

17th July 2024 @ 14:30 hours

Meeting held at Lulsgate House and virtually using Microsoft Teams

DRAFT Minutes of the Meeting

Present:

David Hall, Chairman

District Councillor Thomas Daw, North Somerset Council

Councillor Hilary Burn, Cleeve Parish Council (HB)

Councillor Jill Patch, Winford Parish Council (JP)

Simon Crew, TUC, Bristol and South West Region (RC)

Tony Welch, Business West and Bristol Chamber and Initiative (TW)

Dave Lees, Chief Executive officer, Bristol Airport

Rachel Seward, EasyJet, Representing Airlines Operating from the Airport

Neil Bromwich CBI (NB)

Also in attendance:

Tracy Comer, Public Relations Manager, Bristol Airport

Ian Drury, Head of Corporate Affairs, Bristol Airport

Matthew Sharp, Planning Manager (MS), Bristol Airport

Harry Ellis Corporate Affairs Executive (HE), Bristol Airport

James Cox, Public Affairs Manager, Bristol Airport

Claire Hennessey, Planning and Sustainability Director, Bristol Airport

Hannah Pollard, Head of Sustainability, Bristol Airport

Andrew Goodchild, Head of Planning and Growth, Bristol Airport

Steve O'Donoghue National Air Traffic Services

Martyn Collin, ABM

Mark Buckle, ABM

James Powell, Security, Bristol Airport

Alicia Fox- secretary

2 member of public

The Chairman welcomed Tracy Comer Head of Media and Communications with the airport. She advised she has only been in the role for 2 weeks but is actively listening to residents and local communities.

Ian Drury Head of Corporate Affairs was also introduced, he is also in his second week and is looking forward to getting to know everyone.

3205. Public Participation

Mary Collett sent in the following information just before the meeting, she read out the following:

In Bristol Airport's 2022 Annual Monitoring Report it was stated that there weren't any dispensations. The AMR says that in 2022 'there were no movements logged with dispensations to ACL based on the agreed criteria in Condition 36'. (pg 11) Condition 36 from 2010 planning conditions does allow the airport manager discretion to allow dispensations for the following:

- Emergency medical supplies
- Delays causing serious congestion or serious hardship or suffering
- Delays resulting from prolonged disruption of air traffic

However, an FOI to North Somerset Council provided the dispensation logs for 2022 and these logs show that the airlines at Bristol Airport requested 1281 dispensations in 2022 and Bristol Airport & ACL actually granted more than 930 dispensations in 2022 with over 800 of them during the summer period.

Over 70% (569) of those dispensations during summer 2022 were blamed on "widespread congestion caused by resource challenges following covid" (This is logged as 'widespread staff shortages congestion' in the dispensations reasons summary chart for 2022.)

According to the logs, these dispensations were given en-masse regardless of whether the flights were delayed or not (the delay length column says n/a for these flights).

In fact, the logs show that some of these covid-excused flights were hours late, but some were only a few minutes late or even a few minutes early.

Questions:

1. Bristol Airport stated in the AMR that their official number of night flights for summer 2022 was 2998. Given that the 569 Covid-excused dispensations occurred largely in July, August & September, yet the logs show they weren't validated until October or November, were these dispensations used to keep within your night flight quota of 3,000 when the reality was that the number of summer night flights far exceeded the quota?

2. Will you publish a correction of the 2022 AMR dispensation information?

DL advised he cannot answer the question at this time without reviewing the details and will come back with a written response.

3206. Security Technology and Passengers with Reduced Mobility updates- Martyn Collins and James Power

Martyn Collin (MC) and Mark Buckle (MB) were introduced to the committee to talk about the implementation of ABM at the airport.

Slides attached as Appendix A.

ABM took over the contract at the airport on 15th March 202 to work with passengers with reduced mobility and other areas. They have already seen some positive changes taking place.

MB advised that ABM are a people business providing people who are trained in a range of skills used within aviation, and currently employ over 5000 staff within the UK.

ABM transport 4.5million passengers around the UK to airports and hope that figure will be increasing now they are working with Bristol Airport too.

