# MINUTES OF A MEETING OF THE BRISTOL INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE HELD IN THE BRISTOL ROOM AT BRISTOL INTERNATIONAL AIRPORT, ON WEDNESDAY, 27<sup>TH</sup> JANUARY 2010 AT 2.30 PM

#### Present:

Peter Lacey Chairman

Robert Sinclalr Chief Executive, Bristol International Airport

Steve Reed Airlines

(substituting for David Milner)

Alec Ewens GWE Business West

Stephen Grove GTMC/ABTA

(substituting for Pat Murphy)

Peter Taplin SW Region and Bristol TUC

Councillor Peter Edwards Bath and North East Somerset Council

Councillor Colin Smith Bristol City Council
Councillor Jill Iles North Somerset Council

Councillor Roz Willis Weston-super-Mare Town Council

Councillor Shirley Pope Backwell Parish Council

Councillor Colin Timson Chew Valley Cluster of Parishes

Councillor Hilary Burn Cleeve Parish Council
Peter Webb Winford Parish Council

(substituting for Councillor Gill Patch)

Councillor Christine Turton Wrington Parish Council

### Also in attendance:

Alan Davies, Planning and Environment Director, Bristol International Airport
Jacqui Mills, Public Relations Manager, Bristol International Airport
Mike Littleton, Community Relations Manager, Bristol International Airport
James Gore, Head of Communications, Bristol International Airport
Sally Ashby, Head of People and Performance, Bristol International Airport
Karuna Tharmananthar, Assistant Director, Development and Environment, North
Somerset Council
Margaret Thornton, Secretary

### 1167. APOLOGIES FOR ABSENCE

Apologies for absence were received from John Lennon, CBI, Pat Murphy, GTMC/ABTA, David Milner, Airlines, Councillor Gill Patch, Winford Parish Council, Councillor Jane Bollen, Yatton Parish Council, and Inspector Dave Stokes, Avon and Somerset Constabulary.

### 1168. COUNCILLOR JANE BOLLEN - ILLNESS

Councillor Willis explained that Jane Bollen had undergone an operation in the Autumn and had subsequently suffered a number of setbacks.

Robert Sinclair asked Councillor Willis if she would convey the Airport's good wishes for a speedy recovery to Councillor Bollen when she next spoke to her.

RESOLVED - that the Secretary convey Members' good wishes to Councillor Bollen for a speedy recovery.

### 1169. DECLARATIONS OF INTEREST FOR LOCAL AUTHORITY ELECTED MEMBERS

Councillor Roz Willis declared an interest as a Member of North Somerset Council and Councillor Jill Iles declared an interest as a Member of North Somerset Council and a Member of its Planning and Regulatory Committee.

### 1170. MINUTES - 21<sup>ST</sup> OCTOBER 2009

The Minutes of the Meeting of the Airport Consultative Committee held on 21<sup>st</sup> October 2009, copies of which had been previously circulated, were submitted for approval and adoption.

RESOLVED - that the Minutes of the Meeting held on 21<sup>st</sup> October 2009 be confirmed as a correct record and signed by the Chairman.

### 1171. PLANNING APPLICATION UPDATE

Alan Davies advised that the Airport had submitted additional information to North Somerset Council on 15<sup>th</sup> December 2009 in support of its planning application which included -

- Revised design drawings which responded to comments from Officers of North Somerset Council and submissions from the Commission for Architecture and the Built Environment.
- Revisions to the Design and Access Statement.
- Proposed amendments to the Section 106 Agreement covering:

Intermediate annual targets for public transport use;

Funding of £100,000 per annum for enhancements to the 121 bus service;

Increasing the frequency of the Weston Flyer to half hourly at 10 mppa; Contributions to the costs of timetable and at-stop publicity, and bus stop infrastructure;

Marketing strategy and implementation plan for public transport; Real time information;

Marketing plan for the local community concessionary fare scheme; Review of the Airport Surface Access Strategy at 8 mppa; Setting up of a Steering Group with the local authority for the implementation of the local public transport improvements; Intermediate targets for the staff travel plan; Increased contributions to the sub regional transport schemes -£1.25m for the Bus Rapid Transit - Phase 1 and £4.108m for the South Bristol Link; and £100,000 contribution to small scale local highway works.

