

**DRAFT MINUTES OF THE MEETING OF THE  
BRISTOL AIRPORT CONSULTATIVE COMMITTEE  
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT  
ON WEDNESDAY 7<sup>TH</sup> NOVEMBER 2012**

**Meeting commenced: 2.33 p.m.**

**Meeting concluded: 3.42 p.m.**

**Present:**

Peter Lacey	Chairman
Simon Spooner	CBI
Robert Durie	GWE Business West
Peter Taplin	SW Region and Bristol TUC
Councillor Colin Smith	Bristol City Council
Councillor Annabel Tall	North Somerset Council
Councillor Peter Edwards	Bath and North East Somerset Council
Councillor Hilary Burn	Cleeve Parish Council
Councillor Roz Willis	Weston-super-Mare Town Council (from minute 1398)
Councillor Gill Patch	Winford Parish Council
Robert Sinclair	Chief Executive, Bristol Airport

**Also in attendance:**

Alan Davies, Planning & Environment Director, Bristol Airport  
James Gore, Head of Communications, Bristol Airport  
Jacqui Mills, Public Relations Manager, Bristol Airport  
Mike Littleton, Community Relations Manager, Bristol Airport  
Pete Downes, Commercial Manager, Bristol Airport  
Richard Kent, Head of Development Management, North Somerset Council  
Inspector Barney Gardom, Avon and Somerset Police  
Vicky Brice, Secretary

**1396. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Stephen Grove (GTMC/ABTA), Councillor Tony Heaford (Chew Valley Cluster of Parishes), Councillor Jane Bollen (Yatton Parish Council) and Wrington Parish Council. Councillor Roz Willis had advised that she would be late to the meeting, due to a prior commitment.

**1397. DECLARATIONS OF INTEREST FOR LOCAL AUTHORITY ELECTED MEMBERS**

The Chairman advised that he had received notification of a dispensation to Mrs Burn of Cleeve Parish Council.

No declarations of interest were submitted by local authority elected members at this meeting.

## **1398. MINUTES – 25<sup>TH</sup> JULY 2012**

### **a) Confirmation of Accuracy**

The Minutes of the meeting of the Airport Consultative Committee held on 25<sup>th</sup> July 2012, copies of which had been previously circulated, were submitted for approval and adoption. It was noted that the Great Western Franchise, referred to in minute 1379 was due to start in July 2013 (not July 2012).

**RESOLVED:** that the minutes of the meeting held on 25<sup>th</sup> July 2012 be confirmed as a correct record and be signed by the Chairman, subject to the date in minute 1379 being amended, as set out above.

**b) Matters arising** – there were no matters arising.

## **1399. PRESENTATION BY MR PETE DOWNES, COMMERCIAL MANAGER FOR GROUND TRANSPORTATION, BRISTOL AIRPORT**

Mr R Tutchter from WPD Helicopter Unit had been unable to attend this meeting of the Committee and hoped to make a presentation at a future meeting.

Mr Downes made a presentation, outlining the work of the ground transportation team, including the Flyer service, Checker Cars and off site car parks. The Flyer service had been in operation for over 10 years, covering over 2000 miles of services every day on over 100 round trips. He highlighted the frequency of the service, which had been used by 580,000 passengers in the last year, as well as 100,000 staff journeys, and which had employed 50 staff and had benefited from a £2.2m investment in vehicles over the past two years.

The Flyer community concessionary fare scheme had resulted in 207 members to date and provided discounted travel for local residents in the BS40, BS48 and BS49 postcode areas. He confirmed that the All England bus pass could be used on this service by the local residents and made reference to the connection to the long stay bus, and the new stop on the A38 which may assist some users.

It was noted that the drive into Bristol was challenging in terms of negotiating some of the roads, but that the drivers were a dedicated team for this route and knew the route well.

Mr Downes informed the meeting that the official private hire operator for Bristol Airport is Checker Cars who provide the 'taxi' service for the airport under a concession arrangement. They adhere to a taxi code of practice and employ around 80 staff. There had been a £100,000 investment in four Toyota Prius hybrid vehicles which operated on battery power alone whilst stationary or moving at slow speeds, thereby reducing emissions.

Mr Downes then updated members on the off-site parking situation which saw

several parking sites operating without formal planning permission. Inspector Gardom made reference to the vehicle operator inspections and advised that off-site parking varied and that such sites were a matter for the planning authority. It was noted that the airport wished to continue to provide adequate parking spaces to meet demand, as well as encouraging use of public transport. Councillor Mrs Patch advised that her family owned the land of one of the sites referred to. Members referred to difficulties with parking enforcement and noted that obstructions could be dealt with by the police but that in some areas local authority parking attendants would enforce parking matters i.e. parking on yellow lines. This matter may need further consideration in future.

