# MINUTES OF A MEETING OF THE BRISTOL AIRPORT CONSULTATIVE COMMITTEE HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT, ON WEDNESDAY, 26<sup>TH</sup> JANUARY 2011 AT 2.30 PM

#### Present:

Peter Lacev Chairman

Robert Sinclair Chief Executive, Bristol Airport

Simon Spooner CBI

Stephen Grove GTMC/ABTA

(substituting for Pat Murphy)

Robert Durie GWE Business West

Peter Taplin SW Region and Bristol TUC

Councillor Peter Edwards Bath & North East Somerset Council
Councillor Roz Willis Weston-super-Mare Town Council

Councillor Mo Bowerman Backwell Parish Council

(substituting for Councillor Basil Bucknell)

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 James Gore, Head of Communications, Bristol Airport Chris Ware, Head of Security, Bristol Airport Sue Watson, OCS Inspector Dave Stokes, Avon and Somerset Police Margaret Thornton, Secretary

The Chairman wished Members and Officers a happy New Year.

## 1253. APOLOGIES FOR ABSENCE

Apologies for absence were received from David Milner, Airlines, Pat Murphy, GTMC/ABTA, Councillor Jill Iles, North Somerset Council, Councillor Basil Bucknell, Backwell Parish Council, and Richard Kent, Head of Development Management, North Somerset Council.

# 1254. DECLARATIONS OF INTEREST FOR LOCAL AUTHORITY ELECTED MEMBERS

Councillor Roz Willis declared an interest as a Member of North Somerset Council.

# 1255. MINUTES - 3RD NOVEMBER 2010

The Minutes of the meeting of the Airport Consultative Committee held on 3<sup>rd</sup> November 2010.

copies of which had been previously circulated, were submitted for approval and adoption subject to the following amendment -

Minute No. 1240 - Planning Applications Update - in the comment attributed to Councillor Burn delete the words 'decision notice' and substitute the words 'Section 106 Agreement' and add the following sentence -

'Richard Kent advised that the Agreement would be made public.'

The amendment was put and carried and it was

## RESOLVED - 1

that the Minutes of the meeting held on 3<sup>rd</sup> November 2010 be confirmed as a correct record and signed by the Chairman subject to -

Minute No. 1240 - Planning Applications Update - in the comment attributed to Councillor Burn delete the words 'decision notice' and substitute the words 'Section 106 Agreement' and add the following sentence -

'Richard Kent advised that the Agreement would be made public.'

#### 1256. MATTERS ARISING

## (a) Planning Applications - Section 106 Agreement

With reference to Minute No. 1240 Councillor Burn enquired why the Section 106 Agreement had not yet been published.

Robert Sinclair explained that the Section 106 Agreement in respect of the Airport's planning application was in the process of being signed and would be published shortly.

Councillor Burn asked if there had been any changes and Alan Davies indicated that the Agreement was in accordance with the Heads of Terms approved by North Somerset Council's Planning and Regulatory Committee.

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

#### (b) Noise Management - Track Keeping

With reference to Minute No. 1245 Councillor Burn referred to her request at the last meeting that future noise management reports distinguish between aircraft which had not adhered to the designated flight path for valid reasons and those which had not and indicated that she would raise this matter further later on the agenda.

# 1257. PRESENTATION BY SUE WATSON, OCS (ONE COMPLETE SOLUTION)

The Committee received a presentation from Sue Watson, OCS, reviewing the provision of PRM services at Bristol Airport.