Voluntary additional and revised conditions including:

Deletion of the reference to a pre-determined scheme for the Downside Road/A38 junction;

Provision for the annual review of the 63dB(A) Leq 16hr (0.700 to 23.00) contour and an extension to the noise insulation grant scheme in the event that residential properties are within this area that did not previously qualify for noise insulation (there were no properties within this contour at present);

Revisions to the proposed night movement limit to 4000 movements split between 3000 movements in the summer season and 1000 movements in the winter season:

Provisions for details of cycle parking to be approved by the local planning authority;

Proposals to split the seasonal overflow car park into two phases; phase 1 not to be brought into use before passenger numbers exceed 8 mppa and likewise 9 mppa for phase 2.

 A technical note providing further information and clarification on the car park proposals.

In addition the Airport had provided -

- (a) an addendum to the noise volume of the Environmental Statement and responded to queries from consultants advising North Somerset Council on the noise and air quality assessments and aviation matters.
- (b) rebuttals of claims made by Stop Bristol Airport Expansion in respect of passenger leakage and the effect of airport growth on jobs in the South West tourism industry. Enquiries of South West Tourism had established that the apparent decline of 44,000 jobs in the industry in 2002/2003 resulted from a change in the method of calculation of the statistics in 2001/2003 with the number of day trip visitors being significantly over estimated in the 2001 data.

Alan Davies advised that -

- (a) the Airport's planning application was now scheduled to be determined at a special meeting of North Somerset Council's South Area Planning Committee on 3<sup>rd</sup> March 2010.
- (b) consultation exercises on the West of England Partnership's major

transport scheme proposals for the South Bristol Link and Northern Fringe to Hengrove Link had recently been concluded.

Mr. Taplin enquired whether the proposed additional funding for enhancements to the 121 bus service would be closely monitored.

Alan Davies explained that the 121 bus service was a service supported by North Somerset Council and the Airport's contribution would enable enhancements to be achieved to that service. Administration of the contribution would be undertaken jointly by the Airport and North Somerset Council.

Councillor Burn referred to the Green Belt proposals and said she could not find any reference to 8 mppa and 9 mppa in the documentation.

Alan Davies advised that these figures were contained in a letter to North Somerset Council dated 15<sup>th</sup> December 2009. Karuna Tharmananthar undertook to forward a copy of that letter to Councillor Burn.

In response to a further question from Councillor Burn, Alan Davies confirmed that it was proposed that the seasonal overflow car park would now be introduced in two phases. Phase 1 would be brought into use at 8 mppa and Phase 2 at 9 mppa.

Councillor Burn asked the Committee if it would consider writing to North Somerset Council asking for a cap to be set on the expansion of the Airport of 10m passengers per annum. She explained that North Somerset Council's Consultants, York Aviation, had indicated that the capacity of the proposed facilities might be between 11m and 12m passengers per annum.

Councillor Smith said that Members should have been given due notice of such a proposal with the papers for the meeting so that this matter could have been given proper consideration.

The Chairman pointed out that the role of the Committee was to ensure that proper consultation on any proposal was carried out with the local community and other interested parties not to take a position on specific matters. He then enquired of Members whether there was any support to take forward Councillor Burn's proposal.

No support was forthcoming.

Mr. Webb expressed the hope that all comments received during the consultation exercise on the planning application would receive genuine consideration. He then referred to the draft Section 106 Agreement and enquired why the wording of that agreement could not be more positive and require action rather than allude to 'reasonable endeavours' and 'encourage'.

Karuna Tharmananthar explained that all comments received by North Somerset Council in response to the consultation on the Airport's planning application would be considered and evaluated in connection with the preparation of the report to the South Area Planning Committee. The language used in the draft Section 106 Agreement was standard for such agreements.

Robert Sinclair advised that the language in the draft Section 106 Agreement reflected the fact that the Agreement referred to activities not necessarily under the direct control of the Airport but that of third parties. The draft Section 106 Agreement was currently being reviewed by Officers of North Somerset Council.

