Your airport



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Central walkway will enhance passenger experience

Work is underway on a £6.5 million project to enhance the passenger experience and ease congestion in the departure lounge at peak travel times. The construction of a central walkway started in October and it is scheduled to open in summer 2014.

Once completed, the new facility will include four new pre-boarding zones serving up to six departure gates. The 3,880 square metre structure will connect directly to the departure lounge and will be served by an escalator, six lifts, food and drink vending, and toilet facilities to ensure passenger comfort levels.

All gates will be within 105 metres or less of the main terminal and the walkway will provide much improved access to the existing forward coaching lounge used by passengers boarding bmi regional flights. The design of the new facility takes into account the latest generation of twin-engine, wide-body jets, such as the Boeing 787 and Airbus A350, with provision made for the addition of an airbridge for passengers boarding potential long-haul flights in future.

The central walkway forms part of a comprehensive development of the Airport and follows completion of a western walkway in 2010 which reduced the need to bus passengers to and from aircraft. Other recent enhancements include a second immigration point, additional security search channels and three new aircraft stands, all of which opened in summer 2012.

Overall planning approval is in place for facilities to handle 10 million passengers per annum. This consists of 30 separate components which will be developed over time in line with passenger demand, including extensions to the terminal, a public transport interchange, multi-storey car park and on-site hotel.

See page 3 for more computer generated images showing what the central walkway will look like when completed.



New routes follow long-term agreement



Flights to two exciting new destinations take off in December following a longterm agreement between Bristol Airport and easyJet which confirms the airline's commitment to the South West region. Twice-weekly scheduled services to Reykjavik and Marrakech bring the total number of destinations served by easyJet from Bristol to 46. The new flights are expected to carry around 55,000 passengers in total in the first year, with the Icelandic link in particular having the potential to bring valuable inbound visitors to the UK.

With over 400 staff employed locally and 11 aircraft based at the Airport, easyJet is Bristol's biggest airline. The new contract provides a framework for further expansion and new route opportunities.

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Sustainability

Ryanair shines in inaugural Tracker Awards

Ryanair took the plaudits in the inaugural Tracker Awards, introduced to recognise outstanding operational performance by airlines at Bristol Airport. The Irish carrier achieved 100 per cent compliance with departure routes set up to minimise noise disturbance for local residents, as well as topping the table for Continuous Descent Approaches (CDAs) – a procedure which reduces fuel burn.

bmi regional was also highly commended for its 92 per cent CDA rate, while Aurigny, easyJet, Flybe, Thomas Cook Airlines and KLM all received a letter of thanks from Chief Executive, Robert Sinclair, for achieving 100 per cent departure track compliance.

CDAs are becoming more widespread for aircraft arriving at UK airports, with advances in navigational technology likely to further increase their use in future. When flying a CDA procedure, aircraft stay higher for longer, descending continuously and



avoiding any level segments of flying which would require additional engine power to be applied. This reduces the noise impact on the ground under certain areas of the flight path (between around 10 and 25 miles from the runway) by up to 5 decibels, saves fuel and reduces emissions.

Ryanair's Base Captain, Jonathan Moss, was presented with a certificate to mark the airline's achievement, along with a celebratory cake (pictured) to share with his fellow flight crew.

New bus service provides 'missing link'

A new bus service now links Bristol Airport with nearby towns and villages in North Somerset, further expanding public transport options available to passengers and staff.



The A2 operates on an hourly loop between Nailsea, Backwell, Bristol Airport, Congresbury and Claverham, with the timetable designed with early morning departures and shift workers in mind.

Described as the 'missing link' between the A38 and A370, the A2 interchanges with the X1, 121 and X8 services, as well as connecting to rail services at Yatton and Nailsea & Backwell stations. Travel on the A2 will be free of charge until 27 December 2013.

Noise Action Plan updated

In line with the Environmental Noise Directive, which applies to major roads, railways and airports, an updated Noise Action Plan (NAP) has been produced, setting out proposals to manage at Bristol Airport.

The draft NAP is based on noise maps produced for aircraft movements in 2011. It includes information about the progress made against the actions described in the current plan and proposed new actions which could help to limit or reduce the number of people affected by noise.

