

**MINUTES OF THE ANNUAL GENERAL MEETING OF THE
BRISTOL INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE
HELD IN THE BRISTOL ROOM AT BRISTOL INTERNATIONAL AIRPORT,
ON WEDNESDAY, 22 OCTOBER 2008 AT 2.30 PM**

Present:

Peter Lacey	Chairman
Paul Kehoe	Chief Executive, Bristol International Airport
Robert Sinclair	Chief Executive, Bristol International Airport
Alec Ewens	GWE Business West
Pat Murphy	ABTA and GTMC
Peter Taplin	SW Region and Bristol TUC
Councillor Peter Edwards	Bath & North East Somerset Council
Councillor Jill Iles	North Somerset Council
Councillor Robert Clelland	Weston-super-Mare Town Council
(Substituting for Councillor Roz Willis)	
Councillor Bob Day	Backwell Parish Council
(Substituting for Councillor Shirley Pope)	
Councillor Ian Bell	Chew Valley Cluster of Parishes
Councillor Hilary Burn	Cleeve Parish Council
Councillor Gill Patch	Winford Parish Council
Councillor Georgie Bigg	Wrighton Parish Council
(Substituting for Councillor Deborah Yamanaka)	
Councillor Jane Bollen	Yatton Parish Council

Also in attendance:

Alan Davies, Director of Environment and Planning, Bristol International Airport
Jacqui Mills, People and Culture Manager, Bristol International Airport
Mike Littleton, Community Liaison Manager, Bristol International Airport
Inspector Dave Stokes, Avon and Somerset Constabulary.
Karuna Tharmananthar, Assistant Director, Development and Environment,
North Somerset Council.
Margaret Thornton, Secretary

1069. APOLOGIES FOR ABSENCE

Apologies for absence were received from Mr. John Lennon, CBI, Councillor Shirley Pope, Backwell Parish Council, Councillor Roz Willis, Weston-super-Mare Town Council, and Councillor Deborah Yamanaka, Wrighton Parish Council.

1070. DECLARATIONS OF INTEREST FOR LOCAL AUTHORITY ELECTED MEMBERS

The Chairman explained that as the Airport would shortly be submitting its planning application to North Somerset Council for deliberation it was thought that local authority elected members serving on the Consultative Committee may feel more comfortable if they were afforded the opportunity to declare any interests.

Councillor Jill Iles and Councillor Robert Clelland declared interests as Members of North Somerset Council and Members of the Council's Planning Committees.

1071. MINUTES - 23RD JULY 2008

The Minutes of the meeting of the Airport Consultative Committee held on 23rd July 2008, copies of which had been previously circulated, were submitted for approval and adoption.

With reference to Minute No. 1054 Mr. Ewens asked that the comment attributed to him in this minute be expanded to emphasise the importance to the business community and the local economy of the link between Bristol and Frankfurt which was the second financial centre in Europe.

RESOLVED - that, subject to the comment attributed to Mr. Ewens in Minute No. 1054 being expanded as set out above, the Minutes of the meeting held on 23rd July 2008 be confirmed as a correct record and signed by the Chairman.

1072. APPOINTMENT OF CHIEF EXECUTIVE

Paul Kehoe said he was sad to be leaving Bristol International Airport. It had been a privilege to work for the Airport and with its staff and partners. The owners, Macquarie had appointed a very capable person to take over as Chief Executive. Whilst Robert Sinclair's style may be different from his own the substance of the way in which the Airport operated and the way forward would not.

Robert Sinclair indicated that it was a pleasure to be here and he was delighted to be appointed as Chief Executive of Bristol International Airport which was a very exciting position. He was also pleased to be able to participate in the Consultative Committee. He acknowledged that he had a very steep learning curve ahead of him. However the transition between Paul and himself had been very smooth.

He originated from New Zealand although he had lived in England previously. He had immigrated here with his wife and two young children and was living in Somerset.

