

**MINUTES OF THE ANNUAL GENERAL MEETING OF THE
BRISTOL AIRPORT CONSULTATIVE COMMITTEE
HELD IN THE BRISTOL ROOM AT BRISTOL AIRPORT,
ON WEDNESDAY, 28TH JULY 2010 AT 2.30 PM**

Present:

Peter Lacey	Chairman
Robert Sinclair	Chief Executive, Bristol Airport
Simon Spooner	CBI
Robert Durie	GWE Business West
Peter Taplin	SW Region and Bristol TUC
Councillor Colin Smith	Bristol City Council
Councillor Peter Edwards	Bath & North East Somerset Council
Councillor Dr Mike Kellaway-Marriott	North Somerset Council
(substituting for Councillor Jill Iles)	
Councillor Roz Willis	Weston-super-Mare Town Council
Councillor Shirley Pope	Backwell Parish Council
Councillor Colin Timson	Chew Valley Cluster of Parishes
Councillor Hilary Burn	Cleeve Parish Council
Councillor Gill Patch	Winford Parish Council
Councillor Christine Turton	Wrington Parish Council
Councillor Jane Bollen	Yatton Parish Council

Also in attendance:

Alan Davies, Planning and Environment Director, Bristol Airport
Paul Davies, Operations Director, Bristol Airport
Jacqui Mills, Public Relations Manager, Bristol Airport
Mike Littleton, Community Relations Manager, Bristol Airport
James Gore, Head of Communications, Bristol Airport
Chris Ware, Head of Security, Bristol Airport
Inspector David Stokes, Avon and Somerset Police
Richard Kent, Head of Development Management, North Somerset Council
Margaret Thornton, Secretary

The Chairman welcomed Simon Spooner, CBI, and Robert Durie, GWE Business West, to their first meeting of the Committee and invited Members and Officers to introduce themselves for the benefit of the new Members. He also welcomed to the meeting Councillor Dr. Mike Kellaway-Marriott, North Somerset Council, who was substituting for Councillor Jill Iles.

1209. ELECTION OF CHAIRMAN

RESOLVED - that, in accordance with the Committee's Constitution, Mr. Peter Lacey be elected as independent Chairman of the Consultative Committee for the three year period 2010 to 2013.

1210. MEMBERSHIP OF THE COMMITTEE 2010/2011

The Chairman welcomed the reappointment of Councillor Colin Smith, Bristol City Council, to serve on the Committee for 2010/2011 and congratulated him on his appointment as Lord Mayor of the City for 2010/2011.

RESOLVED - that the membership of the Consultative Committee be noted.

1211. APOLOGIES FOR ABSENCE

Apologies for absence were received from David Milner, Airlines, Pat Murphy, GTMC/ABTA and Councillor Jill Iles, North Somerset Council.

1212. DECLARATIONS OF INTEREST FOR LOCAL AUTHORITY ELECTED MEMBERS

Councillor Roz Willis declared an interest as a Member of North Somerset Council and a Member of its Planning and Regulatory Committee and Councillor Dr. Mike Kellaway-Marriott declared an interest as a Member of Weston-super-Mare Town Council, a Member of North Somerset Council, the Chair of North Somerset Council's West Area Planning Committee and a Member of its Planning and Regulatory Committee and the Strategic Planning and Economic Development Policy and Scrutiny Panel.

1213. ELECTION OF VICE-CHAIRMAN FOR 2010/2011

It was moved by Councillor Peter Edwards, and seconded by Councillor Roz Willis, that Mr. Peter Taplin be elected Vice-Chairman of the Consultative Committee for 2010/2011.

Mr. Taplin thanked Members for nominating him for the position of Vice-Chairman of the Committee and explained that he had been a Member of the Committee for some 30 years which he hoped would qualify him for this appointment.

RESOLVED - that Mr. Peter Taplin be elected Vice-Chairman of the Consultative Committee for 2010/2011.

1214. APPOINTMENT OF SECRETARY FOR 2010/2011

RESOLVED - that Margaret Thornton be appointed Secretary to the Consultative Committee for 2010/2011.

1215. TRANSPORT FORUM

- (a) Appointment of Representative to Serve on the Airport's Transport Forum**

The Committee was invited to nominate a representative to serve on the Airport's Transport Forum for 2010/2011 to fill the vacancy created by the retirement of Mr. Alec Ewens.

The Chairman asked if any Member wished to put their name forward to serve on the Airport's Transport Forum for 2010/2011.

Councillor Roz Willis and Councillor Hilary Burn indicated that they would be prepared to serve on the Forum.

On being put to the vote, 9 Members voting in favour of Councillor Willis and 4 Members in favour of Councillor Burn, it was

RESOLVED - (1) that Councillor Roz Willis be appointed to serve on the Airport's Transport Forum for 2010/2011.

