

**DRAFT MINUTES OF THE MEETING OF THE
BRISTOL AIRPORT CONSULTATIVE COMMITTEE
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT
ON WEDNESDAY 5th NOVEMBER 2014**

Meeting commenced: 2.30pm

Meeting concluded: 4.30pm

Present:

Jeremy Gall	Chairman
Robert Durie	GWE Business West
Richard Kent	Head of Development Management, North Somerset Council
Councillor Colin Smith	Bristol City Council
Councillor Barry Clarke	Bristol City Council (observer)
Councillor Annabel Tall	North Somerset Council
Councillor Peter Edwards	Bath and North East Somerset Council
Councillor Tony Heaford	Chew Valley cluster of Parishes
Councillor Hilary Burn	Cleeve Parish Council
Councillor Graham Simmonite	Backwell Parish Council
Councillor Gill Patch	Winford Parish Council
Councillor David Glynn	Wrighton Parish Council
Robert Sinclair	Chief Executive Officer, Bristol Airport

Also in attendance:-

Alan Davies, Planning and Environment Director, Bristol Airport
James Gore, Head of Government and Stakeholder Relations, Bristol Airport
Melanie King, Environment Manager, Bristol Airport
Jacqui Mills, Public Relations Manager, Bristol Airport
Mike Littleton, Community Relations Manager, Bristol Airport
Elizabeth Summers, Planning Manager, Bristol Airport
Inspector Barney Gardom, Avon and Somerset Police
Vicky Brice, Secretary

1567. Apologies for Absence

Apologies were received from Simon Spooner (CBI South Western Region) Councillor Roz Willis (Weston-super-Mare Town Council), Councillor Steven Mitchell (Backwell Parish Council- his substitute being Councillor Graham Simmonite) and Councillor Roger Wood (Yatton Parish Council).

Members noted that Mr Barry Clarke had accompanied Councillor Colin Smith, Bristol City Council, as an observer.

1568. Declarations of Interest for Local Authority Elected Members

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

1569. Minutes – 30th July 2014

a) Confirmation of Accuracy

The minutes of the meeting of the Airport Consultative Committee held on 30th July 2014, copies of which had been previously circulated, were submitted for approval and adoption. A change was needed to minute 1552 to reflect that the point about there being no direct services from Weston-super-Mare into London was a question, as opposed to a statement (see matters arising below).

RESOLVED: that the minutes of the meeting held on 30th July 2014 be confirmed as a correct record and be signed by the Chairman, subject to the alteration above.

b) Matters Arising

Report of the Committee's Representative on the Airport's Transport Forum 2014/15 (Minute 1552) – Airport Management confirmed that the inter city rolling stock to be introduced post electrification of the Great Western main line would also include bi-mode versions of the new trains which would convert to diesel power where the line is not electrified. There was nothing, therefore, to indicate that the London trains would not continue to go to Worle and Weston-super-Mare but timetables and details had not been finalised, as far as Airport Management was aware. Electrification of the line to Bristol was scheduled to be completed in 2018. Arrangements for services after that would be finalised nearer the time with the franchise operator in conjunction with the Department for Transport. The Clerk was asked to report back to Councillor Mrs Willis, as the representative on this forum.

Noise Management (Minute 1559) – Airport Management had spoken to the airline about the timing of the 5am departure flight. The airline had confirmed that they too would like to move the flight but that would be dependent on slot availability and no further information could be provided at present. A number of members reiterated that this early flight was antisocial and had led to noise complaints. This matter will be monitored for an update at the next meeting.

Bristol and Wessex Aeroplane Club (Minute 1550(b)) The information sheet issued to pilots had been circulated with the agenda, as previously promised.

1570. Questions to Airport Management

No questions had been received.

1571. Presentations

(a) Eastern Terminal Extension

Andrew Goodenough, Head of Planning and Development, presented a virtual tour of the eastern terminal extension which essentially affected the first floor and mezzanine floor. The main purpose of the project, which started in September 2014, was to improve the customer experience by providing more space, greater choice and reduced congestion. The retailers should be known by February 2015, with the refit taking place during April, with the aim of opening the new area in July 2015. The extension would include lifts. Travelators would not be needed in the new area,

but Airport Management did accept that it was a long term aim of the airport to provide travelators but that the cost of installation and maintenance was high. Members expressed support for the plans and the outside area and welcomed the opportunity being given to 'Celebrate the Green Capital'. Efforts would be made to improve the outlook from the executive lounge which would overlook the car park. This extension was part of the overall planning permission to develop the Airport which would also include a western extension to provide additional security search capacity. The airport stands, western walkway and central walkway had already been completed.