They have a strong data analytics team which allows ABM to provide data to back up their work. Other airports they work with include Manchester, Stansted and Aberdeen.

So far they have seen around 650-700 passengers with reduced mobility a day passing through Bristol Airport. In 2023 excluding Bristol they helped over 1 million passengers with wheelchairs.

Equipment that they use include; wheelchairs, ambulifts and coaches.

ABM strive to use the local recruitment market- they have only recruited locally for Bristol Airport, already taking on 60 new members of staff including full time permanent contracts and flexible working for those who need it. This is good timing to get the necessary training completed ready for the busy months for passengers with reduced mobility which are September and October.

ABM are keen to develop talent within existing team members and look at offering leadership training and enhancing their skills. Current staff numbers in Bristol are 275 heading into September.

JP asked what ABM are doing to ensure airlines like EasyJet are meeting their turnaround times?

MB The ABM team work closely with the airlines and their schedules and form good relationships with the ground teams. The new Ambulifts are larger so can take more passengers which saves on time and duplications.

RS advised the committee that notifications are sent to the PRM provider 36 hours in advance of the flight (assuming the passenger has booked this service). Once a flight takes off the staff have ten minutes in to inform ABM how many passengers they have with reduced mobility and what the requirements are.

James Powell- Security Technology update

Slides attached as appendix B

In 2014 the DfT set out their plans for aviation and the advances that they wanted to implement and how to make UK aviation safer and a world leader, this project was called Next Generation Security Check Point.

Next Generation Security Check Point is now live in Bristol, one of the few airports in the country leading with the fully implemented technology.

The project includes the use of new body scanners, however allowances are made for those with reduced mobility, those under 1m and those with medical conditions. Those who do not go through the scanners go through alternative security processes.

If the body scanners detect metal the security team then take over with further searches.

The images produced by the CT scanners for the bags are now 3D which allows the handlers to really investigate all items within luggage. Liquids can now be left in bags, but items are still restricted to 100ml although they hope this will be reevaluated and changed in the future.

The passenger search area has now been changed and is compliant with the Next Generation Security protocols. It now feels more spacious and controlled.

JP shared some images of what the handlers previously could see with the scanners compared to what they can now see. The difference in images was huge and so much more detail is now visible.

DH asked if the body scan is still a hand help scanner?

JP advised it is now a machine which you stand in, unless anything is flagged at which point a hand scanner is also used.

TW told the committee he recently travelled through Bristol Airport and was really impressed as a passenger with the new changes.

JP (Cllr) said she noticed on the website that you still cannot take a metal flask through with liquid in and asked why this was the case?

JP confirmed that metal bottles are the only exclusion as the scanners cannot penetrate the metal to be fully satisfied that the liquid is safe.

DL reiterated to the committee that Bristol Airport is an exception with the transition and have worked really hard to be a leading airport with the new technology.

JP confirmed that Bristol are one of 6 airports with the new scanners, the project team at Bristol have worked extremely hard to get the processes in place for the summer.

3207. Insp. Christian Gresswell- Police update

Insp. Gresswell was unable to be present at the meeting but sent in the below report which was read out by TC.

The increasing passenger numbers through the airport inevitably means that the demands on the police team also increase. This has been evident in recent months and this increase in demand will see an increase in resource levels through 2024. The first stage of this will be a further Sgt, an advert for which is currently live. As expected, there is a lot of interest in the post and I am confident that we will have a

number of experienced and motivated applicants. Further resource increases will follow in the 2nd half of the year.

As well as dealing with daily demand, we are working with airport business partners to mitigate the threat of climate activist activity, along with any response to such activity. The threat to the aviation industry has always been present, and remains so, and therefore it is important that we plan and prepare for this effectively. Relatively new Government legislation is in place to offer the police greater powers to deal with any unlawful protest activity.

Despite increasing demand, we remain focussed on providing highly visible patrols in support of a safe environment for passengers and staff, which includes support from wider policing colleagues. As I type, we are conducting a Project Servator operation with support from colleagues from the Civil Nuclear Constabulary. If anyone would like any more information on Project Servator then please visit our Avon and Somerset Police website.

