the statistics contained in the Annual Progress Report would be submitted to North Somerset Council to meet the requirements of the Section 106 Agreement attaching to the proposed expansion of the Airport.

Alan Davies explained that the report now before Members was purely a progress report for Members of the Transport Forum and did not relate to the requirements of the Section 106 Agreement. The statistics in the report would be forwarded to North Somerset Council in connection with the Joint Local Transportation Plan.

Councillor Burn referred to the requirement for information relating to the single occupancy of cars to be submitted to North Somerset Council by December 2011 and asked if the Committee could receive those figures at its next meeting.

Robert Sinclair reminded Members that Stop Bristol Airport Expansion was pursuing a judicial review against North Somerset Council's decision to grant outline planning permission for the expansion of the Airport and as this was still being pursued through the courts he did not feel that it would be appropriate to furnish such information to a Director of the Campaign in the circumstances.

Councillor Burn explained that she was seeking this information as a representative of the Parish Councils Airport Association and not a Director of the Stop Bristol Airport Expansion Campaign.

Robert Sinclair suggested that if the Parish Councils Airport Association wished to secure such information they should write to him.

Alan Davies pointed out that the covenants placed on the Airport under the Section 106 Agreement would not come into effect until the commencement of development.

#### RESOLVED - that the report be noted.

#### 1300. OPERATIONS MONITORING REPORT 2010

The Airport's Operations Monitoring Report for 2010, a copy of which is inserted in the Minute Book, was tabled for Members' consideration.

Alan Davies apologised to Members for the fact that it had not been possible to pre-circulate the report. He indicated that he was not proposing to go through the report in detail at this meeting but would prepare a presentation for the next meeting and respond to any questions from Members at that time. There were some interesting small trends contained in the report relating to waste recycling and traffic usage of the airport access road but nothing dramatic.

RESOLVED - that the Operations Monitoring Report 2010 be placed on the agenda for detailed consideration at the next meeting of the Committee on Wednesday, 2<sup>nd</sup> November 2011 and that Members' receive a short presentation on its contents.

#### 1301. QUESTIONS TO THE AIRPORT MANAGEMENT

The Committee was advised that no questions for written replies had been received for this

meeting.

## 1302. PLANNING APPLICATION FOR RESERVED MATTERS OF APPEARANCE AND LANDSCAPING FOR THE CONSTRUCTION OF THE EXTENSION OF THE WESTERN APRON

The Committee was advised that Councillor Burn had asked for this item to be placed on the agenda as she was concerned that approval was being sought for more new aircraft stands than was originally indicated in the planning application.

Alan Davies, in response, explained that -

- (a) this planning application had triggered a number of queries relating, in particular, to the number of new aircraft stands to be provided.
- (b) the planning permission granted by North Somerset Council for the expansion of the Airport was in outline only and it was necessary to submit applications for approval of reserved matters to secure full planning permission for each of the proposed developments for which details were not submitted with the planning application.
- (c) the planning application for reserved matters for the construction of the extension of the Western Apron was the first of a number of such applications which would be submitted over the coming months.
- (d) in accordance with planning condition no. 3 applications for reserved matters must be submitted to and approved by North Somerset Council before each development could commence.
- (e) applications for reserved matters had to be submitted within eight years from the date of the approval of outline consent.
- (f) the current application related to the reserved matters of finished levels, appearance and landscaping for the construction of the extension of the Western Apron (site A).
- (g) the outline planning application referred to sites A, B and BB.
- (h) the reserved matters application for the six additional stands (site A) could have been pursued in two phases, each of three additional stands, but it had been decided to seek permission for the six stands as one application. This avoided a piecemeal approach to the design of the stands and ensured that the levels matched and the falls were correct. In addition the Environment Agency required a complete picture of the drainage proposals for the whole area and this could only be achieved if the approval of all six stands was pursued as one application.
- (i) it should not be assumed that all six stands would be built at the same time.
- (j) in the final development scheme there would be 24 stands on the existing apron, six additional stands which were included in the current reserved matters application and outline permission had been granted for a further three stands which would be the subject of a reserved matters application in due course giving a total of 33 stands.

