

**DRAFT MINUTES OF THE MEETING OF THE BRISTOL AIRPORT CONSULTATIVE COMMITTEE
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT
ON WEDNESDAY 25TH JULY 2018**

Meeting commenced: 2.30pm

Meeting concluded: 4.33pm

Present:

Barry Hamblin	Chairman
Janis Kong	Chairman of Bristol Airport
Dave Lees	Incoming Chief Executive of Bristol Airport
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
Councillor Peter Bryant	North Somerset Council
Councillor Gill Patch	Winford Parish Council
Councillor David Glynn	Wrington Parish Council
Councillor Roger Wood	Yatton Parish Council

Also in attendance:-

Paul Baker, Surface Access Strategy Manager, 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
Jacqui Mills, Public Relations and Community Manager, Bristol Airport
Holly Osman, Consultation and Engagement Executive, Bristol Airport
Nigel Scott, Business Development Director, Bristol Airport
James Shearman, Head of Sustainability, Bristol Airport
Vicky Brice, Secretary
Lorraine Robertson, Executive Assistant, Bristol Airport (observing)

Prior to the meeting, members watched a presentation showing staff and business partners celebrating Bristol Airport winning the ACI Best Airport Award (5 -10mppa).

1861. Appointment of Chairman

The Chairman, Barry Hamblin had been appointed for a three year period 2016-2019.

RESOLVED: that the appointment of Barry Hamblin as Chairman for the forthcoming year be noted.

1862. Membership of the Committee 2018/19

The membership list had been updated to reflect the changes during the year. This included the appointment of Chief Executive Officer, Dave Lees. Members noted that Paul Henshall no longer worked in the travel industry and, as such, a replacement representative for ABTA/GTMC would be sought. Further consideration would be given to passenger representation.

1863. Apologies for Absence

Apologies for absence had been received from Hugh Kirkbride (TUC Bristol & South West region), Councillor Steven Mitchell (Backwell Parish Council), Councillor Ian Porter (Weston-super-Mare Town Council), Mr Richard Kent (Head of Development Management, North Somerset Council). Mr S Earles (Planning and Sustainability Manager, Bristol Airport) and Inspector Barney Gardom (Avon and Somerset Police) had also submitted their apologies.

1864. Declarations of Interest for Local Authority Elected Members

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

1865. Election of Vice-Chairman for 2018/19

Councillor Ian Porter was currently Vice-Chairman of the Committee and had indicated he would be willing to continue in this role. No further nominations were received.

RESOLVED: that Councillor Ian Porter be elected Vice-Chairman for 2018/19.

1866. Appointment of Secretary for 2018/19

Vicky Brice had indicated she was willing to continue in this role.

RESOLVED: that Vicky Brice be appointed as Secretary for 2018/19.

1867. Constitution

Members considered the constitution which had been updated last year to include guidance on the appointment of chairman, membership and meetings.

RESOLVED: that no changes be made to the constitution.

1868. Dates and Times of Meetings 2018/19

RESOLVED: that the meetings be held at 2.30pm in the Bristol Room, Bristol Airport on the following dates:-

Wednesday 31st October 2018

Wednesday 30th January 2019

Wednesday 24th April 2019

Wednesday 24th July 2019 - AGM

1869. Minutes – 25th April 2018

a) Confirmation of Accuracy

RESOLVED: that the minutes of the meeting held on 25th April 2018 be confirmed as a correct record and be signed by the Chairman.

b) Matters Arising - None

1870. Bristol Airport Report

The Chairman, Janis Kong, welcomed Dave Lees to the meeting who would be taking up his position as Chief Executive Officer from 1st August 2018. He introduced himself to members, outlining his background in the aviation industry. Janis Kong reported on the following matters:

a) Overview of Current Activities

It had been an exciting few weeks with Bristol Airport winning the ACI Best Airport Award (5 - 10mppa) and hosting a visit by the Aviation Minister, Baroness Sugg, to view the newly installed hold baggage screening equipment. Bristol Airport's efforts to reduce its carbon footprint had been recognised with a Level 2 accreditation from a global industry programme. Members noted that there had been an overall reduction in carbon emissions, whilst the airport continued to grow.

The unusually hot weather had not yet impacted on passenger numbers and the airport was performing well and on track to record its busiest year ever. She emphasised that the airport was committed to improving community relations and many local residents had enjoyed the recent barbecue which coincided with the visit of the Red Arrows.