### RESOLVED - that the information be noted.

### 1172. NOISE ACTION PLAN - REPORT ON OUTCOME OF CONSULTATION

Alan Davies advised that -

- (a) consultation on the draft Noise Action Plan had closed on 22<sup>nd</sup>
  December 2009 although responses received after that date were also being considered.
- (b) responses had been received from six parish councils, one unitary authority (Bristol City Council), three campaign groups, two national organisations and six individuals.
- (c) Consultants working for North Somerset Council had considered the draft plan in connection with their work on the Airport's planning application.
- (d) some confusion had arisen between the information contained in the planning application and the information contained in the draft Noise Action Plan particularly around night flights and noise threshold levels.
- (e) the Airport was required to produce a Noise Action Plan in accordance with the Environmental Noise Directive 2002.49/EC and The Environmental Noise (England) Regulations 2006.
- (f) the Action Plan had to be based on the results of strategic noise mapping produced under the terms of the Regulations and was required to consider noise issues from aircraft taking off and landing within the area shown on the maps within the outer recorded contour line.

- (g) the responses would be analysed and considered in connection with the finalisation of the draft Plan.
- (h) the finalised draft Plan, together with the responses received and reasoned justification would then be submitted to the Department for Transport for acceptance and onward transmission to Defra for approval.
- (i) it was envisaged that the Plan would be submitted to the Department for Transport at the end of January/beginning of February 2010.
- (j) it was hoped that the finalised Plan would be available for the next meeting of the Committee.

Mr. Webb asked if all noise measurements could be expressed as Lmax rather than averaging out Leq.

Alan Davies pointed out that it was the practice of the Airport to report noise measurements in Leq and Lmax. The Lmax figure was only likely to change if the type of aircraft using the Airport changed. It was envisaged that the Boeing 737 800 aircraft would continue in use for the duration of the Plan. However if the frequency of aircraft changed this would affect the Leq figure.

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

### 1173. OPERATIONS MONITORING REPORT 2008

The Committee considered the draft Operations Monitoring Report for 2008, a copy of which is inserted in the Minute Book.

Councillor Burn asked the Committee to note that the report showed that nitrogen dioxide levels had risen in 2008 and she suggested that they were likely to rise even more with the proposed expansion. She referred to the section on utilities and energy management and asked if ground emissions from cars could be included in this table in future. She understood that North Somerset Council was collecting such data and asked if their figures could be included in the report.

Karuna Tharmananthar explained the North Somerset Council's Carbon Management Plan related solely to its own activities. North Somerset Council was, however, working on another agreement with a range of agencies on CO2 emissions based on the Defra model. The model based approach was being used to calculate CO2 per capita. This approach did not involve the counting of vehicles.

Alan Davies advised that the Airport had provided figures in the planning application which had been prepared in a similar way using a model. The

Operations Report related to emissions over which the Airport had direct control and he was not sure what would be achieved by including data relating to emissions over which the Airport had no direct control and which could not be accurately measured.

### RESOLVED - that the draft Operations Monitoring Report 2008 be noted.

### 1174. QUESTIONS TO THE AIRPORT MANAGEMENT

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

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

### 1175. CHIEF EXECUTIVE'S REPORT

Robert Sinclair introduced the Members of his Management Team in attendance at the meeting which included Sally Ashby, Head of People and Performance, who was attending a meeting of the Committee for the first time.

### (a) Overview of Current Activities

Robert Sinclair indicated that -

- (a) he was very pleased to see the close of 2009. It had been a very challenging year for aviation in terms of the impact of the recession on business. Bristol International Airport had weathered the recession very well and emerged from 2009 in good shape.
- (b) although passenger numbers had declined by 9.9% over 2008, when compared with other peer airports BIA had performed well.
- (c) the outlook for BIA was substantially more positive that other peer airports.
- (d) the December passenger volumes showed a 1.5% reduction and had it not been for the snow there would have been a positive growth in passenger numbers based on the same period during the previous year. He quoted comparable reductions in passenger numbers experienced at peer airports.
- (e) he was hopeful that this extremely positive trend would continue and increase in 2010.
- (f) the Airport had used 2009 to make substantial changes including -