Of course we are coming to the end (or indeed come to an end by the time you meet on the 17th) of the Euro24 football competition in Germany, and we have been supported by specialist football policing colleagues, providing expertise and experience around football fans travelling through the airport en-route to the tournament. This is another example of joint working in support of wider passenger and staff safety.

TD asked if the increased police numbers within airport were also being included within the figures for the increase for the Avon and Somerset Constabulary figures, or if they were excluded from that data?

TC confirmed the question would be passed on to CG.

3208. Apologies for Absence

Councilor Barbara Harland, Backwell Parish Council

Joachim Steinbach. Parish Council's Airport Association (JSt)

John Savage, Visit West

Insp. Christian Gresswell. Bristol Airport

Wendy Walker, ABTA/GTMC

3209. Election of Vice Chairman for 2024/25

Noone was nominated so in the absence of the Chair a Vice Chair would be nominated for the necessary meeting.

3210. Membership of the Committee 2024/25

Just for noting- no changes

3211. Constitution- available on the website

Just for noting- no changes

3212. Dates and times of meetings of the Consultative Committee for 2024/25

- Wednesday 23rd October 2024 2.30pm
- Wednesday 22nd January 2025 2.30pm
- Wednesday 9th April 2025 2.30pm
- Wednesday 16th July 2025 AGM 2.30pm

3213. Declarations of Interest for Local Authority Elected Members

None

3214. Minutes from 18th April 2024 (previously circulated)

- The minutes were agreed as a true record of the meeting.
- Matters arising from previous meetings

HB said that she was still unsatisfied with the airports response regarding the late running flights raised in the last ACC meeting. She highlighted that with a UKACCs bulletin it covered realistic scheduling and how it is the airports responsibility. The information showed that by the second rotation there are already delays in the flight schedules. HB reiterates it is therefore the responsibility of the Airport and the Airlines to ensure that flight schedules are managed appropriately.

DL advised it will be arranged for ACL to attend a future meeting and give their input on flight scheduling.

SO said it is fair to say there are complex issues that come up and many popular destinations have huge numbers of arrivals which cause delays. Other foreign airports have had issues with the airports being too hot resulting in health and safety issues. France this year- there have been 16 mile radius strikes which has also had a massive knock on effect.

The UK has undergone a new airspace change but these have not all yet been implemented. NATS are working with airlines and looking alternative routes to try and avoid delays but unfortunately delays will happen.

HB said events like the Olympics should not cause delays as these dates are set years in advance and forward planning should have been made and adaptations created.

DL confirmed it is hard to know exact timings around specific events/ strikes these are not always known in advance certainly not down to the day. Foreign airports will not plan for the worst-case scenario and this then has a knock on effect at Bristol. Bristol implements plans and structures to try and mitigate issues and drive predictability as much as possible.

TD shared concerns which local residents have complained to him, he asked why does Bristol Airport have so many more night flight dispensations- near 800 which is significantly more than other airports. Is the airport working to capacity and then not giving yourselves a buffer? Why

are there so many more dispensations proportionally to other airports? Already close to the dispensation allowance for this year and not even half way through the year?

DL advised the committee that they will look into this further and provide a more complex answer.

It was agreed that a meeting focusing on the night flights and dispensations would be advantageous, this will be arranged in due course.

3215. Chief Executive Officer Report

Attached as appendix C

TW asked what is Bristol Airport's plan for sustainable aviation fuel? Will this come from Portbury?

DL Bristol Airport is not connected to the Portbury pipeline (Heathrow is). They are keen to use SAFF and hope to facilitate the Government uplift with the tanks on site.

TD asked where the aircrafts refuel for Bristol. Do they purchase fuel from the airport, if a 10% SAFF increase takes place will this financially impact Bristol Airport?

DL advised that the SAFF uplift will become a consideration in the future. Airlines can refuel at Bristol but it varies based on the destinations of the aircrafts.

HB said that Jet2 are doing 1% at Bristol and Stansted but there is only one plant on target to produce the SAFF and asked where the extra will come from?

DL cannot answer this but will look into it and come back with a response.