- (k) the stand sizes varied and were tuned to meet needs of the aircraft operating in and out of the Airport at any given time.
- (I) the Airport was currently operating 26 stands within the existing area and this figure could increase because some stands were multi-use.
- (m) statistics showed that four smaller stands carried fewer passengers than three larger stands in the same area of concrete.
- (n) there were, for historical reasons, gaps in the numbering sequences of the existing stands.
- (o) the phasing of the construction of the additional stands would not be a condition of full planning permission but a commercial decision for the Airport.
- (p) the indicative construction programme which had been included with the outline planning application was already out of date. There was nothing to suggest that phasing was being ignored and no decision had yet been made on phasing or construction.
- (q) the Airport's underlying business principle was to pursue developments in accordance with passenger demand.
- (r) the Airport was not seeking to construct more stands than it had been granted outline approval for.
- (s) the current reserved matters application had been submitted to North Somerset Council on Friday, 22<sup>nd</sup> July 2011. Once detailed planning consent had been obtained the Airport would then notify North Somerset Council when work was scheduled to start in accordance with the Section 106 Agreement.

Alan Davies reiterated that this was a complicated submission and if Parish Councils had any queries about the application to telephone him.

Mr. Durie enquired whether there had been any challenges to the outline planning permission.

Robert Sinclair confirmed that the Stop Bristol Airport Expansion had filed for a judicial review of the decision by North Somerset Council to grant outline planning permission for the expansion of the Airport. The Airport had joined with the Council, as an interested party, to defend this decision. A judgement had been given on written submissions that there were no grounds for a judicial review to proceed. The Campaign had subsequently sought approval for an application renewal for an oral hearing. A date had yet to be set for the hearing.

#### **RESOLVED** - that the information be noted.

#### 1303. CHIEF EXECUTIVE'S REPORT

(a) Overview of Current Activities

Robert Sinclair advised that -

- (a) the peak summer season was upon the Airport and it was proving a very busy time. The Airport was managing the throughput of passengers reasonably well this year compared with previous years. In the past there had been bottlenecks at check-in and security but with improved management these areas were now working well. The Airport was also working closely with easyJet to improve on time performance. The walkway was also helping to reduce the level of bus activity on the apron.
- (b) the Airport was witnessing a strong rebound in business travel. A recent survey showed the percentage of business travellers at 22% up from 13% last year. The level of business travel had declined with the downturn in the economy but it was now showing signs of recovery and it was hoped that it would continue to grow for the future. The small positive improvement in the economy was beginning to filter through especially in the South West.
- (c) easyJet was refocusing its business to attract business travellers and this was having a positive effect on inbound tourism.
- (d) the variation in the economies of EU Member States was also driving inbound traffic.
- (e) the increased patronage of the airlines was also being reflected in the increased use of the Bristol Flyer service. The increased frequency of the service to every 10 minutes during the day and the introduction of 12 new buses was also contributing to the increased use of the service. Bristol Airport now had the youngest fleet of airport buses in the UK.
- (f) as a Member of the Local Enterprise Partnership he was supporting and working with other agencies to finalise bids for submission to the Government for funding towards three major Bristol schemes including the South Bristol Link and the Hengrove to North Fringe Link which, if secured, would achieve major improvements in the transportation network for the area. It was still touch and go as to whether the schemes would be finalised in time. A decision on funding was anticipated from the Government in December 2011.

#### (b) Aer Lingus Celebration

Robert Sinclair advised that -

- (a) unfortunately, the celebration of the 75<sup>th</sup> anniversary of Aer Lingus' association with Bristol Airport in May had had to be postponed but it would go ahead at a later date. Arrangements were in hand for a replica of the original aircraft which made the inaugural flight from Dublin to Bristol, a De Havilland Dragon, to take people on flights from the Airport.
- (b) the Aer Lingus three times a day service between Bristol and Dublin was performing very well and the Airport was continuing to support the service through its marketing.
- Mr. Durie explained that he had been the Chairman of the Chamber of Commerce when Aer Lingus had celebrated the 50<sup>th</sup> anniversary of its association with the Airport and photographs of that event existed. Aer Lingus had arranged for passengers on the inaugural flight to participate in the 50<sup>th</sup> anniversary celebrations. He said the links between Aer Lingus and Bristol were very strong and he hoped these would continue for the future.