- investing £12m in the construction of the Western Walkway which was nearing completion, and a new tax and duty free store in the Terminal Building.
- entering into a wide range of contracts and SLAs incorporating improved service delivery and customer service standards.
- introducing a new Management Team structure.
- entering into an agreement with a hotel developer to develop a hotel on site this would take several years to come to fruition.
- submitting its planning application for expansion at the Airport.
- securing new routes and increased frequencies of flights.
- (g) the beginning of 2010 was looking very positive and it was anticipated that lost passenger volumes would be clawed back over the forthcoming year.
- (h) increased passenger volumes would create more job opportunities at the Airport.
- this year would mark a number of important milestones and anniversaries including the 100<sup>th</sup> anniversary of BAC, the 80<sup>th</sup> anniversary of the opening of Bristol Airport on 31<sup>st</sup> May 1930 at Whitchurch; the 10<sup>th</sup> anniversary of the opening of the new Terminal Building; and the 5<sup>th</sup> anniversary of the introduction of US Continental Airlines service.
- (j) it was envisaged that the Western Walkway would be completed in late April and the tax and duty free store around the same time.
- (k) it was also anticipated that the Airport would receive its 50 millionth passenger this year.

Mr. Taplin stated that there was a photograph in existence of the aircraft which made the first flight into Bristol Airport from Ireland and he suggested that this could be used in any publicity to mark the anniversary of the Airport.

Robert Sinclair confirmed that the photograph to which Mr. Taplin referred was of a De Havilland Dragon and it was hanging in the offices of Aer Lingus.

Councillor Smith pointed out that Amy Johnson had flown from Bristol Whitchurch Airport and there was a memorial somewhere marking this event. Sadly Leslie Howard had also taken his ill fated flight from Bristol.

Mike Littleton indicated that the Airport had been in contact with the grandson of one of the passengers who had perished on that flight. There was already a commemorative plaque at Lisbon Airport and the Airport was planning an event

in July 2010 to erect a plaque at Bristol International Airport.

Councillor Smith explained that he was Lord Mayor elect for Bristol for 2010/2011 and would very much like to attend such a ceremony in that capacity.

Mike Littleton advised that it was proposed to compile a heritage feature on Bristol Airport, both at Whitchurch and Lulsgate, throughout the ages to commemorate the Airport which would also include its activities during the Second World War.

Mr. Webb enquired whether the proposed hotel would incorporate long term car parking for each bedroom.

Alan Davies, in response, advised that customers of the hotel would be able to use the Airport's long stay car park. However, there would be some short stay parking within the hotel demise.

### (b) Passenger Experience Improvements

Robert Sinclair advised that feedback from passengers had been very positive about the approach to security adopted by the Airport's new business partners ICTS. ICTS placed customer service at the top of their agenda.

### (c) Capital Projects - Update

Robert Sinclair advised that -

- (a) the upgrade and refurbishment of the forecourt in front of the Terminal Building had now been completed.
- (b) construction of the Western Walkway was on time and budget. It was scheduled for completion around the middle of April. The walkway would secure a significant improvement in the operational efficiency of the Airport in the peak season.
- (c) the new tax and duty free store was scheduled for completion around the same time.
- (d) a significant refurbishment of the toilets in the Terminal Building was under way.
- (e) BIA was investing in an eighth search comb and reviewing the way in which security operated to improve processing times.

### (d) Review of Weather Disruption

Robert Sinclair advised that all teams and contractors had worked incredibly well to clear the runway of snow which had enabled the Airport to remain open for the majority of time during the recent bad weather. The Airport had, in fact, lost less time to closure than many other airports in the UK particularly the national airports. Employees and contractors had taken pride in keeping the Airport open despite the elements.

The Chairman enquired whether any lessons had been learned in coping with these elements.

Steve Reed advised that all airlines had been badly hit by the weather. He had worked at many airports and was pleased to say that Bristol Airport had managed the situation well and had only had to close for a few hours rather than days.

The Chairman then enquired whether any problems had been noted on the highway links to the Airport.

Councillor Timson explained that Bath and North East Somerset Council had gritted the B3130 up to its boundary with North Somerset Council but North Somerset Council had not gritted the road from the Winford roundabout to the A38.

Councillor Turton advised that Downside Road had been fairly treacherous for three days but the major routes had not been too bad.

Councillor Willis suggested that Bristol International Airport had done exceedingly well compared with other airports in Europe.

Robert Sinclair confirmed that the majority of major routes had been fine. There had been some delays for passengers and some employees had not been able to make it to work. Where possible the Airport had made arrangements to pick up staff in four wheel drive vehicles from meeting points.

