

# Minutes

<b>Meeting</b>	<b>Bournemouth Airport Consultative Committee ANNUAL GENERAL MEETING</b>		
<b>Held on</b>	Thursday 12 <sup>th</sup> July 2012		
<b>Time</b>	1430 hrs		
<b>Venue</b>	New Imperial Room, Departures Building		
<b>Attendees</b>	1.	Mr JT Hosker (Chair)	Dorset Federation of Residents' Associations
	2.	Cllr WS Rippon-Swaine (Deputy Chair)	Hampshire County Council
	3.	Cllr M Brooke	Poole Borough Council
	4.	Mr K Churchill	Airtime Aviation Services
	5.	Cllr TJ Cordery	Ferndown Town Council
	6.	Cllr WH Dow	New Forest District Council
	7.	Mr R Gulliver	Cobham Aviation Services
	8.	Mrs A Jefferies	Broadstone Residents' Association
	9.	Cllr Mrs J Jones	Hurn Parish Council
	10.	Cllr Mrs B Manuel	East Dorset District Council
	11.	Mr J Pendrill	ACRA
	12.	Mrs S Owen	Bransgore & District Residents' Association
	13.	Cllr A Rice TD	New Forest National Park Authority
	14.	Mr P Russell	Burley Parish Council & Crowhill Residents' Assoc
	15.	Mr P Thorne	Christchurch & District Chamber of Trade & Com
	16.	Cllr T Watts	Christchurch Borough Council
<b>In Attendance</b>	<b>Bournemouth Airport Authority:</b>		
	1.	Mr P Knight	Managing Director
	2.	Mr M Twomey	Head of Technical Services
	3.	Mr R Coggins	Environment and H&S Manager
	4.	Mrs C Willoughby-Crisp	Air Traffic & Operations Manager
	5.	Mrs S Windsor	External Affairs Consultant
	6.	Ms R Osborn	Secretary to the Consultative Committee
<b>Apologies</b>	1.	Cllr Mrs S Anderson	Bournemouth Borough Council
	2.	Cllr C Appleby	Verwood Town Council
	3.	Rev C Booth	St Marks West Parley & Airport Chaplain
	4.	Cllr J Cullen	West Parley Parish Council
	5.	Cllr D Fox	Dorset County Council
	6.	Mr P Matthews	Bournemouth Chamber of Trade & Commerce
	7.	Ms Y Maybank	Christchurch Tourism
	8.	Ms J Richards	Bransgore & District Residents' Association
	9.	Mr A Rynhart	Bournemouth, Christchurch & Poole TUC
	10.	Mr P Scott	Dorset Business
	11.	Mr RJ Timmis	RJT Shipping Consultants
	12.	Mr S Webb	Technical Representative
	13.	Cllr J Wilson	East Dorset District Council
<b>Next meeting</b>	Thursday 15 <sup>th</sup> November 2012, commencing at 1430 hrs in the New Imperial Room		

## Item

### 1. Chairman's Annual Report

- 1.1 The Chairman referred Members to his Annual Report, a copy of which had been distributed to Members prior to the meeting.

## 2. Election of Chair and Vice Chair

- 2.1 With the Members' agreement, the Chairman and Deputy were prepared to continue in Office for the next year (second year of the three-year term). This was proposed by Cllr Rice and seconded by Cllr Mrs J Jones.

## 3. Minutes of Last Meeting

- 3.1 The minutes of the last meeting, held on Wednesday, 28<sup>th</sup> March, were approved by those present.

## 4. Matters Arising

- 4.1 There were none.