#### Sue Watson advised that -

- (a) she had worked at Bristol Airport for 15 years, 12 years for an airline and 3 years for OCS.
- (b) in July, 2008 EC Regulation 1107/2006 rights of persons with reduced mobility when travelling by air had come into effect which placed a requirement on airports to provide assistance for people with reduced mobility.
- (c) the Airport had undertaken a tendering process to outsource this service and OCS had been awarded the contract. OCS also provided this service at a number of other airports in the UK.
- (d) OCS employed 26 full time staff at the Airport and was currently advertising for 3 additional customer care assistants for the summer period to meet the increased demand for this service.
- (e) OCS operated its service with two ambilifts and 2 minibuses with wheelchair accessible ramps.
- (f) people with reduced mobility were required to pre-notify the airlines of their requirements through their Travel Agents or on-line. 75% of people requiring assistance using Bristol Airport complied with the pre-notification requirements and this information was forwarded to OCS by the airlines 36 hours before the flight.
- (g) pre-notification was critical to ensuring that the appropriate level of service was available on a person's arrival at the Airport particularly at peak times.
- (h) on arrival at the Airport PRM's were asked to come to the OCS desk landside or ring OCS from the rapid drop-off/pick-up car park.
- (i) OCS carried out a further assessment of needs when a PRM arrived as circumstances could have changed between booking the flight and the day of departure or the person concerned could have underestimated their requirements in relation to the distances involved in passing through the Airport to the aircraft.
- (j) OCS assisted passengers through security and into the Departure Lounge where an area of seating was reserved for their use. This designated area also acted as the assembly point for onward assistance to the aircraft. Passengers were boarded using the appropriate vehicles/equipment.
- (k) in the first year of operation OCS handled 33,000 requests for assistance, this rose to just under 40,000 in year two and over 46,000 in year three.
- (I) September 2010 saw an increase in requests of 20% compared with the same month in 2009 and the number of requests received in October 2010 was 25% higher than the same month the previous year.
- (m) at times it was difficult to manage resources to meet demand and it was anticipated that demand would increase by a further 17% in 2011.

In response to a question from Mr. Durie in connection with the funding of the service Sue Watson explained that the airlines currently paid 30p per PRM passenger. The agreed scale of charges was banded but the airlines were reluctant to pay more money for the service. Monthly meetings were held between OCS and representatives of the airlines to review the situation.

Mr. Taplin sought confirmation of the booking process for assistance and how this was achieved in respect of inbound passengers.

Sue Watson confirmed that passengers could pre-book assistance through their Travel Agent when booking their flight or on-line and the airlines would then notify OCS 36 hours before the flight whether inbound or outbound. Given the number of passengers seeking assistance it was critical to the smooth running of the service that people complied with the requirement to prenotify. OCS carried out an assessment of each individual on their arrival at the Airport to ensure that the correct level of assistance was provided given that circumstances could change between booking the flight and arriving at the Airport. There were occasions when returning passengers sought assistance although they had not done so outbound.

The Chairman enquired whether many people tried to take advantage of the service and was advised by Sue Watson that some passengers abused the service in the anticipation that they would be boarded first.

Councillor Timson enquired of the situation with regard to PRM's who had not pre-notified the airlines. Sue Watson explained that as far as possible OCS tried to provide passengers who had not pre-booked with the same level of service as those who had pre-booked. However this presented difficulties particularly at times of peak demand and it was possible, when there was pressure on the service, that some pre-booked PRMs could miss their flights. OCS was doing all it could to encourage PRM's to pre-notify on the next occasion they travelled.

Jacqui Mills explained that although there was a requirement under the legislation for PRMs to pre-notify the airlines passengers did not always recognise their own limitations and it was not until they reached the Airport and were faced with queuing and walking to the aircraft that they experienced difficulties. OCS had to exercise sensitivity in dealing with passengers in such a delicate situation.

Mr. Taplin suggested that many people did not like to be classified as being disabled and he suggested that a better description would be people with disadvantages.

Jacqui Mills stressed the importance of working within the legislation and using the descriptions as laid down.

In response to a question from Councillor Turton regarding requests for assistance in the walkway, Sue Watson indicated that a number of wheelchairs were placed in the walkway for use by passengers and more seating had also been provided.

Councillor Burn asked if there was any correlation between the increase in the number of passengers seeking assistance through the Airport and the opening of the walkway. She also asked whether the Airport had increased the seating provision in the walkway.