His previous position had been as Chief Financial Officer of Auckland Airport which was twice the size of Bristol and the premier airport in New Zealand. The position had carried a broad scope of responsibilities including interaction with the local community, local authority elected members and shareholders. He therefore had some perspective on community interests and council involvement.

His first impressions were very positive. The operation at the Airport was excellent and there was a strong management team and supporting staffing structure.

The Chairman welcomed Robert Sinclair to the meeting and expressed the hope that he would enjoy his stay with the Airport.

**1073. PRESENTATION - MASTER PLAN - PLANNING
APPLICATION/BRISTOL INTERNATIONAL AIRPORT - SCOPING
REPORT - APPLICATION 08/P/1951/EIA**

The Committee received a presentation from Alan Davies on the Master Plan Planning Application/Bristol International Airport Scoping Report Application 08/P/1951/EIA.

Alan Davies advised Members that the Airport had recently submitted a request to North Somerset Council for an update to the 2005 Environmental Impact Assessment scoping opinion on their proposals for the development of the Airport. He then outlined the scope of the proposed development and content of the planning application which included

- extensions to the west and east of the existing Terminal Building - the extension to the west would be slightly larger to take account of enhanced security requirements. The proposed extensions would roughly double the size of the existing building.
- relocation of the office accommodation.
- relocation of flight catering.
- a new walkway to the eastern apron and an east pier.
- a new western pier connected to the proposed permitted development walkway.
- new taxi-way link to the runway 27 threshold.
- expansion of the aircraft parking apron to provide a total of 33 aircraft stands.
- multi-storey car parking.
- relocation of the fuel farm.
- relocation of car rentals, the car wash and the Royal Mail activities to the South side.
- extension of the Silver Zone car park onto land in the ownership of the Airport.
- creation of an overflow car park on the opposite side of the A38 under the flight path.
- erection of a noise wall to protect local residents.

The car parking proposals for the north side had been reassessed. The original proposal to provide decked car parking had not, on further assessment, proved to be particularly viable and it was now proposed to create a larger multi-storey car park. Following the terrorist incident at Glasgow Airport the Government had issued instructions to airports to keep

vehicles away from terminal buildings. Consideration had been given to the best way of achieving this whilst providing suitable drop off and pick up facilities within reasonable distance of the Terminal Building. It was now proposed to create these facilities together with a pick up and drop off point for buses and taxis on the roof of the proposed multi storey car park which would be at the same level as the entrance to the Terminal Building. The existing forecourt in front of the Terminal Building would be landscaped and pedestrianised. Passengers could then walk under cover from the drop off points into the Terminal Building. This arrangement would have the added benefit of segregating pedestrians and traffic.

He then outlined the process, format of the application, environmental statement, planning application documentation and consultation as follows -

- (a) there would be a main planning application for the terminal extension and associated development with a separate application for the hotel.
- (b) the relocation of the fire station, the western apron walkway and resurfacing of the silver zone car park would be pursued as permitted development.
- (c) the planning application for the terminal extension would be a hybrid application with all matters submitted in outline, and no matters reserved, with the exception of the ancillary buildings, where only siting and access details would be submitted with other matters reserved.
- (d) the planning application for the hotel would be a detailed application.
- (e) the Environmental Statement (ES) would assess the effects of the proposed development on the basis of a 'capacity' of 10 mppa being achieved at 2016. The ES would also consider the situation applying if the development did not proceed (the 'no development scenario'). This would be on the basis of a throughput of 7.3 mppa.
- (f) the planning application would be accompanied by the under mentioned documentation -
 - planning statement
 - drawings of the proposed development
 - environmental statement
 - design and access statement
 - transport assessment
 - flood risk assessment
 - sustainability statement
 - rural character study
 - health impact statement
 - economic impact report
 - report on community consultation

- (g) the Airport was planning to undertake further consultation prior to the submission of the application. The consultation would focus on the proposed changes.
- (h) the consultation would take the form of communication with key stakeholders and previous consultees, information available on BIA website, briefings to local Parish Councils, display of information at BIA, information available in local libraries and newspaper advertisements.
- (i) there would be a further period of consultation conducted by North Somerset Council once the planning application had been lodged.
- (j) it was anticipated that the technical work on the application would be completed within the next month.
- (k) it was envisaged that the consultation process would commence in January 2009. Time wise it may be possible to commence the consultation in December but the Airport was anxious to ensure that the consultation process did not get buried in the festive season.
- (l) the planning application would be submitted sometime after local consultation. It was envisaged, at this time, that this would be March 2009.