#### **1400. QUESTIONS TO THE AIRPORT MANAGEMENT**

The Committee received a question to the Airport Management submitted by Councillor Peter Edwards on penalties for aircrafts exceeding noise limits and two questions from Councillor Mrs Burn relating to the environmental impact of the Fire Station. The replies were tabled at the meeting, a copy of which is inserted in the Minute Book. It was noted that, to date, all the aircraft had operated within the noise limits and that the Airport still intended to look at renewable energy solutions when the Fire Station was built.

**RESOLVED:** that the questions and the replies be noted.

#### **1401. DRAFT AVIATION POLICY FRAMEWORK – update**

The meeting was reminded that this draft framework had been published in July 2012 and had been considered by the Committee at its last meeting. The deadline for responses had been 31<sup>st</sup> October 2012 and the Chairman confirmed that he had submitted an extract of the draft minutes of the meeting held on 25<sup>th</sup> July 2012, together with the text of a subsequent letter from a local Parish Council in response to this consultation. The meeting noted that there had also been several changes at central government level, including, a change in the Secretary of State for Transport and a new Minister with responsibility for aviation. The previous strategy, involving a Call for Evidence on maintaining the UK's international aviation connectivity, had been abandoned and the Government had announced the appointment of an Independent Commission under Sir Howard Davies tasked with identifying and recommending to Government options for maintaining this country's status as an international hub for aviation. The Commission would take a UK wide perspective taking appropriate account of the regional implications of proposals.

The committee members received a copy of Bristol Airport's "Giving Wings to Airports across the UK" document which set out the Airport's recommendations for a balanced aviation policy.

#### **1402. Chief Executive's Report**

The Chief Executive presented his report. The following key points were

noted.

#### **a) Overview of Current Activities**

The passenger numbers over the summer season had been high (a 2% increase on the same period last year) due to the poor weather in the UK, the favourable exchange rate and the Olympics. Passenger numbers were now reducing, as expected, as the winter period set in.

The “Giving Wings to Airports” document explained why the focus should be on using regional airports to help the difficulties being encountered in the South East and to assist the government’s economic policy.

A Snow Plan was in place to assist in the operation of the airport during bad weather, including dealing with any diverted flights to the airport. In response to a question, the meeting noted that the A38 and A370 were primary gritting routes and snow clearing arrangements were in hand.

#### **b) Planning Approvals**

The Committee received a report updating on the status of various planning approvals.

#### **c) Passenger Experience Improvements**

Improvements had been made for business passengers including upgrading gate 10, expanding the Premier Car Park, enhancing the fast track security channel and developing a new executive lounge (including toilet facilities).

Staff had been receiving training on the “World Host programme” and Bristol Airport hoped to be the first airport to train its staff as World Host Ambassadors. Staff had also completed a survey for the “Best Company” and the findings would be reported to the next meeting.

**d) Capital Projects** – nothing to report.

#### **e) New Routes for 2012/13**

New routes included a Ryanair flight to Warsaw and an easyJet flight to Copenhagen bringing the number of routes to European Capital Cities to 13. Bmi Regional had started operations at Bristol serving Aberdeen with a twice a day service and Helvetic Airways were continuing to operate the Zurich service from Bristol (but had ceased the onward link to Cardiff Airport). It was hoped that both of these airlines may be able to extend their services in future. Brussels Airlines were upgrading their service to Brussels to a 78 seat Q400 aircraft operated by Flybe.

#### **f) Christmas Events**

Parish Councils had been invited to a Christmas Event on 6<sup>th</sup> December 2012

which would include an overview of Bristol Airport's activities over a glass of mulled wine and mince pies!

#### **g) Civil Aviation Authority Passenger Survey**

In response to a question relating to the number of inbound passengers, the meeting was advised that the CAA were currently undertaking their annual survey of passengers in 2012 and this would provide up to date information in due course. Figures received to date suggested that the number of foreign inbound passengers had risen fairly substantially to nearly 20%, and accounting for domestic passengers it was estimated that approximately 25-30% of passengers would be non-Bristol originating. It was hoped that a summary may be available in the New Year.