Sue Watson indicated that there was no evidence to suggest a correlation.

Robert Sinclair explained that the upward trend in demand for assistance at the Airport was in line with experience at other UK airports. Abuse of the service presented a headache for airports as it detracted from the service for people who really needed it. The number of seats provided in the walkway was consistent with the CLOPUD.

In response to a Member's question Sue Watson indicated that people were not required to offer any proof of the need for assistance.

Robert Sinclair advised Members that the provision of PRM services at the Airport was the area of business which received the most compliments and positive feedback. He congratulated Sue and her team on the quality of service they provided.

The Chairman thanked Sue Watson for her presentation and answering Members' questions.

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

#### 1258. QUESTIONS TO THE AIRPORT MANAGEMENT

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

#### 1259. CHIEF EXECUTIVE'S REPORT

## (a) Weather

Robert Sinclair advised that -

- (a) December 2010 had proved a very difficult time operationally because of the weather. Heavy snow had fallen in a short space of time and the freezing temperatures had guickly turned the snow to ice. In this state it became a problem.
- (b) 2010 saw the coldest December since records began 120 years ago. Thankfully the Airport managed the severe weather well and it was only forced to close for around 2 hours on two occasions and interruptions to service had been kept to a minimum.
- (c) the Airport's ability to manage the severe weather conditions was no fluke. The decision had been taken to purchase additional snow clearing equipment during the summer following the increasing incidence of heavy snowfall during the previous two winters. In addition stocks of de-icing fluid and salt and grit were increased on site and arrangements made, in advance, with local contractors to secure the removal of the snow.
- (d) when the snow had arrived there had been a fantastic response from all staff, not only Airport employees but also the employees of its business partners and its contractors.
- (e) unfortunately other airports had been hit harder by the weather or had failed to remove snow from key areas.
- (f) the problems encountered by the Airport had primarily resulted from the closure of

destination airports. This had led to the cancellation of some 400 flights from Bristol although the Airport had taken some diversions from other airports.

- (g) the weather had also impacted on the ability of passengers and staff to get to the Airport.
- (h) on the whole the Airport had come out if it very well. Passengers and airlines had been pleased with the way in which the situation had been handled and the Airport had received good press coverage.

Mr. Taplin stressed that the most valuable asset to the Airport, and any other organisation, was its employees.

Robert Sinclair concurred and emphasized that the response of all employees to the adverse weather had been exemplary.

In response to a question from Mr. Spooner as to whether any form of agreement existed with other airports operating at the same level, Robert Sinclair indicated that he was not aware of anything specific although airport operators talked to each other on a regular basis. Following the bad weather in December the Government was looking at the issue of resilience but currently it was down to individual airports to prepare for extreme weather conditions. The UK and the rest of Europe had experienced some exceptional weather in recent years and there was no reason to think that it would not happen again. This should be incentive enough for airports to prepare for a worst case scenario.

#### (b) Passenger Growth in 2010

Robert Sinclair indicated that -

- (a) the number of passengers using the Airport during 2010 had increased by 1.84% compared with 2009. This was despite a number of problems which had impacted on the aviation industry during the course of the year including the weather, the volcanic ash cloud, air traffic control strikes in mainland Europe and airline collapses. Bristol Airport had encountered problems with one carrier.
- (b) Bristol Airport was one of only two major airports in the UK which showed a positive growth in 2010.
- (c) it was anticipated that there would be an incremental passenger growth at the Airport in 2011.
- (d) the total number of aircraft movements for 2010 was down 1.53% on 2009 which demonstrated, coupled with the increase in passenger numbers, that airlines were doing a better job on load factors and achieving a more efficient use of aircraft.

# (c) Arrivals Walkway Mural

Robert Sinclair advised that -

(a) on 26<sup>th</sup> November 2010 the Tourism and Heritage Minister, John Penrose, had officially unveiled the new mural in the arrivals walkway.