She advised that Dave Lees would now be attending the meetings of the Committee and would present the report in future. She expressed her thanks to members for their support over the last year. She had enjoyed working with members and had gained a further understanding of the opportunities and challenges faced by stakeholders.

b) Passenger Experience Improvements

The improvement in facilities following investment in the West terminal extension, improved security facilities, the recently opened multi-storey car park and new retail brands had improved passenger experience. There were challenges, especially in relation to baggage reclaim and members' experiences reflected this. The key issue had related to recruitment and training challenges, particularly the time taken to issue airside passes. This was being addressed.

c) Capital Projects – as above.

d) New Routes for 2018

easyJet had introduced new routes to Ostersund (Sweden), Larnaca (Cyprus), and Sofia (Bulgaria) bringing the total destinations they flew to from Bristol to 68.

1871. Policing at the Airport

Inspector Barney Gardom had been unable to attend the meeting but had provided a written report updating the Committee on the security threat level, Project Servator, refining plans relating to Stag and Hen groups and advising that investigations into the off-site parking incident had been concluded.

1872. Questions to Airport Management

Councillor Burn provided a written question to Airport Management regarding the definition of capacity in relation to the statement that "Bristol is planning to expand capacity on the ground but there are no plans to change the structure of the airspace". Airport Management tabled a reply

explaining that the term in the context of the question related to the infrastructure required to process passengers and outlining the background to Airspace Change. While airspace change was not a requirement for growth to 12mppa, the Airport was committed to exploring opportunities to improve airspace arrangements in the long term, which would be overseen by the CAA under the CAP1616 process and would involve full consultation with local communities.

In response to a question, Airport Management advised that future airspace change would be governed by a separate process (as explained above) to the current Master Plan consultation and forthcoming planning application for growth to 12mppa. This process would include a statement of need and would be fully consulted upon at that time. Airport Management would present details of the CAP1616 process to the next meeting of the Committee.

The effect of Brexit on the aviation industry was not certain but the aviation industry was mindful of this topic.

1873. Master Plan - Update

Members received an update on the Master Plan following the conclusion of the second stage of the consultation. 1,000 responses had been received, with 200 people attending the 20 consultation events. There had been a high level of consultation and the responses were being analysed. Common themes included surface access, the environment and car parks. Whilst the formal consultation had closed, engagement continued and Airport Management would be happy to talk to local councils etc. The next step would be the publishing of a draft plan for further consultation early in the New Year.

1874. Planning Update

Liz Higgins, Planning Manager, thanked those commenting on the Master Plan as the responses would help inform the preparation of the 12mppa planning application. The detailed supporting documents were being prepared for submission to North Somerset Council and she confirmed that this would include an Economic Impact Assessment and consultation report. The EIA scoping assessment had been submitted and the response was awaited. This would inform the Environmental Statement. It was envisaged that the planning application would be submitted in autumn 2018 and the details (including draft surface access and travel plan) would be presented to the next meeting of the Committee.

1875. Surface Access Update

Paul Baker, Surface Access Strategy Manager, gave a detailed report on surface access. There would be a Surface Access Strategy Action Plan for 2018-22, and a longer-term strategy to 2035. He highlighted the key achievements to date and outlined a package of measures being considered for transport improvements for the 12mppa growth. This included public transport improvements, strategic highways/rail studies (including the Bristol South West Economic Link (BSWEL) study) and local highway and junction improvements. He referred to the public transport services, the parking summit held in June 2018 and confirmed that the draft Action Plan and Travel Plan would be available in October.

In response to a question, Airport Management confirmed that the Airport was working towards the 15% modal share target set in the 2011 planning approval, and anticipated that this would be achieved through the Action Plan and Travel Plan. 12% was already being achieved, which was good

given the level of connectivity. The BSWEL study would look at economic and transport benefits and options taken forward at that stage would consider the environmental impact.

A member drew attention to a local planning application which had been refused. Airport Management also confirmed the membership of the Transport Forum.

1876. Appointment of Representative to serve on the Airport's Transport Forum for 2018/19

Councillor Ian Porter, as the current representative, had indicated that he would be happy to continue in this role. There were no other nominations.

RESOLVED: that Councillor Ian Porter be appointed as the representative to serve on the Airport's Transport Forum for 2018/19.

1877. Annual Monitoring Report 2017

James Shearman, Head of Sustainability, referred to the Annual Monitoring Report, which had been verified and drew members' attention to a correction on the number of night flights which had been corrected online (<https://www.bristolairport.co.uk/about-us/environment>). He would welcome feedback. In response to a question, Airport Management confirmed that the carbon footprint had been verified independently and the aspiration was to be carbon neutral by 2030. A member expressed concern that any changes to night noise conditions could result in a more night time flights in the summer months, and also raised concern regarding the timing of the 5.30am flight to Palma. Members noted that there was a movement limit and a quota count limit. The quota limit was being reviewed, following best practice, with mitigation measures. Page 17 of the report explained how the scheme to carry over flights was employed. Quieter aircraft were encouraged. This item would be included on the agenda of the next meeting.