(2) that the Committee's representative report annually to the Committee on progress achieved during the year on the implementation of targets in the Surface Access Strategy.

(b) Implementation of the Airport's Surface Access Strategy

Councillor Burn welcomed the fact that the Committee's representative on the Transport Forum would, in future, be required to report annually to the Committee on progress achieved during the year on the implementation of targets in the Surface Access Strategy. She pointed out that the Bristol Flyer service had not met its target for the twelve month period to 31st March 2010 and said that it was important that the Airport be held to account for its performance against its surface access targets.

Councillor Willis invited Members to contact her if there was anything they would like her to raise at meetings of the Transport Forum. She also confirmed that she would report back to the Consultative Committee annually on progress achieved on the implementation of targets in the Surface Access Strategy.

Alan Davies confirmed that the Airport published an annual progress report on its performance against the targets in the Surface Access Strategy on its website. The target for Flyer passenger numbers for 2009/2010 was 8.3%. 8.14% of passengers used the service during the twelve month period which was just below this target but given the decline in overall passenger numbers during the period the level of growth (up from 7.5% in 2008/2009) was felt to be a good achievement. Taking into account the 121 service, the National Express services and the Bristol Flyer service it was estimated that the proportion of air passengers using public transport was 8.3% compared with 7.7% in the previous year.

Mr. Spooner enquired whether these figures included employees using the Bristol Flyer service.

Alan Davies explained that the graph in the report before Members represented both employees and air passengers' usage of the service. However the figures in the Surface Access Strategy excluded employees.

In response to a Member's question, Alan Davies explained that no differentiation was made between air passengers and local residents using the Bristol Flyer Service for the purpose of the Surface Access Strategy.

1216. CONSTITUTION

Members received, for information, a copy of the Consultative Committee's Constitution, a copy of which is inserted in the Minute Book.

RESOLVED - that the Consultative Committee's constitution be noted.

1217. DATES AND TIME OF MEETINGS FOR 2009/2010

The Chairman sought Members' approval to the suggested dates and time of meetings of the Committee for 2010/2011, which followed established practice, and was in accordance with the Committee's Constitution.

RESOLVED - that meetings of the Consultative Committee be held at 2.30 pm in the Bristol Room at Bristol Airport, on the under mentioned dates during 2010/2011 -

**Wednesday, 3 November 2010
Wednesday, 26 January 2011
Wednesday, 27 April 2011
Wednesday, 27 July 2011 - AGM**

1218. MINUTES - 28TH APRIL 2010

The Minutes of the meeting of the Airport Consultative Committee held on 28th April 2010, copies of which had been previously circulated, were submitted for approval and adoption.

RESOLVED - that the Minutes of the meeting held on 28th April 2010 be confirmed as a correct record and signed by the Chairman.

1219. PLANNING APPLICATIONS - UPDATE

(a) The Airport's Planning Application

Alan Davies advised Members that -

- (a) as was reported to the last meeting the Airport's planning application had been considered by North Somerset Council's South Area Planning Committee who had recommended approval of the application subject to its referral to the Secretary of State, the entering into of a Section 106 Agreement and 69 conditions.
- (b) it was also noted at the last meeting that the Chair of the Council's Planning and Regulatory Committee had decided to exercise his discretion under the Council's Constitution to rule that the application be referred to that Committee for decision.
- (c) the Planning and Regulatory Committee, at a special meeting on 24th May 2010, resolved to approve the application subject to referral to the Secretary of State, the entering into of a Section 106 Agreement and 70 conditions. The additional condition being a list of drawings referred to in the planning application.
- (d) the Secretary of State had a default period of 21 days in which to decide whether he wished to call in an application otherwise a holding notice had to be served on the local authority to secure an extension of the time in which to make such a decision.
- (e) the application was submitted on 27th May 2010 to the Secretary of State, who subsequently served a holding notice on North Somerset Council on 18th June 2010 preventing them from issuing planning permission before he had reached a decision on whether or not the application should be called in. The Secretary of State now had an indefinite period of time in which to make this decision.

(b) Planning Application for the Proposed Hotel

Alan Davies advised Members that -

- (a) Pedersen Hotels Limited had submitted a planning application to North Somerset Council for the construction of a 251 bed hotel with limited car parking to the South West of the Terminal building.
- (b) the Company's application showed the proposed hotel located closer to the existing chiller compound and further away from the Airport boundary than appeared in the drawings accompanying the Airport's planning application. The proposed building was not as tall as was originally envisaged it having been reduced by one floor and set deeper into the ground. The overall height of the hotel was below the apex of the Terminal building. The planning application also provided for the reconfiguration of the car park entrance.