#### (c) New Routes for 2011

Robert Sinclair advised that -

- (a) Blue Islands had now commenced a twice daily service with a small 13 seater aircraft between Bristol and Jersey.
- (b) Eastern Airways had purchased Air South West a year ago. Air South West operated out of Plymouth and Newquay. With the closure of Plymouth Airport Air South West Airline was ceasing operations. However Eastern Airways was consolidating its activities at Bristol Airport and would continue to provide a service from Bristol to Leeds and Aberdeen using the Air South West aircraft.

#### (d) Improvements to the Airport's Website

Robert Sinclair explained that the Airport had introduced a new section on its website showing the destinations on offer from Bristol Airport. The new site sought to provide as much information as possible about the various destinations for the benefit of travellers. Further improvements would be undertaken to the website in the coming months.

#### (e) Employees Reward and Recognition Scheme

Robert Sinclair advised that the Airport was introducing a new Reward and Recognition Scheme for all people employed at the Airport not just Airport employees. The scheme was intended to recognise employees' contribution to activities at the Airport over and above that which was expected of them. The purpose of the scheme was to embed the Bristol Airport Brand and the awards would be categorised by the three brand pillars - 'Exceptional People', 'Progressive Place' and 'Serving our Region'.

#### (f) Carbon Trust Standard

Robert Sinclair explained that the Airport had been awarded the Carbon Trust Standard after taking action to measure, manage and reduce its carbon emissions. The Airport was very mindful of the need to reduce its carbon emissions and was actively pursuing the continued reduction in emissions. He expressed his appreciation to Alan Davies for securing the accreditation on behalf of the Airport.

#### (g) Drop Off and Pick Up Car Parking

Robert Sinclair advised that -

- (a) the revised drop off and pick up car parking arrangements which came into operation in May were working reasonably well.
- (b) the Express Drop Off and Pick Up Car Park (the former drop off and pick up zone) now incurred a £1 charge for up to 20 minutes parking.
- (c) the new second drop off and pick up zone offered free parking for up to 10 minutes but was located further away from the Terminal Building.
- Mr. Durie explained that the introduction of a charge for using the express drop off and pick up

zone was a source of irritation to business and holiday travellers alike and he asked the Airport to look again at this charge.

Councillor Patch indicated that Winford Parish Council had received complaints about the lack of signage for the new drop-off and pick-up car parks.

Robert Sinclair, in response, advised that the Airport had produced a leaflet explaining the new arrangements, copies of which were distributed to Members.

Councillor Smith concurred that the £1 charge was proving a source of annoyance.

Councillor Turton said the signing of the route between the second drop off and pick up zone and the Terminal Building was not clear and it was easy to get lost.

Robert Sinclair, in response, explained that -

- (a) the new drop off and pick up car parking facilities had been in operation for three months and the Airport had received a number of complaints and other feedback.
- (b) 20 of the top 23 airports in the UK, particularly the regional airports, now charged for drop off and pick up car parking. Not all airports provided a free parking zone; most only provided 10 minutes on any initial charge; and some charged more than a £1. Bristol Airport had sought to achieve a reasonable balance and was the only airport which provided 20 minutes for £1.
- (c) the Airport recognised that the introduction of a charge would be a customer service negative. Nevertheless it had sought to mitigate the charge by increasing the amount of time from 10 to 20 minutes before the higher tariff came into effect. The former 10 minutes free parking had frequently proved inadequate for people assisting passengers into the Terminal Building and returning to their vehicle and vice-versa and the increase in time to 20 minutes should be sufficient to enable them to do so without incurring the higher charge.
- (d) the Airport had to take steps to alleviate the congestion in and around this car park which was causing major problems particularly at peak times. In addition to introducing a charge the Airport had also invested £1m in new car parking infrastructure which included increasing the number of exit lanes, installing new barriers and coin bins and creating a roundabout at the exit.
- (e) in addition the Airport continued to provide a limited free parking facility albeit not as close to the Terminal Building.
- (f) it was felt that this was a sensible and measured approach to the problem.
- (g) a number of complaints had been received but remarkably less than had been encountered at other airports when a similar charge had been introduced.
- (h) new signage, increased lighting on crossings and additional safety railings had also been installed to improve safety for passengers.
- (i) it was hoped that the benefits would offset the irritation caused by the introduction of the

charge in the Express Drop Off and Pick Up Car Park.