Councillor Bigg asked if Members could receive a copy of the presentation. Paul Kehoe undertook to arrange for a copy to be circulated with the draft minutes of the meeting.

Mr. Taplin sought and received clarification of the site for the proposed hotel on the northwest side of the Airport. He also enquired what was meant by consultation.

Alan Davies explained that the proposed consultation was not a referendum. The Airport would consider all the comments it received. Where it was able to do so it would accommodate suggestions but there was no guarantee that it would be able to accommodate all suggestions

Mr. Ewens welcomed the proposals to improve security in the car park.

In response to a question from Councillor Day relating to the siting of the proposed hotel Paul Kehoe indicated that it had been necessary to adjust the location of this facility slightly to avoid major services.

In response to a question from Councillor Bigg regarding the capacity of the existing runway Alan Davies explained that it was proposed to create a new taxi-way which would assist with the movement of aircraft at peak times. The capacity of the runway was in excess of 12 million passengers per annum.

Paul Kehoe advised that there was no limitation on the capacity of the runway. With the introduction of larger aircraft it would be possible to handle a greater number of passengers without increasing the number of aircraft movements.

Alan Davies pointed out that the Airport currently handled 25-30 aircraft movements per hour at peak times.

Councillor Bigg enquired whether it was proposed to seek any amendment to the night noise quota.

Paul Kehoe indicated that the Airport would not be seeking to change the night noise quota. There was only limited headroom in the quota during the summer period at present so there was no scope to make any reductions.

In response to a question from Councillor Bigg regarding the capacity of the existing Terminal Building Paul Kehoe advised that, if the Terminal Building operated a peak capacity throughout the day it would be possible to double passenger throughput. However, throughput generally peaked three times during the day and this was the controlling factor on existing operations. The proposed extension would increase capacity in the Terminal Building at peak times and facilitate a greater throughput of passengers.

Councillor Bigg enquired whether the introduction of on-line check-in and other technical advancements would impact on the capacity of the existing terminal building.

Paul Kehoe explained that the Airport would seek to react to any changes in the way in which airlines operated in the future. Any impact on the capacity of the Terminal Building would depend on future airline requirements. The ES would allow for a 'no development' throughput of 7.3 mppa but this was a conservative estimate of capacity to ensure that the effects of development were not underestimated. The actual capacity of the existing airport could be higher.

Councillor Burn pointed out that the Master Plan put the Terminal Building 'capacity' at between 6 and 6.5 mppa.

Alan Davies indicated that the Airport had handled 6.3 mppa on a rolling 12 months to the end of September 2008 with a summer peak equivalent to 6.6 mppa. The Master Plan capacity assessment had already been exceeded and hence a revised figure was proposed now.

Councillor Burn then enquired whether the number of apron stands was a limiting factor at the present.

Paul Kehoe advised that there were a number of limiting issues which needed to be addressed including the number of apron stands and baggage handling.

Councillor Clelland enquired how many beds/stars the proposed hotel would have and whether it was intended to undertake an archaeological survey before any development commenced.

Paul Kehoe explained that the proposed hotel was not being developed by the Airport and he would, therefore, like to defer any discussion around this development until the next meeting of the Committee by which time it was hoped to have a clearer idea of the detail. Bristol Airport was currently the largest airport in the Country which did not have a hotel on site. Any hotel would need to meet the requirements of the passenger profile. He anticipated that it would be a mid-range development.

Alan Davies confirmed that there would be an archaeological dig on the undisturbed land scheduled for development. Much of the land however, had already been disturbed.