- (c) the building would comprise two blocks with a central connecting block to form an 'H'. The external faces of the buildings would be monochrome with grey, black and white stripes to blend in with the Terminal building. The exterior of the internal faces of the two blocks would be coloured.
- (d) Pederson Hotels Limited had reassessed the market and it was now proposed that the hotel would be of 2+ star rating with limited restaurant and bar facilities. The restaurant, bar and reception facilities would be located in the connecting block.
- (e) bedrooms would be spread over four floors with 5% accessible rooms.
- (f) it was envisaged that the application would be determined by October.

In response to Members' questions, Alan Davies advised that -

- (a) there would be 130 car parking spaces attaching to the hotel; 125 public and 5 staff.
- (b) there would be a ramp between the hotel and Terminal building which people with reduced mobility or any other member of the public could use or alternatively they could use the car park bus to access the Terminal building.
- (c) an energy statement was included with the planning application relating to the hotel's use of renewable and low carbon energy sources.
- (d) the relocation of the hotel complex would not affect the bio-diversity of the green areas.
- (e) the proposed hotel would incorporate three meeting rooms but no conference facilities.
- (f) the hotel was an independent application.
- (g) access to the hotel would be from the A38. There were no changes proposed to the present vehicular access arrangements for the Airport.
- (h) the hotel would be sited 50 metres to the south of the fuel store which did not present any issues in relation to the store.

RESOLVED - that the information be noted.

1220. CAA REVIEW OF PUBLIC SAFETY ZONE

The Committee received a presentation, a copy of which is inserted in the Minute Book, on the CAA's review of the Airport's public safety zones.

Alan Davies advised Members that -

- (a) the CAA had initiated a periodic review of Bristol and Newcastle Airports' public safety zones.
- (b) the public safety zones were areas of land at each end of the runway within which certain planning restrictions applied.
- (c) the purpose of the zones was to control the number of people on the ground at potential risk in the event of an aircraft accident.
- (d) the policy objective was that there should be no increase in the number of people living, working or congregating in PSZs.
- (e) the zone comprised two contours, an outer risk contour of 1 in 100,000 and an inner risk contour of 1 in 10,000. These contours reflected the risk of death to an individual in a year from an aircraft accident over the area.
- (f) limited planning developments could be accommodated in the outer risk contour provided that this did not result in an increase in the number of people at risk.
- (g) the only types of development which were likely to be considered in the inner contour were car parks or golf courses.
- (h) air travel was a low risk and safe means of transport.
- (i) public safety zones were reviewed every 7 years based on forecasts of movements for the following 15 years. The risk modelling was undertaken by NATS using the forecasts for 2025.
- (j) this was a standard review of the Airport's Public Safety Zones and was not in any way related to the Airport's development proposals.
- (k) responsibility for reviewing public safety zones had recently been transferred by the Government from the Department for Transport to the CAA.
- (l) the present proposals provided for a small reduction in the area covered by the outer risk contour.
- (m) there were no residential properties located within the inner risk contours or the outer risk contour of the public safety zone at the west end of the runway and only a very limited number of properties within the outer risk contour at the east end of the runway on Felton Common. Some of the properties on Felton Common which had previously been within the outer contour were now excluded.

- (n) notice of the review had been published in the Weston and Somerset Mercury and North Somerset Times on 12th and 17th July 2010 and notice had been served on North Somerset Council. Further details could be viewed on the CAA website.
- (o) the closing date for representations was 22nd August 2010.

Councillor Willis asked if a copy of the presentation could be made available to Members.

RESOLVED - (1) that the information be noted.

(2) that a copy of the presentation be circulated to Members with the draft Minutes of the meeting.

1221. QUESTIONS TO THE AIRPORT MANAGEMENT

The Committee was advised that no questions for written replies had been received for this meeting.

RESOLVED - that the information be noted.

1222. NEW NOISE COMPLAINT SYSTEM

Councillor Burn indicated that she had received a complaint that the telephone service for reporting noise complaints had been withdrawn. She believed that having to write an email would obviously reduce the number of complaints for the Airport as many residents in the community still did not have computers, and felt that out of courtesy this matter should have been discussed with the Consultative Committee and at the last meeting of Parish representatives. She had subsequently learned that the telephone line had been reinstated.

Mike Littleton explained that -

- (a) the Airport sought to encourage people to use its noise complaints system for reporting incidents.
- (b) the system of reporting noise complaints had comprised a dedicated telephone line or by letter. All complaints were investigated and a response sent to the complainant. A review of the system had been undertaken in January 2010 to update and supplement the reporting system to enable people to register and track their complaints on-line.
- (c) the follow up procedure to noise complaints also included, where appropriate home visits; the stationing of a portable noise monitor in the area the complaint had emanated from; and an invitation to complainants to visit the Airport for a consultation.

