

# Minutes

<b>Meeting</b>	<b>Bournemouth Airport Consultative Committee</b>
<b>Held on</b>	Wednesday 1 <sup>st</sup> March 2023
<b>Time</b>	1200 hrs
<b>Venue</b>	Imperial Room, Departures Building

<b>Attendees</b>	1. Cllr Mrs J Jones (Chair)	Hurn Parish
	2. Mr D Skillicorn (Deputy)	Bournemouth University
	3. Cllr T Cordery	Ferndown Town Council
	4. Mr John Hosker	Dorset Federation of Residents' Association
	5. Mrs J Hudson	Broadstone Neighbourhood forum
	6. Mrs K Glynn	Crowhill Residents' Association / Burley Parish Council
	7. Ms D Hart	Dorset Chamber of Trade & Industry
	8. Ms Y Phillips	Bournemouth Chamber of Trade
	9. Mr P Thorne	Christchurch & District Chamber of Trade & Commerce
	10. Ms R Osborn	Secretary to Consultative Committee
<b>In Attendance</b>	<b>Bournemouth Airport:</b>	
	1. Mr T Etches	Operations Director
	2. Mr H Greenman	Estates Manager
	3. Mr K Jewitt	Airfield Services Manager
	4. Mr M Twomey	Head of Technical Services
<b>Apologies</b>	1. Ms J Rock	Bournemouth Chamber of Trade
	2. Mrs E Lancaster	Jumpers & St Catherine's Hill Residents Association
	3. Cllr Mrs M Phipps	BCP
	4. Cllr B Gorringe	Dorset County Council
	5. Cllr T Jarvis	Brangore & District Residents' Association / Parish Council

<b>Meeting dates:</b>	(All Thursdays at 1200 hrs in the Imperial Room)
	→ 27 <sup>th</sup> July 2023
	→ 30 <sup>th</sup> November 2023

## 1. Minutes of Last Meeting

1.1 The minutes of the last meeting, held on 3<sup>rd</sup> November 2022, were approved by those present.

## 2. Actions from Minutes of Last Meeting

**ACTION 1**    Investigation into the Community Fund area of eligibility being extended to outside of the Christchurch  
**CLOSED**    Boundary, covering specific areas affected by Airport activity.  
Update 3/11/22: A Noise Contouring exercise had been completed which would form the basis of the Airport's discussions with BCP. To be addressed later in the meeting.

**ACTION 2**    Air Passenger Charter: Mr Etches to investigate whether the Airport should / could display this, as the  
**CLOSED**    information had been handed out to passengers by the Airport Duty Manager. Mr Etches to report at the next meeting. Update 1/3/23: Mr Etches advised that the Charter was available for passengers at the Airport and displayed at the Information Desk and at the Departure Gates.

**ACTION 3**    Taxis: Mr Etches to raise with PRC Streamline Taxis the insufficient number of taxis available to meet flights  
**CLOSED**    outside Arrivals and the practice of allocating pre-booked taxis to the taxi queuing rank first. Update 1/3/23:  
Mr Etches had raised this with PRC Streamline Taxis.

**ACTION 4**    Taxis: A Member advised that PRC Streamline were a private hire company, not a taxi company. Mr Etches to  
**CLOSED**    investigate and report back. Update 1/3/23: Mr Etches advised that PRC Streamline had the licence to  
operate at the Airport.

ACTION 5 CLOSED	Public Address Announcements in Departures: A Member asked whether staff making the announcements could speak slower. The volume was ok. Update 1/3/23: Mr Etches advised that staff had been informed.
ACTION 6 CLOSED	Pedestrian Crossing at the Barrier: A Member stated that this was quite dangerous as, when she last visited, the barrier had been in the raised position when people were crossing. Mr Etches responded that the barrier operative should coordinate this, and he would raise with the Manager to provide refresher training. Update 1/3/23: Refresher Training had been completed.
ACTION 7 CLOSED	Community Fund: The Chair asked whether Mr Twomey could find out whether other airports community funds were based around noise contours. To be covered later in the meeting.
ACTION 8 CLOSED	Noise Complaints: A Member produced six noise complaints from the same complainant in Burley, made in the month of August, which clearly had not been included in the statistics. Mr Twomey and Ms Mallet-Knight would investigate and report back at the next meeting. To be covered later in the meeting.
ACTION 9 CLOSED	Noise Complaints: Compliant / Non-Compliant aircraft stats to be shown at the next meeting. To be covered later in the meeting.

