MINUTES

Present: Councillors:

Officers:

Apologies: Councillors:

12. WELCOME, CHAIRMAN, INTRODUCTIONS AND APOLOGIES

The Chairman welcomed Members of the Committee and representatives from the Airport Company. All those in attendance were invited to introduce themselves to the meeting.

New Members
The Chairman explained that, following the review of the Committee’s constitution and Membership over the previous year, the Airport Company had been charged with sourcing Members from the North – as a result, the Chairman welcomed the following new representatives to the Committee:
Mrs M Ball – Shard End Communities
Mrs E Tarpey – Bromford and Hodge Hill Housing Liaison Board

13. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Airport Consultative Committee, held on 18 November 2016, were submitted.

RESOLVED
That the Minutes be confirmed as a correct record, subject to the following amendments:
Cllr G Illingworth, Warwickshire District Council, was in attendance; and
Item 6 COO Presentation – paragraph 6 should read ‘120 minute’s drive time.’

14. MATTERS ARISING

The Chairman highlighted that a schedule of meetings for 2016/17 had been circulated and detailed how this included specific themes/presentations to be considered at each meeting. He also explained how site visits were also proposed and they would look at arranging these in collaboration with Committee Members.

A number of issues were flagged up from the previous meeting, which included the following:
New routes – after this issue was previously flagged up, the Airport Company (David Winstanley) detailed how they undertook extensive marketing to promote new routes. It was also noted the Airport Company’s intention was to strengthen the offer to North America and the Middle East, whilst also addressing gaps within the European market.

Consumers Association (Mr P Orton) – welcomed that the Airport was increasing its offer with new routes, but expressed concern regarding a lack of awareness amongst the public, as well as local travel agents. The Airport Company (David Winstanley) detailed how they undertook extensive marketing, with both customers and the travel trade; however he noted Mr Orton’s comments. ABTA (Mrs S Foxall) detailed how, as an independent Travel Agent, she received regular updates from the Airport’s marketing team regarding the introduction of new routes.

Living Wage – after this issue was previously highlighted, the Airport Company had confirmed they paid this as an employer - and confirmed they ensured direct suppliers paid the living wage, through introducing clauses as part of the procurement process.

Questions Submitted Prior to the Meeting:

Catherine de Barnes Residents Association (Mr D Cuthbert) – submitted the following questions (detailed in italic)

Query Item 6 COO’s presentation.......para 6 think this should read 120 minutes/2 hours’ drive time

It was agreed for this to be included as an amendment to the minutes.

Question item 7 sustainability report -- questions -- answer to question 3 ..... it was noted that the airport company had looked to treble this ---QUESTION what is the result of this "look"

The Airport Company (Andy Holding) confirmed they had tripled the minimum amount of spending required in regards to the Vortex Protection Scheme.

Question item 9 Corporate responsibility update -- discussion point1/2 QUESTION-- any developments following discussions

The Airport Company (Andy Holding) highlighted the response provided previously in regards to the Living Wage.

Question ACTIVITIES REPORT 7.1 Exceedances in Air Quality Graph 7.1 Commentary -- QUESTION please explain this statement - does it mean that Ozone emissions cannot be controlled - if that is the case why is it measured??presume all the other agents are not exceeded.

The Airport Company (Kirstin Kane) explained that ozone emissions could not be controlled, as they were not necessarily emitted directly from local sources.
It was explained they provided this information as part of overall local air quality data – Committee Members requested for the Airport Company to continue providing this information.

**Question ACTIVITIES REPORT item 9 Energy can this graph be explained**.

The Airport Company (Kirstin Kane) explained that the Energy graph was based upon electricity and gas consumption, which was converted into CO2 tonnes according to Defra methodology. She also confirmed the line represented upon the graph indicated CO2 emissions per passenger. The Airport Company also explained that they were currently reducing carbon emissions per passenger by 11%, against a target of 4%.

**The Knowle Society (Mrs L Baker) – submitted the following comments and questions (detailed in italic):**

*Passenger Services/Surface Transport is not formally on the Agenda. At the steering group meeting we discussed and agreed data would be difficult to assemble for reporting purposes due to new system before March An update could be formally included under Item 3 Matters Arising Para 8 or Item 4 Activities report para 7 and agree to be formal Agenda item in the future*

The Airport Company (Andy Holding) confirmed that Passenger Issues would be included on the next agenda. It was also explained the new Customer Relationship Management system had gone live the previous day and this would provide data that could be incorporated into future reports. It was also noted the new system made the recording of noise complaints more user friendly, whereby individuals were able to report up to three separate incidents on one form.