- (b) the mural was 57m long from floor to ceiling and provided a dramatic introduction to the South West for inbound passengers.
- (c) it depicted tourist attractions and features in the South West and Bristol in a more challenging way.
- (d) the mural sought to demonstrate the Airport's commitment to inbound tourism.

## (d) New Routes for 2011

Robert Sinclair advised that -

- (a) Aer Lingus was introducing 3 return flights on 6 days each week and 2 return flights on Saturdays between Bristol and Dublin starting on 27<sup>th</sup> March 2011 as part of its new regional routes.
- (b) the service would offer customers the convenience of flying from Bristol with through booking connections to New York, Boston, Chicago and Orlando.
- (c) connecting passengers from Bristol would also benefit from the new US Customs and Immigrations clearance facilities in Dublin allowing them to arrive in the US as domestic passengers.
- (d) with no direct service now operating from Bristol Airport to the USA the new Aer Lingus service represented an excellent way for people to fly from their local airport to North America.
- (e) Aer Lingus was also celebrating the 75<sup>th</sup> anniversary of its first flight from Dublin to Bristol in 2011.
- (f) KLM was introducing a fourth daily service from Bristol to Amsterdam for the summer 2011.
- (g) a flight from Bristol Airport to see the Northern Lights was scheduled for 3<sup>rd</sup> February 2011 at a cost of £199.95 per person.

Jacqui Mills explained that all seats on the 3<sup>rd</sup> February flight were already booked but a charity flight to see the Northern Lights was taking place on 7<sup>th</sup> March 2011.

## (e) Passenger Experience Improvements

Robert Sinclair advised that -

- (a) work to improve the car parks including the upgrading of equipment such as the barriers and pay on foot machines was in progress or would commence shortly.
- (b) the Airport was also looking to improve the car parking infrastructure by creating a new free drop-off and pick-up car parking zone down towards Stone Farm. In addition it was intended to create a roundabout at the exit of the existing rapid drop-off and pick-up car

park to improve safety.

- (c) the existing rapid drop-off and pick-up car park suffered from severe congestion at peak times and further consideration was being given to ways of alleviating this congestion. It was proposed to undertake some enhancements to this car park and introduce a small fee for its use. The introduction of a charge may attract media attention.
- (d) consideration was also being given to improving the passenger crossings on the north side road to enhance safety.
- (e) a planning application had recently been filed with North Somerset Council to erect an airside smoking shelter. A similar shelter was being erected landside shortly. It was hoped that the erection of these shelters would improve the environment around the entrances to the Terminal Building for non smoking passengers.

#### (f) People Update

Robert Sinclair referred to the People Update Report later on the agenda and in particular to the results of the Airport's Employee Survey. He said he was pleased to see that employee satisfaction had once again risen and that the response rate to the survey had also increased. 85% of employees had taken part in the survey compared with 74% on the previous occasion and 86% had said that they were satisfied or very satisfied with Bristol Airport as an employer compared with 81% previously. This was an extremely high and encouraging result.

## (g) Publication - Your Airport

Robert Sinclair indicated that all Members of the Committee should have received a copy of the first issue of the Airport's new publication - Your Airport which was circulated in December 2010. Copies of the publication had also been sent to local Parish Councils, other local authorities and organisations. The newsletter sought to provide a review of the year's activity and demonstrated the Airport's commitment to an open and positive dialogue with the local community. It was intended that the newsletter would become a regular feature.

## (h) Parish Council Briefing

Robert Sinclair advised that a briefing for Parish Council representatives had been held on 1<sup>st</sup> December 2010 which had proved both interesting and very worthwhile.

# (i) Proposed Developments - Capacity of Existing Sewerage System

Alan Davies advised that -

- (a) meetings had taken place with Wessex Water to discuss drainage arrangements associated with the proposed developments at the Airport.
- (b) the services of Consultants had been engaged to deal with this issue and progress was being made towards a solution.
- (c) the present system drained from the Airport to a pumping station at Chew Magna and

then on to the sewage treatment works at Chew Magna.

