

Minutes

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| Meeting | Bournemouth Airport Consultative Committee |
| Held on | Thursday 20 th March 2025 |
| Time | 1200 hrs |
| Venue | The Project Office, Bournemouth Airport |

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| Attendees | 1. Mr D Skillicorn (Chair) | Bournemouth University |
| | 2. Mr A Biggs | RAF Association |
| | 3. Cllr T Cordery | Ferndown Town Council |
| | 4. Mrs S Fotheringham | Friends of St Catherine's Hill |
| | 5. Cllr B Gorringe | Dorset County Council |
| | 6. Cllr C Latham | Verwood Town Council |
| | 7. Cllr B Manuel | West Parley Parish Council |
| | 8. Mr B Perkins | Bournemouth Chamber of Trade & Commerce |
| | 9. Cllr Mrs M Phipps | BCP |
| | 10. Cllr S Rippon-Swaine | New Forest District Council |
| | 11. Mr P Thorne | Christchurch & District Chamber of Trade & Commerce |
| | 12. Ms R Osborn | Secretary to Consultative Committee |
| In Attendance | Bournemouth Airport: | |
| | 1. Mrs C Hicks | Customer Service Director |
| | 2. Mr R Johnson | Business Development Manager |
| | 3. Mrs D Mallet-Knight | Environment & Sustainability Officer |
| Apologies | 1. Cllr Mrs J Jones (Deputy) | Hurn Parish |
| | 2. Mrs K Glynn & Cllr J Cook | Crowhill Residents' Association / Burley Parish Council |
| | 3. Ms D Hart | Dorset Chamber of Trade & Industry |
| | 4. Mrs J Hudson & Mr D Williams | Broadstone Neighbourhood Forum |
| | 5. Cllr G Meyrick | New Forest National Park Authority |

Meeting dates: All Thursdays at 1200 hrs
 → 24th July 2025 → 27th November 2025

1. Minutes of Last Meeting

The minutes of the last meeting, held on the 21st November 2024, were approved by those present.

2. Actions from Minutes of Last Meeting

ACTION 1 ONGOING **Community Fund: BCP stated a Variation to the 106 Agreement was required. The Member from BCP offered to follow-up with the BCP Legal Team and report back to Mrs Mallet-Knight.** The Deed of Variation had been reviewed and was now with the Rigby Group awaiting signature. The Community Fund catchment area in the revised Section 106 Agreement to be forwarded to Members (attached to minutes).

ACTION 2 CLOSED **Airspace Change: The Airport to provide an exec summary for Members.** This was distributed to Members on the 27th November.

ACTION 3 ONGOING **Airspace Change: Cyrrus to be invited back to present to the Consultative Committee at such time there was something to report / feedback from the CAA.** It was reported that a Stakeholder Meeting would take place on Tuesday 20th May and Members would receive an invitation.

3. Business Update

Rob Johnson, Business Development Manager RCA
Cathy Hicks, Customer Service Director

3.1 **Jet2 Launch:** Members were briefed on the launch of Jet2 at Bournemouth Airport on the 4th February and were shown a short promotional Jet2 film of the launch event. The second based aircraft would arrive on the 1st May, with a third based aircraft committed for Summer 2026.