### 3. **Airport Business Update – Tim Etches, Operations Director**

- 3.1 **Passenger numbers:** Passenger numbers for January 2023 stood at 39,313, slightly behind budget for the month. Year to Date (from April 2022), passenger numbers stand at 685,808, again slightly behind budget.
- There were 254 passenger aircraft movements in the month of January.
- There was just 1 cargo aircraft movement in January. Cargo would be flying again mid to late April.
- 3.2 **Operations:** Bournemouth achieved 98% On Time Performance of aircraft, with Check-In average queue time at 6.04 minutes and Central Search average queue time at 3.24 minutes, better than last reported due to winter traffic. The target of the first bag on the baggage belt was achieved for 100% of flights.
- PRM (Persons with Reduced Mobility) performance results were excellent for the period, with 100% of passengers receiving assistance within 10 minutes of arrival at the Airport. There were a total of 474 PRM passengers for the month of January.
- 3.3 **Ambassadors:** Mr Etches advised that Bournemouth Airport will shortly be launching a search for “Volunteer Ambassadors”, who will work as part of a friendly and dedicated team, providing a meet and greet and information service to passengers. They will be first based landside but eventually airside through Security. Benefits will include free car parking for holidays, refreshments, meals etc. Details of how to apply will be available soon via the Bournemouth Airport website. A Member suggested that involving schools and colleges for work experience might be good and Mr Etches agreed.
- 3.4 **Routes / Airlines:** Three key airlines: TUI; Ryanair; and easyJet. There were seven tour operators working with the Airport, namely Hays Travel, Hurtigruten, Newmarket Holidays, P&O Cruises, Santa’s Lapland, Transun and TUI. The Airport flew to thirty-five destinations in seventeen countries.
- New destinations for 2023 were Carcassonne, Edinburgh & Venice (all Ryanair). There would be a second based Ryanair aircraft at Bournemouth from May, with 11 additional flights per week.
- 3.5 **Full List of Destinations:**
- Ryanair - Alicante, Bergerac, Budapest, Carcassonne, Dublin, Edinburgh, Faro, Girona, Gran Canaria, Krakow, Majorca, Malaga, Malta, Murcia, Tenerife, Venice, Wroclaw and Zadar
- TUI - Antalya, Corfu, Crete, Dalaman, Gran Canaria, Ibiza, Kefalonia, Lanzarote, Majorca, Menorca, Paphos, Rhodes, Tenerife and Zante
- easyJet – Geneva (7 flights per week).

- 3.6 Mr Etches stated that by 2024, it was hoped that the Airport would break the 1 million passenger threshold again.
- 3.7 A Member asked about flights to Turkey. Mr Etches advised that TUI had stopped taking bookings for Turkey at the moment due to the earthquake.
- 3.8 Mr Etches briefed Members on other activities at the Airport. These included WH Smiths closing their landside unit (retaining their airside unit) and the area vacated to be converted to a PRM reception area. There was also a new radar going in, a new Instrument Landing System (ILS), new fire engines and other equipment. There was a lot happening at the Airport with other proposed changes that were being put to Board tomorrow and which Mr Etches would update Members at the next meeting.

#### 4. **Corporate & Social Responsibility – Mike Twomey, Head of Technical Services**

- 4.1 **Community Fund:** The Action from previous meeting to find out whether other airports community funds were based around noise contours found the following:
- The majority seemed to be based on the local areas surrounding the airport e.g., Stansted Airport Community Fund donated money to local causes within a 20-mile radius.
  - Gatwick, however, stated that their Community Fund provided funds to those areas most affected by the airport which suggested those impacted by noise would be given the most consideration.

