

**BIRMINGHAM AIRPORT – AIRPORT CONSULTATIVE COMMITTEE
15 AUGUST 2019 AT 13:30**

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Present: Mrs Rosemary Tyler – Vice-Chairman and Passenger Representative

In attendance from Birmingham Airport:

Nick Barton	-	Chief Executive Officer
Kirstin Kane	-	Head of Sustainability
Tom Redfern	-	Environment Manager
Andy Holding	-	Corporate Responsibility Manager
Nikki Bains	-	Planning Manager
Emily Heath	-	Marketing Manager
Stuart Haseley-Nejrup	-	Head of Customer Experience

Balsall Common Resident's Association	-	Mr D Ellis
Barston Parish Council	-	Mr D Elliott
Berkswell Parish Council	-	Cllr R Lloyd
Birmingham City Council	-	Cllr D Donaldson
Birmingham City Council	-	Cllr S Webb
Castle Bromwich Parish Council	-	Cllr J Macdonald
Catherine de Barnes Resident's Assoc'	-	Mr D Cuthbert
Consumers Association	-	Mr P Orton
Coventry City Council	-	Cllr C Miks (Sub Cllr D Welsh)
Hampton Society	-	Mr M Blomer
Hampton in Arden Parish Council	-	Cllr D Sandells
Knowle Society	-	Mrs E Baker
Marston Green Residents Association	-	Mr J Fox
North Warwickshire Borough Council	-	Cllr T Clews
Sheldon Residents Association	-	Mrs M Kennett
Solihull Metropolitan Borough Council	-	Cllr R Sleigh
Solihull Metropolitan Borough Council	-	Cllr T Diccio
Solihull Metropolitan Borough Council	-	Mrs B Hill
Walsall Metropolitan Borough Council	-	Cllr J Murray
Warwick District Council	-	Cllr G Illingworth
Warwickshire County Council	-	Mr R Habgood (Sub Cllr D Reilly)

1. WELCOME, INTRODUCTION AND APOLOGIES BY THE VICE-CHAIRMAN

Apologies:

ABTA	-	Mrs S Foxall
Balsall Parish Council	-	Cllr S Cooper
Birmingham City Council	-	Cllr M Ward
Chairman	-	Mr C Flack
Chelmsley Wood Town Council	-	Cllr S Tomkins
Fordbridge Town Council	-	Cllr L Sorrell
Kingshurst Parish Council	-	Cllr D Cole
Sandwell Metropolitan Borough Council	-	Cllr Y Davies

Secretary	-	Mr L Stevenson
Staffordshire County Council	-	Cllr M Deaville
The Wychwood Club	-	Mr G Heaps
Warwickshire County Council	-	Cllr D Reilly

Introductions

In the Chairman's absence, the Vice-Chairman welcomed Members of the Committee and representatives from the Airport Company. All those in attendance were invited to introduce themselves.

RESOLVED

That the welcomes and introductions for this meeting be noted.

2. MINUTES OF THE LAST MEETING & MATTERS ARISING

The Minutes of the meeting of the Airport Consultative Committee, held on 16th May 2019 were submitted.

Discussion Points

Berkswell Parish Council (Cllr R Lloyd) reference Page 4 advised that reported that Cllr Mark Tattum had been succeeded as the Balsall PC representative by Cllr Cooper, and that he presented her apologies to the last meeting. In addition, the references to Balsall Common Parish Council on Pages 7 and 26 should in fact read Balsall Parish Council.

The Vice-Chairman (Mrs R Tyler) requested an update on the current situation regarding the sale of the Monarch hangar. The Airport Company advised that they had as yet heard of no further developments.

RESOLVED

The Minutes of the last meeting be agreed as a correct record.

3. LIAISON GROUP OF UKACCs – CHAIRMAN'S REPORT OF ANNUAL MEETING – JUNE 2019 INVERNESS

In the Chairman's absence the Vice-Chairman advised that he had prepared a written report (circulated to members of the Committee at the meeting). She drew attention to the fact that the Chairman had been appointed as Chairman of the Liaison Group of UKACCs, the first time the group had appointed a permanent Chair. She also noted that in this role, the Chairman would be stressing the need for the CAA and DfT to appreciate the importance of the views of regional airports' ACCs and that they should note the primacy of ACCs, as properly accountable bodies, in representing the views of those communities affected by airport operations.