- 3.2 **Further increase in Ryanair capacity:** New Summer 2025 routes were on sale, Chania, Fuerteventura and Rhodes.
- 3.3 **Key developments:** The Airport was in the midst of a development programme, with Airport investment circa £60 million. Various works were being undertaken, including a new Cargo facility, a virtually new Fuel Farm and a new InFlight Catering Facility which was three times the size of the previous. This was handed over completed last week.
- 3.4 It was noted that Bournemouth Airport was the Number 1 airport in the UK for growth post-pandemic, i.e. the Airport had recovered its traffic before other UK airports.
- 3.5 **Employment:** It was reported that 2025 will bring the largest ever annual increase in jobs at the Airport. Approximately 100 jobs were anticipated within the Airport organisation, with additional new jobs created by the new Jet2 base and other third-party operators on site. The long-term construction projects on the Airport and the Airport Business Park further supported the local economy.
- 3.6 Members were shown illustrations of the works in progress, including the temporary structures in place to allow for new build of an outbound baggage area, a remodelled check-in hall, new Immigration Hall, remodelled baggage reclaim and a connection corridor to allow movement. Images were shown to Members of the works to the new outbound baggage area, new Immigration Hall, Jet2 Crew and Engineering building and the extended In-Flight Catering Services warehouse. It was noted that this significant development had a positive impact on the local economy, as the Airport had engaged the services of local construction companies.
- 3.7 **Passenger Numbers:** There were 55,870 passengers in February, against the forecast of 57,061. Year to Date passenger numbers stood at 982,706, slightly behind expectations. For February there were: 319 passenger aircraft movements; 85 Cargo movements; and 952 General Aviation movements (including light aircraft)
- 3.8 **Performance:** Bournemouth achieved 95% On Time Performance of aircraft, with Check-In average queue time at 6½ minutes and Central Search average queue time at 3½ minutes.
- The target of 20 minutes for the first bag on the baggage belt was achieved for 95% of flights.
- 3.9 **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 was a total of 739 PRM passengers in February, compared to 651 last year for the month.
- The Airport held a Disability Forum in February with representatives from various groups, along with Airport staff. The ongoing relationships with such disability groups increased communication and awareness of individual needs and support services provided to ensure the passenger transit through the Airport was as smooth and stress-free as possible. New equipment had been purchased, 12 new wheelchairs and a second Ambulift was currently being sourced (as a back-up to the existing one for the summer).
- Mrs Hicks stated that last week there were 18 people pushed in wheelchairs onto one Tenerife flight. There will be a lot of pressure this summer. A Member asked whether PRMs were self-declaring. Mrs Hicks replied that this was the case. Ryanair do limit numbers on each outbound flight. The cost for PRM was charged back to the airlines.
- 3.10 Winter 2024/25 and Summer 2025 passenger operations were shown, along with new routes for Summer 2026.
- There were four key airlines, TUI, Ryanair Jet2 and easyJet, and seven key tour operators Hays Travel, Hurtigruten, Jet2holidays, Newmarket Holidays, P&O Cruises, Santa's Lapland, Transun and TUI.
- The new destinations for 2025 were Lyon (easyJet), Costa de la Luz, Fuerteventura, Madeira, Prague, Reykjavik, Vienna, (Jet2). For 2026 Dubrovnik, Kos, Lake Garda and Reus (all Jet2) were to be introduced.

- 3.11 Full List of Destinations:
- Jet2: Agadir, Alicante, Antalya, Corfu, Costa de la Luz, Crete, Dalaman, Faro, Fuerteventura, Gran Canaria, Ibiza, Lanzarote, Madeira, Majorca, Malaga, Menorca, Prague, Reykjavik, Rhodes, Tenerife, Vienna, Zante and 2026 new destinations: Dubrovnik, Kos, Lake Garda and Reus.
- Ryanair: Alicante, Bergerac, Carcassonne, Chania, Edinburgh, Faro, Fuerteventura, Girona, Gran Canaria, Krakow, Lanzarote, Majorca, Malaga, Malta, Murcia, Nantes, Rhodes, 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) & Lyon (3rd Jan - 21st Feb 2026).
- 3.12 A Member reported that he had flown from the Airport recently, it was raining and there was a delay in queuing to board the aircraft. Consequently, he and other passengers had to sit in wet clothes for their journey. Mr Johnson replied that he entirely understood and there were things that could be done such as air bridges but, fundamentally, the airlines were responsible and may not be willing to cover the cost. Mrs Hicks stated that efforts would be made to ensure passengers have the most comfortable experience possible.
- 3.13 A Member stated that when he arrived back in January, it was dark and he thought it was slightly dangerous, particularly for those with difficulty walking. Mrs Hicks replied that additional floodlighting had been installed and the Team Member front of house at the barrier was relied upon to feedback to the Team and recommend any improvements, particularly in respect of safety. Whilst the Airport had the lighting and signage required, further improvements would be made in advance of the busy summer. However, the Airport had to adhere to the airlines' processes.
- 3.14 A Member stated that when the flight was called, everyone rushed to the gate. He stated that elsewhere some board by row, or by rear such as Tui, to stagger the flow of people. Mrs Hicks replied that from the 1st April, she was taking over the Ground Handling operation and would look at how the experience could be improved.
- 3.15 Mrs Hicks advised that from 1st April the position of Airport Duty Manager would be introduced to oversee all aspects of the airport operation on a 24-hour basis.
- 3.16 Images were shown to Members of the new Food and Beverage offering to be introduced. "Bourne & Acre" would replace "The Navigator" and formal completion of fit-out would be undertaken October to end December. There would also be a new Coffee Shop airside, "Soul & Grain", which would be substantially larger than the previous offering.
- 3.17 Mr Johnson explained to Members that almost all of the services that passenger encounter were inhouse, so the Airport was in direct control, apart from the Jet2 check-in and boarding process, enabling all issues to be dealt with directly by the Bournemouth team.
- 3.18 A Member stated that at another airport, his wife was asked to lift her arms when at Security, even though she could not due to a health issue. He said that it took over half an hour until a senior person came over and told the security officer to use a wand. Mrs Hicks stated that she assumed that it was when in a Bodyscanner. Whilst these were not yet in operation at Bournemouth, there were alternative ways for searches to be undertaken respectfully and discretely.
- 3.19 A Member asked whether the Airport had plans to open after 0130 hrs. Mr Johnson replied that the market for night flying had virtually disappeared. The Chair added that operating longer hours meant more crew hours and more fuel for the airlines, both of which were expensive. Mrs Hicks confirmed that, if a flight was delayed until 0200 hrs, it would be diverted. If a flight was slightly delayed, it depended on Airport operational capabilities such as ATC, Fire and Ramp personnel availability. Mrs Hicks confirmed that, if an aircraft was diverted, it was the responsibility of the airline to get the passengers back to their designated airport.