Since the current NAP was produced in 2009, plans for development of facilities to handle 10 million passengers per annum have been approved, which are subject to planning conditions and obligations relating to noise. New infrastructure, such as the additional aircraft stands constructed in 2012 (pictured), has been designed to minimise the spread of noise, and initiatives such as the introduction of Area Navigation (RNAV) on aircraft approaches from the south are underway.

The draft NAP reflects these changes and is available to view at www.bristolairport.co.uk/about-us/environment/noise-action.aspx.



Passenger experience

Central walkway on target for summer completion (continued from front page)

Work on construction of a central walkway adjoining the departure lounge will not be completed until summer 2014, but these computer generated images provide a glimpse of what passengers using the new facility can expect when it opens.



The view when approaching from the departure lounge.



An escalator will link the two levels of the new walkway.



Four pre-boarding zones will feature light and airy views thanks to floor to ceiling glass.

Flyer ups frequency

Timetable changes mean the Flyer service now runs every eight minutes at peak times, with express buses continuing to operate round-the-clock between the Airport and Bristol city centre locations, including Temple Meads station.

The popular bus link now operates a circular route around the city centre taking the established route to Temple Meads before travelling to Bristol Bus Station via Temple Way and Newfoundland Street. From the Bus Station the service returns to Temple Meads via Rupert Street, Colston Avenue, Baldwin Street and Victoria Street before heading on to the Airport.

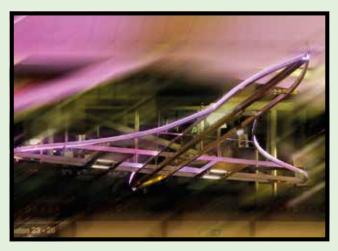
This single, high-frequency service means that buses operate at a higher frequency with reduced journey times. The simplified timetable is expected to be particularly beneficial to inbound visitors who can now board the Flyer for their return journey to the Airport from the stop at which they alighted. Although Clifton is no longer served, a range of through ticketing options are available to link with onward transport across Bristol and beyond.

Tickets can be booked online at www.bristolairport.co.uk or purchased on board from the driver from £7 (£11 return).



Concorde flies in

Passengers taking a moment to look up from their laptop, holiday novel or last minute coffee while waiting to board their flights will now be given a reminder of the South West's rich aviation heritage following the installation of lighting feature based on the iconic 'delta' wing shape of Concorde.



Local businesses, Lighting Services and SSE Contracting, came up with the eye-catching design following a brief by Bristol Airport's Head of Engineering, Fraser Dury, who was looking for an innovative way to increase lighting levels in the departure lounge.

The already popular feature (pictured) measures 9.2 metres by 3.7 metres and uses coloured LED lights to depict the instantly recognisable outline of Bristol's most famous aviation export.

Serving our region

Routes on the agenda in Las Vegas

The Airport joined forces with city marketing agency, Destination Bristol, and the national tourist board, VisitEngland, to promote the region's attractions to airlines from across the globe at the aviation industry's annual route development event in October.

The World Route Development Forum took place in Las Vegas and provided airports and tourism authorities with the chance to meet airlines to make the case for new routes. More than 3,000 delegates from over 100 countries attended, with airlines using the occasion to evaluate a range of potential route opportunities.

As well as attending face-to-face meetings with airline network planners, delegates also had access to industry decision-makers through a busy programme of briefings and panel discussions, including a dedicated Tourism Summit focusing on the visitor economy.

Following a successful partnership at the Routes Europe event in Budapest earlier this year, Destination Bristol decided to attend the global event for the first time. Bristol also featured prominently on VisitEngland's stand, with the Airport highlighted as a convenient gateway to the South West. Destination Bristol has also teamed up with the Airport at trade shows for conference and business tourism, attending the high profile IMEX and EIBTM events together over the course of 2013. In addition, the two organisations have also worked closely to promote Bristol to the travel trade and tour operators in Germany following the launch of new routes by bmi regional.

This collaborative approach has already delivered results, with the announcement by Scandinavian airline, SAS, of a new Stockholm-Bristol service in summer 2014 (see opposite).



Robert Sinclair (Chief Executive Officer) and Shaun Browne (Aviation Director) at the VisitEngland stand.

easyJet flies in to help long-running Exchange

easyJet has added 16 extra flights between Bristol and Bordeaux to assist students taking part in the 2014 Bristol Bordeaux Exchange.