- (c) the capacity of the sewer between the Airport and the George and Dragon Public House at Felton was the main concern for Wessex Water. Beyond the George and Dragon the sewer increased in capacity and Wessex Water was satisfied that that section of sewer could accommodate any increased flows from the Airport.
- (d) investigative work already undertaken at the Airport had established that there was good separation between surface and foul water in the Airport drainage system. Unfortunately this was not the case off site and Wessex Water had advised that surface water was entering the foul sewer at Felton.
- (e) the Airport's sewerage system included a pumping station which pumped effluent from the south side of the airfield into the north side sewers and this combined with the discharges from the aircraft toilet carts was resulting in high peak flows.
- (f) the solution was therefore to attenuate the peaks on the Airport discharges to match the capacity of the off-site sewer. This principle had been agreed with Wessex Water and Bristol Airport was now proceeding to design a scheme to attenuate the peak flows on site
- (g) Wessex Water was confident that the existing treatment works could handle the additional effluent for the next five years and would review the situation as part of its next five yearly regulatory review of capital expenditure.
- (h) the Airport felt it could, by this means, discharge the planning conditions for both the proposed hotel and its own works to the satisfaction of Wessex Water and North Somerset Council.

Councillor Timson commented that any system to attenuate flows from the Airport would need to be failsafe.

## (j) Renewable Energy

Alan Davies advised that -

- (a) the Airport's planning application provided for improvements to the renewable energy technology on site. This would be achieved primarily through the installation of a biomass boiler, but small scale wind turbines and photovoltaic panels were also under consideration.
- (b) the Airport had received a grant towards the cost of installing a vertical wind turbine as part of a research project to assess its suitability for use at airports and the experience gained would then be shared with other airports.
- (c) regular users of the Airport may have seen the turbine out of action from time to time.

  This was a result of over sensitive software and would be overcome by an upgrade to be issued by the manufacturer shortly.
- (d) the turbine had been sited away from the flight path and had not given rise to concerns

for Air Traffic Control.

 it was proposed to roll out the new renewable energy technology as development proceeded.

Councillor Burn welcomed the installation of a wind turbine and enquired whether community groups could put similar constructions under the flight path.

Alan Davies referred to a proposal to erect a wind turbine at Yatton which the Airport had objected to because its proposed location and scale would register on the radar.

Councillor Burn commented that a resident in Cleeve Hill Road was considering the installation of a wind turbine.

Alan Davies indicated that anyone wishing to install a wind turbine within a 30 kilometre radius of the Airport should approach the Airport for its comments in the first instance. Anything on the flight path was of concern as it could show up on the radar and give rise to aircraft being instructed to go round again before landing which was not an acceptable practice. Each proposed installation would need to be considered on its merits.

Councillor Burn asked of the anticipated reduction in CO2 emissions arising from the installation of the turbine.

Alan Davies, in response, explained that the turbine was part of the process of evaluating the creation of renewable energy. The Airport was committed to achieving 20% use of renewable energy. The wind turbine and photovoltaic panels would not achieve this on their own and the main source of renewable energy would be the biomass boiler. Arrangements were in hand to identify a suitable boiler.

#### (k) Track Keeping Violations

Alan Davies explained that there had been no violations of the noise preferential routes in the last three months. Most enquiries about track keeping related to arrival routes and the Committee had been briefed by Gus Paterson on the arrivals procedure at the last meeting. Violation of noise preferential routes (NPRs) was a separate issue relating to departing aircraft and their initial climb out. Steps were being taken to superimpose the NPRs onto the tracker system so that violations could be assessed automatically in the future..

Councillor Burn enquired whether this would be achieved by the next meeting of the Committee.

Alan Davies, in response, indicated that he was hopeful that this would be the case.

Mike Littleton explained that it was intended to show NPR violations as a separate entity from the commencement of January 2011 and this would be reflected in the noise management report to the next meeting of the Committee which covered the first three months of 2011.