In response to a question from Karuna Tharmananthar regarding the anticipated number of car parking spaces to be created Alan Davies indicated that the actual number of car parking spaces to be provided was still under discussion and he would not wish to quote any figures at this stage.

Paul Kehoe advised that it was proposed that car parking provision would be contained within the existing area. There were no proposals for a multi-storey car park on the south side.

Alan Davies indicated that the Airport was seeking to constrain car parking provision. There had been a significant increase in the use of public transport and the planning application envisaged a network of public transport significantly different from the present arrangements.

In response to a question from Councillor Day Paul Kehoe advised that there were currently some 10,000 car parking spaces on the south side. The eventual number of spaces provided could vary but the land take would remain the same.

In response to a question from Councillor Iles, Paul Kehoe explained that the Airport had been given a dispensation to continue to allow traffic on the forecourt of the Terminal Building until the extension to the Terminal Building was developed. The forecourt would then become a controlled area and the drop-off and rapid pick-up facilities would be located on the roof of the proposed multi-storey car park. The opportunity would be taken as part of this redevelopment to improve public facilities.

Alan Davies confirmed that the pick-up and drop-off facilities to the west of the Terminal Building and the short term car park to the north of the Terminal Building would be co-located on the roof of the multi storey car park.

In response to questions from Councillor Bell, Airport Management indicated that the roof of the multi-storey car park would be no higher than the current

forecourt. The car park would have four floors at the east end and five floors at the west end making the best use of the topography of the land. Part of the construction would be underground.

Councillor Burn enquired of the likely increase in aircraft movements.

Paul Kehoe advised that the maximum capacity was 30 movements an hour at peak times. This did not equate to a movement every two minutes throughout the day. It was envisaged that there would be some 90,000 aircraft movements compared with the current 70,000 movements.

Councillor Burn suggested that the Airport was changing the goal posts. Paul Kehoe, in response pointed out that the Airport, through the proposed development, was seeking to provide facilities to meet requirements for the future.

Alan Davies indicated that the number of passengers had increased to 6.3 mppa but the number of aircraft movements was only slightly more than in 2004.

Councillor Burn stressed that the local community was worried about the potential for an increase in aircraft movements. She then enquired after the environmental statements for the relocation of the fire station and the proposed walkway on the western apron.

Paul Kehoe advised that GOSW and North Somerset Council did not consider that the proposed walkway had an environmental impact.

Councillor Burn said the Stop Bristol Airport Expansion Campaign was pursuing the Secretary of State's reasons for determining that the proposed walkway was not an EIA development. She confirmed that she had informed the Parish Council that she would be raising this matter as a Member of the Campaign.

Alan Davies pointed out that the Secretary of State was not bound to give reasons for her decision.

Councillor Burn said that aviation had very detrimental environmental effects and people were concerned with the expansion plans of airports. She questioned why the Airport was not adhering to the decision of North Somerset Council's Planning Committee to submit a full planning application for the proposed walkway.

Paul Kehoe stressed that the proposed walkway was not adding capacity. The Planning Committee's decision to ask for a full planning application was against the advice of its Officers. He suggested that this matter would best be resolved by the respective solicitors.

Councillor Edwards referred to the proposed modifications to the Spatial Strategy which allowed for the lifting of the green belt restrictions on land around the Airport and he enquired whether the Airport had any plans to extend into this area.

Alan Davies explained that the planning application would be submitted prior to any modifications to the Spatial Strategy coming into force and would be determined against the provisions of the North Somerset Replacement Local Plan for the area.

Paul Kehoe pointed out that the Airport proposed to continue to operate within its existing boundaries.

Karuna Tharmananthar confirmed that any planning application submitted now would be guided by the framework set out in the Replacement Local Plan.

In response to a question from Councillor Bigg, Alan Davies indicated that it was envisaged that the use of public transport would increase to 15%.

Councillor Bigg stressed that local residents did not want to see a growth in off site car parking.

Alan Davies indicated that there was a need to strike a careful balance between pursuing the up take of public transport and a reduction in the use of private vehicles. The Airport did not want to see an escalation in off site parking.