#### (e) New Routes for 2010

Robert Sinclair advised that -

- (a) easyJet had introduced new routes to Tenerife and Paphos; Ryanair to Faro, Gdansk, Treviso, Palma and Valencia; Flybe to the Isle of Man together with an increase in the number of flights to Jersey; and Brussels Airlines had increased the frequency of its daily flights to the Belgian capital to three which would enable business travellers to visit Brussels and return the same day.
- (b) Aer Arann had entered into a franchise with Aer Lingus and would be

operating 12 routes from Dublin and Cork including the route from Bristol to Cork six days a week. This arrangement would see the reestablishment of Aer Lingus at BIA.

Mr. Ewens welcomed the introduction of an additional daily flight to Brussels, the home of the EU, which was important for business travel.

Robert Sinclair indicated that the Airport was beginning to see a re-emergence of business travel.

### (f) Bristol Flyer Service

Robert Sinclair advised that the Flyer service continued to show strong growth. Discussions were being pursued with First Group regarding the introduction of new buses. It was important for passengers to provide a quality service and to this end an announcement would be made shortly that the frequency of the service was being increased to every ten minutes. This would, in effect, provide a turn up and go service. Patronage of the Flyer service was expected to continue to increase.

Karuna Tharmananthar emphasised the importance of the Bristol Flyer service and welcomed the proposals to upgrade the service. He said there was, however, a need for improvements at Temple Meads Station, which was an important starting and finishing point for the Flyer service, and the payment system for purchasing tickets.

Alan Davies concurred that the standard of facilities at Temple Meads Station fell below that of other main line stations. There was, however, only a limited amount of pressure the Airport could bring to bear in this matter but it would continue to do all it could to bring about improvements. Tickets for the Flyer service could be purchased on-line; a rail ticket machine had been installed for purchasing tickets in the arrivals concourse, and BIA had a person on site selling tickets for the Bristol Flyer service to limit the number of tickets which needed to be purchased from the drivers.

Karuna Tharmananthar expressed the view that there was a need to develop a long term plan around Temple Meads Station and said he would welcome the opportunity to discuss with the Airport, Great Western and Network Rail the possibility of short term improvements.

Councillor Edwards enquired whether there was any progress in establishing a Flyer service to and from Bath.

Alan Davies explained that the Airport had proposed a service to Bath in its planning application. However there was a need for improvements to the highway infrastructure to enable an effective service to be provided.

### (g) Surface Access

Robert Sinclair explained that the Airport had entered into a dialogue with the taxi operator to secure the enhancement of the fleet with new, improved and more environmentally friendly vehicles. It was also hoped to finalise the Code of Practice with the operator shortly.

A significant number of non airport taxis visited the Airport. BIA was not entirely happy with the quality of some of these vehicles. The Airport would continue to work with North Somerset Council, other agencies and the Police to identify unlicensed and unsafe vehicles.

### (h) Security

Councillor Smith enquired whether the Airport had had to make any changes to its security following the Detroit incident over the Christmas period.

Robert Sinclair advised that the threat level at UK airports had been raised as a result of this incident. The Airport was now required to undertake further search activities. So far it had been possible to handle the passenger flow but consideration would need to be given to the way in which security operated for the future particularly in the peak season to avoid unnecessary delays. Any changes would lead to significant additional expenditure.

Councillor Turton enquired of the procedure for checking passports for domestic travellers.

Jacqui Mills explained that domestic travellers were not required to carry a passport but they were required to carry some form of identification. Passengers travelling abroad with passports containing a micro chip could use the recently installed egates.

Robert Sinclair confirmed that the eborders programme was also in place to improve border security.

Councillor Edwards enquired whether body scanners were likely to be installed at the Airport.

Robert Sinclair advised that there was a possibility that such scanners would be installed. Dialogue was taking place with the Department for Transport and a consultation exercise was likely to take place in the course of the next twelve months on various issues associated with these scanners. It was not an ideal outcome.

Mr. Taplin pointed out that passengers did not differentiate between BIA and its

business partners in respect of services such as security and it was important to ensure that a quality service, particularly in this area, was maintained.

Robert Sinclair concurred and emphasised that the Airport was at pains to ensure that arrangements with its business partners were as tight as possible. BIA sought to treat business partners' employees as part of its own staff. Security staff would therefore be branded and uniformed as BIA staff.

