

# Minutes

<b>Meeting</b>	<b>Bournemouth Airport Consultative Committee ANNUAL GENERAL MEETING</b>		
<b>Held on</b>	Thursday 23 <sup>rd</sup> July 2015		
<b>Time</b>	1430 hrs		
<b>Venue</b>	Imperial Room, Departures Building		
<b>Attendees</b>			
	1.	Cllr WS Rippon-Swaine (Chair)	Hampshire County Council
	2.	Mr P Thorne (Deputy)	Christchurch & District Chamber of Trade & Com
	3.	Cllr J Cullen	West Parley Parish Council
	4.	Cllr WH Dow	New Forest District Council
	5.	Cllr Mrs S Grove	Verwood Town Council
	6.	Mr JT Hosker	Dorset Federation of Residents' Associations
	7.	Mrs J Hudson	Broadstone Residents' Association
	8.	Mr J Krajicek	Christchurch Tourism
	9.	Cllr M Iyengar	Poole Borough Council
	10.	Ms J Richards	Bransgore & District Residents' Association
	11.	Cllr C Rochester	Bournemouth Borough Council
	12.	Cllr T Watts	Christchurch Borough Council
	13.	Cllr J Wilson	East Dorset District Council
<b>In Attendance</b>			
	<b>Bournemouth Airport Authority:</b>		
	1.	Mr P Knight	Managing Director
	2.	Mrs C Willoughby-Crisp	Air Traffic & Operations Manager
	3.	Mrs D Mitchell	Environment, Health & Safety Manager
	4.	Mr M Twomey	Head of Technical Services
	5.	Ms R Osborn	Secretary
<b>Apologies</b>			
	1.	Miss A Martin	Travel Councillors
	2.	Mr P Matthews	Bournemouth Chamber of Trade & Commerce
	3.	Cllr Mrs M Phipps	Dorset County Council
	4.	Mr B Rickman	New Forest National Park Authority
	5.	Ms A Warner	Dorset Chamber of Commerce & Industry
<b>Next meeting</b>	Thursday 12 <sup>th</sup> November 2015, commencing at 1430 hrs in the Imperial Room		

## 1. Election of Chair and Vice Chair

- 1.1 The Chairman and Deputy were confirmed in Office for the next year (second year of the three-year term). This was proposed by Cllr Dow and seconded by Cllr Rochester.

## 2. Minutes of Last Meeting

- 2.1 The minutes of the last meeting, held on 26<sup>th</sup> March 2015, were approved by those present.

## 3. Matters Arising / Actions

- 3.1 There were none.

## 4. Airport Contingency Planning

- 4.1 The Vice Chairman reported that he had recently represented the Committee at the UKACCs AGM (UK Association of Consultative Committees). At the meeting, the subject

Airport Contingency Planning had been highlighted as worthy of an agenda point for the UK Consultative Committees. The Vice Chairman asked what contingencies had been put in place by the Airport to deal with issues such as a road traffic accident at the entrance junction, thereby closing the Airport's access road to incoming and outgoing traffic. The Airport replied that the Business Continuity Plan was not a publically available document, due to the sensitivity of the subject matter and, therefore, could not be distributed. However, the Airport was happy for Members to contact the Airport to arrange a time to come in and read it onsite. This Plan had existed for many years, reviewed and updated regularly. The Airport assured Members that the Plan was robust.

- 4.2 Another subject discussed at the UKACCs meeting was PRM (Persons with Reduced Mobility). The Vice Chairman briefed all on the discussions at the meeting, stating that PRM was an issue for airports around the UK. One airport was advised of 5 incoming PRM passengers, so they prepared manning levels accordingly. When the flight arrived, there were 56. The Airport agreed and advised that when the PRM function was the responsibility of the airlines, all worked well. However, the Government repositioned the responsibility to the airports. PRMs were supposed to notify their airline that they needed assistance, who, in turn, were to notify the airport two days before the flight. This seemed to work for outbound flights but not inbound. The Vice Chairman stated that UKACCs would put pressure on the CAA to put measures in place to rectify the situation of incorrect inbound PRMs.
- 4.3 The Vice Chair reported that Manchester Airport had shown their noise complaints as movements per complaint. The Airport confirmed that this was a metric report for Corporate & Social Responsibility within MAG and it would produce a slide for the next meeting.