4. **Corporate & Social Responsibility**
Danni Mallet-Knight

4.1 **Community Fund:**

The Deed of Variation had been reviewed and was now with the Rigby Group awaiting signature.

Two applications had been received for the Fund this year.

4.2

Mrs Mallet-Knight confirmed that the rules of the Community Fund would still be the same, but the eligibility area had been redefined. A discussion ensued as to the various areas until the Member for BCP stated that this had been a long process and discussed at length. The Chair asked for a full update from Mrs Mallet-Knight at the next meeting.

ACTION 4

Community Fund – Revised Section 106 Agreement: Full briefing to be given to Members at the next meeting.

4.3

Noise Complaints:

Rolling Year 1st March 2024 to 28th February 2025:

→ 80 complaints for the year

→ 73 complainants

→ 46 complaints from one repeat complainant. The 46 complaints were not included in the statistics. The lady lives in the New Forest, but the exact address / location had not been supplied to the Airport in any of the communications.

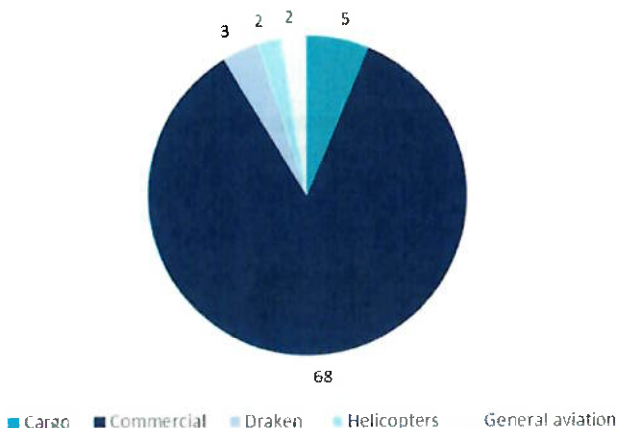
→ All flights were compliant.

Number of complaints per area:

| Areas | All complaints |
|-----------------|----------------|
| Bear Cross | 6 |
| Bransgore | 39 |
| Brockenhurst | 6 |
| Burley | 3 |
| Candford Cliffs | 1 |
| Ferndown | 3 |
| Merley | 3 |
| New Milton | 1 |
| Northbourne | 2 |
| Redhill | 1 |
| Southbourne | 1 |
| Wareham | 1 |
| West Moors | 1 |
| West Parley | 1 |
| Wimborne | 8 |
| Other/not known | 3 |
| Total | 80 |

Noise Complaints

Number of Aircraft & Type
Rolling Year Mar 2024 - Feb 2025



5. **Any Other Business**

5.1 None

Chair

Date 2025

14/07/25

ACTION 1

The Community Fund catchment area in the revised 106 Agreement.



Community Fund Area