*Report on Noise Preferential Route be best covered in Item 5 rather than as a Matter Arising 3. I would like confirmation having attended the excellent presentation by Tom Redfern and as a “non techie” that the NPR is defined by SIDS not by perceptions of noise and height from the ground! Understand it is being re-designed.***

The Airport Company (Tom Redfern) provided an explanation and confirmed that Noise Preferential Routes were defined by Standard Instrument Departure Routes and not by height. It was also detailed how the Airport had been liaising with the local community regarding raising the NPR ceiling from 3000ft to 4000ft. Balsall Common Village Residents Association (Mr D Ellis) queried whether it would be beneficial for the Airport Company to issue an update regarding the arrangements for the Northbound Turn whilst it awaited a decision from the Civil Aviation Authority. The Airport Company explained the intention was to issue a community alert with a general NPR message and then issue a further alert after the CAA had made their decision.

*Concern by local communities over the lack of response from the CAA and how best we communicate to our communities*
The Airport Company (Andy Holding) drew Members attention to the response letter from the CAA, copies of which had been circulated at the meeting. The Airport Company (David Winstanley) also detailed how other representatives had contacted the CAA – it was noted this had created the impression the ACC was a well informed and constructive Committee and the Airport Company thanked the Members.

*COO is new heading as of Nov2015 I think stands for Chief Operating Officer*

The Airport Company (Andy Holding) confirmed COO stood for Chief Operating Officer.

*Consumers Association (Mr P Orton) – highlighted that the previous minutes stated that not all airlines had the capacity to provide an air-bridged service and queried this. The Airport Company (David Winstanley) explained he believed this was a typing error and it should have stated airport. It was detailed how the Airport Company did not necessarily provide a bridged service in all instances; however it was emphasised they looked to provide this for all long haul flights. The Airport Company also explained how they provided the bus service ‘in-house’ to ensure control. The Committee was also informed the Airport Master Plan could include proposals to increase contact stand capacity.*

15. **COO’S REVIEW/ACTIVITIES REPORT**

The Airport Company (David Winstanley) presented the Airport Activities report for the period October to December 2015. Several elements from the report were then highlighted to the Committee on the following topics:

- Passengers
- Aircraft Movements
- Flight Punctuality
- Aviation Development
- Marketing
- Commercial Development
- Customer Service
- Operations
- Planning, Development and Transportation

**Discussion points:**

*Consumer Association (Mr P Orton) welcomed the introduction of new routes; however he expressed concern that, in some instances, they were only for certain times of the year, or a limited number of flights per week. He requested that, if these new routes were successful, for the Airport Company to encourage the airlines to increase the frequency of their offer. The Airport Company (David Winstanley) explained they agreed that sufficient frequency of flights was essential and, in cases of popular routes, they would encourage the Airlines to increase the capacity of their service as much as possible.*
Knowle Society (Mrs L Baker) – highlighted the issue of queuing for security checks at the Airport and emphasised the process may get delayed due to a lack of awareness amongst the public regarding the different security requirements. The Airport Company (David Winstanley) detailed how 16% of bags were rejected over the previous year because they didn’t adhere to rules regarding liquids – he emphasised this was the least understood restriction by the public and they were looking to raise awareness. It was also explained that, over the summer, as part of the development of the Airport’s security function, they would introduce separate liquid preparation areas.

Catherine de Barnes Residents Association (Mr D Cuthbert) – also highlighted the issue of queuing for security checks and noted the impact it could have upon customers’ perception of the Airport. The Airport Company (David Winstanley) detailed how they were working in collaboration with the UK Boarder Agency to ensure effective management of queues during peak periods. It was also explained how the Airport Company intended to capture data from the new Customer Relationship Management System to convey up-to-date information to customers regarding expected queue times.

Balsall Common Village Residents Association (Mr D Ellis) – explained that he welcomed the growth in passenger numbers; however he emphasised that the Airport was only back to the levels it had been attaining five years ago. The Airport Company (David Winstanley) agreed this was correct, that the Airport had been impacted relatively late by the recession in 2008 and, following this, passenger demand levels had plateaued. However, it was emphasised that Birmingham Airport were now attracting pre-recession levels of passengers, whilst many other Airports were still far off this. It was also detailed how the anticipated passenger numbers of over 11m during 2016 would be a significant accomplishment for the Airport.