## (I) Parking in the Local Community

Alan Davies explained that a meeting had taken place with Winford Parish Council on 8<sup>th</sup> December 2010 to discuss the increasing problem of cars parking near St. Catherine's Church

and on Felton Common. The meeting had also been attended by representatives of Wrington Parish Council, the Police and North Somerset Council. Mike Littleton was following up on comments made at the meeting. Inconsiderate parking was not a behaviour the Airport wanted to encourage. The Police had agreed to monitor the situation and North Somerset Council was looking at possible mitigation measures.

Mr. Taplin enquired whether people were parking on the Common rather than using the Airport's car park.

Alan Davies said that some private taxis which arrived in advance of their passengers may wait on the Common until their fares arrived.

Councillor Patch explained that people had been identified as leaving their vehicles in Felton for two weeks and pilots had been identified as leaving their vehicles on Felton Common. It had been established that there was a whole range of people parking in the area.

Alan Davies asked if local residents would let the Airport know if vehicles were left in the area for two weeks.

Inspector Dave Stokes confirmed that the Police were aware of various parking scenarios in Felton. The Police could only take action where a vehicle was causing an obstruction and vehicles had been ticketed for the obstruction of footpaths. There was nothing the Police could do if a vehicle was taxed and not causing an obstruction however inconsiderate the parking.

Councillor Patch enquired whether the proposed work on the A38 in February had anything to do with the Airport.

Alan Davies, in response, explained that the works comprised the construction of a new surface water soakaway and were not connected with the Airport.

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

#### 1260. POLICING AT THE AIRPORT

Inspector Dave Stokes advised that -

- (a) the police were working in partnership with the Airport in connection with the problem of inconsiderate parking in Felton. The Airport Police were increasing the number of patrols in the Felton area in an attempt to deter such parking and make life more bearable for local residents.
- (b) on receipt of a telephone call from a local resident the Airport Police had intercepted two motorbike riders using Felton Common and had subsequently received a letter of appreciation from local residents for their actions.
- (c) 121 arrests had been made at the Airport during 2010 compared with 103 in 2009 an increase of 18.
- (d) the number of reported on-site crimes had reduced in 2010.

- (e) more pleasing was the increase in detection rates which stood at 34.8% for 2010 an improvement of 6.9% on the previous year.
- (f) there had been a significant increase in the number of incidents of drunkenness during the year particularly on inbound flights. The Police were working closely with the Airport and the various retail outlets to try to prevent excessive alcohol consumption by outbound passengers but it was not possible to exercise the same influence on inbound passengers.
- (g) the Courts were taking crime at the Airport more seriously and incidents of drunkenness had resulted in imprisonment and fines.

Inspector Stokes complimented the Airport on the installation of new digital CCTV which was greatly assisting the Police in carrying out their job. He cited an example of a passenger losing an iPad which was picked up by someone else but not handed in as lost property. It was possible from the CCTV footage to identify the person who had found the iPad and when that person returned to this country the Police were able to recover the equipment and return it to its owner.

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

#### 1261. 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 twelve months period 1<sup>st</sup> January to 31<sup>st</sup> December 2009 and 2010.

#### (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 twelve months period 1<sup>st</sup> January to 31<sup>st</sup> December 2009 and 2010.

#### (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 December 2010.

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

# 1262. 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 31<sup>st</sup> December 2010; the number of aircraft movements during the same period; the reasons for the complaints; and the locations the complaints had emanated from.

Councillor Burn welcomed the fact that Viking would not be operating night flights during the summer 2011.

RESOLVED - that the report be noted.

#### 1263. 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> October to 31<sup>st</sup> December 2010.

The Chairman pointed out that the majority of complaints related to the walkway and security.

Robert Sinclair indicated that, although the number of complaints received in respect of the walkway was still high they were, nevertheless, reducing.

