

# Minutes

<b>Meeting</b>	<b>Bournemouth Airport Consultative Committee</b>
<b>Held on</b>	Thursday 3 <sup>rd</sup> November 2022
<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 A Biggs	Verwood Town Council
	4. Cllr T Cordery	Ferndown Town Council
	5. Mr John Hosker	Dorset Federation of Residents' Association
	6. Mrs J Hudson	Broadstone Neighbourhood forum
	7. Cllr K Glynn	Crowhill Residents' Association / Burley Parish Council
	8. Mrs E Lancaster	Jumpers & St Catherine's Hill Residents Association
	9. Ms D Hart	Dorset Chamber of Trade & Industry
	10. Cllr Mrs M Phipps	BCP
	11. Cllr S Rippon-Swaine	New Forest District Council
	12. Mr B Perkins	Bournemouth Chamber of Trade
	13. Mr P Thorne	Christchurch & District Chamber of Trade & Commerce
	14. 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. Ms D Mallet-Knight	Environmental & Sustainability Officer
	3. Mr M Twomey	Head of Technical Services
<b>Apologies</b>	1. Cllr T Jarvis	Bransgore & District Residents' Association / Parish Council
	2. Mr N Penman	Hampshire County Council & New Forest National Park Authority
	3. Ms J Rock	Bournemouth Chamber of Trade

<b>Meeting dates:</b>	(All Thursdays at 1200 hrs in the Imperial Room)
	→ 1 <sup>st</sup> March 2023
	→ 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 7<sup>th</sup> July 2022, were approved by those present.

## 2. Actions from Minutes of Last Meeting

<b>ACTION 1</b>	<b>Investigation into the Community Fund area of eligibility being extended to outside of the Christchurch Boundary, covering specific areas affected by Airport activity.</b> 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 discussed later in the meeting.
<b>ACTION 2</b>	<b>Safety Lines to be painted around baggage reclaim belts.</b> Update 3/11/22: To be painted during the winter months. [Post meeting note: Completed]
<b>ACTION 3</b>	<b>Noise Complaints: The Chair requested that the noise complaints be shown in pie chart format at the next meeting for ease.</b> Update 3/11/22: Provided in the presentation today.
<b>CLOSED</b>	

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

- 3.1 **Passenger numbers:** Passenger numbers for September stood at 88,398, slightly behind budget for the month. Year to Date (from April 2022), passenger numbers stand at 504,152, again slightly behind budget. There were 537 passenger aircraft movements in the month of September, Year to Date (from April 2022) 3,135. There were just 3 cargo aircraft movements in September, due to aircraft configuration work being progressed in line with regulations.
- 3.2 **Operations:** Bournemouth achieved 99% On Time Performance of aircraft, with Check-In average queue time at 8.4 minutes and Central Search average queue time at 5.45 minutes. The target of the first bag on the baggage belt was achieved for 95% 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 1,096 PRM passengers for the month of September
- 3.3 **PRM:** The PRM levy to airlines was discussed, as the Bournemouth charge was lower than other airports.
- 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-four destinations in sixteen countries.

**New destinations for 2022:** Bergerac, Budapest, Malta, Venice, Wroclaw, Zadar, all served by Ryanair, with further plans for growth to new destinations yet to be confirmed.

#### **Full List of Destinations:**

##### Ryanair

Alicante, Bergerac, Budapest, Dublin, 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

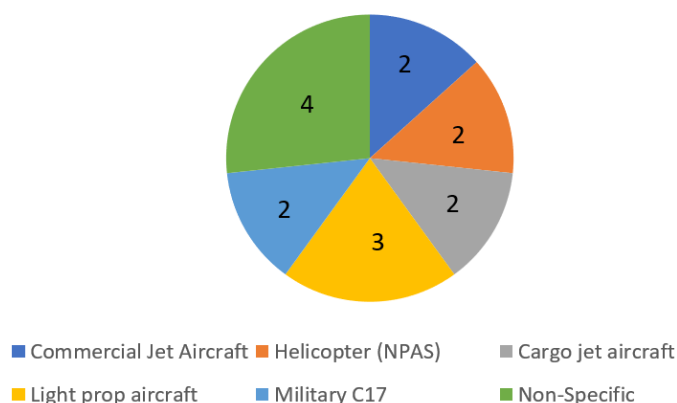
- 3.5 **Bournemouth Air Festival 2022:** Bournemouth Airport had a trade stand at the Bournemouth Air Festival and sponsored the 'Wing Walkers' display. Attracting around 800,000 visitors over the four days, the Airport had the opportunity to personally engage with people, increase brand awareness and drive awareness of destinations, aviation partners, concessions and the benefits of flying from Bournemouth Airport. Joining Airport staff on the stand over the four days were Fred Olsen Travel Agents, TUI Cabin Crew, Transun, PRC Streamline Taxis and a local children's Face Painter
- 3.6 **Air Passenger Charter:** A Member who recently travelled through the Airport asked why the Air Passenger Charter was no longer on public display. Mr Etches responded that the Airport was not obliged to display, it was down to the airlines to communicate, adding that any compensation for late flights was down to the individual to go direct to the airlines. The Member advised that he had been handed information by the Duty Manager at the time of the delay, as had other passengers, and asked why this was not displayed as it would be far easier if on general public view. Mr Etches advised he would look into this and advise at the next meeting.
- ACTION 4** **Air Passenger Charter:** Mr Etches to investigate whether the Airport should / could display this, as the information had been handed out to passengers by the Airport Duty Manager. Mr Etches to report at the next meeting.