Paul Kehoe concurred that there was a need for a gradual step change whilst maintaining the correct balance between public transport and private car usage.

Councillor Bigg suggested that the Airport had some catching up to do in persuading people to use public transport.

Alan Davies indicated that the Airport would not be encouraging the public to meet and greet their family and friends as this doubled the number of trips to the Airport.

Councillor Bigg expressed the view that there was a need to concentrate on surface access and how passengers were transported to and from the Airport.

The Chairman stressed that the consultation period on the planning application was absolutely crucial . He concurred with the suggestion that the commencement of the consultation should not take place until January 2009 after the festive season.

The Committee then viewed a short video on the architect's impression of the proposed extensions to the Terminal Building.

The Chairman thanked Alan Davies for his presentation and video and indicated that the Committee would look forward to the consultation on the proposed development.

- RESOLVED - (1) that the information be noted.**
- (2) that a copy of the presentation be circulated to Members with the draft minutes.**

1074. QUESTIONS TO THE AIRPORT MANAGERMENTS AND REPLIES THERETO

(a) Questions from Councillor Hilary Burn

The Committee received a schedule of questions to Airport Management submitted by Councillor Hilary Burn, and the replies thereto, a copy of which is inserted in the Minute Book.

(b) Question from Councillor Deborah Yamanaka

The Committee received a question to Airport Management submitted by Councillor Deborah Yamanaka, and the reply thereto, a copy of which is inserted in the Minute Book.

Councillor Bigg enquired when it was envisaged that the Airport would consider connecting to the Government pipeline system.

Alan Davies, in response, explained that it was generally not economically viable to consider such a connection below 10 mppa. Such a connection, should it prove viable in the future, would have environmental and safety benefits as well as reducing vehicle movements on the highways around the Airport.

- RESOLVED that the questions from Councillor Burn and Councillor Yamanaka and the replies thereto be noted.**

1075. PRESENTATION - DRAFT GUIDANCE ON THE PREPARATION OF NOISE ACTION PLANS

The Committee received a presentation, a copy of which is inserted in the Minute Book, from Alan Davies on the draft guidance issued by Defra on the preparation of noise action plans for airports in accordance with the requirements of European Directive 2002/49/EC.

Alan Davies advised Members that -

- (a) the European Directive 2002/49/EC - Environmental Noise Directive (END) - which covered noise from road, rail and air transport, and

industry, required member states to provide better information for the public about noise and its effects; prepare strategic noise maps; and prepare action plans to manage noise based on the noise mapping exercise.

- (b) the UK Government had subsequently introduced the Environmental Noise (England) Regulations which came into force in October 2006 to give effect to the requirements of the EC Directive.
- (c) the Government was responsible for the strategic mapping of major roads, railways designated airports and agglomerations (urban areas with more than 250,000 population) whilst airport operators of non-designated airports were required to undertake this task.
- (d) the noise map for Bristol Airport had been completed and was published on the Defra website.
- (e) the preparation of the noise action plans should have been completed by July 2008 but the Government had only just published the draft guidance on the preparation of these documents so this deadline had not been achieved.
- (f) the action plan would be updated every five years.
- (g) the Government was seeking comments on the draft guidance by 28th November 2008 with an informal target date for the completion of the action plans of June/July 2009.
- (h) the action plan would cover places near the airport affected by noise from airport operations as shown by the noise mapping - area within 55dB(A)Lden and 50dB(A)Lnight contours.
- (i) the action plan must include as a minimum the following elements
 - a description of the airport and any other noise sources taken into account;
 - the authority responsible;
 - the legal context;
 - any limit values in place;
 - a summary of the results of the noise mapping;
 - an evaluation of the estimated number of people exposed to noise, identification of problems and situations that need to be improved;
 - a record of the public consultations organised in accordance with Article 8(7);
 - any noise reduction measures already in force and any projects in preparation;
 - actions which the airport operator intends to take in the next five