**RESOLVED:** that the report and information be noted.

#### **1403. POLICING AT THE AIRPORT**

Inspector Barney Gardom advised that the threat level category for inbound aviation had remained at "substantial". Crime statistics remained low, with 9 reported crimes, and efforts were being made to "design out" crime, for example, by introducing new procedures for businesses. A newly appointed member of the airport team is a specially trained traffic officer/vehicle inspector who had the authority prevent vehicles from operating if they did not comply with traffic regulations. He updated the meeting on the arrest and conviction of an individual in relation to the operation of a car parking business. He advised that arrangements were in hand for the trial of protestors arrested at the airport who were campaigning against the alleged transportation of animals by air for experimentation.

**RESOLVED:** that the information be noted.

#### **1404. 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 month period from 1<sup>st</sup> January to 30<sup>th</sup> September during both 2011 and 2012.

##### **b) Aircraft Movements**

The Committee received a report, a copy of which is inserted in the Minute Book, setting out aircraft movements between January and September (inclusive) 2012.

##### **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 Service for

the period January 2003 to July 2012.

**RESOLVED:** that the reports and graph be noted.

#### **1405. NOISE MANAGEMENT**

The Committee received a report, a copy of which is inserted in the Minute Book, outlining the number of complaints received during 2012 and the reasons for these complaints and identifying the number of complaints relating specifically to noise (shown by postcode) between 1<sup>st</sup> July 2012 and 30<sup>th</sup> September 2012. The meeting noted that the number of noise complaints had reduced from 70 to 44 when compared to the summer period last year. A number of early turns due to poor weather had occurred in August resulting in a rise in complaints, during that month. These incidents happened at short notice, for short periods making it impossible to warn local councils of specific incidents. Night movements were at an all-time low.

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

#### **1406. 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> July to 30<sup>th</sup> September 2012. The report showed a continuous reduction in complaints (particularly in relation to security and immigration) with just 1 complaint per 17,104 passengers. Complaints relating to the lack of assistance (for passengers of reduced mobility) were complicated by the fact that some passengers did not go through the pre-booking service. The “general” category was used when a complaint covered more than four areas, making it difficult to place in a specific category. A member of the committee drew attention to the compliments received and it was noted that a letter was sent to the member of staff concerned by the Chief Executive who was nominated for an “above and beyond” award.

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

#### **1407. PEOPLE UPDATE**

The Committee received a report, a copy of which is inserted in the Minute Book, updating on World Host Training, Best Companies – Employee Engagement Survey, Business-Wide induction and changes in personnel.

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

#### **1408. BRISTOL AIRPORT LOCAL COMMUNITY FUND**

The Committee received the minutes of the meeting held on 12<sup>th</sup> October 2012, which were tabled at the meeting and are inserted in the Minute Book. A total of £52,549.99 had been donated so far this year to 13 projects which included the development of business and learning skills for students at the

local secondary schools. Officers were asked to also consider including the Brislington Enterprise College and Ravenswood School, although it was noted that this was a North Somerset Council initiative. The “Young Enterprise” scheme would run next term until April 2013.

**RESOLVED:** that the minutes of the meeting held on 12<sup>th</sup> October 2012 be noted.

#### **1409. BRS PRESS RELEASES**

The Committee received copies of BRS press releases issued during the period 3<sup>rd</sup> August 2012 to 22<sup>nd</sup> October 2012, copies of which are inserted in the Minute Book.

**RESOLVED:** that the BRS press releases be noted.

#### **1410. MINUTES - ENVIRONMENTAL EFFECTS WORKING PARTY**

The Committee received the Minutes of the last meeting of the Environmental Effects Working Party held on 10<sup>th</sup> October 2012, a copy of which is inserted in the Minute Book. This included information on noise monitoring data. It was understood that North Somerset Council engineers had partially resolved the drainage issue on the A38.

**RESOLVED:** that the Minutes of the Environmental Effects Working Party held on 10<sup>th</sup> October 2012 be noted.

#### **1411. ITEMS OF GENERAL INTEREST**

The Committee received a report, a copy of which is inserted in the Minute Book, updating members on the date of the next UK Airport Consultative Committees’ Annual Meeting (4<sup>th</sup> and 5<sup>th</sup> June 2013), the Draft Aviation Policy Framework and the Davies Commission. In response to a question, Management indicated which organisations had been invited to the Department of Transport meeting, which had included elected member representatives from local authorities.

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

#### **1412. ANY OTHER BUSINESS – none.**

#### **1413. DATE OF NEXT MEETING**

The next meeting of the Committee would be held at 2.30 pm on Wednesday, 30<sup>TH</sup> January 2013.

There being no further business the meeting was declared closed.