

**DRAFT MINUTES OF THE MEETING OF THE
BRISTOL AIRPORT CONSULTATIVE COMMITTEE
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT
ON WEDNESDAY 26th APRIL 2017**

Meeting commenced: 2.30pm

Meeting concluded: 4.12pm

Present:

Barry Hamblin	Chairman
Mr Robert Sinclair	Chief Executive, Bristol Airport
Mr Simon Spooner	CBI
Mr Hugh Kirkbride	TUC
Mr Richard Kent	Head of Development Management, North Somerset Council
Councillor Steven Mitchell	Backwell Parish Council
Councillor Tony Heaford	Chew Valley Cluster of Parishes
Councillor Hilary Burn	Cleeve Parish Council (from minute 1762)
Councillor Ian Porter	Weston-super-Mare Town Council (from minute 1765)
Councillor Gill Patch	Winford Parish Council
Councillor David Glynn	Wrington Parish Council
Councillor Roger Wood	Yatton Parish Council

Also in attendance:-

James Gore, Head of Government and Stakeholder Relations, Bristol Airport
Mark Herbert, Planning Manager, Bristol Airport
Tom McEwen, Customer Service Delivery Manager, Bristol Airport
Jacqui Mills, Public and Community Relations Manager, Bristol Airport
Inspector Barney Gardom, Avon and Somerset Police (part of meeting)
Vicky Brice, Secretary

1759. Apologies for Absence

Apologies were received from Councillor Barry Clark (Bristol City Council) and Melanie King (Environment Manager, Bristol Airport). Councillor Ian Porter (Weston-super-Mare Town Council) had advised that he would join the meeting late, due to a prior commitment.

1760. Declarations of Interest for Local Authority Elected Members

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

1761. Minutes – 25th January 2017

a) Confirmation of Accuracy

RESOLVED: that the minutes of the meeting held on 25th January 2017 be confirmed as a correct record and be signed by the Chairman.

b) Matters Arising

Airport Management tabled an update in relation to measures being taken by easyJet to reduce the noise impact of A320 aircraft in its fleet.

1762. Chief Executive's Report

The Chief Executive gave his report, the key items are as follows:

a) Overview of Current Activities

The Chief Executive advised the Airport would be celebrating its 60th birthday next week with various events taking place to celebrate its past, present and future. A presentation booklet was made available to members. The passenger figure of 15 million+ referred to in the section on the future was an indicative forecast.

The first quarter of 2017 had been very positive with an increase in the seasonal passenger numbers of 12.5%. easyJet flights and load factors had helped to achieve this and the remainder of the year was looking good. There was likely to be additional activity at the Airport on and around the 3rd June 2017 due to the UEFA Champions League Final. Arrangements were in hand and parish council representatives would be updated in due course.

There would be a refresh of the Master Plan during 2018 which would start with the launch of an Issues and Options document. This would cover a 20 year period and would link in with the timetables of the Joint Strategic Plan and Joint Transport Study. Various bodies (including the airport) had provided information to inform these plans. There would be plenty of opportunity for feedback on the Master Plan and the Committee would be kept advised of its progress.

b) Passenger Experience Improvements

Tom McEwen, Customer Service Delivery Manager, would update the Committee on the ASQ results, which had been exceptionally good. The Airport had been shortlisted for an ACI Europe best airport award as well as a number of construction excellence awards. In response to a query regarding queues at a different airport, when travelling back to Bristol, the Chief Executive agreed that personal service was important alongside the technological advances. He explained the two different processes being evaluated for check-in (the two stage process allowing passengers to check in at a remote location, and then just check in the luggage at the airport).

c) Capital Projects

The West Terminal Extension, including the Fast Track facility, had opened and the Chief Executive was of the view that this facility was the best in the world. The new immigration facility, including 10 new eGates, was now available, with a plan to expand the hall next year, following the completion of the security screening project. The car park development on land referred to as Cogloop would be completed shortly and the Hampton-by-Hilton hotel which had recently opened had performed exceptionally well. The majority of guests being leisure passengers but with business and air crew bookings increasing. The meeting rooms had also proved very popular. Some members had taken the opportunity to visit the hotel prior to the meeting. The construction of the first phase of the multi-storey car park would commence shortly which would provide approximately 1000 spaces over initially 3 levels by May/June 2018. It was too early to comment on the second phase of the car park. Work to improve the passenger experience in the departure lounge was in the early stages and would include a revisit of the landside area.