- 3.7 **Taxis:** A Member stated that he had from on holiday from Bournemouth Airport and all was good, except the taxi he booked (and paid for in advance) via the travel agent for his return took an hour to arrive. He stated that, when it did arrive, the driver advised him that he (the driver) was told to take the first person at the head of the taxi queue and then come back for the pre-booked fare. The driver stated that there were ten taxis to cover two flights arriving at the same time. The Member asked whether there were supposed to be a certain number of taxis outside Arrivals to meet flights? Mr Etches replied that sometimes there were not the taxis / drivers available, especially at school run times, however, the flight in question was around midnight. The taxi tender was up for renewal next March. Mr Etches to take the matter up with PRC Streamline Taxis.
- ACTION 5** **Taxis:** Mr Etches to raise with PRC Streamline Taxis the insufficient number of taxis available to meet flights outside Arrivals and the practice of allocating pre-booked taxis to the taxi queuing rank first.
- ACTION 6** **Taxis:** A Member advised that PRC Streamline were a private hire company, not a taxi company. Mr Etches to investigate and report back.
- ACTION 7** **Public Address Announcements in Departures:** A Member asked whether staff making the announcements could speak slower. The volume was ok. Mr Etches to advise staff.
- ACTION 8** **Car Park:** The Chair advised that she had received complaints that there was no light at the car park payment machines. Mr Etches to investigate and rectify. *[Post meeting note: Completed]*
- 3.8 **Car Parking:** Mr Etches advised that a new car parking system would be installed next year incorporating a ticking / app system and using ANPR.
- ACTION 9** **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.
- 3.9 **Pathway:** Mr Etches advised that a pathway has been put in by the fence now, via the Terminal wall and not on the roadway. Vegetation had been cut back to aid visibility.
- 3.10 **Airport Ambassadors:** Mr Etches stated that he was very keen to introduce this initiative and needed some willing volunteers to help organise.

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

- 4.1 Mr Twomey introduced Danielle Mallet-Knight, who had joined the Airport as the Environment and Sustainability Officer. The Chair welcomed Ms Mallet-Knight.
- 4.2 **Community Fund:** The Airport had begun discussions with BCP regarding relaunching the Community Fund. The original terms of the Fund were agreed with Christchurch Council and only applications from within the boundary of Christchurch were permitted. The Airport had suggested the terms were amended to cover those areas most affected by aircraft noise which may include differing wards. Discussions were underway. Consultative Committee Members could make contact via [environment@bournemouthairport.com](mailto:environment@bournemouthairport.com).
- The Member for BCP advised that the Section 106 was a legal agreement as part of the grant of Planning and so changing it would be a legal process. The Member offered to assist the Committee / Airport.
- ACTION 10** **Community Fund:** The Chair asked whether Mr Twomey could find out whether other airports community funds were based around noise contours.
- ACTION 11** **Noise Contour Map:** To be circulated with the Minutes. *[Post meeting note: Completed]*
- 4.3 **Noise Complaints:**  
 Rolling Year 1<sup>st</sup> October 2021 to 30<sup>th</sup> September 2022:  
 → 15 complaints for the rolling year  
 → 15 complainants  
 → 12 within Bournemouth's control zone, 3 outside

### Noise Complaints by Aircraft Type Rolling Year October 2021 to September 2022



No noise complaints were received in the month of November 2021 and none in February, June and August 2022.

Number of complaints per area:

Areas	Number
Not known	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
Total	15

**ACTION 12 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.

**ACTION 13 Noise Complaints:** Compliant / Non-Compliant aircraft stats to be shown at the next meeting.

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

5.1 Mr Greenman listed the projects in which he had been involved over the last 19 years, which demonstrating how far the Airport had progressed during that time. This included the new ABP39 development, speculative new-build at 39,124 sq ft.

5.2 **Bournemouth Airport and Aviation Business Park Transport Forum:** A brief on the meeting held in October was given. The forum encouraged liaison between stakeholders (e.g. transport service partners, BCP Council) and current occupiers, circulation of promotional information, encouraging existing business partners to prepare unit travel plans and to use sustainable transport modes in place of private car, where possible.

5.3 **Progress Update – Interim Travel Plan Activities:** Work had been progressing on this for the last year. A letter had gone to all businesses in December 2021 advising of the planned activities and by June 2022 a package of work had been shared, namely: A Sustainable Travel Pack; Travel Event; Installation of Bus Service Banners; one-to-one meetings with larger businesses; and promotion of Discounted Beryl Minute Bundles.

5.4 There was an annual requirement to undertake monitoring of surface transport. Multi modal traffic counts, bus occupancy surveys and additional travel surveys with employees had been undertaken. The purpose was to understand current travel behaviours of businesses / employees and to assess the progress against targets.

**ACTION 14** **Diagram of the Planned sustainable travel routes for south east Dorset to be circulated with the Minutes.**  
*[Post meeting note: Completed]*

#### 6. **Any Other Business**

6.1 **Stakeholder Workshop:** Members were reminded of the email invitation from Keeta Turner (Cyrrus) to participate in the Stakeholder Workshop sessions on the Concept Design options for Stage 2a of Bournemouth Airport's FASI(S) ACP. The Workshops were to take place at the Airport on the 22<sup>nd</sup> November. Responses via the link in the email sent to Members. A hard copy of the email was provided to Members for reference.

6.2 **Ambassadors:** A Member asked if information could be provided for the Parish magazine.

Chair .....

Date ..... 2022