(b) Ecology

Melanie King, Environment Manager, presented a report on the ecology and nature conservation work currently carried out by the airport and its future plans. She advised that there were Sites of Special Scientific Interest in close proximity to the airport and other important areas, such as Felton Common. The Airport managed its own woodland (including the planting of new trees), hedgerows (including several which were 'ecologically important'), grasslands (left long on the airfield to deter birds) and took steps to encourage bats and amphibians in its woodland area. Melanie King advised that the on-going work was part of a 10 year Management Plan and she would prepare a progress report next year.

1572. Passenger Representation

The Chairman reminded members of the Department of Transport's Guidelines for Airport Consultative Committees (ACC's) regarding passenger representation and the benefits it could bring, as reinforced at the Annual Meeting of ACC's. A meeting had been held with Airport Management and Councillor Gill Patch, a representative of the Committee, and it was proposed that an initial passenger focus group be held to gather feedback. Members considered the report outlining the process which could be followed, including the advertisement of the forum in the Airport Rewards e-newsletter, asking individuals to register their interest. The focus group would be chaired by a member of the Committee (possibly Councillor Gill Patch). Some members felt that, as a number of existing members were regular flyers and did report back to the meetings, and as there were other feedback options for passengers, that it was an unnecessary step. However, other members supported the initiative to hold a focus group and to review once the group had met (early in 2015). Airport Management also offered to review the Airport Service Quality (ASQ) report to provide more information as to how the airport engages with passengers.

RESOLVED: that the article be included in the Airport Rewards e-newsletter and an initial focus group be held, as proposed.

1573. Chief Executive's Report

The Chief Executive introduced Elizabeth Summers, Planning Manager. He presented his report during which the following key points were noted:-

a) Change of Ownership

Members were reminded of the change of ownership of the Airport, which was now in the sole ownership of the Ontario Teachers' Pension Plan.

b) Overview of Current Activities

Members noted the imminent retirement of Alan Davies (Planning and Environment Director) and Mike Littleton (Community Relations Manager). The NATO conference had been very successfully organised and policed, with the Airport playing a key role in the arrangements. The family fun day had proved very successful, with plans to make it an annual event. The new fire training facility was excellent. Airport Management was liaising with North Somerset Council in relation to off-site parking and winter preparations were now underway.

c) Passenger Experience Improvements

The airport had had an excellent summer, with record numbers of passengers ever! The team had responded very well and, although there had been some additional complaints at peak times, passenger satisfaction remained high with the Airport being rated 4th/12 airports in the UK, and 24th/95 airports in Europe, in terms of the ASQ results. The improving economy was benefiting the airport, although putting pressure on recruitment and retention. The Airport also received Silver Star Accreditation in the Sustainable Transport Awards.

d) Capital Projects – Update

The development of the Airport was progressing to the next stage (see Planning Report - minute 1574)

e) New Routes for 2014

A new route to Gibraltar, operated by easyJet, would commence in April 2015 and further announcements would be made shortly. Members were disappointed that it had not been possible to secure a direct route to America but it was noted that a number of American cities could be reached via Amsterdam, Brussels and Dublin.

1574. Planning Report

Members noted that secondary planning applications relating to the east terminal building comprising non-material amendments on construction phasing and renewable energy, and the approval of matters reserved by condition, had been approved. The project for the east terminal extension was underway and planning applications for the west terminal extension were being prepared. Work was also being planned to improve the junctions on the A38 by the Airport which would include two sets of traffic lights in the vicinity of Downside Road and West Lane and a turning lane dedicated for airport traffic on the northern roundabout. The sculpture on the A38 was now lit.

The Compulsory Purchase Orders for the South Bristol Link Road had been confirmed and the Ashton Vale to Temple Meads scheme had secured full approval from the Department for Transport. Planning applications relating to the North Fringe to Hengrove Scheme had also been approved. The Noise Action Plan had been adopted by the Secretary of State and was available on the Bristol Airport website. The next noise mapping exercise would take place in 2017 based on aircraft movements in 2016. Airport Management hoped to be able to give an update on the hotel to the next meeting of the Committee.