**ACTION Airport to produce a slide at next meeting showing movements per noise complaint.**

**5. Managing Director's Report**

- 5.1 A good start to the year, with passenger numbers at 216,000 (2.8% better than budget), revenue 2.3% up on budget and costs 1% better than budget.
- 5.2 A Member recalled attending a public meeting soon after the £2.50 drop-off charge was introduced, at which the Airport made assurances to review and reverse this decision when business improved. The Airport thanked the Member for their question and replied that the charge was critical for the business. It was not a public utility, it was a business, and if it were not for the income generated from the £2.50, the likelihood was that it would have had to close. Hard decisions had to be made alongside the introduction of the charge, for example internal costs had been cut including, unfortunately, people losing their jobs through redundancy. The Airport had faced a challenging time. However, it had got to the stage earlier this year where a review had been done but it was felt the business was not quite at the stage where it could reverse the decision as yet. The Airport had struggled over the last few years and, despite the financial position improving recently and inducing a feeling of optimism, it had been advised that a major critical income stream may be withdrawn (see paragraph 5.7). The Airport likened it to "one step forward, two steps back".
- 5.3 The Member also asked whether the drop-off zone at Parkfield School would impact the roads, if passengers took advantage and used that facility. The Airport replied that Dorset Highways were assessing the road network and assured Members that it would do what it could, however, this was the responsibility of Parkfield School. The Member advised that passengers were often abusive to taxi drivers and insisted they stopped on red-lined road areas. The Member was concerned that it would be mayhem when the school opened. The Airport replied that Christchurch Borough Council were taking steps to make the area outside of the Airport's entrance a Clear Way and No-Stopping Zone, extending into the Airport's entrance road. There would be Police enforcement.

- 5.4 The Member was asked by the Vice Chairman why taxi drivers highlight the £2.50 to passengers, rather than quoting an all inclusive fare. The Member advised that Hackney Carriage Law dictated that taxi drivers operating in their own area were bound to charge what was shown on the meter, with the passenger picking up the extra charges.
- 5.5 With regard to flight operations, Flybe flights were operating as planned. In terms of performance, Dublin, Paris, Amsterdam, Toulon and Biarritz were ahead of budget, Manchester, Glasgow and Jersey slightly behind budget and Deauville was struggling. Flybe had launched their programme for the winter, operating to Dublin, Paris, Amsterdam, Manchester, Glasgow and Jersey. All Ryanair flights were operating as planned and with a very strong performance, with passenger load factors 7% ahead of budget. Thomson were also operating as planned and performing strongly with load factors 2% ahead of budget. In terms of new business, additional cruise flights were planned for 2016 and both Bournemouth and Southampton football clubs would use BOH for their outbound travel, as well as a variety of Premier Division clubs inbound.
- 5.6 The Airport was asked to expand on the football flights and the Airport was pleased to advise that other Premiership clubs would be flying into Bournemouth, as well as their travelling fans. The Airport was actively commenting that fans should consider flying down a day or so beforehand and having a short break to enjoy Bournemouth's attractions. The Airport confirmed that it had ample capacity to handle extra flights.

**ACTION The Airport to produce a Football traffic slide for the next meeting, to update Members on progress / benefits of this new business.**

- 5.7 However, there remained challenges for the Airport. The off-site car parking operator continued to operate on non-approved offsite areas. The Royal Mail had commenced a consultation period to evaluate the option of ceasing night operations at Bournemouth. This was anticipated to be completed by the end of July and was part of a UK review to consolidate operations.

## 6. Aviation Related Matters

- 6.1 Since the last Committee meeting, the following incidents had occurred at Bournemouth Airport:

	No	Details
Aircraft Accidents	0	
Aircraft Ground Incidents	3	* Beech Duchess on the runway with a flat tyre * Cherokee lost control on departure and stopped on the taxiway * Diamond Twin Star with a wheel port burst tyre
Full Emergencies	0	
Local Standby	20	
Weather Standby	4	
First Aid	16	
Off-Airport Road Traffic Accidents	0	Although there had been one earlier this week, which would be included in the statistics at the next meeting.

