

**DRAFT MINUTES OF THE MEETING OF THE  
BRISTOL AIRPORT CONSULTATIVE COMMITTEE  
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT  
ON WEDNESDAY 25<sup>TH</sup> APRIL 2018**

**Meeting commenced: 2.30pm**

**Meeting concluded: 4.40pm**

**Present:**

Barry Hamblin	Chairman
Janis Kong	Chairman of Bristol Airport
Hugh Kirkbride	TUC - Bristol & South West region
Councillor Steven Mitchell	Backwell Parish Council
Councillor Liz Richardson	Bath and North East Somerset Council
Councillor Barry Clark	Bristol City Council
Simon Spooner	CBI South Western Region
Councillor Tony Heaford	Chew Valley Cluster of Parishes
Councillor Hilary Burn	Cleeve Parish Council
Robert Durie	GWE Business West
Councillor Peter Bryant	North Somerset Council
Councillor Ian Porter	Weston-super-Mare Town Council
Councillor Gill Patch	Winford Parish Council
Councillor David Glynn	Wrington Parish Council
Councillor Roger Wood	Yatton Parish Council
Mr Richard Kent	Head of Development Management, North Somerset Council

**Also in attendance:-**

Paul Baker, Surface Access Strategy Manager, Bristol Airport  
Simon Earles, Planning and Sustainability Director, Bristol Airport  
James Gore, Head of Government and Stakeholder Relations, Bristol Airport  
Liz Higgins, Planning Manager, Bristol Airport  
Tom McEwen, Customer Service Delivery Manager, Bristol Airport  
Holly Miller, Consultation and Engagement Executive, Bristol Airport  
Jacqui Mills, Public Relations and Community Manager, Bristol Airport  
James Shearman, Head of Sustainability, Bristol Airport  
Inspector Barney Gardom, Avon and Somerset Police (until minute 1847)  
Vicky Brice, Secretary

**1842. Apologies for Absence**

No apologies had been received. The Chairman welcomed Paul Baker (Surface Access Strategy Manager) and Holly Miller (Consultation and Engagement Executive) to their first meeting of the Committee.

**1843. Declarations of Interest for Local Authority Elected Members**

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

#### **1844. Minutes – 24<sup>th</sup> January 2018**

It was noted that the figure shown in the summary of the press release for passenger numbers in 2017 (agenda item 16 refers) should read 8.1m passengers (not 6.1m passengers).

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

**RESOLVED:** that the minutes of the meeting held on 24<sup>th</sup> January 2018 be confirmed as a correct record and be signed by the Chairman subject to the wording in minute 1832 on the Planning Report being clarified to reflect that it had been reported, rather than agreed, that it would be better to extend the terminal to the South rather than the East.

##### **b) Matters Arising - None**

#### **1845. Bristol Airport Report**

The Chairman gave her report on the following subjects:

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

There had been an unusual decline in passenger numbers for March, when compared to the same period in the previous year, due to the snow. Whilst it had been necessary to cancel 400 flights, the staff had worked incredibly hard to minimise disruption and their hard work had been recognised.

50 new staff had been recruited with approximately 300 people working directly for the airport, and more than 3,000 working on site. The job fairs had been very successful, including the event held at Weston College. The recently appointed Chief Executive Officer, Dave Lees, would take up his post on 1<sup>st</sup> August 2018.

The contracts for five catering units were being tendered, with the aim of providing more choice, new brands and value for money for passengers.

The first stage of the Master Plan consultation had ended in January, with 1,750 responses being received. The airport had met with a number of parish councils. The Chairman thanked those taking part in the consultation and valued the feedback received. Further details had been sought on the phasing. The Noise Action Plan would follow the Master Plan consultation.

##### **b) Passenger Experience Improvements**

The Weston Flyer service had helped with recruitment and would be expected to grow with continued marketing support. The Bristol Flyer numbers had been lower than previously thought, following an operator error, and the previous figures had been re-adjusted so show an accurate comparison to current usage. A presentation on the Annual Operations Report, including an update on usage of public transport, would be made later in the meeting (minute 1853 refers).

The Chairman referred to an incident with an off-site parking operator. Bristol Airport was not associated with the company concerned. The airport team and Police had assisted passengers affected. The Airport had invested in its own car parking facilities, including the extension of the Silver Zone area, the new multi-storey car park last year and the new multi-storey car park due to be opened on 14<sup>th</sup> May 2018.

c) **Capital Projects** – as above.

d) **New Routes for 2018**

TUI's Boeing 787 Dreamliner had returned with flights to Mexico and Florida, and a new route to Punta Cana in the Dominican Republic. Flights to Hurghada in Egypt had also been introduced this summer, and there was increased capacity on several existing flights. Bmi regional had provided additional flights between Bristol and Paris (Charles de Gaulle) and Ryanair had announced the return of its Shannon route.