Mr. Durie pointed out that people were now being dropped off and picked up on the A38 and he did not think this was a sensible way forward.

Councillor Tall suggested that it would help if appropriate signage was introduced at the entrance to the Airport.

Councillor Burn expressed the view that 10 minutes free parking in drop off zone two was inadequate to enable people to assist passengers to and from the Terminal Building and she enquired whether this could be increased. She acknowledged that the introduction of a charge and the limitation on free parking could encourage more people to use the Bristol Flyer service.

Councillor Smith and Councillor Turton pointed out that in order to avoid coming into the Airport and incurring parking charges when picking up passengers drivers were parking in the lane near the school and in Downside Road and waiting for passengers to telephone them on arrival. Councillor Turton explained that she had drawn this to the attention of the Police. She also said that cars were parking across the letter box preventing local people from using it.

Robert Sinclair asked to be kept informed of any problems being encountered in the local community by inconsiderate car parking.

#### (h) Passenger Assistance Exercise

Robert Sinclair explained that on 16<sup>th</sup> July 2011 the Airport had undertaken a service exercise with 70 members of management and staff working throughout the Airport to assist passengers between 4 am and midnight. The exercise had gone very well and had been appreciated by passengers.

#### (i) VIP Programme

Robert Sinclair advised that the Volunteer Information Patrons (VIPs) were a group of people who worked on a voluntary basis at the Airport to assist passengers. The scheme currently comprised some 30 people and the number of participants was continuing to grow. If Members were aware of anyone living in the local community who would like to join the scheme to let the Airport know. Debbie Hastings was the Airport's coordinator of the scheme.

Mr. Durie advised that Perth Airport in Australia operated a really good scheme of volunteer greeters complete with an attractive uniform. He suggested that the Airport may wish to contact Destination Bristol for further information.

Councillor Smith enquired when changes in the security regime at airports, such as taking liquids on board aircraft, was likely to happen given the Government's review of security at airports.

Chris Ware advised that the earliest any noticeable changes were likely to take place was 2013. Whilst the Government was currently undertaking a review of security arrangements at airports in the UK any changes towards a less strenuous regime were dependent on the introduction of new technology which would take some time to roll out. In addition it was unlikely that any major changes would be introduced prior to the Olympics in 2012.

#### **RESOLVED** - that the information be noted.

#### 1304. POLICING AT THE AIRPORT

Inspector Dave Stokes advised that -

- (a) the Police were aware of the problem of cars parking in Downside Road and whilst they were unable to stop this inconsiderate parking they had been in discussions with North Somerset Council to seewhether the problem could be resolved by improving the road markings.
- (b) motorists parking in contravention of the restrictions on site were moved on.
- (c) police vehicles parked in or near the Airport were usually responding to a hit on the vehicle registration identification system installed at the entrance to the Airport.
- (d) the incidence of crime at the Airport remained relatively low with 29 recorded offences for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2011 compared with 27 during the same period in 2010. Thefts made up the majority of the offences.
- (e) the number of people arrested and reported for summons over the quarter was 40 compared with 25 during the same period in 2010. All the arrests were fairly routine. However there was one individual from South Wales whose behaviour had aroused suspicion in the Duty Free Store. He was monitored and seen to be regularly visiting the rest room facilities where he changed his clothes thereby changing his appearance. When he was arrested he was found to have severalhundreds of pounds of stolen goods in his possession. He was subsequently charged. This was not opportunistic action but well planned. The individual concerned was later found to be wanted by other police authorities in the UK for similar offences. The ability to apprehend this individual demonstrated good intelligence networking at the Airport.
- (f) the Police, in partnership with the Airport, had promoted a further 'Know Your Limit' drink awareness campaign in June. The Police had worked with the operators of the various bars in the Airport to get the message across to passengers. He was very pleased with the way in which this initiative had been received.
- (g) on 15<sup>th</sup> July a further multi agency taxi enforcement exercise had been held with the support of the Airport involving North Somerset Council, VOSA, the Department for Work and Pensions, Bristol City Council and the Police. 70 vehicles had been stopped, two prohibition notices and two stop notices had been served, two car drivers from North Somerset had been found not to be licensed and other low level offences had been found. Unfortunately word of the exercise had soon spread and it was thought that a number of drivers had sought to evade vehicle inspection. The agencies were particularly anxious to inspect these vehicles and it was proposed to hold further ad hoc initiatives. The Police and the various Agencies were grateful to the Airport for allowing this exercise to be conducted on site.
- (h) on 18<sup>th</sup> July 2011 the Police conducted a further Operation Hornet at the Airport. PCSOs marked and registered valuable items for passengers and staff so that, in the event they were mislaid or stolen and subsequently recovered, they could be returned to their owner. Some 50 items were marked and registered.