- (d) the Airport maintained a dialogue with the parish councils, local Members of Parliament and gave talks and presentations to professional bodies and other organisations regarding noise issues. Visits to the Airport were also arranged on a regular basis including visits to Air Traffic Control.
- (e) the noise complaint telephone line had not been withdrawn but the system had been supplemented to enable people to report and track complaints on-line.

Mr. Taplin enquired where members of the public could find the dedicated telephone number and email address for noise complaints.

Mike Littleton confirmed that these were available on the Airport's website and in Yellow Pages.

Councillor Patch stressed the importance of maintaining the dedicated noise complaints telephone line as many local residents did not have a home computer.

Councillor Kellaway Marriott pointed out that the local authority provided computers for use by the public in its libraries.

RESOLVED - that the information be noted.

1223. CIRCUIT TRAINING FLIGHTS

Councillor Burn sought details of the number of flights made for January 2010, their flight paths, the current age of the fleet and the number of aircraft allowed to fly at the same time.

The Committee received a presentation from Mike Littleton, a copy of which is inserted in the Minute Book, on the history of flight training and its development at Bristol Airport in response to the questions from Councillor Burn.

He explained that -

- (a) there were currently three aircraft based at Bristol Airport for flight training. The Piper PA28 Cherokee was used for primary training. It was first certified in 1960 and was still being made today. The aircraft shown was built in 1974 and had flown 11,000 hours. It had a Lycoming engine which was required to be overhauled every 2,000 hours. The Piper PA34 Seneca twin engine aircraft first flew in 1970 and again was currently being manufactured. The aircraft shown was constructed in 1980 and had flown 15,000 hours. It was a more complicated aircraft and could train students up to commercial pilot standard. The third, and newest, aircraft was a Diamond Twin Star which was five years old and was very maintenance intensive.

- (b) circuit flying was a discipline designed to familiarize student pilots with the actions required during take off and landing. Circuits at Bristol were flown at 1000 feet above aerodrome level. Circuits were left handed when the westerly runway was in use and right handed when the easterly runway was being used. Pilots were also required to leave the circuit to practice general handling without landing away. On leaving the aerodrome circuit, aircraft tended to go to the South West to Bridgwater Bay or fly over the Somerset Levels. As these areas were outside the Airport's Controlled Airspace arrangements, the Airport did not track them.
- (c) the number of training flight movements for the period 01.01.2010 to 30.06.2010 from runway 09 was 3,176 and from runway 27 3,884 giving a total of 7,060.
- (d) the training aircraft movements over the Felton Noise Monitor for the period 01.01.2010 to 30.06.2010 showed 1411 arrivals with an average noise level of 82.4db and 1887 departures with an average noise level of 79db. It was difficult to quantify the noise levels for departures as the training aircraft did not overfly the Congresbury monitor.
- (e) the Airport was committed to reducing the noise nuisance caused to local residents and maintained an on going dialogue with the Training School.

Councillor Burn sought information of the ratio of training flights in each area.

Mike Littleton, in response, explained that the circuit flights did not overfly Cleeve.

Councillor Burn undertook to obtain photographic evidence of training aircraft overflying Cleeve.

RESOLVED - (1) that the information be noted.

(2) that a copy of the presentation be circulated to Members with the draft Minutes of the meeting.

1224. CHIEF EXECUTIVE'S REPORT

Robert Sinclair introduced Chris Ware who had recently joined the Airport as its Head of Security following his retirement from the Avon and Somerset Police. He explained that Chris had a long history with Bristol Airport and a keen interest in aviation. He had also been awarded the Queen's Police Medal prior to his retirement. He was delighted to have Chris on his team to contribute to security and policing at the Airport.

(a) Overview of Current Activities

Robert Sinclair advised that -

- (a) it had been a very busy summer season at the Airport and the outlook was quite positive. Passenger numbers for June were up 8.5% on last year and despite the disruption caused by the eruption of the volcano in Iceland earlier in the year passenger numbers for the first half of 2010 were up 4% on the same period in 2009. Bristol Airport was showing signs of being the fastest growing airport in the UK.
- (b) progress in terms of economic recovery was coming to fruition as predicted earlier in the year.
- (c) public confidence was showing signs of recovery and June was close to being a normal month from a business point of view.
- (d) this growth was presenting a new set of challenges in trying to cope within the Airport's existing infrastructure. The Airport was receiving in excess of 20,000 passengers per day at peak times.