Balsall Common Village Residents Association (Mr D Ellis) – detailed a recent incident with an airline operator who, following a cancelled flight, had eventually advised passenger it was due to the Airport not allowing flights during the night time. The Airport Company (David Winstanley) detailed how he believed this was not the correct reason and that a long-term scheduled night closure had been in place. Mr Ellis explained that, had he been made aware of this, he could have advised the Airline and passengers accordingly. The Airport Company (Andy Holding) detailed how they could look at sharing information regarding scheduled night closures more widely, potentially via community alerts.

Chelmsley Wood Parish Council (Cllr L Tomkins) – explained that she welcomed the introduction of disability awareness training for customer service staff to support passengers with disabilities, including dementia and autism. She requested clarification as to which company was providing the training for this. The Airport Company (David Winstanley) explained it would be provided by the relevant national charities, such as Autism UK and Dementia UK.

Hampton-in-Arden Parish Council (Cllr D Sandells) – queried the potential of the Airport Company using a lighting system to show the capacity of the car
park, similar to that used at the Touchwood shopping centre. The Airport Company (David Winstanley) explained they would query this with their car park providers National Car Parks (NCP).

Balsall Parish Council (Cllr M Tattum) – noted the Airport Company’s emphasis upon flights to North America and highlighted the issue of Airline operators using very old equipment. He detailed how, for Birmingham Airport to be a competitive gateway to North America, it was essential that the Airline operators used up-to-date flight stock. The Airport Company (David Winstanley) emphasised they agreed and detailed how they worked with providers to ensure improvements to their offer – as an example, it was noted that, in order to attract business passengers travelling to North America, it was essential to provide a flatbed service. It was also detailed how the Airport Company would use Emirates recent announcement about upgrading to an Airbus 380 service as an example to other Airline operators as to how to attract a greater volume of passengers.

RESOLVED
(i) That the contents of the Airport Activities report for the period October to December 2015 be noted.

16. SUSTAINABLE AVIATION - PRESENTATION BY ANDY JEFFERSON, PROGRAMME DIRECTOR, SUSTAINABLE AVIATION

Dr Andy Jefferson, Programme Director of Sustainable Aviation (SA) attended the meeting. He detailed the aims of the organisation, which included collaborating with major UK airlines, airports and other air service providers, in order to promote more sustainable travel and development. A number of topics were raised during the presentation, which included the following:

- SA Members and Signatories
- SA’s vision, role and approach
- How SA works and its organisational structure
- SA’s Road-Maps for the next 50 years, which covered issues including Carbon and Noise management, as well as the promotion of sustainable fuels.
- SA progress from 2005-2015 (view the progress report via the link below:
- Overall UK aircraft noise performance
- UK Aviation Industry Social Economic report (view the report via the link below:

Discussion Points:

Staffordshire County Council (Cllr M Deaville) emphasised that he welcomed the volume of apprenticeships supported by UK aviation – he queried what
work was undertaken with young people, Schools and Colleges in order to promote this vocational route and ensure participants acquired the high skills necessary to pursue a career within the industry. Sustainable Aviation (Dr Andy Jefferson) explained that further details regarding this were provided within their Socio-Economic report and it was agreed for a link to be provided with the minutes. The Airport Company (Andy Holding) explained they had an active education programme, as well as an education unit within the Airport site, through which they engaged local young people, to create awareness of the industry.

Balsall Parish Council (Cllr M Tattum) noted that the SA 2005-2015 progress report made reference to a 14% reduction in noise contour areas. He expressed concern that use of this 57 dB noise contour didn’t necessarily clearly reflect local circumstances as it averaged out the volume of noise over a number of hours. Cllr Tattum explained he welcomed the Airport Company and the Local Authority shifting away from exclusively using such noise contours, but noted it was still used across the aviation industry. Sustainable Aviation (Dr Andy Jefferson) emphasised he agreed with the comments made regarding noise contours and explained they still used them as they were the only consistent metric used across the industry to monitor noise. He detailed how they were liaising with Central Government, to ensure use of a more reflective measure.

Catherine de Barnes Residents Association (Mr D Cuthbert) noted the presentation made reference to monitoring the rate of aircraft climb and descent – he queried who identified the targets for this and who monitored them. Sustainable Aviation (Dr Andy Jefferson) detailed how issues could be encountered if the rate of aircraft climb or descent was inefficient, in regards to both noise and fuel efficiency. It was detailed how Airport Companies could work with NATs to identify targets and undertake monitoring, to enable more continuous climbs. Mr D Cuthbert queried whether this was something the ACC should consider. The Airport Company (Kirstin Kane) confirmed they did monitor the rate of aircraft climb and descent and they could look at potentially reporting this to the Committee.