In relation to the notes of the UKACCs meeting (previously circulated) the Vice-Chairman noted the overview of cyber resilience at UK airports and requested that the Airport Company provide reassurance that this work is in hand at Birmingham. The Airport Company (Nick Barton) advised that as a significant piece of national infrastructure, the Airport is subject to significant regulatory requirements under the EU's Network and

Information Systems Regulations, which are intended to ensure a high level of security of network and information systems. He notes that the Airport has been targeted by significant malevolent cyber attacks from overseas and that there is an obligation on BAL management to provide robust protection and resilience for its IT systems. He suggested that the Committee may like to receive a presentation on the subject from the Company's IT Director and it was agreed that this would be welcome.

Castle Bromwich Parish Council (Mr J Macdonald) asked how electrical outages might impact operations. The Airport Company (Nick Barton) advised that the safety critical Instrument Landing System was covered by on site emergency generating back up generating capacity which would kick in within seconds of an outage, but that the terminal remained vulnerable to outages beyond the Airport Company's control.

Hampton in Arden Parish Council (Cllr D Sandells) asked if the Independent Commission on Civil Aviation Noise (ICCAN) had visited Birmingham. The Airport Company (Kirstin Kane) advised that they had, and that Birmingham was the second airport that Head Commissioner, Robert Light had visited. The Vice-Chairman noted that the committee could expect further involvement with the Commission.

4. AIRPORT ACTIVITIES REPORT

The Airport Company (Nick Barton) presented the Airport Activities report for the period July to September 2019. The report set out updates on the following matters:

- Aircraft & Passenger Statistics
- Aviation Development
- Marketing
- Commercial Development
- Operations

It was noted that passenger numbers were slightly below expectations and that the drivers for this included passenger uncertainty over Brexit, the closure of Pakistani airspace to Air India and the assumption that charter passenger numbers would be higher than they are. On the latter, it was observed that carriers had reduced volumes to build greater resilience and that reliability had improved as a result. The Airport Company's commercial (non-aeronautical) operations were performing ahead of expectations.

Mr Barton spoke about three capital developments including the terminal expansion TE-18 project, the major extension to the terminal building, where enabling works had already started, Project Samson, to upgrade baggage screening to new required standards and the development of designs to extend the central security search area, which is currently unable to accommodate new machinery required to meet forthcoming regulations for the mandatory use of new screening technology.

Mr Barton also spoke about aviation development issues where relationships were being forged with airlines serving routes to north America and the Indian sub-Continent

The Committee was advised that Operations Director Bob Graham would be leaving the business in September and that his role would be split into two new roles of Airfield Operations Director and Terminal Operations Director. Mr Barton also spoke about recent governmental changes in relation to aviation with the appointment of Grant Shapps as Secretary of State for Transport and Paul Maynard as Under-Secretary of State, both of whom he had the highest regard for.

Finally, the Committee were reminded that the Airport would be staging a community event to celebrate its 80th birthday in Sheldon Country Park on 1st September.

RESOLVED

There being no questions, it was resolved that the contents of the Airport Activities Report for the period June to September 2019 be received.

5. SUSTAINABILITY REPORT

The Airport Company (Tom Redfern) presented the Sustainability Report for the period June to September 2019. As agreed previously, there was no detailed Airport Company presentation on the data graphs which allowed the Committee more time for discussion and questions. 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 presenting the report, the Airport Company (Tom Redfern) drew the Committee's attention to the fact that the redesigned northbound turn for departures from Runway 15 was now in operation and showing a much better concentration of aircraft tracks. He noted that the Civil Aviation Authority's Post Implementation Review for the Runway 15 airspace change was expected to be released shortly and that the Airport Company would share the link when available.

Post meeting note: The document can be found at:

<http://publicapps.caa.co.uk/modalapplication.aspx?appid=11&mode=detail&id=9201>

All of the information relating to the airspace change including the data submitted by BAL to the CAA as part of the PIR can be found at:

<https://www.caa.co.uk/Commercial-industry/Airspace/Airspace-change/Decisions/Birmingham-Airport-Runway-15-departure-routes/>

With regard to Track-Keeping Performance, Mr Redfern advised that the implementation of the revised R33 RNAV SIDs had improved performance on the southbound turn for departures from R33. The Committee was advised that complaints were relatively stable, though they had shown an increase in July with communities to the north experiencing increased concentration following the implementation of the new RNAV SIDs. The Committee was also presented with the 2018 Noise Contours Report, where the daytime contour had shown very little change; Mr Redfern commented that the increased use of R33 had caused a 'bulge' over parts of Marston Green and that the increased use of B738 aircraft resulted in an impact owing to a slightly different noise profile. He also noted that the increase in the size of the 63dBA noise contour will mean an extension to the Sound Insulation Scheme boundary.