(b) Passenger Experience Improvements

Robert Sinclair advised that -

- (a) the Airport had recently opened a number of new facilities to improve the passenger experience including the Western Walkway. The introduction of the walkway had reduced the number of bus movements to around 20% which improved the environment and safety on the apron.
- (b) the introduction of any new facility did not usually come without teething problems and as anticipated the walkway had given rise to a number of issues.
- (c) he would not wish to overplay the number of complaints received regarding the walkway. The Airport was very pleased with the walkway as were the airlines and ground handling companies.
- (d) the Airport had also seen the reconfiguration of the Departure Lounge, the provision of a new Tax and Duty Free Store and the installation of an additional search comb in recent months.
- (e) new facilities invariably took time to bed in but in the short term they contributed to the strain and stress on the infrastructure. Nevertheless progress was continuing to be made on a number of fronts to improve the passenger experience.
- (f) the Airport was coping with the present peak in passenger numbers very well although waiting times early in the morning were still excessive.

(c) New Routes for 2010

Robert Sinclair advised that a number of new routes to different and interesting destinations had commenced or been announced for 2010 including -

Lyons	easyJet
Shannon	Aer Lingus Regional
Kaunas	Ryanair
Luxor	Thomson
Cape Verde	Gambia Experience
Gdansk	Ryanair
Isle of Man	flybe
Skiathos	Viking
Izmir	Thomas Cook
Enfidha	Thomas Cook and Thomson
Pula	Thomson

Councillor Smith referred to the cessation of Continental's service to New York in the Autumn and enquired whether it had been possible to attract an alternative operator to provide this service.

Robert Sinclair explained that the Airport was still in dialogue with Continental but was working on the assumption that the service would cease at the end of October. Discussions were also being pursued with other airlines. However it was expected that the existing service would not be replaced in the short term. There had been a number of factors which had made the viability of Continental's service more marginal including the economic decline, the impact of the value of the Pound against the American Dollar, and the introduction by the UK Government of an increase in Air Passenger Duty.

Robert Sinclair advised that Thomson had placed an order for a number of the new Boeing 787 aircraft which when delivered would fly from Bristol Airport. The aircraft was capable of reaching destinations in the mid west of the USA, Cape Town and the Middle East and would make a significant difference in the routes available from the Airport.

(d) Public Transport

Robert Sinclair advised that -

- (a) the Airport was committed to improving public transport access to the Airport.
- (b) £2m had been invested in a new fleet of buses for the Flyer service. Six new buses were in operation and the remaining six vehicles would be delivered next year. The new buses were walk on and walk off with passengers being able to carry their luggage on board.

They had comfortable leather seats and a wood effect floor and wifi and power point access. The vehicles were also more fuel efficient.

- (c) the frequency of the service had been reduced to every 10 minutes at peak times providing a turn up and go service.
- (d) a new five year contract had now been concluded with Checkers, the taxi operator at the Airport. Under the contract Checkers would provide a selection of vehicles for hire, in addition to the present people carriers, including executive cars and, in time, minibuses. The introduction of minibuses would provide greater flexibility to carry larger numbers of passengers with shared destinations such as Bath.
- (e) a new Code of Conduct for drivers had also been agreed.
- (f) the Code of Conduct sought to deter the use of local narrow roads particularly through Barrow Gurney by Airport taxis.

Councillor Turton enquired whether it also included the use of Backwell Hill Lane.

Alan Davies confirmed that the Airport taxi drivers had also been asked to refrain from using this road.

Robert Sinclair indicated that it had been impossible to list all routes but the drivers were obliged to minimise their use of some of the rat runs through local villages.

Councillor Timson asked whether the rat runs through Chew Magna were also included as he had followed a number of empty taxis passing through the Chew Valley villages. He suggested that the Airport should work with the villages to identify the rat runs and take steps to ensure that drivers avoided them. He stressed that it was not only Checkers taxis but other operators using these routes.

Councillor Smith pointed out that these were public roads and it was perfectly lawful for the taxis to use them.

Councillor Kellaway-Marriott suggested that North Somerset Council would like to learn of any taxi it licensed causing a nuisance.

Mr. Taplin enquired whether any publicity was given to the fact that the Flyer service accepted bus passes.

Councillor Turton said that this was generally known by people living in the locality.

James Gore undertook to check whether this information was available on the Airport's website.

Robert Sinclair advised that the Airport had circulated publicity about the changes in the Flyer service to local councils.

Alan Davies explained that the Bristol Flyer operated a 24 hour service at 10 minute intervals at peak times. A reduced service operated between midnight and 4.00 am. Details of the route, the frequency and other information were available on various websites.

In response to a question from Councillor Kellaway-Marriott regarding the 121 service and the development of a service to Weston-super-Mare, Alan Davies advised that a meeting had taken place with Wessex Connect regarding the 121 service. Arrangements were in hand to install links on the Airport and Wessex Connect's websites. The Airport would also be working with Wessex Connect through its Transport Forum. The development of the 121 service and a service to Weston-super-Mare would be progressed in line with the proposals set out in the Airport's planning application.