#### **1846. Policing at the Airport**

Inspector Barney Gardom provided an update on the crime statistics relating to Bristol Airport. There had been a decline in the level of crime this quarter, which had been attributed to natural fluctuation. The national security threat remained at severe. The severe weather had tested his team's resources as they managed passengers affected by flight cancellations etc. He referred to the off-site parking incident – the investigation was ongoing. The stag and hen parties were evident this season and a great deal of work had taken place regarding drunk and disruptive passengers. His team had worked closely with the Airport control centre staff.

**1847. Questions to Airport Management** – none.

#### **1848. Master Plan - Update**

Members received an update on the Master Plan. Stage 1 of the public consultation had closed on the 26<sup>th</sup> January 2018 after a 10 week consultation period and 13 drop in events. The Master Plan had included five pillars and three scenarios demonstrating what a 20m passenger airport could look like in 2045. The scenarios had illustrated different ways in which the airport could be developed. 1,750 responses had been received, including 80 from organisations, from a wide geographical area. A wide range of issues had been raised including surface access, speedier security, carbon footprint and international travel. The feedback, which was being independently reviewed, would be published showing the issues raised under different themes.

Following this review, the second stage of the consultation would take place between 14<sup>th</sup> May 2018 and 6<sup>th</sup> July 2018. This would include direct mail to 30,000 households, as well as 20 consultation events, giving further detail on phasing, timing and detail of developments (short, medium and long-term). The Master Plan contained sections on growth to 15m and 20m passengers – which would also include mass transit, transport improvements and landscaping and screening enhancements. In parallel with this, a pre-application consultation would be held for a planning application to increase the passenger limit to 12m passengers. This approach is important to enable the airport to continue to meet demand and would include proposals for transport improvements, whilst retaining flexibility and making best use of the site. The pre-application consultation would include proposals for a new canopy at the front of the terminal, extensions to the terminal, the addition of a third multi-storey car park, local junction improvements, an on-site gyratory system and airfield enhancements. There were no plans to increase the annual number of night flights currently permitted. The consultation would be advertised in newspapers, on-line and on social media.

Airport Management responded to a number of questions and comments raised by members. The key areas raised included the recording and managing of responses received into themes and noting the views on each scenario and alternative views (such as no growth), the importance of the expansion of the airport and the long-term vision, especially in terms of the economy and employment, seasonality

issues, and the need for mass transit at an earlier stage in the process. Airport Management made reference to two major on-going transport studies. The detail of the Master Plan would evolve through the process and would inform policy makers of future development plans.

The presentation would be circulated to members.

#### **1849. Planning Update**

Liz Higgins, Planning Manager, tabled a list of forthcoming planning applications at the meeting. This included operational development requests under the General Permitted Development Order (New Admin Building, 2 no. Coaching Gates and Silver Zone internal access road) and Reserved Matters under the 2011 Planning Consent (Car Hire Consolidation Centre, Aircraft Stands and Acoustic Fence). Outstanding reserved matters would need to be submitted by February 2019. The application relating to the change of use of land to the south east of the runway adjacent to the A38 had been approved subject to conditions.

#### **1850. UKACC's Annual Meeting**

The Chairman and Clerk would be attending the Annual Meeting in June 2018. The Committee did not wish for any specific matters to be raised at this meeting.

#### **1851. Statistics**

##### **a) Passenger**

The Committee received a report setting out comparable passenger statistics for 1<sup>st</sup> January 2018 to 31<sup>st</sup> March 2018 against the same period last year.

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

The Committee received a report setting out comparable aircraft movements for 1<sup>st</sup> January 2018 to 31<sup>st</sup> March 2018.

##### **c) Public Transport Use**

Members noted that this would be mentioned within the Annual Monitoring Report and included on the agenda of the next meeting.

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

#### **1852. Environmental Effects Working Party and Environmental Monitoring Report**

The Environmental Monitoring Report for January – March 2018 was tabled at the meeting, together with the draft minutes of the meeting of the Environmental Effects Working Party held on 18<sup>th</sup> April 2018.