Discussion Points

Balsall Common Resident's Association (Mr D Ellis) noted that in respect of the northbound turn, aircraft on this route appear to be operating higher and that far fewer turbo-prop aircraft were operating over the village.

Solihull MBC (Cllr Diccico) observed that he had not noticed a change in noise levels. The Airport Company (Mr T Redfern) commented that the revised Northbound Turn had resulted in aircraft tracks moving to the north of Balsall Common in line with the original consultation. He also reminded the Committee that the results of a 'before and after' noise study would be presented in due course.

Balsall Common Resident's Association (Mr D Ellis) asked for clarification of the issue regarding a Quota Count 2 B747 operated in breach of the Night Flying Policy. The Airport Company (Tom Redfern) advised that TUI had sought permission to operate the aircraft, but that Airport Co-ordination limited had rejected the application because the aircraft was certified as too noisy. TUI then sent an e-mail to the Airport Control Centre, which was not read, before TUI went ahead and operated the flight without permission. Mr Redfern advised that the airline had been issued with a formal warning.

Catherine de Barnes Resident's Association (Mr D Cuthbert) asked if the flight would have been allowed to operate had the e-mail been read. The Airport Company (Tom Redfern) advised that it would not and added that the procedure for the Airport Control Centre when dealing with issues of this sort had been updated and further training provided.

Balsall Common Resident's Association (Mr D Ellis) observed that the reference to March 2019 in table 3.3 on page 32 should in fact read 'June'. The Airport Company acknowledged this as a typographical error.

Solihull MBC (Cllr R Sleight) asked for an update on the situation with regard to concerns of residents of Blackfirs Lane, Marston Green over early climb rates on departure from R15. The Airport Company (Mr T Redfern) confirmed that BAL had met with the residents who had agreed to record details of noise disturbance which could then be investigated with a view to understanding what was going on.

Warwick District Council (Cllr G Illingworth) asked why the northbound turn from Runway 15 did not show a 'bulge' in the noise contour similar to that observed on the southbound turn from R33. The Airport Company (Mr T Redfern) advised that this was due to the fact that there was far less usage of the former when compared to the latter. Cllr Illingworth asked if this would change and the Airport Company (Kirstin Kane) advised that it would not be expected to.

RESOLVED

That the contents of the Sustainability Report for the period June to September 2019 be noted.

6. PRE-SUBMITTED QUESTIONS AND MATTERS ARISING

Questions submitted by Berkswell Parish Council (Cllr R Lloyd), in reference to UKACCs meeting. The relevant note from the UKACC summary report appears first, followed by Cllr Lloyd's question.

1 The proposed review of noise action plans (NAPs) by the DfT was discussed. Currently NAPs were not enforceable and community groups were concerned that airports were not being held to account if they failed to meet the aims/goals set out in NAPs. There was consensus at the meeting that it would be helpful to have guidance on what an effective NAP looked like. ACCs commented that the CAA produced a table ranking the provision of disabled services at airports such as “good”/”needs improvement”. This had proved very effective by incentivising airports to provide good quality of service. It was suggested that a similar model might be employed for noise action plans. ACCs could play a more active role in monitoring performance and by sharing examples of good practice.

Question:

What would be the best way for the ACC to monitor and encourage the development by DfT of Guidance on production of effective Noise Action Plans?

2 Concerns were expressed at last year’s meeting about the continuing absence of planning guidance since the loss of PPG24. The paper circulated in advance for this item described the bespoke Noise Local Plan policy developed by Crawley Borough Council which aimed to fill the vacuum. It was suggested that delegates share this example of how to address the absence of Government guidance with their own local planning authority/other local authorities in their area.

Question:

Please could we receive and discuss the Noise Local Plan policy produced by Crawley BC?

In respect of these questions, the Vice-Chairman suggested that the Chairman may be best placed to comment and suggested that they were deferred to the next meeting when the chairman would be present.

3 Taxi operations and airport related parking in neighbourhoods around airports. This item had been included on the agenda following an enquiry made last year by Newcastle ACC. A paper had been circulated outlining some of the problems associated with taxi drivers waiting for long periods in communities around airports, and airport staff and users parking in residential areas. Delegates shared their experiences, including measures being taken by airports to address this issue.