(e) People Update

Robert Sinclair drew attention to the people update report later on the agenda prepared by Sally Ashby, Head of People and Performance. He felt that the report contained a number of issues which Members would find interesting including the launch of NVQs in Customer Service and recruitment. A number of the new recruits lived in close proximity to the Airport. The Airport continued to be very active in seeking to recruit local people.

RESOLVED - that the information be noted.

1225. POLICING AT THE AIRPORT

Inspector Dave Stokes advised that -

- (a) the incident of reported crime on site was 87 for the first half of the year compared with 101 for the same period the previous year. Arrests were also down with 41 in the first six months of the year compared with 45 in the same period last year.
- (b) offences included criminal damage to the walkway; theft of life jackets from an aircraft - these were subsequently recovered in the arrivals area; smoking in an aircraft; drunk and disruptive on an aircraft; and possession of a knuckle duster.
- (c) it was pleasing to note that the Crime Prosecution Service now recognised the significance of aviation crime and were treating such incidents more seriously.
- (d) a number of initiatives had been undertaken at the Airport by the Police either jointly with the Airport or with the permission of the Airport.

- (e) on 7th June the fifth training course for employees of the Airport and its business partners in counter terrorism awareness had been held as part of Project Griffin. The training included how to work on cordons, suspect behaviour, and what to do in the event of suspicious behaviour being encountered. Police presence on site was limited and volunteers from the Airport and its business partners were needed to assist in such incidents. All Airport personnel required to assist the Police in this way would wear high-viz jackets.
- (f) two sessions had been held to postcode mark and record items of value for passengers. The information was stored on an immobilised database and in the event that an item was stolen or lost and subsequently recovered by the Police it could be returned to its rightful owner.
- (g) during June and July the Police had monitored fans travelling to the Football World Cup through Bristol Airport. Resources for this operation had been brought in from outside. 30 supporters had been stopped and questioned. As there were no direct flight to South Africa from the Airport the number of supporters passing through had been limited.
- (h) on 15th July a 'Know Your Limits' drink awareness campaign had been promoted and had been well received.
- (i) on 23rd July a cool band initiative for children had been promoted. For a small charge children could receive a wrist band with an adult's mobile telephone number written inside which would enable the adult to be contacted in the event of the child becoming lost. The proceeds from the sale of the cool bands were being donated to the Airport's Charity of the Year Weston Hospicecare.
- (j) there were no serious or significant incidents to report.

Councillor Patch referred to the increasing problems being caused by vehicles parking in lay-bys and gateways on local highways in the area and asked if the Police at the Airport monitored this situation.

Dave Stokes explained that the PCSOs concentrated on parking on the A38. Signs had been replaced and road markings renewed in an endeavour to minimise this problem. The Police at the Airport were restricted in what they could do in the local community given the specific nature of their funding from the Home Office. The Airport Police responded to emergencies in the local villages but other policing matters were passed to the local police to deal with. The local police tried to move motorists on as frequently as possible.

Councillor Patch asked if double yellow lines could be introduced by the cattle market in Felton and West Lane.

Councillor Willis asked whether the drink awareness campaign was a Police/Airport initiative or a PCT initiative.

Dave Stokes indicated that this campaign was promoted by the Airport and the Police. Both the Police and the Airport wanted people to enjoy themselves without causing problems for other people. The Police did not have sufficient resources to engage in the wider health issue.

Jacqui Mills pointed out that the effects of alcohol were more pronounced at height.

Councillor Willis indicated that she would pursue further discussions around this issue with Officers of the Airport.

Councillor Kellaway-Marriott enquired whether the Police used 'smart water' on site.

Dave Stokes explained that there was no requirement to use this chemical at the Airport because the crime level and incidence of repeated crime was low.

RESOLVED - that the information be noted.

1226. STATISTICS

(a) Passenger

The Committee received a report, a copy of which is inserted in the Minute Book, setting out comparable passenger statistics for the six month period 1st January to 30th June 2009 and 2010.

(b) Aircraft Movements

The Committee received a report, a copy of which is inserted in the Minute Book, setting out comparable aircraft movements for the six month period 1st January to 30th June 2009 and 2010.

(c) Flyer Volumes

The Committee received a graph, a copy of which is inserted in the Minute Book, setting out the total passenger volumes for the Bristol Flyer Coach Service for the period January 2003 to June 2010.

RESOLVED - that the reports and graph be noted.