Hampton-in-Arden Parish Council (Cllr D Sandells) highlighted the potential of using ISO quality standards to support environmental and energy efficiency within the aviation industry and queried whether this was something that could be promoted further. Sustainable Aviation (Dr Andy Jefferson) agreed that it would be beneficial to identify clear metric systems that could be signed up by their Members cross the aviation industry – however, he noted the potential danger of pursing a ‘one size fits all’ approach and emphasised the need to take local circumstances into account as well.

Hampton-in-Arden Parish Council (Cllr D Sandells) queried the need for monitoring nitrous oxide levels around airports. Sustainable Aviation (Dr Andy Jefferson) explained how they were working with partners across the industry to identify ways of monitoring nitrous oxide levels; however it was noted that cars were still predominantly responsible for this around airport sites.
The Chairman thanked Dr Andy Jefferson on behalf of the Committee, for attending the meeting and conducting the presentation.

17. **SUSTAINABILITY REPORT**

The Airport Company (Kirstin Kane) presented the Sustainability Report for the period October to December 2015. The contents of the report, on the following topics, were taken as read:

- Sustainability Update
- Noise Violations
- Night Flying Policy
- Engine Ground Running
- Air Traffic
- Aircraft Activity Complaints
- Air Quality
- Waste (Recycled)
- Energy

In addition to the above, the Airport Company (Kirstin Kane) also provided a verbal update on the following topics:

- **Noise Preferential Route Trial** – the Committee was informed that a meeting of the Airspace Change Forum was held in January to consider the results of the NPR Trial. Members at the Forum had supported the proposal to monitor track keeping performance of aircraft departing southbound from Runway 15 until they had reached 4000 feet altitude. Following queries from the Committee, the Airport Company (Kirsten Kane) confirmed it allowed them to monitor aircraft performance for longer.

- Hampton-in-Arden Parish Council (Cllr D Sandells) highlighted the volume of vortex strikes and noted there appeared to be 1 – 2 strikes per quarter. He queried whether the volume of vortex strikes might be increasing due to the greater number of long haul flights. The Airport Company (Tom Redfern) explained how the volume of strikes could vary due to the runway used. It was explained that Runway 33 was the preferred option, as this was the best route to mitigate against any strikes.

**RESOLVED**

That the contents of the report be noted.

18. **NOISE MANAGEMENT AT BIRMINGHAM**

The Airport Company (Kirstin Kane) conducted a presentation regarding Aircraft Noise Management, detailing how they worked with stakeholders, including the local community, to adopt the best practicable means to manage this issue. It was explained the Airport Company had some of the closest population to an airport site within the UK. It was also detailed how, according to 57dB noise monitoring measures, the Airport also had the third biggest noise
impact – it was emphasised, this was not due to aircraft fleet, instead it was due to the density of the local population. The Airport Company (Kirsten Kane) detailed how they had a Noise Action Plan and monitoring arrangements in place, which also included voluntary measures. It was also explained how the Airport Company’s approach to noise management could be split into three separate areas:

Measure – the Airport Company monitored aircraft noise using best practicable measures. This included the use of the ANOMS system, noise contours and noise complaints analysis.

Mitigate – the Airport Company operated noise management schemes to achieve the quietest practicable aircraft operations. This included the night flying policy and the Sound Insulation Scheme.

Engage – the Airport Company met with local neighbours and partners to involve, engage and inform. Examples of this include the Airport Consultative Committee, as well as Forums and Focus Groups.

Discussion Points:

Marston Green Resident Association (Mr J Fox) highlighted the issue of engine ground running at the Airport site and noted the impact it could have upon local residents. The Airport Company (Kirstin Kane) detailed how Environmental Noise Regulations did not require them to consider ground noise as part of the Noise Action Plan – however, they had included this, in recognition of the impact ground noise had upon local residents. It was also explained that, as part of the plan, the Airport Company restricted locations at which engine ground running could be undertaken and prohibited it during the night time.

Catherine de Barnes Residents Association (Mr D Cuthbert) highlighted that the Airport Company only used 60% of its permitted night time capacity as per its 106 Agreement. He queried how the basis of this 106 Agreement. Mr Cuthbert also questioned that, if the Airport Company had 40% spare night time capacity, whether they should consider reducing the agreed amount. The Airport Company (Kirstin Kane) explained the Night Flying Policy had been established according to Civil Aviation Authority guidance and the arrangements in place at Heathrow Airport. It was also detailed that, as part of the Night Flying Policy, it was recognised that one off disturbances were a concern of the local community – as a consequence, the Airport Company had increased its fining regime to reduce such instances and promote quieter flights.