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

### 1176. POLICING AT THE AIRPORT

Due to another commitment, Inspector Dave Stokes had had to tender his apologies for this meeting. He would present his report to the next meeting of the Committee.

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

#### 1177. 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 month period 1<sup>st</sup> January to 31<sup>st</sup> December 2008 and 2009.

Mr. Ewens pointed out that the number of scheduled passengers was falling less than the number of scheduled flights which was hopeful for the future.

### (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 month period 1<sup>st</sup> January to 31<sup>st</sup> December 2008 and 2009.

### (c) Flyer Volumes

The Committee received graphs, copies of which are inserted in the Minute Book, setting out the total passenger volumes for the Bristol Flyer Coach Service for the years 2007 to 2009 together with the percentage of BIA passengers using the service over the same period.

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

(Councillor Smith here left the meeting)

### 1178. NOISE MANAGEMENT AND PRESENTATION ON THE TRACKER

The Committee received -

- (i) 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 2009; the number of aircraft movements during the same period; the reasons for the complaints; and the locations the complaints had emanated from for the months of October, November and December 2009.
- (ii) a presentation on the Tracker.

Mike Littleton explained that -

- (a) the Tracker was scheduled to go live on 1<sup>st</sup> February 2010.
- (b) the system would identify the flight path of aircraft into and out of the Airport between ground level and 11,000 feet.
- (c) if, once the system was operational, aircraft failed to keep to the approved flight path the operator would be fined.
- (d) the airlines were aware of their environmental responsibilities.

In response to a question from Councillor Turton, Mike Littleton explained that there were three fixed noise monitors. The noise monitor at Felton measured aircraft noise on landing and the monitors at Littleton Hill and Congesbury measured noise on take off. There was also a portable noise monitor which could be used around the airfield or in the local community.

Mr. Webb suggested that the noise complaints received by the Airport did not represent the disturbance suffered by local residents.

Councillor Edwards referred to the high number of complaints received from Pensford during the last quarter and enquired whether these had come from the same person. Mike Littleton confirmed that the complaints from Pensford had come from the same source.

Councillor Turton pointed out that, according to the report, the Airport had not received any complaints relating to ground noise which was a source of concern in the local community. She indicated that she would seek to encourage local residents to report their complaints.

Mike Littleton stressed that the Airport could not respond to complaints if they were not submitted.

Karuna Tharmananthar enquired whether the Airport anticipated the introduction of the Tracker having an impact on track keeping complaints in the future.

Mike Littleton indicated that judging the height and path of an aircraft was difficult. The Tracker would assist in establishing this information and determine whether a complainant's concerns were founded.

In response to a further question from Karuna Tharmananthar, Mike Littleton confirmed that aircraft operators would be fined if they failed to keep to the flight path and maintain the correct height.

In response to a question from Councillor Burn, Mike Littleton indicated that it would not be possible for complainants to view the flight path of an aircraft live at the present time. The Airport would continue to respond in writing to complainants identifying the aircraft and enclosing a print out of the flight path.

Councillor Burn explained that she had submitted a complaint about ground noise before Christmas but had not yet received a response.

Mike Littleton undertook to investigate this matter.

At the invitation of the Chairman, Steve Reed, the Airlines' Representative, explained that the industry was well regulated and both the airlines and their flight crews were well aware of the repercussions of flying off path. Despite the perceptions of the public this did not happen frequently.

Councillor Iles indicated that she would speak to Mike Littleton after the meeting regarding various noise complaints for Yatton.

Councillor Timson enquired when the portable noise monitor was likely to be available for use in Pensford.

Mike Littleton advised that Pensford was at the top of the waiting list for use of the portable monitor. Weather permitting it was hoped to position it in Pensford in approximately two weeks time.

Councillor Willis enquired whether there were any plans to purchase a second portable noise monitor given that there was always a waiting list for the use of the existing monitor.

Mike Littleton indicated that there were no such plans at present although a second machine would provide a greater degree of flexibility.

**RESOLVED** - (1) that the report and presentation be noted.

(2) that Mike Littleton arrange for a written response to be sent to Councillor Burn in respect of her ground noise complaint submitted in early December 2009.

### 1179. 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 2009.

### RESOLVED - that the report be noted.

### 1180. PEOPLE UPDATE

Sally Ashby, Head of People and Performance at the Airport, thanked the Committee for the opportunity to introduce herself and address Members. She said that she had commenced her employment with the Airport in July 2009 and gave a brief resume of her career with the Environment Agency, Walt Disney Company and Gordon Ramsay.