## 5. Report by the Managing Director

- 5.1 The current year appeared to be following a similar pattern to that of 2011. The economic climate remained challenging, with little real signs of recovery within the UK.
- 5.2 At the Airport, the Security function was performing well, following its in-sourcing in April, with improved customer service satisfaction and test scores. The new Aer Arran route to Dublin, launched in May, was developing well.
- 5.3 However, the Olympics had had little impact on the Airport so far, with very limited additional air traffic booked. Also, Cobham's loss of the Strategic Tanker Project work to Spain had resulted in significant job losses at the Airport, which was very disappointing.
- 5.4 Passenger numbers so far this financial year (1<sup>st</sup> April to end June) were slightly ahead of the same period last year, although down on budget. However, aircraft passenger load factors were generally strong, with the recent inclement weather having a positive impact on air travel. The new M.A.G. business model, introduced in April, appeared to be working well, with improved cross-business networking and support.
- 5.5 Aer Arran had just announced that they would be operating their service to Dublin year-round, which was good news for the Airport.
- 5.6 Bournemouth Airport faced a considerable challenge to meet its targets going forward. The business challenges were outlined: a) To make Bournemouth Airport the most cost effective and efficient airport in the UK, whilst ensuring safety and security were maintained at the highest levels; b) To be innovative in providing high quality service in a compliant and cost effective manner and; c) To develop and stretch the Team to achieve the targeted business plan, ensuring that there was total and open transparency with all colleagues, so that all were fully knowledgeable about the business and its challenges. It was noted that the larger UK airports on the whole were growing in capacity, whilst the small regional airports were failing to benefit from the same growth.
- 5.7 Throughout the business, all areas were carrying out a complete review of the Airport's operation, in effect going back to a "blank sheet of paper" principle. This review was driving the development of multi-skilled, multi-tasked teams, to deliver an efficient, high quality service. Renegotiations were being undertaken with suppliers to review whether the Airport was getting the quality at the best price on services and goods. All actions being taken with colleague engagement in mind, taking along the entire workforce to ensure efficient work practices were adopted across the board.

- 5.8 To take full advantage and attract new airlines, the Airport needed to become as efficient as possible. Unfortunately, this meant that a small number of roles were being evaluated and a 30-day consultation had commenced with those colleagues affected.
- 5.9 A Member asked about the 3-year Marketing Plan for the Airport, briefed to the Committee by Patrick Alexander who had now relocated to Manchester. The Airport replied that this was still in effect and was being actioned at Group level in Manchester. Although not based at Bournemouth anymore, Patrick still had the Airport as part of his remit.
- 5.10 A Member expressed disappointment over the Air Arran flight timings, as the return trip could not be done in a day. Members were advised that the route was doing well, even with the current timings, although the goal was to try to develop the route to accommodate a Dublin to USA link.

## 6. Aviation Related Matters

- 6.1 Since the last meeting, there had been three aircraft accidents, one aircraft ground incident, three full emergencies, eleven local standbys, fifteen first aid calls and no off-Airport road traffic accidents.
- 6.2 The three aircraft accidents involved:
- i) Sea Vixen (5th April) - Nose wheel and port undercarriage collapsed on landing. This caused the port auxiliary fuel tank to split on hitting the runway, in turn causing a fuel leak. There was no fire and the pilot got out with no injuries sustained.
  - ii) Citation 550 (30th April) - Pilot advised the Control Tower that the aircraft had no nose gear to land. It touched down on its main undercarriage, the pilot leaving it as long as possible before dropping the nose to minimise the damage. It slid along on its nose 30 metres, coming to a halt on the runway. All 3 on board got out with no injuries sustained.
  - iii) Cessna 421 (16th May) - Nose wheel deflation on landing, causing the aircraft to veer left off the runway and onto the grass, approximately 10 metres past the intersection with Taxiway Romeo. All 3 on board got out with no injuries sustained.
- 6.3 Airport passenger numbers for the period January to May 2012 (inclusive) were compared to the same period last year, showing a slight increase for the months of March and May this year. The other months being below last year's figures. Air traffic total movements were compared for the same period. Commercial movements in January were down on last year, however, February to May's movements showed a slight increase. Non-Commercial movements (General Aviation, "GA") seemed to follow no particular pattern, with January and April considerably below last year. Total movements, by month, for 2012 was shown compared to the previous two years. There was very little difference in pattern so far.

## 7. Customer Surveys

- 7.1 The various charts showing the customer / passenger surveys were displayed and discussed. The main reason for travel remained as leisure, which was as expected as the Airport facilitated predominantly holiday routes, although the Airport acknowledged that there was a need to encourage more business routes. As reported at the last meeting, the number of trips made per passenger had decreased due to the effect of the economy on passenger personal income / expenditure. The majority of passengers originated from the local area, although the Airport was working with local stakeholders to promote the region as a destination. There was a radical switch in results in that the average age of

passenger group was now between 22 and 34, with older travellers not flying as frequently. Results showed a reduction in the amount of dwell time travellers spent at the Airport, perhaps due to the investment / improvements made to the transit time through Security. The most popular mode of transport to the Airport remained private car.