JP asked if any consideration had been given as to an alternative to get passengers to the Airport without using the A38? There are constant traffic issues resulting in people walking on the roads which is unsafe.

DL understands the frustrations around the traffic, the airport are continually looking at road improvements with North Somerset and see if any enhancements can be made to the A38.

TD has been involved with consultations around the A38, the plans are for 2027 at which point a pavement and a bus lane will be installed.

3216. Questions from members- none submitted in advance.

TD told the committee concerns had been raised around the A3 bus service as it does not always have the luggage compartments. It is causing issues for passengers and resulting in them not wanting to use the service. Please can a written response be given around why this is happening.

JP asked about the Compulsory Purchase Order for the A38 Land.

MS confirmed that the CPO had been approved by the Planning Inspectorate and Secretary of State. We can now acquire the land to enable the A38 works to proceed. We will need to trigger the formal legal notification process to enable acquisition which will take approximately 3 months. We are currently working with North Somerset on programme. North Somerset will deliver the 12m ppa Downside Rd scheme as part of their wider Major Road Network project.

3217. Planning update

12mppa Planning Permission

- Condition 5 (23/P/0176/AOC) – methodology for remaining within the 12mppa cap is the only 12mppa condition still outstanding at present – everything else has been discharged. NSC had a number of queries which we've submitted responses to and are awaiting feedback.

Update on Other applications submitted to North Somerset Council

- A request to discharge condition 11 for the Cogloop2 application was submitted to NSC – 24/P/0783/AOC – this has been partially discharged. The lighting plan is important to preserve the dark perimeter for the bats. To enable full discharge, we need to put the lights in position and confirm the lux levels as per the plan. At present, there are no lights on Cogloop2.
- As part of the Cogloop2 application, £50k (the 1 st instalment) contribution for a planning and parking enforcement officer was made earlier in the year. We now understand that NSC have successfully recruited an officer.
- An application for two-storey slot-in extensions to the south of the existing terminal at the first floor and mezzanine levels has been submitted to NSC. These will be additional wings on the east and west of the consented 12mppa south terminal. Application reference 24/P/1244/FUL.
- An application to discharge 11 conditions relating to the MSCP2/PTI was submitted on 30 August 2023. Still awaiting NCS determination – query on landscaping is the final matter to be resolved.

Permitted Development Consultations

- A permitted development consultation for new boarding gates and a bridge link to the existing central pier was submitted to NSC on 21/03/2024 (24/P/0615/AIN) – NSC confirmed that the scheme was PD on 19th April 2024.
- A permitted development consultation for new accommodation for EasyJet personnel was submitted to NSC on 10 July – awaiting registration.
- A permitted development consultation to widen an existing taxiway (Foxtrot) has been submitted to NSC today – it's awaiting registration. The widening would enable a full code C aeroplane to use the taxiway.

Consultations and Applications to be Submitted in the Next Quarter

(Due to the nature of operational development, there is the possibility of additional GPDO requests /planning applications in the next quarter.)

HB The third multi-storey car park is still not built, when will this be completed?

MS noted that MSCP2 will be completed in 2025 and the intention would then be to focus on MSCP3 – however we will need to submit a reserved matters application for MSCP3 as we only have outline approval.

HB was frustrated that that it could be 2027 before the third Multi-storey this is built, which means the local community will face the same issues as this year.

DL advised that the Multistorey carpark 2 is still being constructed and they cannot commit to future dates for delivery of a third multi-story carpark.

JP asked if the free hour carpark was going to be extended with toilets?

DL confirmed the extension is all part of carpark review which will come in due course. The extension to the free waiting area carpark is part of the EV Hub project.

3218. Coordinated slot coordination- ACL

Due to staff illness no one was able to attend the meeting but will arrange for them to attend a future meeting.

REPORTS FOR INFORMATION AND QUESTIONS

3219. Statistics (report attached)

(a) Passenger

HB Some figures were in yellow, why?

MS this was an error, additional figures were provided.