A meeting was held on 11<sup>th</sup> January with BCP along with representatives from the Consultative Committee. The following points were raised which BCP are currently discussing internally:

1. The option of adding/changing the areas currently covered by the Community Fund.
2. Legal matters around changing the areas covered by the Community Fund.
3. Enabling a member of the Consultative Committee onto the panel to judge applications.
4. Wording of the criteria for the fund.

A follow up meeting will be held once BCP respond.

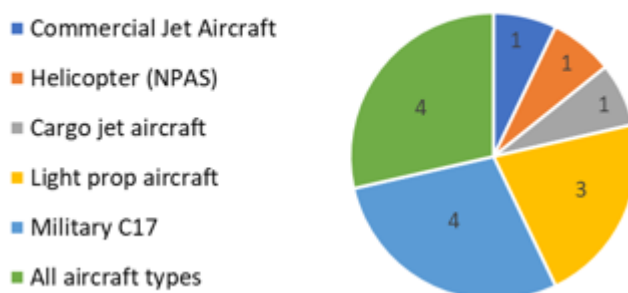
- 4.2 **Noise Complaints:**  
As per the Action from the previous meeting to review noise complaints as some had been missed, a review had been undertaken of the procedure. It had been found that it had not been working correctly and some complaints had been missed. From January 2023, the Environmental Officer will manage all complaints.

The Action from the previous meeting for Compliant / Non-Compliant aircraft stats to be shown at the next meeting had been noted, however, the Environmental Officer had reviewed all complaints from Jan 2022 and all aircraft were compliant.

Rolling Year 1<sup>st</sup> February 2022 to 31<sup>st</sup> January 2023:

- 15 complaints for the rolling year
- 15 complainants
- 12 within Bournemouth's control zone, 3 outside

**Number of Aircraft & Type**  
Rolling Year Feb-22 - Jan-23



Number of complaints per area:

Areas	Number
Christchurch	1
Parley Cross	1
Kinson / Northbourne	1
North Dudsbury	1
St Catherine's Hill	1
Burley	2
Charminster	2
St Catherine's Hill	1
Bearwood	2
Totton SOU	1
Lymington	1
Kinson / Northbourne	1
<b>Total</b>	<b>15</b>

## 5. **Property – Harvey Greenman, Estates Manager**

5.1 **Developments:** Mr Greenman briefed Members on the developments on the Business Park. These included Property ABP39, a new build, energy-efficient high bay industrial warehouse unit of 39,124 sq ft. This was a significant build and would be ready and available to let in the summer.

5.2 **New Footpaths and Cycle Paths:** Members were shown images of the construction of new footpaths and cycle paths on the Aviation Business Park.

5.3 **Progress Update – Area Wide Travel Plan – Work to Date:** Regular engagement was happening with key stakeholders. An Airport Transport Forum Meeting was held in September 2022 with stakeholders at which the plans were discussed, one-to-one meetings were held with on-site businesses and the transport operators.

There continued to be engagement with staff through promotional material / events, including the preparation of Sustainable Travel Information Pack (updated February 2023), a Sustainable Travel Event (held in May 2022) and newsletters and emails to staff about sustainable travel opportunities.

The preparation of draft Area Wide Travel Plan included a summary of attitudinal and multi-modal surveys undertaken in 2022, details of current, and future, access to the site by all modes, the management / governance structure, including appointment of Area Wide Travel Plan Coordinator, targets for single occupancy vehicle use aligned to baseline modal splits (85.6%) and a range of measures to be implemented at the Aviation Business Park and Airport. Next steps were discussed.

5.4 **Electricity Metering Replacement Programme:** The Airport had commenced replacing the electricity meters across the site.

5.5 **Access Road Development:** A Member asked about the proposed road linking the Airport's Business Parks. Mr Greenman replied that this project had been put on hold.

## 6. **Any Other Business**

There was none.

Chair .....

Date ..... 2023