(i) the neighbourhood police team stationed at the Airport were responsible not only for policing the Airport but also the immediate local community. The Police had worked hard to get this message across in the local community and their efforts appeared to be working.

#### **RESOLVED** - that the information be noted.

#### 1305. STATISTICS

#### (a) Passenger

The Committee received a report, a copy of which is inserted in the Minute Book, setting out comparable passenger statistics for the six months period 1<sup>st</sup> January to 30<sup>th</sup> June 2010 and 2011.

Councillor Burn remarked that passenger numbers were up for both April and May and enquired whether there had been an increase in inbound travellers.

Robert Sinclair explained that the statistics included both inbound and outbound passengers. Whilst passenger numbers for April and May showed an increase over the previous year it should be remembered that the number of people using the Airport during this period in 2010 had been affected by the volcanic ash cloud so it could not be seen as a true comparison.

#### (b) Aircraft Movements

The Committee received a report, a copy of which is inserted in the Minute Book, setting out comparable aircraft movements for the six months period 1<sup>st</sup> January to 30<sup>th</sup> June 2010 and 2011.

Councillor Burn pointed out that on the passenger and aircraft movement statistics the wrong year had been inserted in some of the columns.

In response to a further comment from Councillor Burn, Robert Sinclair indicated that the brackets around a figure represented a minus.

#### (c) Flyer Volumes

The Committee received a graph, a copy of which is inserted in the Minute Book, setting out the total passenger volumes for the Bristol Flyer Coach Service for the period January 2003 to June 2011.

#### **RESOLVED** - that the reports and graph be noted.

#### **1306. NOISE MANAGEMENT**

The Committee received a report, a copy of which is inserted in the Minute Book, identifying the number of complaints relating to noise received on a monthly basis for the period 1<sup>st</sup> January to 30<sup>th</sup> June 2011; the number of aircraft movements during the same period; the reasons for the complaints; and the locations the complaints had emanated from.

Councillor Burn commented that the 2010/2011 night noise quota for the summer period suggested an upward trend in night flights.

Councillor Tall asked whether it would be possible, in future, to break down the noise complaints shown on the graph against 'general' into more specific groupings.

Mike Littleton explained that this section represented complaints received about noise in general rather than anything specific which could be itemised.

#### **RESOLVED** -that the report be noted.

#### 1307. SERVICE QUALITY REPORT

The Committee received a report, a copy of which is inserted in the Minute Book, identifying customer feedback and complaints on services provided by the Airport for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2011.

The Chairman noted that the Airport was still receiving a number of complaints relating to the walkway.

Jacqui Mills explained that the rise in complaints about the walkway in May and June was largely attributable to the fact that a number of passengers, who only used the Airport annually, had not encountered the walkway before. There continued to be confusion over what constituted a liquid giving rise to an increase in the number of complaints received particularly from infrequent travellers. Further work was being undertaken by the Airport in an endeavour to alleviate some of the confusion.

#### **RESOLVED** - that the report be noted.

#### 1308. PEOPLE UPDATE

The Committee received a report, a copy of which is inserted in the Minute Book, advising of current developments.