(b) Aircraft movements

(c) Flyer volumes

No questions

3220. Reports:

- Draft Minutes – Environmental Effects Working Party and Environmental Monitoring Report (on website)
For noting
- Bristol Airport Local Community Fund (on website)
HE- confirmed the Community Fund launched beginning of April 2024. There has been lots of promotion on social media/local papers and reaching out to local organizations. He asked the committee to continue to spread the news of the Diamond and Community Funds.
- Transport Forum Minutes
For noting

3221. Items of General Interest

Next Disability Forum meeting is in October at which point JP will provide an update.

3222. Notification of Items of Business for the Next Agenda

- ACL presentation

- HB- Presentation on SAFF on how they will meet the reequipments for 2025

DL said he will think who would best placed to give this update.

3223. Any other business which the Chairman deems to be urgent

Meeting closed 16.00pm.

DRAFT

Who are ABM?



A People Business



4.5 million passengers transported annually



Trusted partners to 16 UK airports and 40+ airlines



Data Analytics



All assisted travel operations in the UK rated as 'Very Good' with over 1m passengers assisted in 2023



Accredited Training
Disability Rights UK

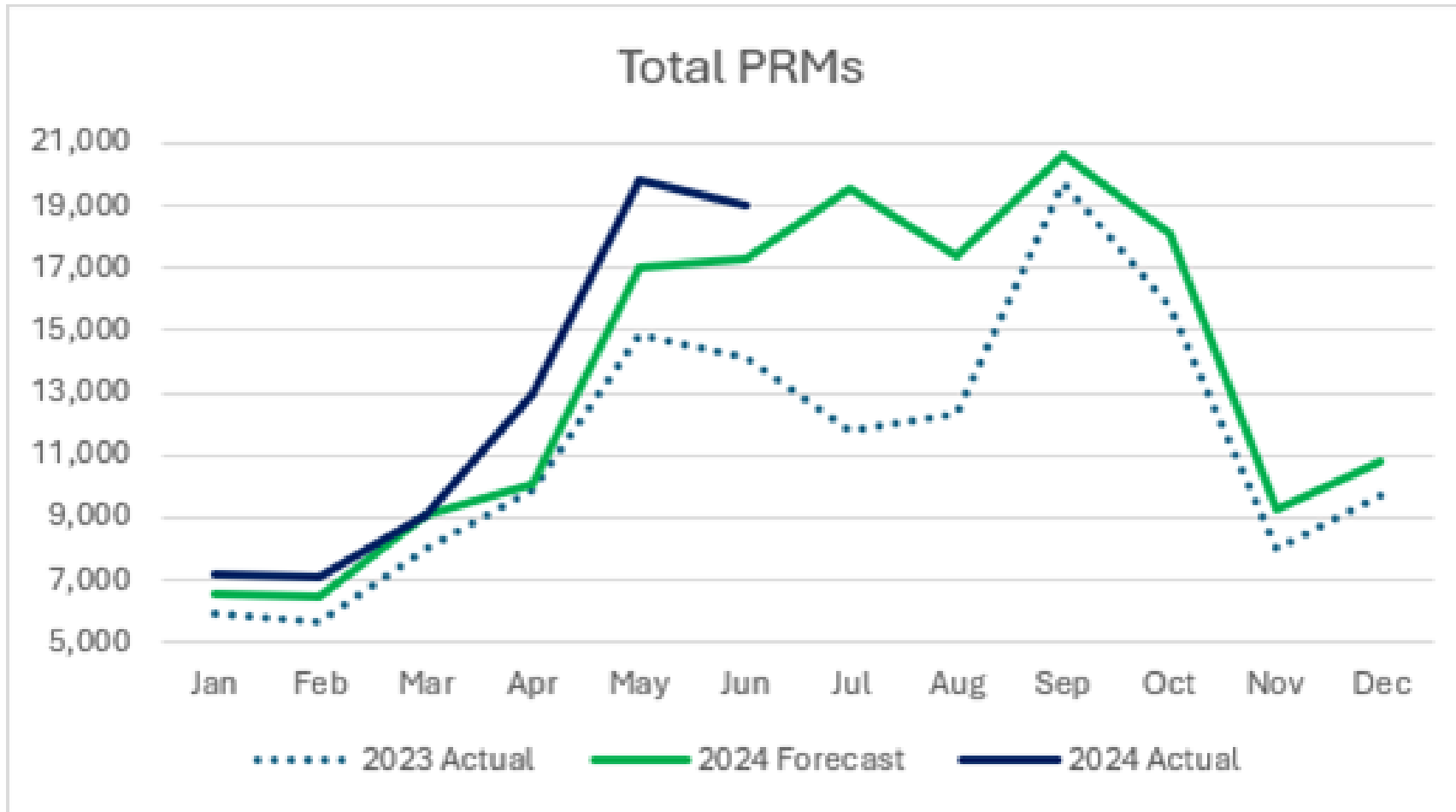


Bristol Airport

Passengers with Reduced Mobility & Coaching Services



Forecast PRMS vs Actual Jan to June 2024



Recruitment and headcount Local Market

	Target Heads	Current Trained Staff	OJT Training	Headcount
Cobus	55	50	6	56
Ambilft	23	20	5	25
Banks Person	23	23	1	24
Mini Bus	12	12	1	13
CCAS FTE	50	46	0	46
CCAS Peak Casual		61		61

225