#### **1853. Annual Monitoring Report 2017 and Updates on Noise Insulation Grant Scheme and Noise Action Plan**

James Shearman, Head of Sustainability, presented a short summary of the Annual Operations Report for 2017 which was published on 30<sup>th</sup> April 2018 on the airports website within the section

'Environmental Performance' (<https://www.bristolairport.co.uk/about-us/environment>). The presentation gave an overview of key statistics for the year, including passenger numbers, the most popular destination for 2017 (Dublin), aircraft movements, noise contours and complaints, carbon and climate change, waste management, public transport use and community engagement (fundraising). A member referred to the phasing out of diesel and electric re-charging points. The full report did refer to two electric vehicles on site and LED lighting projects which had been implemented. Further details on topics addressed to the committee as above are presented in the full report. A copy of the report and contour map would be sent to Councillor Burn. The map would also be posted to Councillor Patch.

The Noise Insulation Scheme Guidelines have been updated and are on the airports website. The Airport is finalising an interactive contour map and the guidelines have been updated to refer to the availability of a mobile noise monitor which could help inform further decisions, on a case by case basis. Two applications had been received so far this year.

The Noise Action Plan, which is a legal requirement, was being updated and drafted to cover the period 2019 – 2024. An extension had been secured to enable the consultation to take place on 10<sup>th</sup> July 2018 for 12 weeks (thereby following the Master Plan consultation period). The draft plan would be submitted in August 2018 to the Department of Environment, Food & Rural Affairs (DEFRA) with the final document, responses to the consultation and associated amends where applicable to be submitted by the end of October 2018. If the airports Noise Action Plan meets the criteria after review by DEFRA the documents will be adopted and published by early in 2019. A question was asked concerning ground noise monitoring and a member considered that this should be carried out over the summer period. The airport acknowledged this and any applicable actions would be incorporated at the appropriate time. A new easyJet fleet was gradually being introduced and a summary of their plans, once obtained and if permissible, would be circulated to members. The final Noise Action Plan would reflect plans for next generation aircraft to be located at the airport with means to incentivise their use. The Committee welcomed the updates provided.

#### **1854. Service Quality Report and ASQ results**

The Committee received a report identifying customer feedback and complaints for the period January to March 2018, with some comparisons for the same period last year. The severe weather had caused disruption leading to complaints with flights being cancelled or delayed. As such, the airport had rated a disappointing 7<sup>th</sup> in the UK for overall satisfaction which had reflected these difficulties and the disruption caused by building work and adjusting to the new self-service baggage system. However, the ASQ results had been positive in many respects, being rated 2<sup>nd</sup> in the UK for waiting time at security and for cleanliness and 3<sup>rd</sup> for ambience and courtesy of staff. Many more compliments were now being received informally via twitter.

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

#### **1855. People – Update**

The Committee received a report updating on various initiatives including recruitment, learning and development and work experience, placements and apprenticeships. The annual "Above and Beyond" Awards Dinner had also been a successful event.

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

#### **1856. Bristol Airport Local Community Fund and Diamond Fund**

The previously scheduled meeting of the Local Community Fund had been postponed due to snow and members views had been sought on the applications received. In total, £36,709 had been granted or pledged to 9 projects (including 5 projects agreed at the December's meeting but funded from the 2018 budget). Since the fund had been set up, more than £720,000 had been donated to community projects. A report on a new community fund, known as the Diamond Fund, was tabled at the meeting. This would make £60,000 available to support people, projects and events which are not currently eligible for donations from the existing Local Community Fund. The fund, which would be managed by the Airport Management Team had already benefitted three projects. A press release was being issued and local councils were being contacted. Holly Miller would be the primary contact for this new fund. A drop-in community event would also be held on Friday 27<sup>th</sup> April and members were very welcome to attend. The Airport had also hosted 8 media students, arranged an "Air Smiles" day and been involved in Bristol's poetry competition.

#### **1857. 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.

#### **1858. Items of General Interest**

The Committee received an item of interest report including Bristol Airport's work on assisting people with hidden disabilities. The Chairman updated members on the Airspace Design and the need for involvement from local planning authorities (comments on the new National Planning Policy Framework (PPG 24) would be welcome. He outlined the format and work of the Community Discussion Forum (CAA) and the Airspace and Noise Engagement Group (Department of Transport). He also explained the rules regarding obstruction of airspace which necessitated the removal of the hedge.

**RESOLVED:** that the report be noted

#### **1859. Notification of Items of Business for the Next Agenda**

The next agenda would include an item on the Annual Monitoring Report 2017 to enable feedback to be given. A report on surface access would also be presented.

#### **1860. Any Other Business**

The next meeting would be held at 2.30pm in the Bristol Room on Wednesday 25<sup>th</sup> July 2018. The Secretary would need to receive any questions for Airport management by 4<sup>th</sup> July 2018.

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