- years, including measures to preserve quiet areas (this applied to urban areas only);
 - long term strategy;
 - financial information (if available): budgets, cost-effectiveness assessment, cost-benefit assessment; and
 - provisions envisaged for evaluating the implementation and the results of the action plan.
- (j) the action plan should also contain estimates in terms of the reductions of the number of people affected (annoyed, sleep disturbed, or other).
- (k) there were no residential properties within the 69 dB L Aeq,16h noise contour for Bristol Airport.
- (l) the process for executing the Airport's requirements was as follows -
- BIA to prepare draft noise action plan;
 - engagement with the Consultative Committee;
 - formal public consultation;
 - BIA reflects and responds to comments received;
 - draft noise action plan submitted to the Secretary of State;
 - Secretary of State reviews and adopts plan;
 - BIA publishes the noise action plan;
 - review every five years, or sooner if major development occurs;
 - information review of progress on implementation, to be agreed with the Consultative Committee.
- (m) the Airport's initial thoughts on the consultation process included -
- publishing information on the Airport's website;
 - notices in local newspapers;
 - depositing information in local libraries;
 - installing a telephone hotline;
 - consulting the Consultative Committee;
 - meetings with Parish Council representatives; and
 - preparing a proforma response.
- (n) there consultations would be conducted over a twelve week period.

RESOLVED - that the information be noted.

Councillor Jane Bollen here entered the meeting.

1076. CHIEF EXECUTIVE'S REPORT

(a) Capital Projects and Sustainability - Update

Paul Kehoe advised Members that the following projects were in train -

- (a) the proposed western walkway - the Airport had submitted an application to North Somerset Council for a lawful development certificate.
- (b) the relocation of the fire station under GPDO rights.
- (c) changes in the spacing of the existing car parking bays in the North Side Car Park to produce 80 additional bays.
- (d) installation of a second x-ray system on the C-line in the Terminal Building extension.

RESOLVED - that the information be noted.

(b) New Routes for 2008

Paul Kehoe advised Members that -

- (a) new routes for 2008/09 included Marrakech, Szczecin and Gdansk.
- (b) the Frankfurt route was doing very well.
- (c) the service to Oslo had proved very successful during the summer period and it was hoped that this service would be reinstated in the summer of 2009.

RESOLVED - that the information be noted.

1077. 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 nine month period 1st January to 30th September 2007 and 2008.

Paul Kehoe advised Members that passenger numbers for the nine month period to the end of September was just over 4.9m approximately 3% up on the same period during 2007.

RESOLVED - that the report be noted.

(b) Aircraft Movement

The Committee considered a report, a copy of which is inserted in the Minute Book, setting out comparable aircraft movements for the nine month period 1st January to 30th September 2007 and 2008.

Paul Kehoe advised Members that -

- (a) aircraft movements during the nine month period to end of September were 1.8% up on the same period during 2007 to 59,646.
- (b) a number of aircraft had been taken out of service in the charter market which was continuing to contract.
- (c) Bristol Airport had been impacted by the failure of the airline XL. However there were signs that other airlines were interested in pursuing some of the routes lost with the collapse of XL and despite the potential for recession the Airport was looking to replace all the lost traffic.

Mr. Ewens welcomed the continued growth in the scheduled international market. He stressed that this growth was important for the local economy as it attracted incoming passengers as well as outgoing passengers.

Councillor Clelland enquired of the possible reason for the increase in infant passengers.

Jacqui Mills, in response, explained that the Airport sought to attract and look after young flyers by promoting a range of activities particularly over the summer holiday period.

RESOLVED - that the report be noted.