- Since commencement of contract in Mar 24, ABM have recruited up to 60 Staff locally
- The majority recruited are with Full time contracts and some part time / flexible working
- We continue to recruit during the summer due to a large peak month with September
- Training is a 4 day induction course in safety and process and then further on the job training for the various roles
- Specialist skillsets recruited with Driving on passenger coaches and Ambi lift, Mini Bus vehicles
- ABM develops Staff with training programs in order to progress to Leadership roles

Next Generation Security Checkpoint ACC update

Why have the changes been introduced?

The DfT mandated this change for airports who see passenger volumes above 1 million per year.

Since 2014, regulation has been referring to NGSC technology, and the benefits that will be seen in terms of safety and process.

The deadline for install was originally meant to be December 2021, this was later revised due to COVID to 1st June 2024.

The changes take advantage of technological advancements and makes UK Aviation a world leader in safety and security standards.

What are the key changes?

Removal of the walk-through metal detectors.

All passengers are now security scanned. The detection technology is far greater.

For passengers who are not able to be scanned, enhanced processes have been put in place.

Technological advancements mean the level of detail on screened cabin baggage is unparalleled.

How does this impact the passenger experience ?

Much simpler process from end to end for the security aspect of their journey.

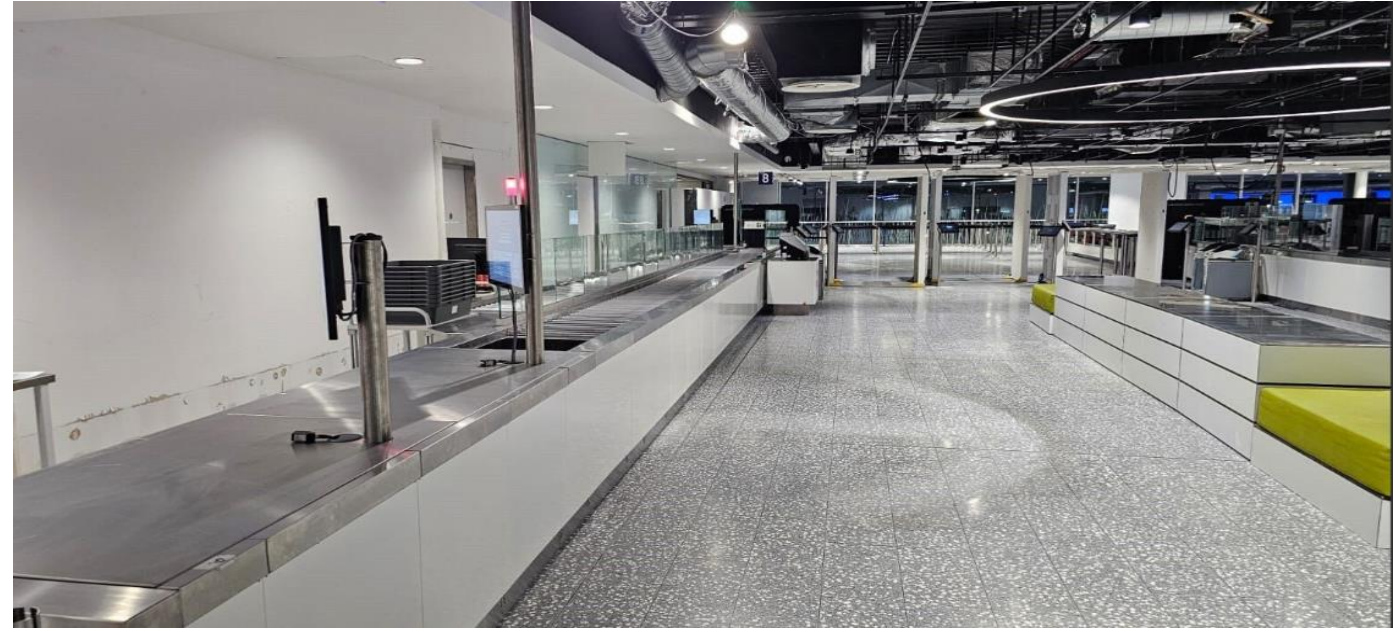
No need to take electricals, liquids out of bags.