- 7.2 The recent ASQ results were discussed. ("Airport Service Quality" was a worldwide ranking of airports. Bournemouth was evaluated against other airports of similar size (for example, Porto, Krakow, Southampton etc)). In the quarter of 2011, Bournemouth had risen from 8<sup>th</sup> to 3<sup>rd</sup> in the rankings, however, this was due to less passenger throughput and the Airport had gone back down to 8<sup>th</sup>.
- 7.3 A Member asked if there would be room for inbound tourism on the aircraft, if the aircraft load factors remained strong and the airlines were unwilling to commit additional aircraft in the present economic climate. The airlines were keen to see a development in two-way tourism as this would open up the opportunity for potentially increased flights to meet demand. The Airport advised that if it wanted to attract additional aircraft, then it had to sell the region abroad to get a good number of incoming passengers. Aer Arran had a good mix of inbound / outbound. The Airport would continue to work hard to attract additional airlines / aircraft.
- 7.4 The Airport was working with the Dorset LEP, presenting to them in September, with a view to discussing how to market the whole region.
- 7.5 The Member from the New Forest National Park extended an invitation to the Managing Director of the Airport to give a presentation on the Airport and inbound / outbound tourism. The MD replied that he would be very pleased and asked the Member to contact him with details.

## 8. External Affairs

- 8.1 M.A.G. had sponsored Bournemouth Symphony Orchestra's "Proms in the Park", which, in turn, provided the Airport with access to their 90,000 contacts database for a year, as well as features on all publicity material for a year.
- 8.2 A tourism meeting had been held at the Airport in May with Dorset LEP, Dorset Business and Tourism Managers. Brian Simpson MEP, Chair of the European Parliament Transport & Tourism Committee, chaired the meeting. Future meetings were planned.
- 8.3 The Airport was working closely with the recently-formed Dorset LEP. Three LEP Board Members were involved in the MEP meeting (see above), a M.A.G. representative sat on the Transportation Committee and the Airport had provided a briefing for the LEP's Inward Investment Team. Dorset LEP recognised the importance of the Airport within the region.

## 9. Planning Update

- 9.1 The consultation period for pre-submission into the Christchurch and East Dorset Core Strategy was now closed. M.A.G. / Bournemouth Airport had submitted a response that the Plan was "sound" and had forwarded general supportive comments on the proposed Policy approach to both the Airport and the Business Park, with some suggestions for minor word changes. As part of the consultation, Christchurch Borough Council had convened a meeting of the Airport Stakeholder Panel, at which it was apparent that there was no major dissent from the approach being pursued.
- 9.2 The Airport had hoped to be in a position to share details of the Business Park Planning Application with Members at this time but its preparation has taken longer than anticipated. However, it will include the construction of a 100,000 sq ft facility within the northernmost development area, accompanied by the appropriate flood risk and ecological mitigation. Details will be available at the next meeting.

- 9.3 In terms of National Policy, the Sustainable Framework for Aviation (SFA) Consultation had been delayed further, a revised date unknown at present. This was the current Administration's thinking on the delivery of Airport capacity in the UK. As a Group, M.A.G. continued to remind the Government of the significant role that Regional Airports can play in the delivery of UK Airport capacity. Full Planning Update at the next meeting.
- 9.4 APD (Air Passenger Duty) was discussed again and how it affected flight pricings, for example it had hit European travel hard and it was cheaper to fly from the UK to Amsterdam and then on to the USA, than flying direct from the UK to the USA. The general view was that APD had hit the aviation industry hard, at a time when it needed all the assistance it could get considering the poor state of the economy.
- 9.5 Members noted that there was nothing in the Core Strategy on improvements to the roads in the area. Members noted that this sat in the Dorset Highways Strategy, to which the Airport had contributed both time and money. It was agreed that an invitation be extended to the person responsible for highways at Dorset County Council to the next meeting.
- 9.6 Members noted that there were frequent bottlenecks of traffic at Blackwater Junction and accepted that there were plans in place but believed that it would be a considerable time before they came into fruition. The Airport was interjecting into the overall concerns, as the traffic passing the Airport was only a fraction of Airport-users. A Member had been advised that Canford Bottom was the last major project for the next few years.