1227. NOISE MANAGEMENT

The Committee received a report, a copy of which is inserted in the Minute Book, identifying the number of complaints relating to noise received on a

monthly basis for the period 1st January to 30th June 2010; the number of aircraft movements during the same period; the reasons for the complaints; and the locations the complaints had emanated from.

Councillor Edwards indicated that as a result of the significant number of noise complaints received from Publow and Pensford he had engaged in discussions with Mike Littleton and the Parish Council in an endeavour to try to get to the route of the problem. Councillor Timson and he would meet with Officers of the Airport once the results were available from the portable noise monitor currently located in Pensford.

Mike Littleton explained that he proposed to keep the portable monitor in Pensford until there was a change in wind direction to ensure that the readings were as comprehensive as possible taking into account the various wind directions. Once he had the results from the monitor he would arrange a meeting to discuss the matter further.

Councillor Burn enquired why, when an aircraft failed to keep to the correct flight path as shown by the Tracker, the airline was not penalised immediately instead of the Airport continuing to monitor the situation as stated in their letter to complainants.

Mike Littleton explained that where an aircraft was found not to be adhering to the flight path the Airport wrote, in the first instance, to the airline asking for an explanation. It also continued to monitor the situation.

Alan Davies pointed out that there was a process which had to be adhered to before a fine could be instituted and part of that process was to identify if there was a valid reason for the aircraft not keeping to the flight path. It would not be reasonable to fine an airline for departing from the flight path to accommodate safe flying in bad weather.

Councillor Burn suggested that when discussions around the introduction of the Tracker had taken place it was said that airlines failing to keep to the flight path once the system was up and running would be penalised not that there would just be further monitoring of the situation.

Mike Littleton explained that since the introduction of the Tracker there had been one marginal and one definite breach of the flight path.

James Gore pointed out that every complaint was investigated separately and there was no standard response given to complainants.

Councillor Willis suggested that perhaps the wording of letters to complainants should be revisited to try to overcome any confusion.

Mike Littleton undertook to review the wording of his letter.

In response to a question from Councillor Kellaway-Marriott, Mike Littleton explained that when the easterly runway was in use arriving aircraft overflowed Weston-super-Mare at about 3000 feet.

Alan Davies advised that the Tracker print out for runway 27 departures sent out with the Environmental Effects Working Party Minutes had been incorrectly labelled as arrivals.

RESOLVED - that the report be noted.

1228. SERVICE QUALITY REPORT

The Committee received a report, a copy of which is inserted in the Minute Book, identifying customer feedback and complaints on services provided by the Airport for the period 1st April to 30th June 2010.

Jacqui Mills, in outlining the report, advised that -

- (a) the Airport had encountered a rise in complaints following the opening of the Western Walkway which was not inconsistent with a similar rise in complaints received following the opening of the new Terminal building. The introduction of a new facility invariably generated teething problems. To use the walkway necessitated walking a reasonable distance from the Departure Lounge to the aircraft compared with exiting the Departure Lounge and boarding a bus to the aircraft. This was presenting problems for some passengers, who did not necessarily classify themselves as being of reduced mobility and did not therefore seek assistance, but faced with the walk to the aircraft found it very taxing. OCS employees were on hand to help people encountering difficulties with the use of the walkway and alternative arrangements could be made to transport such passengers to the aircraft by minibus.
- (b) the Airport was seeking to mitigate against the problems by improving signage and flight information; making more wheelchairs available within the walkway; providing additional seating and ensuring that OCS employees were on hand to provide alternative access for flight boarding for those who needed it.

Councillor Kellaway-Marriott enquired how passengers could avail themselves of the use of the alternative minibus access to the aircraft.

In response, Jacqui Mills, explained that passengers who felt that they could not negotiate the walkway should mention this when booking their flights or when they checked in. The Airport was anxious to ensure that it did not, in any way, undermine an individual's dignity.

Mr. Taplin asked if it was possible to install a moving pavement in the walkway to overcome some of the problems.

Robert Sinclair explained that consideration had been given to this possibility but the capital and ongoing maintenance costs were too prohibitive.

Councillor Patch referred to recent letters in the press regarding the new restrictions introduced by the Airport for the use of the drop off and pick up car park. She explained that the restriction that vehicles could not return to this car park within 15 minutes was causing problems for the local taxi company who could easily drop off or pick up a fare and still return to the Airport with another fare within the 15 minutes time slot.

Robert Sinclair explained that this car park became heavily congested particularly at peak times and steps had to be taken to manage this congestion. Prior to the introduction of the 15 minutes non return provision vehicles had been constantly circling the car park which exacerbated the problem. Although the Airport had introduced the 15 minute non return for vehicles, unlike many other airports in the UK, it had maintained the 10 minutes free parking. If the present arrangements did not resolve the problem it might be necessary to consider instituting a charge.