## 7. Airport Activity

- 7.1 The passenger number comparison was shown for 2013, 2014 and 2015 to date. For the first quarter of the Financial Year, passengers were down on 2014 and, although slightly down in May compared to last year, Flybe did not start full operations until mid-month hence a more healthy picture in June, with passenger numbers showing signs of improvement against the two previous years.

- 7.2 Total aircraft movements were shown for the years 2013, 2014 and 2015. For the first half of the year, movements were considerably down on last year, mainly due to less General Aviation (GA) flights, although Commercial flights were up. Although movements had rallied somewhat in June, they were still below last year's levels.
- 7.3 Referring to the recent ASQ (Airport Service Quality) survey scores, the Airport reported that the vast majority of passengers arrived at the Airport by private car. Rental car use was pretty consistent and bus use was slightly up. Most passengers arrived at the Airport between 1½ and 2 hours before their flight, with leisure being their reason for travel. In the last twelve months, the majority of passengers had made 1 or 2 trips, with the next highest scoring category making 3 to 5 trips. Country or residence was predominantly UK. In the last quarter's results, the age group 55 to 64 made the most flights, although this was the age range 45 to 54 in the previous quarter. The Airport was anticipating that the next set of survey results would show improvements in bus and taxi usage, as well as more business travel.
- 7.4 In terms of ASQ ranking, BOH was ranked as 9<sup>th</sup> in the group with a score of 4. The score of 4 had remained consistent over the last year, however, Bournemouth had gone from 2<sup>nd</sup> in the rankings to 9<sup>th</sup>, so other airports (most with state funding) had improved.

## 8. Aircraft Noise Report

- 8.1 For the period July 2014 to the end of June 2015, there had been 96 complaints from 79 complainants (not including repeat complainants). Of the 96 complaints, 94 aircraft were found to be compliant and 2 non-compliant. The non-compliant were two private jets and the operators had been contacted. A Member asked what action was taken against non-complaint aircraft. The Airport replied that they contacted the offending operator and discussed their responsibilities of compliance. This seemed to work at present, as there were no repeat offenders.
- 8.2 For the same period, there had been 175 complaints from 4 repeat complainants, broken down as follows:
- \* 104 complaints from 1 person in Merley
  - \* 68 complaints from 2 people from Broadstone
  - \* 3 complaints from 1 person in Ferndown
- 8.3 The complaints (not including repeat complainants) were split into Light Aircraft (14), Mail (16), Commercial (15), Helicopters (20 – general training aircraft, not the Police Helicopter operation), Engine Runs (3) and Other, for example executive operations and complaints of a general nature (28). Note that these complaints spanned the period of a year. Complaint areas were shown, including Bournemouth at 21, Burley at 14, Wimborne at 14, Ferndown at 11, Poole 9 and Christchurch at 7.
- 8.4 A Member asked whether there were many complaints about the Police Helicopter and the Airport replied there were not. Even though its presence was noticed overhead, it was thought that most people viewed them as an emergency service responding to a crime. It was noted that they routed over the non-built up areas and complied with the agreed noise reduction procedures.
- 8.5 When analysed into time of day, there were 72 complaints about night operations and 24 complaints concerning day. Again, these figures were for a 12 month period.
- 8.6 For the month of June, there had been 15 complaints. These were concerning: Leisure helicopter; Cobham Falcon; Hercules; C17; Ryanair; Chinook; Military A400 transport aircraft; air ambulance; light aircraft; and Flybe practising approaches.
- 8.7 A Member asked how the number of complaints compared to those received last year. The Airport replied that they had been halved.