Mark Herbert, Planning Manager, would update members on public transport. The Weston Flyer had come into operation on 30th April 2017.

d) New Routes for 2016

Airport Management was delighted that British Airways had returned with flights to Ibiza, Florence, Palma and Malaga. Ryanair had announced a new route to Cologne and extra flights to Bucharest and Venice. WOW air would shortly introduce a new connection to Chicago (via Reykjavik) in addition to connections to Los Angeles and San Francisco. In response to a question on the recent announcement of a Qatar Airways service from Cardiff Airport, the Chief Executive confirmed that securing scheduled long-haul services remained a priority at Bristol Airport.

1763. Policing at the Airport

Inspector Gardom referred to a couple of incidents and advised that the security threat to UK aviation, which was under constant review, remained at severe. Members received the statistics comparing crime figures for the 1st quarter of 2017, with the last quarter of 2016. There had been an increase in reported crime at the airport, a significant part of this being due to an individual being found guilty of 14 separate theft offences. Inspector Gardom also outlined other incidents whereby two criminals had been apprehended. Two more staff had joined his team with a proactive focus on ensuring the airport was known as “a dangerous place for criminals to operate”. In response to a question he advised that the level of police presence was established using a risk based assessment of the aviation profile.

1764. Questions to the Airport Management – no questions had been received.

1765. Presentation – Surface Access and Public Transport

Mark Herbert, Planning Manager at Bristol Airport, gave a presentation on surface access and public transport to and from the Airport. He set the scene advising that public transport accounted for just under 15% of the travel to/from the airport but that due to the lack of motorway, railway and tram connections, the airport was reliant on bus/coach travel which was impacted by congestion on the local road network. The government wished to see the number of journeys made by sustainable modes of transport maximised and wished to take the necessary steps to address blockages, congestion points or limitations around airports. The competing demands for sustainable travel were reflected in the Joint Transport Plan. Members noted the current number of passengers using the various public transport options including the Flyer, bus and coach services. The Weston Flyer had recently been launched. The market share by area and passenger analysis was also referred to. Airport Management’s strategic policies included improving capacity on the A38, improving connections from the M5, extending the MetroBus network and establishing a closer rail connection. A study had been commissioned (funded by Bristol Airport and North Somerset Council) to consider options to improve access between the Airport, North Somerset and Bristol, but it was likely that resulting schemes would also require support from central Government. Reference was made to the West of England Transport Vision/partnership. Officers responded to a few questions raised. In particular, it was agreed that future plans and visions (including the Airport’s Master Plan) would need to consider likely advancements in technology and the impacts, including, for example, driverless cars.

The Chairman thanked Mark Herbert for the presentation.

1766. Planning Update – no further updates.

1767. Bristol Airport Consultative Committee representation on the CAA Community Discussion Forum and input to the Department of Transport's Airspace and Noise Engagement

The Committee received the notes of the CAA Community Discussion forum meeting on 24th January 2017 which had been attended by the Chairman. A key topic had been how to consult on proposals to the airspace change process and the imminent Department for Transport consultation on modernising the way UK airspace is managed. This consultation had now been received, with a response date of 25th May. The Chairman took the committee through the consultation questions giving members an opportunity to express their views. Members noted the tiering arrangements and commented that whatever procedures the Department of Transport adopt they should be consistent with other planning procedures and even where it does not involve a planning application, the local authority should be consulted. Members considered impacts on health to be important and understood this guidance would improve transparency. The proposed Independent Commission on Civil Aviation Noise (ICCAN) would be an advisory body which aimed to provide an independent standard through which noise impacts could be clearly communicated to the public. The Chairman raised a suggestion of higher landing charges for noisy aircraft. However, the level of noise of aircraft at the airport was unlikely to trigger such charges and there were comparatively stringent criteria and quota counts in place at the airport, which may not be reflected in a national strategy. The airport provided extensive information relating to noise and community funding was provided to support various worthwhile schemes including noise insulation. A member suggested that noise was more obvious in rural areas, as there was little continuous background noise.

RESOLVED: In response to questions raised in Chapter 4 (page 38) the Committee would respond to say that whatever procedures the Department of Transport adopt should be consistent with other planning procedures and even where it does not involve a planning application, the local authority should be consulted.