1078. POLICING AT THE AIRPORT

Inspector Dave Stokes advised Members that -

- (a) it was proposed to merge the two policing operations, uniform and Special Branch, at the Airport under his control. This would give the police presence at the Airport greater resilience. The new unit would continue to provide neighbourhood policing.
- (b) 246 crimes had been reported to the Police for the period up to the end of September compared with 230 during the same period in 2007. The vast majority of thefts had occurred on inbound flights. Only 70 of the reported crimes had actually occurred at the Airport.
- (c) 71 arrests had been made to the end of September compared with 80 in the previous year.
- (d) the summer period had been relatively quiet with very few incidents of drunkenness compared with previous years. The only significant incident was on 14th September 2008 when a person collapsed on the Terminal Building forecourt with head injuries. It was subsequently

discovered that these injuries had not been sustained at the Airport. However, it had been necessary for the Police to make the enquiries and cordon off the forecourt as a possible crime scene for a time. He thanked the Airport for their cooperation whilst the Police investigation was being carried out.

- (e) on 25th September 2008 the air traffic control computers at Swanwick had gone down and the Police had assisted Airport Staff in dealing with passengers whose flights had been cancelled.
- (f) two multi agency operations had been conducted at the Airport targeting the illegal use of taxis. As a result a number of prosecutions had been instated or were pending.
- (g) the Police had also collaborated with the Airport in promoting free wristbands for young people campaign during the summer period.

Councillor Bigg explained that Wrington Parish Council was in the process of drawing up an emergency plan for its area which included the Airport. She said it was important that the Parish Council's and the Airport's emergency plans interfaced with one another as far as possible.

Paul Kehoe undertook to arrange for the Airport's Emergency Planning Officer to contact the Parish Council. He explained that the Airport was undertaking an emergency exercise on 12th November and he felt that it would be helpful if someone from the Parish Council attended that exercise.

RESOLVED - that the information be noted.

1079. 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 September 2008; the number of aircraft movements during the same period; the reasons for the complaints; and the locations the complaints had emanated from.

A revised covering report and location map were tabled, copies of which are inserted in the minute book.

Paul Kehoe extended his apologies to Members for the fact that the Tracker System was not yet installed and operating as had been promised at the last meeting. He explained that it was a source of profound frustration that it had not been possible to achieve this but progress was being made.

Mike Littleton informed Members that the Airport had signed its part of the agreement but was still awaiting the landowner's signature on the counterpart.

Councillor Burn enquired whether there was any alternative location which could be used and was advised by Mike Littleton that regrettably it was not possible to locate the monitor elsewhere. He stressed that the Airport was committed to seeing this project through to a satisfactory conclusion.

Councillor Bell pointed out that these delays were not helping the cause of the Airport.

Paul Kehoe reiterated his apologies that it had not been possible to progress this project as quickly as he would have liked.

Councillor Patch said that the number of complaints shown in the report did not truly represent the annoyance caused to local residents who had long since given up reporting complaints.

Mr. Taplin stressed the need for local people to register any complaints they had with regard to noise in order that the Airport could be aware of the true picture.

The Chairman pointed out that the Airport was doing its best to resolve any outstanding matters to enable the Tracker System to be installed as quickly as possible. This project was key to addressing noise issues as it would enable the Airport to track the flight path of inbound and outbound aircraft within the Airport's airspace. However it would not help the situation if local people did not register complaints.

RESOLVED - that the report be noted.

1080. CUSTOMER SERVICES 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 July to 30th September 2008.

Jacqui Mills, in outlining the report, advised Members that of the nine complaints against security in September five related to confusion over liquids which could be taken on board the aircraft. The Airport was actively working on ways of improving the dissemination of information relative to this restriction.

Mr. Ewens referred to a recent incident when only one person had been available to help passengers needing special assistance and he enquired whether the Airport was suffering a staff shortage in this area of operation.

Jacqui Mills indicated that in July the Airport had helped 2,500 passengers with special assistance needs. That figure had remained constant in August but in September it had risen sharply to 3,600 putting the service under pressure. This had resulted in five letters of complaint. The Airport and the

Company providing this service were looking at ways of improving the situation for the future.

Jacqui Mills suggested that, in future, rather than have a separate item on the agenda relating to services for people with reduced mobility she incorporate an update in the Service Quality Report as she had on this occasion.

Members indicated their agreement to this proposal.

