

**DRAFT MINUTES OF THE MEETING OF THE BRISTOL AIRPORT CONSULTATIVE COMMITTEE
HELD IN CLEEVE VILLAGE HALL
ON WEDNESDAY 31ST OCTOBER 2018**

Meeting commenced: 2.30pm

Meeting concluded: 4.26pm

Present:

██████████	Chairman
██████████	Chief Executive of Bristol Airport
██████████	TUC Bristol & South West region
██████████	Head of Development Mgt, North Somerset Council
██████████	Weston-super-Mare Town Council
██████████	Cleeve Parish Council (substitute for ██████████)
██████████	Winford Parish Council
██████████	Wrington Parish Council
██████████	Yatton Parish Council

Also in attendance:-

██████████, Planning and Sustainability Director, Bristol Airport
██████████, Customer Service Delivery Manager, Bristol Airport
██████████, Public Relations and Community Manager, Bristol Airport
██████████, Head of Sustainability, Bristol Airport
██████████, Avon and Somerset Constabulary (part of meeting)
██████████ – Head of Airside Safety, Bristol Airport
██████████ - NATS
██████████, Secretary

A minute's silence was held in memory of ██████████, a former Chairman of the Consultative Committee.

1889. Apologies for Absence

Apologies for absence had been received from ██████████ (Chew Valley cluster of Parishes), ██████████ (Backwell Parish Council), ██████████ (Bristol City Council), ██████████ (CBI South Western Region), ██████████ (Cleeve Parish Council), ██████████ (North Somerset Council) and ██████████ (GWE Business West). ██████████ (Head of Government and Stakeholder Relations, Bristol Airport) and ██████████ (Consultation and Engagement Executive, Bristol Airport) had also passed on their apologies.

1890. Declarations of Interest for Local Authority Elected Members

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

1891. Membership of the Committee 2018/19

a) Travel Trade Representation

At the last meeting, members had noted that ██████████ no longer worked in the travel industry and, as such, a replacement representative for ABTA/GTMC would be sought. It was recommended

that [REDACTED] be appointed to the Committee as the Travel Trade Representative. The chairman gave a brief outline of her involvement in the travel trade.

RESOLVED: that [REDACTED] be invited to join the Committee as a representative for the Association of British Travel Agents (ABTA)/the Guild of Travel Management Companies (GTMC).

b) Representation of Town and Parish Councils

The Chairman welcomed [REDACTED] to the meeting, who was substituting for [REDACTED]. He also advised that [REDACTED], the previous representative for Wrington Parish Council was no longer a member of that Council and welcomed [REDACTED] as the new representative for this Council.

c) Environmental Specialist

The Chairman advised that consideration was being given to environmental representation on the committee. He advised that Luton Airport Consultative Committee called in environmental specialists as required for specific issues and, given the breadth of environmental issues, this may be the most appropriate way forward.

1892. Minutes – 25th July 2018

a) Confirmation of Accuracy

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

b) Matters Arising

The planned tour to assist in the review of signage at the Airport had not taken place, due to the change in venue of the meeting. The Chairman sought a volunteer from the Committee to review the signage at the Airport, and would be happy to accompany this member on such a review.

1893. Bristol Airport Report

The Chairman, [REDACTED] presented a written report which would be filed with the agenda papers. In future, he planned to circulate his report with the agenda papers. The key points are set out below.

a) Overview of Current Activities

The Chairman referred to a cyber attempt in September and praised the staff for their efforts in maintaining customer service during this time. Measures were being taken to strengthen protection in this area.

August had been the busiest ever month, with more than 950,000 passengers passing through the terminal. He was delighted that, as well as receiving the Best Airport award in the 5-10 million passenger category, the Airport had also received top prize at the TTG Awards which are voted for by travel agents.

The Airport was supporting initiatives for inbound tourism and continued to support local parishes and the local area through the Local Community Fund and Diamond Fund. 56 responses had been received to the Noise Action Plan. Members also noted the Women in Aviation Charter and welcomed measures to encourage diversity in the industry.

A new marketing campaign would highlight the range of destinations now available from Bristol Airport, with something for every type of traveller. He referred to a “one too many” campaign and to the A1 flyer service and the A2 service.

In response to a question regarding transport connections, members noted that longer term public transport improvements were being investigated at a regional level as part of the Joint Strategic Plan and the West of England Combined Authority Plan, which highlighted improving connectivity to the Airport and the A38 corridor, as well as North Somerset Council’s Local Plan and the Bristol South West Economic Link study (BSWELL). A presentation on this study could be made to members. Any form of mass transit would take years to develop and so it was important to continue to consider short term improvements.

b) Passenger Experience Improvements

Terminal improvements included the installation of a water fountain which enabled bottles to be emptied and then subsequently refilled after security. Consideration was now being given to whether the water etc tipped out could be re-used. New catering companies were now operating at the Airport and there had been upgrades to LED lighting. A temporary multi faith room had also been made available and discussions were taking place regarding an airport chaplain. DHL would become the third ground handler at the airport – a new company to the airport.

c) Capital Projects

The multi-storey car park was now at its next stage, the new fire station should be complete by Christmas and the new admin building was under construction.

d) New Routes for 2018

easyJet had introduced new routes to Ostersund (Sweden) and flights had been introduced to the Caribbean. The first small electric plane prototype by easyJet was likely to be completed next year.