Councillor Patch suggested that it might help the situation if an attendant was posted on the car park.

Robert Sinclair said the Airport had taken on board some of the issues raised in connection with the use of this car park but, nevertheless, steps had to be taken to manage the congestion which had become unacceptable.

Councillor Willis referred to the problems being encountered by some passengers in using the walkway and enquired whether there was any scope to change the definition of a person with reduced mobility.

Jacqui Mills explained that the definition of a person with reduced mobility was prescribed by law and the Airport would need to exercise caution in how it used such a definition. However, the Airport was seeking to be as pro-active as possible in addressing some of these issues.

Councillor Willis asked if any passenger could use the PRM desk landside in the Terminal Building.

In response Jacqui Mills explained that the desk was intended for people with reduced mobility, however, the staff exercised flexibility in dealing with other enquiries. OCS also had a desk airside.

Councillor Turton said she could sympathise with passengers who found the walkway too much for them given that they had had to walk from the car park to the Terminal building, queue at check in, queue to go through security and then be faced with the possibility of standing in the Departure Lounge until their flight was called followed by a long walk to the aircraft boarding lounge only to have to stand again whilst waiting to board.

Jacqui Mills pointed out that Bristol Airport was no different from many other airports and stressed that if a person required assistance the Airport would do all it could to help. There were buses circulating around the various car parks which could be used to access the Terminal building and avoid the necessity of walking.

RESOLVED - that the report be noted.

1229. PEOPLE - UPDATE

The Committee received a report, a copy of which is inserted in the Minute Book, advising of current developments.

RESOLVED - that the report be noted.

1230. COMMUNITY AND CHARITABLE WORK

The Committee received a report, a copy of which is inserted in the Minute Book, advising of community and charitable work undertaken in the local community for the period 1st April to 30th June 2010.

Jacqui Mills, in outlining the report, thanked Members for encouraging local projects to apply for funding from the Airport's Community Fund which had led to a welcome increase in the number of applications. She explained that as part of the Airport's 80th birthday celebration and to commemorate 100 years of aviation in the area two books had been produced one aimed at children and the other for adults. Copies of the children's book had been distributed to local school children.

Councillor Edwards expressed his appreciation to the Airport and Jacqui Mills for the donations to two parish councils in his Ward. The two parishes had purchased defibrillators with the funds allocated. The defibrillator in Whitchurch had been installed on the external wall of the public house and the equipment for Pensford and Publow would be installed in suitable locations shortly. The availability of this equipment could save lives pending the attendance of the emergency services. He also thanked the Airport for its donation to the Whitchurch Village Fete.

Councillor Pope thanked the Airport for its donation to West Town and Backwell WI.

RESOLVED - that the report be noted.

1231. BRS PRESS RELEASES

The Committee received copies of BRS press releases issued during the period 26th April to 21st June 2010, copies of which are inserted in the Minute Book.

RESOLVED - that the BRS press releases be noted.

1232. MINUTES - ENVIRONMENTAL EFFECTS WORKING PARTY

The Committee received the Minutes of the last meeting of the Environmental Effects Working Party held on 14th July 2010, a copy of which is inserted in the Minute Book.

A member of the public asked for, and obtained, leave to put a question to Officers of the Airport. He asked why there were no figures available for runway 09 or the Felton monitor.

Alan Davies explained that problems had been encountered with the renewable energy source for the Littleton Hill monitor which had resulted in it being out of action for a period of time and accordingly it had not been possible to present figures for departures from runway 09 to the Environmental Effects Working Party on this occasion. He also pointed out that the final map attached to the Minutes related to departures from runway 27 and not arrivals. The Felton monitor covered arrivals and these would be the subject of a report to the next meeting of the Working Party.

RESOLVED - that the Minutes of the Environmental Effects Working Party held on 14th July 2010 be noted.

1233. ITEMS OF GENERAL INTEREST

(a) UK Airport Consultative Committees' Annual Meeting - London City Airport - 2nd/3rd June 2010

The Committee received a report, a copy of which is inserted in the Minute Book, summarising the key issues discussed at the Annual Meeting of UK Airport Consultative Committees held on 2nd and 3rd June 2010 and hosted by London City Airport.

RESOLVED - that the report be noted.

(b) SINGLE EUROPEAN SKY

The Committee received a report, a copy of which is inserted in the Minute Book, of the publication of a document by the Irish Aviation Authority and the UK's air traffic authority NATS outlining how UK and Irish airspace can best be used for the future.

RESOLVED - that the report be noted.

1234. DATE OF NEXT MEETING

The Chairman advised that the next meeting of the Committee would be held at 2.30 pm on Wednesday, 3rd November 2010.

There being no further business the meeting was declared closed.