She explained that -

- (a) she had never worked for an undertaking where the employees were more committed than the Airport.
- (b) the Airport had a diverse range of roles and business partners.
- (c) 205 people were directly employed by Bristol International Airport but 2,860 people worked on site.
- (d) there were a number of vacancies with BIA at the moment which had, or were in the process of being advertised. She briefly listed the current job vacancies and explained that this did not include vacancies on site with business partners.
- (e) during the next six months it was proposed to review the way in which job opportunities on site were advertised and how the Airport presented itself in the market place.
- (f) to assist in this exercise a Customer Focus Forum had been established comprising representatives from across the range of different business partners and other outside interests.
- (g) during the next twelve months it was also intended to introduce an induction programme for BIA employees and business partners.

- (h) it was important to continually seek to improve customer service standards and discussions were taking place with local educational academies with a view to identifying suitable courses and NVQs for employees.
- (i) the Airport's employees had recently been invited to participate in an on-line survey. 74% of the workforce had participated which was a very good return and demonstrated that employees wished to be involved in the various aspects of their employment.
- (j) the survey revealed -

81% of employees were very satisfied or quite satisfied with their role.

81% were satisfied or very satisfied with BIA as an employer.

91% would recommend the Airport as a place to work.

86% felt BIA was an exciting business to work for.

97% understood the long term aims of the business.

93% understood how their role was contributing to that.

(k) all ideas put forward for improvements such as a benefits/recognition scheme would be considered and working groups were being established across the business to look at how ideas could be taken forward.

Mr. Taplin welcomed Sally's enthusiasm for her work. He said he hoped that some employees had also expressed the wish to obtain qualifications and skills to enable them to progress within the organisation and sought confirmation that BIA encouraged those employees who wished to make such progress.

Sally Ashby indicated that 61% of employees who had completed the survey were seeking development and progression. This was being taken on board and she would be working with business partners across the whole of the site to see what could be achieved.

Karuna Tharmananthar referred to the high levels of unemployment in deprived areas of Bristol and North Somerset which were in close proximity to the Airport and indicated that he would like the opportunity to explore ways of improving linkages to target suitable job opportunities.

In response to Members' questions Sally Ashby advised that she would be linking with the Airport's business partners to work through various employment matters.

Councillor Willis indicated that it would be useful to know how many people with learning difficulties were employed on site.

### **RESOLVED** - (1) that the information be noted.

(2) that, if possible, Sally Ashby advise the Committee, at the next meeting, of the number of people with learning disabilities employed at the Airport.

### 1181. 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 charitable and community projects and trust fund donations for 2009.

Jacqui Mills indicated that -

- (a) in 2009 the Airport had supported, in total, 61 projects in kind or with donations totalling some £60,000.
- (b) £28,000 had been raised for the Charity of the Year, the Jessie May Trust Appeal.
- the number of projects supported was increasing year on year and she thanked Members of the Consultative Committee for publicising the Airport's activities in this area in the local community.

Councillor Willis, in her capacity as Chair and Director of a Domestic Abuse Centre, thanked the Airport, on behalf of the users, for their continued support which, this year, had included a trip to the pantomime.

### RESOLVED - that the report be noted.

### 1182. BIA PRESS RELEASES

The Committee received copies of BIA press releases issued during the period 7<sup>th</sup> October to 17<sup>th</sup> December 2009, copies of which are inserted in the Minute Book.

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

(Councillor Willis here left the meeting)

### 1183. 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> January 2010, a copy of which is inserted in the Minute Book.

Mr. Webb pointed out that the date of the meeting, as shown on the Minutes, should read 2010 rather than 2009.

RESOLVED - that the Minutes of the Environmental Effects Working
Party be noted subject to the amendment of the date of
the meeting to read 13<sup>th</sup> January 2010.

### 1184. ITEMS OF GENERAL INTEREST

### (a) Policing and Crime Act

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the Policing and Crime Bill had received Royal Assent on 12<sup>th</sup> November 2009

### RESOLVED - that the report be noted.

### (b) Committee on Climate Change Report on Aviation

The Committee received the Executive Summary of the Committee on Climate Change's Report on Aviation a copy of which is inserted in the Minute Book.