#### RESOLVED - that the report be noted.

#### 1309. CHARITABLE AND COMMUNITY PROJECTS AND TRUST FUND DONATIONS

The Committee received a report, a copy of which is inserted in the Minute Book, advising of community and charitable work undertaken in the local community for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2011.

Jacqui Mills, in outlining the report, explained that 51 projects had been supported by the Airport during the first six months of 2011 totalling £60,000 and paid particular reference to the following projects -

- (a) the North Somerset Agricultural Society's Countryside Day in which 2,500 young pupils from North Somerset had participated in all aspects of agriculture.
- (b) the Primary Schools Fire Awareness Course in which 5 schools from North Somerset, 2

schools from BANES and 2 schools from Bristol had participated. This was an ongoing initiative which would be rolled out during the remainder of the year to increase fire awareness in the home.

She also drew attention to the fact that employees at the Airport had raised over £10,000 during the first six months of 2011 for the Airport's Charity of the Year Springboard Opportunity Group.

#### **RESOLVED** - that the report be noted.

#### 1310. BRS PRESS RELEASES

The Committee received copies of BRS press releases issued during the period 13<sup>th</sup> May to 24<sup>th</sup> June 2011, copies of which are inserted in the Minute Book.

The Chairman thanked the Airport for submitting copies of its press releases which were very interesting.

#### RESOLVED - that the BRS press releases be noted.

#### 1311. MINUTES - ENVIRONMENTAL EFFECTS WORKING PARTY

The Committee received the Minutes of the last meeting of the Environmental Effects Working Party held on 13<sup>th</sup> July 2011, a copy of which is inserted in the Minute Book.

Alan Davies apologised to Members for the error in the date shown for the last meeting of the Working Party which should read 13<sup>th</sup> July 2011 and not 13<sup>th</sup> April 2011.

RESOLVED - that, subject to the above amendment, the Minutes of the Environmental Effects Working Party held on 13<sup>th</sup> July 2011 be noted.

#### 1312. ITEMS OF GENERAL INTEREST

## (a) UK Airport Consultative Committees' Annual Meeting - Aberdeen Airport - 8<sup>th</sup>/9<sup>th</sup> June 2011

The Committee received a report, a copy of which is inserted in the Minute Book, summarising the key issues discussed at the Annual Meeting of UK Airport Consultative Committees held on 8<sup>th</sup> and 9<sup>th</sup> June 2011 and hosted by Aberdeen Airport.

The Chairman drew Members attention the proposed review of the guidelines for Airport Consultative Committee and suggested that the new guidelines were likely to place more emphasis on the passenger experience and greater involvement by frequent flyers in the activities of the Committee.

#### RESOLVED - that the report be noted.

## (b) Consultation on Air Quality Plans to Meet EU Limit Values for Nitrogen Dioxide in England

The Committee received a report, a copy of which is inserted in the Minute Book, advising of a

consultation by Defra on updated draft air quality plans setting out the action taken and being planned at national, regional and local levels to meet the annual and hourly EU nitrogen dioxide limit values in England.

#### RESOLVED - that the report be noted.

### (c) Commons Transport Committee - Greater Investment Required to Minimise Winter Travel Chaos

The Committee received a report, a copy of which is inserted in the Minute Book, setting out recommendations by the House of Commons' Transport Committee arising out of its examination of the chaos caused to the transport network by snow in December 2010.

#### **RESOLVED** - that the report be noted.

#### (d) EU Directive on Passenger Name Records

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the Government has decided to opt into the EU Directive on Passenger Name Records.

#### **RESOLVED** - that the report be noted.

## (e) Public Bodies Bill - Disabled Persons Transport Advisory Committee (DPTAC)

The Committee received a report, a copy of which is inserted in the Minute Book, outlining possible options for successor arrangements to the Disabled Persons Transport Advisory Committee.

#### RESOLVED - that the report be noted.

#### 1313. DATE OF NEXT MEETING

The Chairman advised that the next meeting of the Committee would be held at 2.30 pm on Wednesday, 2<sup>nd</sup> November 2011.

There being no further business the meeting was declared closed.