Question:

Please could the ACC sponsor a Working Group to look at the extent of this problem in our area, and to recommend policies which might lessen the impacts?

Cllr Lloyd expanded on his question by advising that he trying to see if it was possible to quantify the issue locally and to understand local perceptions of the issue.

Knowle Society (Mrs E Baker) commented that parking was perceived as an issue in Knowle but that it was difficult to prove a direct link with airport users.

The Airport Company (Nikki Bains) commented that the issue had been raised in responses to the Airport Master Plan consultation and suggested that BAL could facilitate a working group to examine the issue.

Coventry City Council (Cllr C Miks) spoke about similar concerns for residents close to Walsgrave Hospital where residents had been involved in setting up parking permit schemes with the City Council which were enforced and had proved very effective in dealing with the issue.

Solihull MBC (Mrs B Hill) noted that there were similar issues with schools in the Borough and that three schools had a system of resident permits, but that there were issues surrounding responsibility for enforcement.

Solihull MBC (Cllr R Sleigh) spoke of personal experience in Marston Green where the issue was parking by rail users. He also noted that the red routing of airport roads had displaced taxis into roads around Bickenhill village. The Committee agreed with his conclusion that there were lots of groups looking at this issue and that he was not sure what value the Committee could add.

7. Passenger Service Report

The Airport Company (Stuart Haseley-Nerjup) presented the Passenger Services Report for the period June to September 2019. The contents of the report included:

- Oracle RightNow (CRM System)
- ASQ Passenger Survey Q2 2019
- Airport operational Performance Q2 2019

Mr Haseley-Nerjup advised that the ASQ score stood at 4 out of 5, close to the Airport Company's 80% benchmark and all areas had seen improvement year on year, other than Value for Money, which might be expected. Additionally, in the Civil Aviation Authority's annual survey statistics, Birmingham was showing 90% customer satisfaction and was among the UK's top four rated airports in this respect. With regard to wayfinding, in addition to a long-term assessment of signage requirements aligned to the TE-18, some short-term improvements have been made including additional signposting for lifts (designed to reduce safety-related incidents on escalators), new branding for toilet facilities and new electronic signposting to lifts, PRM reception, check-in desks and the Air Rail link. In addition, he updated the Committee on the introduction of new customer feedback stations at 15 locations throughout the terminal. These provide customers with the opportunity to provide instant comment on facilities, allowing staff to deal with issues much more rapidly as they develop. Finally, Mr Haseley-Nerjup advised the Committee that new, staff uniforms featuring brighter colours, were in the wearer trial stage and would be gradually introduced over the coming months.

Discussion Points

Catherine de Barnes Resident's Association (Mr D Cuthbert) asked how the Airport deals with passengers with autism. The Airport Company (Stuart Haseley-Nerjup) brought the 'sunflower' lanyard to the Committee's attention, whereby passengers with hidden disabilities such as autism, can identify themselves to staff by wearing a sunflower lanyard (obtainable free of charge) and, by following the sunflower symbol on wayfinding signage, can make use of priority boarding and the opportunity to bypass areas of the terminal, such as the World Duty Free store, where they may be subjected to 'sensory overload'. He advised that Birmingham was the first UK airport to introduce this scheme and that the Airport website featured a video explaining the airport journey, allowing those caring for autistic passengers can prepare. He also advised that the Airport offers a pre-visit service whereby staff can walk passengers through the process in advance of their journey.

Coventry City Council (Cllr C Miks) noted she was glad to see that the Airport was employing more sophisticated means than simple 'smiley/angry faces' to gather customer feedback, which she felt achieved nothing. The Airport Company (Stuart Haseley-Nerjup) agreed and advised that the system was actively monitored for 18 hours daily, so that resources could very quickly be directed to locations requiring attention.

The Consumers' Association (Mr P Orton) commented that the 55% on-time departure (OTD) performance figure for June was quite poor. He noted that members of his association regularly contacted him with comments on which airlines were the worst in this regard and asked why the Airport did not publish a list of airlines OTD rankings. The Airport Company (Nick Barton) responded that this was more of an issue of perception rather than a failure of service, explaining that airlines build in additional time to their stated schedules to allow for an element of delay. Almost all flights actually arrive on time as published, which is what passengers are primarily concerned with, particularly those with connecting flights at their destination airport. He went on to comment that EU regulation 261, which deals with compensation for delayed or cancelled flights, has had a significant impact on airlines planning with regard to scheduling and that many now have aircraft on standby, a very expensive option, but one which does address the even bigger potential costs of compensating passengers for delays.