1768. UKACC's Annual Meeting

The Chairman and Secretary would be attending the Annual Meeting in June 2017. Members were given the opportunity to mention any items they wished for the Chairman to raise at the meeting. It was noted that the agenda included a presentation from the CAA on the draft airspace design guidance.

1769. Statistics

a) Passenger

The Committee received a report setting out comparable passenger statistics for 1st January 2017 to 31st March 2017 against the same period last year. The figures reflected significant international passenger growth, but without a corresponding increase in aircraft movements due to load factors and mix of fleet.

b) Aircraft Movements

The Committee received a report setting out comparable aircraft movements for 1st January 2017 to 31st March 2017.

c) Flyer Volumes

The Committee received a graph setting out the total passenger volumes for the Bristol Flyer service for the period July 2011 – March 2017.

RESOLVED: that the report be noted.

1770. Environmental Effects Working Party and Environmental Monitoring Report

Members received the Environmental Monitoring Report for January – March 2017 together with the draft minutes of the meeting of the Environmental Effects Working Party held on 11th April 2017.

RESOLVED: that the report and minutes be noted.

1771. Operations Monitoring Report 2016

Members received the Operations Monitoring Report 2016 providing statistical information on the operational activities of the Airport, and their impacts on the environment and local community, during 2016. A few questions were raised regarding the Carbon Footprint (Scope 1 – use of heating/red diesel, Scope 2 Grid Electricity – why this is mixed and not just green electricity and the number of electric vehicles purchased). In relation to the airlines carbon footprint, Airport Management advised that this was not within Scope 1 and couldn't be controlled by the Airport although the Airport worked closely with airlines to reduce their impact. There were a number of initiatives to improve the use of renewable sources. The total carbon emissions had decreased. Reference was also made to the recording of particulate matters and their effects on staff, being compared to other figures/airports. It was noted that there was no guidance at present in relation to ultrafine particulates. Airport Management would consider the queries raised and respond as appropriate.

1773. Service Quality Report and ASQ results

The Committee received a report identifying customer feedback and complaints for the period January - March 2017. Some of the complaints had related to the immigration queues and executive lounge which had been disrupted with the works in these areas. The ASQ results for Quarter 1 had been the best ever for this quarter, with the Airport being assessed as 1st in the UK for overall satisfaction, for three quarters running, and 14th in Europe. 22 out of 36 results had improved on previous scores. Other areas receiving particularly high scores related to cleanliness, the business lounge and courtesy of staff. A larger team of staff had been recruited. A service delivery recognition award process had been launched to enable people to nominate staff for exceptional customer service. In response to a question, it was noted that whilst there were questions relating to parking, they did not go into specific details. A member raised the pick-up/dropping off arrangements but was advised that the distance from the terminal was necessary in terms of security and was difficult to improve upon given the geography of the area. There was a longer term plan to expand the area further south to ease congestion and a moving walkway was a future aim. The Airport had invested heavily in capital projects over recent years.

RESOLVED: that the report be noted.

1774. People – Update

The Committee received a report updating on various initiatives including Recruitment, Seasonal Recruitment 2017, Employability, Employee Development and Work Experience, Placements and Apprenticeships.

RESOLVED: that the report be noted.

1775. Bristol Airport Local Community Fund

Members received the draft minutes of the meeting held on 16th March 2017. £145,000 had been added to the fund and a total of £56,145.50 had been donated or pledged to various projects – the majority of which had related to noise insulation. Members noted the dates of future meetings and that applications would need to be submitted two weeks prior to the meeting. Members also noted that £24,000 had been raised for charity during 2016 - £20,000 being donated to the Children's Hospice South West and £4,000 to the Poppy Appeal. The recent Airmiles Day had been enjoyed by 40 children.

1776. 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.

1778. Items of General Interest

The Committee received an item of interest report updating members on the UK Airspace Policy Consultation, the Airports National Policy Statement: new runway capacity and infrastructure at airports in the south-east of England and the CAA: Draft airspace design guidance.

RESOLVED: that the report be noted.

1779. Notification of Items of Business for the Next Agenda

No specific items were raised for inclusion on the next agenda.

1780. Any Other Business

The next meeting would be held at 2.30pm in the Bristol Room on Wednesday 26th July 2017. The Secretary would need to receive any questions for Airport management by 5th July 2017.

There being no further business, the Chairman declared the meeting closed.