Councillor Edwards advised that he had received a number of complaints from residents of Bath that they had experienced difficulty in obtaining seating in the departure lounge whilst waiting for their flights.

Jacqui Mills explained that whilst passengers may have perceived that there was now less seating in the departure lounge following the alterations this was not the case. There was in fact an increase in seating. Nevertheless the availability of seating was always tight at peak times and the Airport was constantly reviewing the situation to see whether improvements could be achieved.

RESOLVED - (1) that the report be noted.

(2) that, in future, updates on the implementation of the EC Regulation relating to Access to Air Travel for People with Reduced Mobility be incorporated in the Service Quality Report.

1081. PEOPLE UPDATE

Jacqui Mills advised Members that -

- (a) the opening of the Cabot Circus Shopping Centre had not had the detrimental impact on employee numbers at the Airport as had been feared.
- (b) there were currently 10 vacancies at the Airport, details of which were published on the website.

Paul Kehoe informed Members that he had recently signed a skills pledge on behalf of the Airport to develop the skills of existing employees.

RESOLVED - that the information be noted.

1082. CHARITABLE AND COMMUNITY PROJECTS AND TRUST FUND DONATIONS

The Committee received a report, a copy of which is inserted in the Minute Book, advising of charitable and community projects and trust fund donations for the period July to September 2008.

Jacqui Mills advised Members that -

- (a) 42 charities had applied to be the Airport employees charity of the year 2009. Seven charities had subsequently been short listed and were currently being voted upon by employees.
- (b) employees had now raised over £12,000 for Wallace & Grommet's "Cots for Tots" Appeal.
- (c) the Walk to Cure Diabetes on 7th September in which the Chief Executive and over 100 employees at the Airport had participated had raised £6,250. In total over £43,000 was raised through various events on the 7th towards this cause.
- (d) the cool wristband scheme operated during the summer period had been very successful with parents and children and had raised £800 for charity.

Mike Littleton explained that he was working with the Target 80 initiative which was based in Chew Magna. The initiative combined both businesses and individuals and was seeking money and support to help combat climate change. More details of the scheme would be published in the next edition of the Airport's newsletter which would be published shortly.

Councillor Clelland welcomed the extent of the community and charity support being provided by the Airport and its employees.

The Committee then received a presentation on a number of the schemes being supported by the Airport with particular reference to the photographic competition, the development of luggage specifically designed for children, and various educationally based projects.

The Chairman congratulated the Airport and its employees for their contributions to community and charity work.

RESOLVED - that the report be noted.

1083. IMPLEMENTATION OF THE EC REGULATION RELATING TO ACCESS TO AIR TRAVEL FOR PEOPLE WITH REDUCED MOBILITY WORKING PARTY

Jacqui Mills advised Members that she had nothing further to add to the update given under the Service Quality Report earlier on the agenda.

RESOLVED - that the information be noted.

1084. MINUTES - ENVIRONMENTAL EFFECTS WORKING PARTY

The Committee received the Minutes of the last meeting of the Environmental

Effects Working Party held on 1st October 2008, a copy of which is inserted in the Minute Book.

RESOLVED - that the Minutes of the Environmental Effects Working Party held on 1st October 2008 be noted.

1085. ITEMS OF GENERAL INTEREST

(a) Proposed Guidelines Covering Funding Arrangements for Transport Infrastructure

The Committee received a report, a copy of which is inserted in the Minute Book, setting out the Government's proposed guidelines for funding arrangements for transport infrastructure in England.

RESOLVED - that the report be noted.

(b) Proposed Passenger Fingerprinting

The Committee received a report, a copy of which is inserted in the Minute Book, advising of new proposals issued by the UK Border Agency that will oblige all airports with common departure lounges to fingerprint passengers in order to maintain security.

RESOLVED - that the report be noted.

1086. DATE OF NEXT MEETING

The Chairman advised Members that the next meeting would be held at 2.30 pm on Wednesday, 21st January 2009.

The Chairman, on behalf of the Committee, extended Members' best wishes to Paul Kehoe for the future.

There being no further business the meeting was declared closed.