## 9. Planning & Policy

- 9.1 National Policy: The Airports' Commission Final Report was published on the 1<sup>st</sup> July. Proclaimed as a "balanced approach to Expansion", it concluded a third runway would be required at Heathrow. However, the recommendation was provisional on: A number of stringent noise control measures; the implementation of community compensation measures including a new aviation noise levy to ensure that airport users pay more to compensate local communities; a categorical ruling out of a fourth runway; the establishment of an Independent Aviation Noise Authority; and strict controls over vehicular access and air quality. The MAG position had been that existing capacity should be utilised prior to the addition of substantial new capacity. In respect of some of the other recommendations, MAG had always suggested that airports took a collaborative approach with local residents, community groups, local authorities, community groups, regulatory bodies and the aviation industry, rather than further regulatory control.
- 9.2 Local Enterprise Partnership: As previously reported, the package of Airport access improvements was now being progressed through the Growth Deal and the Airport was Chairing the LEP Airport Growth Board. The next Board meeting will be presented with designs for junction improvements to facilitate Airport and Business Park growth, namely Blackwater, Hurn and Chapel Gate. The Airport attended the Stakeholder Group for the A338 reconstruction. Some trial work between April and May did not have significant impact on access to the Airport but it was likely to be more significant when the full construction phase started on the 6<sup>th</sup> September, with single carriageway contraflow through to May 2016.
- The Airport hosted a local business briefing event which allowed the LEP to directly communicate the Growth Deal projects. It also gave the Christchurch and East Dorset Partnership an opportunity to explain its aspiration to develop a "skills escalator" for aerospace and engineering in the Airport area. This will enable businesses to recruit and retain people with the right skills. MAG and the Airport will continue to actively support such initiatives. MAG has recently commissioned a new study into the economics of the operational Airport. BOH will share the results at the next meeting.
- 9.3 A Member stated that there was not enough information being fed into the public domain about the benefits that the Airport brings into the area, for example to hotels, restaurants, employment etc. The Airport replied that it now had a dedicated onsite external communications resource and Members should start seeing more media coverage.
- 9.4 Local Issues – Entrance works: The entrance works were close to completion, i.e. lighting columns, vegetation works and minor civils. Once signed off by Dorset County Council, the junction will be formally adopted as part of the public highway.
- 9.5 Local issues - Eco Solutions: Dorset County Council were considering an application for further alterations and intensification of permitted scheme for new processes, including widening of access road and bridleway realignment. This was originally due to go before Committee on the 12<sup>th</sup> March but County sought extensions to the time to make their decision. A further pair of applications to place solar installations on Parley Green (underneath the flightpath) were yet to be determined by Christchurch Borough Council / East Dorset District Council and the Airport had requested a "glint and glare" study to be undertaken. The Airport was asked about its own plan for a solar panel farm and it advised that, due to the change in Government legislation, the appetite for this had diminished.
- 9.6 Local issues – Parkfield School: Opening onsite delayed by a year due to a colony of protected bats being found in one of the buildings.



- 9.7 Local issues – Offsite parking: The offsite parking operator was now parking vehicles at Alice In Wonderland. Christchurch Borough Council had asked the operator to submit a planning application, otherwise a Planning Contravention Notice will be issued.
- 9.8 Local issues – Hurn Showground: It was clear that the owner was keen to utilise the site for a greater number of events. BOH will monitor the number of days the site was in use to ensure it did not go beyond the 28 days permissible.
- 9.9 Aviation Park West: Construction of the first phase of the Aim development was now underway, after all the smooth snakes were rounded up. An application for the renewal of Outline Consent for the 42,000 sq m Business Park Redevelopment Scheme was going to Committee on the 21<sup>st</sup> August, assuming the Natural England objections could be addressed. A planning application to develop a further site outside the 42,000 sq m scheme, for a 14,800 sq m facility for Curtiss Wright will go to the same Committee.

## 10. Community Fund

10.1 The last meeting was held in May, with the following awards being made:

- \* Christchurch Cricket Club £2,500 for upgrading sports equipment;
- \* Water Lily Project £3,620 for an industrial coffee machine for their charity coffee shop;
- \* Seagulls Swimming Club £3,250 for starting blocks;
- \* The Regent Centre £2,500 for the upgrading of toilets.

The balance available for distribution at the November meeting was £10,624.45.

## 11. Any Other Business

11.1 The Vice Chair stated that two passengers had travelled down from Salisbury to fly to Paris. They had not used the Airport before, as had always gone via the Channel Tunnel but, as the new Flybe flight would save them time and money, they intended making the Airport their future means of travel, if all was ok. However, from Hurn roundabout, there was no apparent sign to turn right into the Airport and they missed the turning. The Airport advised that the sign was supposed to be big enough so as to see it from a distance, however, it was obscured by vegetation at present, which would be addressed within the junction works.

Chairman ..... Date ..... 2015