1575. Policing at the Airport

Inspector Barney Gardom updated members on changes to the national security levels, which would continue to be monitored. There had been a slight increase in crime statistics for the financial year April – October 2014 (84 crimes) when compared to the previous year (53 crimes) but this was largely due to changes in reporting procedures, with no concerns “on the ground” although an analysis would be carried out. The NATO conference had been a great challenge and had been successfully managed, with normal business taking place as far as possible. It had been a great example of partnership working. Inspector Gardom referred to a forthcoming event, gave an example of an incident at the airport and advised of staff training, which emphasised the part the police play in keeping vulnerable people safe.

1576. Statistics

a) Passenger

The Committee received a report setting out comparable passenger statistics for 1st January 2014 to 30th September 2014 with the same period last year. It was noted that there had been a greater number of passengers, but fewer flights, due to larger aircraft. The brackets (...) within this report were shown incorrectly. It was thought that the lower number of transit passengers may relate to changes in the schedule operated by bmi regional on behalf of Airbus. In response to a question, Airport Management confirmed that assisting those with reduced mobility did prove challenging at times, particularly when assistance was not pre-booked. Problems with passengers drinking too much alcohol were managed by a ‘whole team’ approach which involved staff in all areas monitoring disruptive behaviour.

b) Aircraft Movements

The Committee received a report setting out comparable aircraft movements for 1st January 2014 to 30th September 2014 with the same period last year.

c) Flyer Volumes

The Committee received a graph setting out the total passenger volumes for the Bristol Flyer Service for the period January 2003 to September 2014.

1577. Minutes – Environmental Effects Working Party

The Committee received the draft minutes of the meeting of the Environmental Effects Working Party held on 8th October 2014 together with the Environmental Monitoring Report for July-September 2014. Councillor Burn expressed her disappointment that the top 20 noise events were not included within the report and that the new A321 was noisier than she had expected. Airport Management advised that the Environmental Effects Working Party minutes would show aircraft events exceeding the noise limits and that the A321 replaced the smaller aircraft A320, resulting in increased passenger numbers without an increase in aircraft movements. The A321 was however one of the heaviest aircraft operating at the airport and it might be expected to appear in the top 20 noise events.

RESOLVED: that the minutes of the meeting held on 8th October 2014 be noted.

1578. Service Quality Report

The Committee received a report identifying customer feedback and complaints on services provided by the Airport for the period July-September 2014. Airport Management undertook to review the report with a view to incorporating greater passenger feedback and responded to a question regarding damaged goods.

RESOLVED: that the report be noted.

1579. People – Update

The Committee received a report updating on various initiatives including local school visits, recruitment strategy, customer service training and recruitment. Airport Management referred to the school/colleges/universities it worked with.

1580. Bristol Airport Local Community Fund

The Committee received the draft minutes of the meeting held on 12th September 2014. A total of over £52,000 had been donated or pledged to 16 projects. Further information had been requested in relation to the Dundry Slopes scheme. The fun day had been very enjoyable and successful raising £5,800 for MacMillan – the Airport's Charity. The noise grant criteria had been widened making more properties eligible for the scheme – details on the website. The scheme would be advertised and direct contact may be made with those properties closer to the airport.

RESOLVED: that the minutes of the meeting held on 12th September 2014 be noted.

1581. BRS Press Releases

The Committee received a summary of media releases issued by Bristol Airport and Business Partners.

RESOLVED: that the media releases be noted.

1582. Items of General Interest

The Committee received a report of the Secretary updating members on the “Airport Operators Association – Sustainable Airports: Improving the Environmental Impact of the UK’s Global Gateways” report and on the Airport’s reply to the Culture, Media and Sport Committee Inquiry into Tourism.

RESOLVED: that the report be noted.

1583. Any Other Business

The Chief Executive, on behalf of the Committee, thanked both Alan Davies (Planning and Environment Director) and Mike Littleton (Community Relations Manager) for all their support for the Committee, and the Airport, over the years and wished them the very best for their retirement.

The next meeting would be held at 2.30pm in the Bristol Room on Wednesday 28th January 2015. The Secretary would need to receive any questions for Airport Management by 7th January 2015. There being no further business, the Chairman declared the meeting closed.