1878. Draft Noise Action Plan

James Shearman, Head of Sustainability, reminded the Committee that the Noise Action Plan 2019-2024 had been published online with a consultation period of 10th July 2018 – 2nd October 2018. He would welcome a response from the Committee and encouraged members to respond. He would be happy to discuss the plan with individual members in more detail. In response to a question, members noted that quieter aircraft were encouraged but that the "worse case scenario" was used when preparing the noise action plan. A member also felt that noise had increased referring to the Congresbury and Felton monitors.

1879. Statistics

a) Passenger

The Committee received a report setting out comparable passenger statistics for 1st January 2018 to 30th June 2018 against the same period last year.

b) Aircraft Movements

The Committee received a report setting out comparable aircraft movements for 1st January 2018 to 30th June 2018. The increase in charter flights was referred to.

c) Public Transport Use

Public Transport Services, including flyer services, had been mentioned within the Annual Monitoring Report.

1880. Environmental Effects Working Party and Environmental Monitoring Report

The Environmental Monitoring Report for April - June 2018 was circulated with the agenda, together with the draft minutes of the meeting of the Environmental Effects Working Party held on 10th July 2018.

1881. Update on other Planning Matters

Liz Higgins, Planning Manager, updated on the planning applications/GPDO requests which had recently been submitted to North Somerset Council. This included the new admin building, the Eastern walkway and 3 no. aircraft stands. She also outlined imminent planning applications/GPDO requests/reserved matters which included staff bus waiting area, car hire consolidation centre, airline offices, use of Cogloop, drainage application and south side taxiway and apron. A list of these applications was made available at the meeting.

1882. Service Quality Report and ASQ results

The Committee received a report identifying customer feedback and complaints for the period April to June 2018, with some comparisons for the same period last year. Tom McEwen gave a brief report on the ASQ results (more details to follow with the minutes) and was pleased to note that, whilst the issues with baggage drop had been an issue this quarter, the Airport had been ranked 3rd in the UK for overall satisfaction, had a higher score in 30 of the questions when compared to the Quarter 2 last year, and had the best ever Quarter 2 results in 22 areas. The courtesy of staff, especially security, had been particularly high, enhancing the passenger experience. He also advised that three teams had been trained to deliver dementia awareness and a new Customer Relations Manager had been appointed.

RESOLVED: that the report be noted.

1883. People – Update

The Committee received a report updating on various initiatives including recruitment, learning and development and work experience, placements and apprenticeships. An Employee Forum had also been launched.

RESOLVED: that the report be noted.

1884. Bristol Airport Local Community Fund and Diamond Fund

Members received an update on the Bristol Airport Local Community Fund and Diamond Fund, together with the draft minutes of the meeting held on 1st June 2018. In total, £77,669 of the Local Community Fund had been granted or pledged to projects during 2018. This had included £33,262 of Noise Insulation Grants. A grant had been given to North Somerset Enterprise Agency to hold a “starting in business” course for the core area. Funds remained to bring forward projects. £33, 556 of the Diamond Fund had been granted or pledged to 28 projects. Details of applying for funding, with an application form, could be found on the website.

1885. 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.

1886. Items of General Interest

The Committee received an item of interest report which updated on “Making the best use of existing runways (Department of Transport, June 2018)” and the report on “Supporting people with hidden disabilities at UK Airports”.

RESOLVED: that the report be noted

1887. Notification of Items of Business for the Next Agenda

The next agenda would include an item on Annual Monitoring Report 2017.

1888. Any Other Business

The Chairman gave a brief update on UKACC’s, CAA and DfT matters. He had become a member of the UKACC’s working group and thanked members for their comments on Guidelines for Airport Consultative Committees. He suggested that Sally Stolworthy, who had carried out this consultation, be invited to a meeting of the Committee. Further consideration would be given to Environmental representation on the Committee.

The Chairman advised that Bristol Airport had been praised for its work on assisting passengers with hidden disabilities. He referred to the need to replace PPG24 and some duplication of effort between the CAA and DfT. He also referred to the Draft Airspace Modernisation consultation and a Noise report which would be available in August, with comments by September. Reference was made to medical studies.

A review of signage at the Airport was in hand and a tour for members would be arranged just prior to the next meeting to assist in this process.

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