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

### (c) Government Report on the Future of Aviation

The Committee received a report, a copy of which is inserted in the Minute Book, setting out the recommendations and conclusions of the House of Commons Transport Committee's Report on the Future of Aviation.

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

### (d) UN Climate Change Conference, Copenhagen

The Committee received a report, a copy of which is inserted in the Minute Book, advising of the outcome of the UN Climate Change Conference held in Copenhagen in December 2009.

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

## (e) Consultation on the Second Stage Transposition of EU Directive (2008/101/EC) to Include Aviation in the EU Emissions Trading System

The Committee received a report, a copy of which is inserted in the Minute Book, advising of the launch of the Government's consultation on the second stage

transposition of EU Directive (2008/101/EC) to include aviation in the EU Emissions Trading System.

Councillor Burn enquired whether the Airport could confirm that the American Trade Association were proposing to take legal action against the EU with regard to the introduction of the Emissions Trading Scheme and if this was the case whether it could exert any pressure through Continental Airlines to prevent such a move.

Alan Davies explained that various American Organisations had threatened legal action with regard to the introduction of the EU Emissions Trading Scheme but he was unable to confirm whether this included the Trade Association. He undertook to look into this matter and advise Councillor Burn accordingly.

### RESOLVED - (1) that the report be noted.

- (2) that Alan Davies seek to clarify whether the American Trade Association are pursuing legal action against the EU in respect of the introduction of the Emissions Trading Scheme and advise Councillor Burn accordingly.
- (f) Reforming Airport Economic Regulation and Consultation on Updating the Wider Aviation Regulatory Framework

The Committee received a report, a copy of which is inserted in the Minute Book, advising of reforms the Government proposes to introduce, as soon as Parliamentary time allows, designed to modernise the framework for the airport economic regulatory regime and further consultation on promoting financial resilience for major airports together with additional proposals to modernise the regulatory framework for aviation.

### RESOLVED - that the report be noted.

### (g) Passenger Delay Compensation

The Committee received a report, a copy of which is inserted in the Minute Book, advising of a ruling by the European Court of Justice in Luxembourg that airline passengers facing long delays should receive the same cash compensation as those whose flights were cancelled.

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

### (h) Multilateral Statement of Policy Principles

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

advising that Chile, Malaysia, Panama, Singapore, Switzerland, The United Arab Emirates, The United States of America and the European Commission had signed a Multilateral Statement of Policy Principles regarding the Implementation of Bilateral Air Service Agreements.

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

### (i) Future Airspace Arrangements

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the CAA had published a report setting out in broad terms how it intends to develop the UK's future airspace arrangements in co-operation with the Department for Transport, Ministry of Defence, NATS and other aviation stakeholders

### RESOLVED - that the report be noted.

### (j) Application of EU Legislation in the Field of Air Passenger Rights

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the EU had launched a consultation to gather stakeholders' opinions on the existing problems and preferred solutions in order to assess the quality and effectiveness of the implementation and enforcement of Air Passengers' Rights legislation.

### RESOLVED - that the report be noted.

## (k) Impact Assessment for a Possible Revision of Directive 96/67/EC on Access to the Groundhandling Market at Community Airports

The Committee received a report, a copy of which is inserted in the Minute Book, advising that the EU had launched a consultation to collect views on the current implementation of Directive 96/67/EC on Access to the Groundhandling Market at Community Airports and possible options for revision.

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

### (I) Proposed Charges to Airports Operating Aeronautical Radios

The Committee received a report, a copy of which is inserted in the Minute Book, advising that Ofcom has launched a further consultation on charging airports for the radio frequencies they used.

### RESOLVED - that the report be noted.

### 1185. ANY OTHER URGENT BUSINESS Consecutive Numbering of Reports

Councillor lles enquired whether it would be possible, in future, to number the pages of all reports consecutively and identify the numbers pertaining to each report against the relevant item on the agenda.

RESOLVED - that the Secretary liaise with the Administrative Officers of the Airport to explore whether this is feasible.

### 1186. DATE OF NEXT MEETING

The Chairman advised that the next meeting of the Committee would be held at 2.30 pm on Wednesday, 28<sup>th</sup> April 2010.

There being no further business the meeting was declared closed.