100ml rule is still in place due to a DfT directive however, work continues to remove this limit.

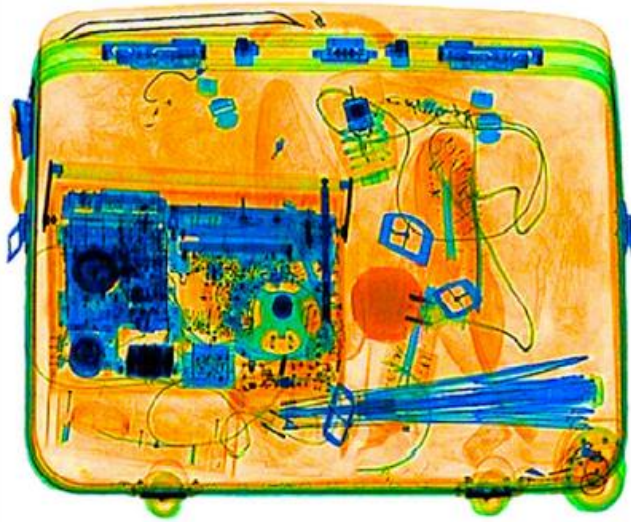
Passenger feedback is that the process is far more efficient and simpler.

Work continues to identify opportunities to further improve the experience.

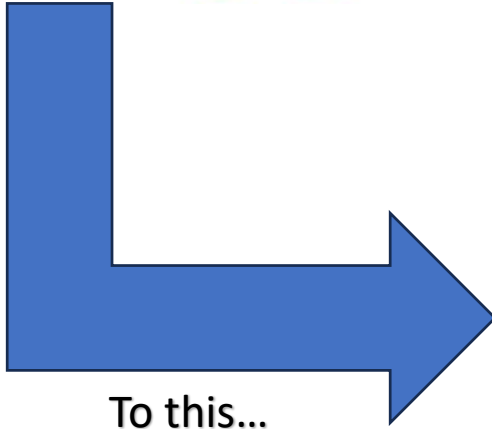
Next Generation Security Checkpoint



Next Generation Security Checkpoint



From this...



To this...





The Airport has passed a significant milestone, with 10 million passengers in a rolling 12-month period travelling through the terminal for the first time in our history. The official Civil Aviation Authority (CAA) figures run on each calendar year.

The Airport continues to enhance its role as the international gateway for the South West of England and South Wales serving 120 destinations in 2024.

We're continuing to invest so the Airport can deliver improved levels of service for our growing number of customers who are increasing choosing to use their local Airport of choice. In total, over £400m is being invested in the coming years to improve facilities, including over £60m on our Public Transport Interchange

(PTI) and car park. The PTI is making good progress, with the vehicles working on site including the first UK applied demonstration of Volvo's zero-emissions electric excavator on a construction scheme. Our delivery partners have created two 'T-level' placement positions for young people as part of the project. The PTI and associated works are scheduled to complete next summer.