1894. Policing at the Airport

Members received the Crime Statistics report. [REDACTED] made reference to the police involvement in the cyber attempt and risks and challenges relating to Brexit and protocol to address joint situational awareness and joint understanding of risks. He gave an example of an incident of theft which had resulted in the individual being apprehended within 45 minutes.

1895. Questions to Airport Management

There had been no questions raised for inclusion on the agenda. [REDACTED] had provided a number of questions relating to Airspace Change and officers would respond to the points raised after the meeting.

1896. Presentation on CAP1616 Airspace Change by [REDACTED], Head of Airside Safety and [REDACTED] of NATS

Members received a detailed presentation on the CAP1616 Airspace Change process which had become effective on 2nd January 2018. The scope of the process was explained, with a Level one change (effecting traffic patterns below 7,000ft) having the highest impact and, therefore, level of scrutiny. This would include a requirement for an environmental assessment and, usually, a 12 week public consultation period. The seven stages of the process were outlined from Developing and Assessing Airspace Change through to Implementation and Review. At several points the process to date would need to be approved, before moving to the next stage. The timescale for implementing Airspace change could be several years. It was a robust, transparent and inclusive process, with a consultation hub and documents being made available online. It ensured that noise impacts below 7,000ft were prioritised and Independent Commission on Civil Aviation Noise (ICCAN) gave an independent oversight of noise related issues. A member suggested that ICCAN were best placed to encourage airlines to reduce noise. The presentation could be made available to members.

1897. Master Plan and 12mppa Planning Application Update

[REDACTED]. Planning and Sustainability Director, proposed that a special meeting be held before Christmas on the Planning Application for up to 12mppa and an update on the Master Plan. Members would welcome such a meeting.

He updated on various applications submitted in relation to the 2011 planning permission, including permitted development applications for the consolidated car rental centre, the staff car park changes on the south side and the construction of the Admin Building. Other applications include the temporary use of the Cogloop car park; the multi-storey car park; the cabin catering unit; and a drainage mitigation scheme. The coming quarter was likely to see permitted development applications relating to passenger car parking on the radar site, ground handler portacabins and a new surface radar pole at the car rental centre. All outstanding reserved matters from the 2011 planning permission would need to be submitted by 16th February 2019. This would include the south side taxiway and apron.

A surface access update, including an update on the Bristol South West Economic Link (BSWEL) study would be provided at the January meeting of the Committee.

1898. Draft Noise Action Plan – update

[REDACTED], Head of Sustainability, updated on the Draft Noise Action Plan. 56 responses had been received. A summary of responses would form an appendix to the final report to be submitted to the Department for Environment, Food and Rural Affairs (DEFRA). There were 19 new actions, a review of penalty charges and fees, a ground noise strategy and aircraft movement interactive tool. Committee members would be notified when the Plan was submitted, a press release would be issued and members would be kept up-to-date with progress over the next five years. The Annual Operation Monitoring report would include a separate section on the Noise Action Plan.

1899. Statistics

a) Passenger

The Committee received a report setting out comparable passenger statistics for 1st January 2018 to 30th September 2018 against the same period last year. It was noted that there had been a decrease in transit passengers

b) Aircraft Movements

The Committee received a report setting out comparable aircraft movements for 1st January 2018 to 30th September 2018 against the same period last year.

c) Public Transport Use

The Committee received details of the Bristol Flyer Patronage comparing 2016/17 to 2017/18 usage and details for the Weston Flyer patronage between May 2017 and March 2018.

1900. Environmental Effects Working Party and Environmental Monitoring Report

The Environmental Monitoring Report for July - September 2018 was circulated with the agenda, together with the draft minutes of the meeting of the Environmental Effects Working Party held on 9th October 2018.

1901. Update on other Planning Matters – previously reported (minute 1897 refers)

1902. Service Quality Report and ASQ results

The Committee received a report identifying customer feedback and complaints for the period July to September 2018, with some comparisons for the same period last year. [REDACTED], Customer Service Delivery Manager, updated on the ASQ results, including the best ever score for arrivals (reinforcing the improvements with e-gates and remodelling of space etc) and 3rd in the UK for overall satisfaction. Baggage delays had been a challenge at times and continued to be addressed. Priorities included wait times at check in/security and easy way-finding. Complaints and complements were received via letter, website and social media and there had been a drop in complaints during July/August.

RESOLVED: that the report be noted.

1903. 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 7th September 2018. In total, £107,000 of the Local Community Fund had been granted or pledged to projects during 2018 and officers thanked the parishes for putting projects forward. £53,000 of the Diamond Fund had been granted or pledged to date and Airport Management hoped to achieve the aim of supporting 60 projects for 60,000 by the end of the year. The Airport was working with Weston College on a media project to encourage people to work in the aviation industry and a Meet the Buyer event had also been held. Several charity initiatives were also referred to including Thomas Cooks' Charity Santa Flight and the Air Smiles Day, where 40 young people had enjoyed a flight day.

1904. 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.

1905. Items of General Interest

The Chairman updated members on the parking issues raised by Newcastle Airport and noted that airports experiencing similar problems could learn from each other. The idea of a Parking Summit, as held at Bristol, had been well received and a cross organisation task force was being established. An update on the parking summit would be included in the Surface Access report at the next meeting. The Chairman also referred to Visit Somerset's involvement in helping to promote the provision of facilities for disabled passengers and Weston College was also working with this organisation.

RESOLVED: that the report be noted

1906. Notification of Items of Business for the Next Agenda

The next agenda would include an item on Surface Access

1907. Any Other Business

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