The Airport Company (David Winstanley) also explained how the majority of night flights were freight-based and the Airport didn’t currently have sufficient capacity for this. It was emphasised the Airport Company had no plans to reduce its night time capacity as permitted by their 106 Agreement, although it was noted they recognised this could be a sensitive issue. It was detailed how the Company’s current main focus was increasing its long haul flights offer and it was noted customer demand for this declined during the night time.
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Berkswell Parish Council (Cllr R Lloyd) highlighted the Sound Insulation Scheme and queried the volume of properties this covered within the 63dB noise contour. The Airport Company (Kirstin Kane) confirmed the Scheme covered all properties within this noise contour and it was noted they covered properties beyond the previously agreed minimum noise threshold. It was also detailed how they were looking to replace all existing insulations with a new higher quality secondary scheme. Following queries from Committee Members, the Airport Company confirmed they anticipated completing this secondary scheme within the next 3 to 4 years.

RESOLVED
That the contents of the report be noted.

19. HEALTH FORUM UPDATE

The Airport Company (Kirstin Kane) explained how, as part of the 106 Agreement, they were required to consider the health impact of the airport. It was detailed that a meeting had been held between Birmingham and Solihull Council and the Airport, where they had considered a Health Action Plan. It was noted a draft version of this Plan was currently being considered by Solihull Council and, once approved, it would be shared with the Committee.

The Passenger Representative (Mrs R Tyler) detailed how a report concerning PM2.5’s had been highlighted at the previous ACC meeting, which the Health Forum had considered. It was explained this report had been based upon a global study that estimated the risks of PM2.5’s and did not take the local context at Birmingham into account. Mrs Tyler detailed how the previous evidence concerning PM2.5’s was still relevant for the Airport – PM2.5’s were not at a level that was attributable to aviation, nor was it at a sufficient level to monitor. Mrs Tyler confirmed it was an action for the Health Forum to continue to consider any developments regarding PM2.5’s.

20. FLIGHT PATH PROTECTION

The Airport Company (Andy Holding) detailed how this item had been scheduled on the agenda after ACC Members had flagged up the possible withdrawal of the Police Flight Path Protection Team. It was explained the Airport Company had liaised with West Midlands Police, who confirmed there were proposals to disband this Regional Team, with a national programme being considered. The Airport Company confirmed developments were at an early stage and they would look to keep the ACC informed.

Sandwell Metropolitan Borough Council (Cllr T Crumpton) highlighted the issue of lasers and aviation safety, noting a recent incident involving lasers, which resulted in a Virgin Atlantic flight having to return to the UK after it had been targeted. Cllr Crumpton queried why such lasers were available to the public. The ACC agreed for the Chairman to write to the Secretary of State for Transport to highlight their concerns regarding lasers and aviation safety.
RESOLVED
The ACC agreed for the Chairman to write, on behalf of the Committee, to the Secretary of State for Transport, to highlight their concerns regarding lasers.

21. MEMBERS FEEDBACK - TO BE CONFIRMED
The Chairman detailed how Mr P Orton (Consumer Association) had confirmed he would provide an update upon how he represented consumer issues at the next ACC meeting.

22. ANY OTHER BUSINESS
Vice-Chairman & Passengers Representative (Mrs R Tyler) – detailed how the previous Passenger Services and Surface Transport Working Group had been disbanded and the Airport Company was looking to establish a replacement Air Transport Forum. Mrs Tyler explained the next meeting of the Forum was scheduled for 9th March from 10:00am to 12:00pm and ACC Members were asked to contact Andy Holding if they were interested as acting as representatives on this new Group. It was explained this new Group would provide ACC Members the opportunity to influence local transportation developments, as it was considering matters such as the Airport Master Plan.

The Airport Company (Andy Holding) – explained the terms of office of the ACC Chairman expired that year. He detailed the view of the Airport Company was that, following the review of the ACC over the previous year, it would be beneficial to extend the Chairman’s term of office for one year until April 2017. ACC Members confirmed they were happy with this proposal.

RESOLVED
The ACC agreed for the term of office of the Chairman, Mr Colin Flack, to be extended until April 2017.

Time Not Specified