The airline had originally scheduled the popular summer route to commence in May, but moved quickly to meet demand for flights in April from participants in the exchange programme between the twin cities. Extra flights are now available from 4 April 2014 through to 29 April 2014 ensuring students can fly to and from their local airport and making Easter holiday breaks possible for other passengers.

The Bristol Bordeaux Exchange started in 1947 and the programme has used air travel from Bristol Airport since 1964. The Community Interest Company, Académie Aquitaine, manages the exchange scheme and receives funding and support, including office space, from Bristol Airport.

Students from the Bristol and North Somerset area participating in the exchange enjoy spending two weeks living with their exchange partner family in Bordeaux and the Aquitaine region of France. In return, the student's family also host the exchange partner for a fortnight.

The matching process is key to a successful exchange and is done very carefully taking hobbies, age and background into consideration. The idea is that the young participants will remain in contact and real friendships, often lifelong, are made. For many participants it is the beginning of a real love of languages and the understanding of another culture.

For more information visit www.academieaquitaine.co.uk.

Flight links South West with Sweden

Scandinavian Airlines (SAS) has announced a new service linking Bristol with Stockholm next summer. Flights will operate twice a week (on Monday and Friday) from 30 June to 15 August 2014, using a Boeing 737-800 aircraft. The schedule has been designed with long weekend leisure breaks in mind, and is expected to prove equally popular with UK and Swedish travellers alike.



New film highlights benefits of airports outside London

Bristol Airport is the star of a short film focusing on the benefits of flying from regional airports, produced for the ITN Transport News channel (www. transportnews.itn.co.uk). The film forms part of the aviation section alongside other industry organisations, but Bristol is the only regional airport to feature.



Focusing on the wide range of destinations available, convenient and friendly service, and the value generated for the regional economy, the film complements Bristol Airport's paper, 'Giving wings to airports across the UK'. This sets out five recommendations for Government policy which would enable airports outside London to more effectively serve their local markets by making best use of existing capacity, easing congestion in the South East as a result.

Landmark August completes record summer

August 2013 was the busiest month in Bristol Airport's history, with more than 700,000 passengers passing through the terminal in a month for the first time ever. This surpassed the previous record of 691,000 set in the same month back in 2008. Passenger numbers were up by 4.11 per cent over August 2012 and, following record totals for the months of June and July, completed a record-breaking summer.

Just over two decades ago this monthly figure would have represented total annual

traffic at Bristol, demonstrating just how far the Airport has come. With passenger numbers for 2013 expected to top six million for the first time in five years at the time of going to press, Bristol remains the only airport in the UK's top ten to see growth each year since the end of 2009.

Airport staff celebrated the landmark with doughnuts and 7-Up (see picture). The next major milestone on the horizon is seven million passengers per annum, which could be achieved in the next two or three years.



Accolade for independent airline

Fresh from being rated the most punctual scheduled airline in the UK (by website FlightOnTime), bmi regional has scooped the prestigious Silver Airline of the Year award at the annual European Regions Airline Association (ERAA) conference in Salzburg, Austria.

The airline became independent in June 2012. launchina a ranae of new routes from Bristol (including Aberdeen, Frankfurt, Milan, Hamburg and Munich) soon after. The judging panel of independent industry experts were particularly impressed by the way bmi regional has re-launched itself as a standalone operator, establishing its own operational, commercial and support infrastructure.

By combining the agility of a start-up business with the heritage of a great brand, bmi regional has quickly developed an expanding network in which Bristol features strongly.



Pictured from left to right: Sam Vincent and Captain Jamie Summers of bmi regional celebrate with Bristol Airport's Aviation Director, Shaun Browne. First Officer Cara Traynor and Hayden Tuckey look on from the aircraft steps.

Our community

Community Fund flying high

The Airport Environmental Improvement Fund was set up in 2012 to support local community initiatives, with an annual contribution by Bristol Airport of £100,000. In the first nine months of 2013, 18 projects received grants totalling over £68,000. Any funds not allocated at the end of the year will rollover into 2014, when a further £100,000 will be added to the pot.

The North Somerset Enterprise Agency, Barrow Gurney Village Hall and Winford Church of England Primary School are amongst the organisations to have received support in 2013. Another initiative to receive funding was an educational project for the North Somerset Agricultural Society. The Countryside Day was held on the North Somerset Showground and hosted over 2,300 school children from across Bristol and North Somerset. Activities throughout the day ranged from dry stone walling, fly fishing and other rural crafts, as well as learning different aspects of the food production process.