Passenger Representative (Mrs R Tyler) commented on the issue of short-shipped bags. The Airport Company (Nick Barton) noted this was a consequence on ground handlers focus on turning aircraft around to very tight schedules, referring again to the impact of EU261. He spoke BAL's efforts to alleviate shortcomings in ground handler's performance, at considerable cost, and noted that Jet2 were now undertaking their own ground handling.

RESOLVED

That the contents of the Passenger Report for the period June to September 2019 be noted.

8. Planning & Transportation Report

At the Steering Group meeting on 18th July, it was agreed that matters relating to Planning & Transportation were discussed at ACC with sufficient regularity to warrant the creation of a new standing agenda item. The Airport Company (Nikki Bains) therefore presented a new Planning & Transportation report.

Discussion Points

Berkswell Parish Council (Cllr R Lloyd) expressed concerns about the costs of the proposed new people mover and how it would integrate with the terminal building. The Airport Company (Nikki Bains) advised that the design and exact route of the system was still to be finalised and the potential impact on the planned extension to the security central search needed to be considered. She also advised that the costs were to be fully borne by HS2. Cllr Lloyd also asked about running costs and whether they would become a burden on the Transport for west Midlands budget. Mrs Bains advised that this too had yet to be resolved.

Warwickshire County Council (Mr R Habgood) advised he sits on the HS2 management board and that the costs of transport to the Airport from the new Interchange Station would be incorporated into the cost of rail tickets to the Airport.

The Airport Company (Nick Barton) commented with regard to the potential impact on the extension to security central search that a decision was expected in the Spring of 202 with a view to work starting on the extension in the summer.

The Vice-Chairman thanked the Airport Company for a useful report.

RESOLVED

That the contents of the Planning & Transportation Report for the period June to September 2019 be noted.

9. Presentation – Consumer Marketing

The Airport Company (Emily Heath) presented an overview of the Company's consumer marketing activities.

Discussion Points

The Consumers Association (Mr P Orton) asked how individual passengers would get to hear about new routes. The Airport Company (Emily Heath) advised that the Company issued Press Releases and made use of Social Media channels and that it worked closely in partnership with the airline involved. Each airline had its own approach and level of effectiveness in promoting new routes.

Solihull MBC (Cllr R Sleight) commented that he regularly rail services and that in his experience journey planners do not always make it clear which station serves the Airport. The Airport Company (Emily Heath) advised that the Company was aware of the issue and the Marketing and Planning teams were working together address the issue and increase passenger awareness.

RESOLVED

That the contents of the presentation be noted.

10. ANY OTHER BUSINESS

The Vice-Chairman presented the Airport's Portable Noise Monitor policy (tabled) which involved the Committee in decisions relating to requests for portable noise monitoring in the community.

Birmingham City Council (Cllr S Webb) raised an existing case brought before the previous meeting concerning a resident in Erdington. It was agreed that the Airport Company would meet with BCC councillors to discuss the case in more detail.

Hampton in Arden Parish Council (Cllr D Sandells) suggested that if the Airport Company agreed that a request for noise monitoring should be granted, then the Committee should delegate authority to the Chairman to agree on behalf of the Committee, thereby saving time. He suggested that only contentious cases should come to the full Committee for discussion.

RESOLVED

That the Committee's role in the operation of the Airport Company's Portable Noise Monitor Policy be noted and that the Chairman should have delegated powers to agree non-contentious cases on its behalf.

11. DATES OF FUTURE MEETINGS

The Vice-Chairman drew the Committee's attention to issues surrounding the timing of the Committee's meetings. She noted that the May meeting took place before local authorities had made their nominations to outside bodies at their Annual General Meetings and that the August meeting was often poorly attended due to members' holiday commitments. She advised that the Steering Committee had considered the issue and that it could be addressed by shifting the meeting timetable back by two weeks so that meetings would take place in the first week of September, December, March and June. She added that the timetable for the production of meeting papers would remain the same as at present, thereby providing members with additional time to consider them before meetings.

RESOLVED

That the Committee's meeting timetable be amended, beginning with the February 2020 meeting and that a calendar of meetings for 2020 be presented at the Annual General Meeting due on 14th November 2019.

Date of Next Meeting:

Thursday 14th November 2019