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

#### 1264. 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.

# 1265. 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> October to 31<sup>st</sup> December 2010.

Jacqui Mills, in outlining the report, advised that -

- (a) 71 projects had been supported in 2010 with direct funding or 'support in kind' totalling £73,661. She thanked Members for their help in referring organisations to the Airport for assistance.
- (b) employees at the Airport had raised £30,000 in 2010 for charity, and this money had been donated to Weston Hospice Care (charity of the year), The Poppy Appeal and the DEC Pakistan Flood Appeal.
- (c) the charity selected and voted for by the BRS Team for 2011 was Springboard Opportunity Group which supported North Somerset children under 5 years old with disabilities and complex additional needs.

Councillor Edwards indicated that the residents of Whitchurch, Pensford and Publow were extremely appreciative of the assistance received from the Airport towards the purchase and installation of three defibrillators.

RESOLVED - that the report be noted.

#### 1266. BRS PRESS RELEASES

The Committee received copies of BRS press releases issued during the period 13<sup>th</sup> October to 23<sup>rd</sup> December 2010, copies of which are inserted in the Minute Book.

RESOLVED - that the BRS press releases be noted.

#### 1267. MINUTES - ENVIRONMENTAL EFFECTS WORKING PARTY

The Committee received the Minutes of the last meeting of the Environmental Effects Working Party held on 12<sup>th</sup> January 2011, a copy of which is inserted in the Minute Book.

RESOLVED - that the Minutes of the Environmental Effects
Working Party held on 12<sup>th</sup> January 2011 be noted.

# 1268. ITEMS OF GENERAL INTEREST

# (a) Bar Coded Boarding Passes

The Committee received a report, a copy of which is inserted in the Minute Book, advising of the completion of a five year project by the IATA to secure a 100% worldwide implementation of 2D bar coded boarding passes.

## RESOLVED - that the report be noted.

## (b) Wind Turbine Pre-Planning Role

The Committee received a report, a copy of which is inserted in the Minute Book, advising that as from 24<sup>th</sup> December 2010 the CAA would no longer process pre-planning enquiries for wind turbine developments.

## RESOLVED - that the report be noted.

### (c) Transport Aircraft - Inspections

The Committee received a report, a copy of which is inserted in the Minute Book, advising of the number of airworthiness inspections undertaken by the CAA on UK and foreign aircraft in 2010.

# RESOLVED - that the report be noted.

#### (d) Unacceptable Treatment of Passengers

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the CAA had identified a number of instances where airlines had not met their obligations to passengers during the snow disruption in December 2010 and it was taking action to ensure that any unacceptable practices were addressed.

## RESOLVED - that the report be noted.

# (e) Passenger Rights

The Committee received a report, a copy of which is inserted in the Minute Book, advising that in December 2010 the European Commission introduced its 'Passenger Rights at Hand' campaign which will be ongoing for two years and aims to inform air and rail passengers about the rights they are entitled to under European legislation and how to claim.

# RESOLVED - that the report be noted.

# (f) Government Aviation Policy 'Scoping Document'

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the Government would be issuing a 'scoping document' outlining ideas for its new long-term aviation strategy policy in the Spring of 2011.

## RESOLVED - that the report be noted.

## (g) Fees for Radio Frequencies

The Committee received a report, a copy of which is inserted in the Minute Book, advising that Ofcom had now finalised its proposal to increase the cost of radio frequencies over the next five years.

## RESOLVED - that the report be noted.

### (h) Future Airspace Strategy

The Committee received a report, a copy of which is inserted in the Minute Book, advising that, in November 2010, the Civil Aviation Authority published its draft 'Future Airspace Strategy for the UK 2011-2030' which is the subject of consultation with aviation stakeholders until 7<sup>th</sup> February 2011.

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

#### 1269. DATE OF NEXT MEETING

The Chairman advised that the next meeting of the Committee would be held at 2.30 pm on Wednesday, 27<sup>th</sup> April 2011. As this date now fell between a number of bank holidays consideration had been given to changing it but it was felt that it would be less disruptive for Members, who no doubt already had this date in their diaries, to adhere to the existing date rather than seek an alternative date.

There being no further business the meeting was declared closed.