The Community Fund also assisted Backwell School in hosting a number of community arts workshops as part of North Somerset Arts Week in May. Thanks to a grant from the Fund, courses were made available at affordable prices ensuring they were accessible to all families in the area. Local tutors ran sessions on screen printing, ceramics, stained glass and other crafts, for children and adults alike.





Kick start for Felton Flyers

A new local football team for under 12s in Felton was formed in August 2011. Such was the interest in the Felton Flyers, that a second age-group team for younger boys and girls has now been set up, meaning additional kit was required. Enter Bristol Airport, who agreed to be the shirt sponsor for the local junior team, who finished seventh and reached the semi-finals of the league cup last season.



Locking School pupils look behind the scenes



Ryanair's Base Captain, Jonathan Moss, and his airline colleagues arranged for pupils from Locking Primary School in Weston-super-Mare to visit the Airport in July.

During the day the pupils visited the terminal and fire station to see different aspects of the operation and gained an insight into the wide range of activities which go on behind the scenes at a busy airport. The visit also included completing lesson-based activities on flight, geography and travel.

Display teams drop in for Balloon Fiesta



The Airport played host to the Red Arrows and Typhoon aerobatic display teams in August ahead of their displays at the Bristol International Balloon Fiesta. Local aircraft enthusiasts were treated to a spectacular sight as the Arrows arrived in formation.

The Fiesta weekend saw the culmination of months of planning between the event organisers and the NATS Air Traffic Control team at the Airport, with over 150 hot air balloons in the surrounding airspace.

Airport people

Meet the team – Sue Watson, Airport Services Manager, OCS

As the Airport Services Manager for OCS at Bristol Airport, Sue Watson heads up the team responsible for providing assistance to passengers with reduced mobility (PRM), from arrival at the airport to boarding their flight. Sue tells *Your Airport* about the challenges involved in providing this important service, and the varied experience she brings to the job.



Although I have worked at Bristol Airport for 17 years, including the last five in my current role with OCS, my career prior to this has given me a wide range of experience to call on, from a stint in sales to a spell running my own boutique. I also spent a couple of years in the US, where I set up a voluntary service on the maternity wing of a hospital.

All of this can come in very handy managing a team of 40 people in a fast moving airport environment. Roles range from drivers of the specialist 'ambi-lift' we use to transport passengers in wheelchairs onto aircraft, to customer care agents who are responsible for accompanying our customers on their airport journey, and controllers who keep the team informed about where they need to be at any given time. Working in a 24 hour operation we have to be available to help passengers around the clock so I am always on call, meaning my mobile phone is never far away! At busy times I lend an extra pair of hands, doing anything from pushing passengers in wheelchairs to driving the

From our help desk opposite WHSmith in the terminal's check-in concourse, my team are on hand to help any passengers with reduced mobility requiring assistance. However, by

notifying their airline of any requirements in advance, passengers can help us ensure we have resources immediately available, speeding their own journey through the Airport.

Departing passengers are met on the forecourt or in the Express Drop Off car park before being accompanied through check-in and security and into the departure lounge. They then receive assistance boarding their flight, using the ambi-lift if required.

Passenger numbers continue to grow, and Airport facilities are being developed and enhanced – but we still strive to retain the personal touch. However, one of the biggest challenges is the increasing number of passengers requiring assistance, perhaps as a result of a growing awareness of the service we offer. Five years ago we assisted 28,000 passengers per annum. This figure has now more than doubled to in excess of 60,000.

I am a 'people person', and I enjoy being able to give good service to this growing customer base. The knowledge that we are extending the travel opportunities of so many passengers with reduced mobility gives me and the team great job satisfaction, making all the hard work worthwhile. It is my job to motivate the team even when it is pouring with rain or blowing a gale out on the apron, and keeping this goal in mind helps us all focus on the task in hand even in tough weather conditions.

I have commuted an hour each way to work every day for the last 17 years, and it is true that the drive to work can be stressful. However, the return journey helps me unwind, and I also like to get away for a relaxing break in the sun when I get the chance. Bristol Airport then becomes my gateway to warmer climes. My next trip will be to visit my sister in Dubai. After that, it's off to Mallorca with the family, including my three grandchildren.

I love travel, so it feels good to provide a service to passengers who might not be able to fly without the assistance we provide.