## 10. Aircraft Noise Report

- 10.1 Noise complaints / complainants for the 12 months to June 2012 were discussed. There was a big spike in the results for August to October last year, due to a local campaign. For the last three months, there had been 46 complaints in April from 3 complainants, 81 in May from 19 complainants and 37 in June from 6 complainants. It was noted that one person from Broadstone had made over 257 individual complaints.
- 10.2 There was no particular pattern as to why there were more night complaints one month and the next month more daytime operation complaints.
- 10.3 Complaints by area were discussed for the 12 months to June 2012. In December and January, the large red spikes shown on the chart accounted for one particular person from St Leonards who had made 122 complaints over those two months. In April and May, the same person made 91 complaints. So far in July, another person had made 31 complaints so far, who had not been in contact with the Airport for the last couple of years. The difference shown in the chart was that a couple of regulars were making significant complaints.
- 10.4 Members suggested that the people who complain consistently should be shown on a separate chart, as they distort the statistics. This was agreed.

**ACTION It was agreed that a separate chart be produced showing serial complainants.**

- 10.5 Members also suggested that a further separate chart be produced for complaints received from new complainants, as these may be concerning and warranted attention.

**ACTION It was agreed that a separate chart be produced showing new complainants.**

- 10.6 Complaints by percentage of movements were discussed. There were 6,257 movements in June 2012, from which 0.7% generated complaints. In real terms, a good record.
- 10.7 A Member expressed delight that the mail planes were leaving half an hour later and she was not being woken up at 4 o'clock in the morning. The Member asked the Airport why the mail planes had to leave so early. The Airport thanked the Member for her comments



and advised that the timings were set by the Royal Mail, as their cargo had to be at the destination by a stipulated time under their Royal Mail contract set by the Regulator, who would impose a fine if it arrived outside parameters. The Airport agreed with Members that it would prefer daytime flights, however, the income was critical and it was a regulated requirement that the aircraft operated at these hours. It was noted that complaints about the mail flight were decreasing.

- 10.8 A Member advised that daytime visible aircraft were turning over Broadstone and beyond over Gravel Hill, i.e. there was a wider spread of aircraft turning. The Airport advised that 1947 aircraft tracks had been checked and 96% were on the correct tracking. The Member advised that complaints were starting to be received from this wider area now. The Airport advised that aircraft would, on occasion, fly over Gravel Hill. Occasionally, aircraft were permitted to divert from Noise Abatement Routes for safety reasons.
- 10.9 Last month, the external Auditor for the 14001 Accreditation visited the Airport to undertake an audit of the Airport's noise complaints procedure. He did not raise any concerns.
- 10.10 Member discussed aircraft noise at the Airport in general. There was agreement that the Airport was far noisier years ago and one Member added that it was nothing compared to living in Reading. Another Member who lived locally stated that the flights, engine testing, sirens etc that could be heard did not generate complaints from their area, as everyone knew, accepted that the Airport was an operational business and part of the community.

#### 11. Community Fund

- 11.1 Since the last Community Fund meeting, Dorset Wildlife had been awarded £1,975 for information boards at nature reserves and the Aviation Museum had been awarded £1,200 for toilet facilities and a marquee. The next meeting would take place in November.
- 11.2 It was confirmed that, following a consideration by Christchurch Borough Council, the Community Fund would remain within the 106 Agreement area.

#### 12. Any Other Business

- 12.1 The Committee were advised that Mr Shaun Webb was making progress, following his illness, and he had asked for his best regards to be past on to all Members.
- 12.2 Members asked whether a presentation about the Airport's Industrial Estate could be given at the next meeting, i.e. what kind of business were located there etc. This was agreed.

#### **ACTION Airport Industrial Estate Presentation to be given at the next meeting.**

- 12.3 The Chairman asked whether Members had any questions regarding the Police Helicopter, as he was aware that there had been Committee correspondence on the matter and he asked whether the Airport were prepared to take such questions, to which the Airport Management agreed. No questions were raised but the Chairman asked the Airport for an update. The Airport advised that the National Police Air Service (NPAS) were considering basing a helicopter in Bournemouth. The Airport had advised the Police that they wished to discuss operational routes in and out of the Airport, should negotiations progress. Details had been sent to the Police for consideration and the Airport awaited a response.
- 12.4 The Chairman, on behalf of the Members, congratulated Cllr Steve Rippon-Swaine on being elected Mayor of Ringwood.