On the 14th June, we officially moved across to next generation security scanners, in line with the UK Government target. Our £11.5m investment allows passengers to keep liquids and electronics in their bags, along with the less well-publicised new body scanners, which replace the archway metal detectors.

To our frustration, the UK Government announced a late and unexpected change to their own guidance, which will see the maximum 100ml liquid rule remain in place, although these can be placed within passengers hand luggage rather than separated into clear plastic bags. The Department for Transport have said this restriction is temporary but, in the meantime, we've seen inevitable passenger confusion, which we will continue to try to alleviate through on-going media and social media messaging.

The summer is now upon us and we will be busy, with around 40,000 people passing through the terminal on peak days. Staffing levels have risen following our Careers Fair in the spring, which showcased over 100 roles from 10 of our business partners. TUI have announced that 17 new pilots and 31 new cabin crew joined their Bristol Airport team ahead of this summer, joining the ranks of over 4,000 jobs provided on-site.

Operational update

Our largest airline, **easyJet**, announced three new routes that will start this winter. Agadir (Morocco), Tromsø (Norway), and Istanbul. The Turkish city is an important business and leisure destination, but is also one of the world's best-connected airports, providing options for onward long-haul travel. The airline began flights to Tivat (Montenegro) in June.

Jet2 began serving their new routes to Burgas (Bulgaria), Costa de Almeria (Spain), and Izmir (Turkey) in May. Their winter programme was also announced, with 17 destinations being served, and greater frequency to Morocco and Iceland.

The Airport has continued to enhance its service offering in the Departures lounge with an extension to 3 food outlets; Brigg and Stowe, Burger King and Frankie and Benny's. The additional area which will provide an additional 150 total covers will be welcome by customers especially during the peak summer period. Work has

also started on the development of a new lounge which is expected to be open at the end of 2024, in readiness for 2025.

Works to the car parking provision in the Silverzone to accommodate the displaced capacity associated with the construction of the PTI on the northside has continued at pace and has opened on a staged basis over the last two months.

Sustainability

The Airport launched the latest phase of its Airport Carbon Transition (ACT) Programme in May. This fund has an annual cap of £250,000 and makes grants available to innovative projects to decarbonise our scope 3 emissions, such as flights and surface level transport.

Applications were open until mid-July for businesses, universities, and other organisations to a maximum of £50,000 per project, although there is the option for higher funding for exceptional projects. We try to focus the ACT Programme on the South West, drawing on the incredible innovation taking place in our region. This is a large fund and we hope to attract an exciting range of possible projects for us to assess over the summer. The ACT Programme has previously funded innovative trials including the ultra-low emissions turnaround with easyJet and exploring using our airfield grassland for carbon sequestration.

Our bus routes continue to perform strongly, with just under 100,000 journeys on the A1 Airport Flyer service in May 2024. Flixbus' new service to South Wales has begun, providing a link up to eight times a day between the Airport and Newport, Cardiff city centre, Bridgend, Swansea University, and Swansea city centre. The service is in addition to the existing National Express service to Newport and Cardiff.

Community

The Airport Environmental and Amenity Improvement Fund (AEAIF), or Local Community Fund, and Diamond Fund are now operational. The Local Community Fund has a set criteria and is designed to mitigate the unforeseen adverse environmental impacts or adverse impacts on the amenity of the local community. The Diamond Fund is new for 2024 and has been created at the Airport's initiation to support smaller community projects that don't meet the criteria of the Local Community Fund.

As these funds are new for 2024, we remain grateful to Airport Consultative Committee members for flagging them with any groups, charities, or organisations that they feel could benefit from applying. At our last meeting, applications were received for the Diamond Fund, with 11 projects being supported with £10,692.

We continue to support our charity of the year, the Great Western Air Ambulance Charity, with activities including a sponsored walk by members of our fire team.

Earlier in the year, we donated one of our surplus minibuses to the village of Blagdon. The 17-seater is now being used by the Blagdon Valley Minibus Association to connect the local community and support other organisations.

A handwritten signature in black ink, appearing to read "Dave Lees". The signature is fluid and cursive, with a long horizontal stroke at the end.

Dave Lees
Chief Executive Officer