Calm controller helps John gain his wings

Just what do you give the man who's got everything? This was the problem that confronted Elspeth Higgs as her husband, John (pictured), approached his 65th birthday. Despite not having followed his forebears into Bristol's aviation industry, John had always fancied learning to fly, so a trial lesson was the perfect present. He returned to earth determined to get his pilot's licence, a process which involved dual flights to many of the small airfields dotted throughout the country, before his first solo flight was successfully completed two years later.

John's qualifying cross-country test took him from his new base in Kemble to Shobdon, then on to Dunkeswell before returning home, flying through Bristol Airport's Controlled Airspace Arrangements twice in the process - a potentially daunting experience, but one which John recalls being made easier by the calm and soothing voice of a female air traffic controller.



John soon had the opportunity to put a face to this helpful voice when the Airport's Community Relations Manager, Mike Littleton, arranged for Bristol Aero Club to visit Bristol's Air Traffic Control unit. Duty Watch Manager, Alyson Warren, was the host and during her presentation the penny soon dropped. John realised they had spoken over the airwaves just the week before!

Having initially been apprehensive about flying a light aircraft through Bristol's airspace, John found that, with careful preparation and a helpful controller, a successful outcome to this particular test was achieved. Congratulations John, and a big thank you to Alyson for helping a new flyer to gain his wings.

News round-up

Mystery of lost bear



Attempts to track down the owner of a teddy bear left in a carrier bag in the departure lounge gained worldwide media coverage earlier this year. The antique bear, along with a black and white photo in which it features alongside a young family, were left unclaimed for over a year before the Bristol Airport team decided to go public.

Dated 1918, the photo has α handwritten note on its reverse, in which the words "to our darling daddy" are clearly legible. The names Dora and Glyn are also mentioned, providing family genealogy experts with a vital clue. Several suggestions have been made as to the origins of the mystery bear but, at the time of going to print, neither his owner or a close relative have stepped forward to claim him.

Anyone with information on the bear's rightful owner should contact yourairport@bristolairport.co.uk with details.

Fearless Flyer course helps hundreds

An estimated one in six people are nervous flyers and, in some extreme cases, this can severely limit travel opportunities. For those affected, exotic holidays are out of reach, it becomes difficult to stay in touch with friends and family, and business trips can be a logistical nightmare. To help overcome the problem, a team of experts has linked up with easyJet to operate special flights aimed at conquering the fear of flying.

Since launching last year, over 200 people have successfully flown with Fearless Flyer and are now clocking up their own air miles. The course includes techniques to help nervous flyers, and is hosted by Lawrence Leyton from the Channel 4 show Fear of Flying. A senior easyJet captain explains the principles of flight and answers any questions in preparation for a one hour flight during which the Fearless Flyer team are on hand at all times.

One successful student is Emma Spiers, who works for Ian Allan Travel in Bristol. Since completing the course, Emma's has flown 'fearlessly' to Australia. Emma is pictured with easyJet pilot, Daniel Welch.

Visit www.fearlessflyer.easyjet.com for more details and news on the next available courses.



Gromit checks in



The Rolls Royce sponsored 'Bristol Bulldog' Gromit proved popular with passengers this summer. The sculpture found a temporary home in the check-in area as part of the Bristol-wide 'Gromit Unleashed' public art trail, starring in many family holiday photos while in residence.

Hector highlights sky-high taxes

Local members of the Tax Payers' Alliance joined the campaign to cut Air Passenger Duty (APD) when they visited Bristol Airport with their very own campaign mascot, Hector the Tax Inspector.

Taxes on flights departing from the UK are the highest in Europe, making holidays and business trips expensive as well as making it harder for Britain to compete as a destination for overseas tourists. Suitably attired for a holiday, Hector was a hit with passengers, many of whom expressed their concern about the high level of tax on flying.



Ratings and reviews help inform car park customers

Passengers parking on-site at Bristol Airport can now review their experience following the launch of a new ratings system. By linking up with leading independent review service, Reevoo, Bristol has become the first UK airport to introduce genuine ratings and reviews for car park customers. Star ratings are displayed for all official on-site car parks to help inform the booking process, with more detailed comments just a click away.

Customer satisfaction

of customers would recommend Bristol Car Parks.

reevoo% Read 6,720 reviews

Send your comments to yourairport@bristolairport.com Visit www.bristolairport.co.uk for the latest news from Bristol Airport.



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