

Minutes of the Norwich Airport Consultative Committee

held on Wednesday 10 April 2019 @ 1400 hrs

at the Diamond Jubilee Lodge, Hellesdon Parish Council Offices

1).	Present:	S Gurney	Norfolk County Council (Chairman)
		R Pace	NAL
		P Langley	NAL
		L Wilkinson	Drayton PC
		J Dewing	SaxonAir
		K Clarke	Horsford PC
		S Fidler	Horsham & Newton St Faiths
		L Rogers	Hainford PC
		J Latchford	Taverham PC
		B Leggett	Old Catton PC
		R Fisher	Frettenham PC
		G Chamberlain	SSPC

Apologies:	M Gee
	S Prutton
	J Sayer
	N Shaw
	D Self

Minutes of the previous meeting held on the 9 January 2019 were agreed and duly signed by the Chairman as a true and accurate record of that meeting. All in agreement.

2). **Matters Arising:**

- PL explained that due to the AGM meeting this month the Wildlife Management presentation would be on the next Meeting's Agenda.

3). **Managing Director's Report**

2018-19 has been a steady year for the airport. Passengers have increased year on year by 18,000 passengers rising to circa 544,000 a 3% year on year increase. The growth has been largely due to the higher performance of the Charter and International scheduled services offset by lower offshore helicopter activity.

KLM's service to Amsterdam has performed strongly and increased by 6% to 151,000 passengers. The services to Malaga and Alicante have performed ahead of expectation. Domestic services have had a mixed year with Exeter increasing to 27,000 passengers an increase of 14%. The Aberdeen service operated by Eastern Airways has maintained its passenger volume. Manchester performance has been disappointing, and this route has contracted by 18% carrying 20,000 passengers.

General Aviation traffic carried 4,645 passengers carried a decrease of 11% on the previous year.

The offshore helicopter sector has experienced another difficult year. Existing operations saw a contraction. Overall there were 5,000 fewer passenger carried equating to a 5% decrease year on year to just under 96,000 passengers.

Turning to Charter routes, 11% more passengers travelled than last year at just under 126,000 due to the introduction of a larger aircraft to carry TUI passengers.

However, we are in challenging times for aviation with pressure from rising fuel costs, exchange rates, Carbon taxes and Staycations due to the uncertainty created by Brexit. Sadly bmi Regional went out of business in February 2019. There was minimal impact at Norwich as Loganair were able to step in and keep the Aberdeen service operating. Flybe have been bought by a consortium Connect Airways led by Virgin and Stobart Air. There will inevitably be some further consolidation. The winter services to Malaga and Alicante will cease to be operated by flybe at the end of summer 19 and we are actively seeking replacement services with alternative carriers.

We look forward to summer 19 with TUI once again offering a wide range of destinations from the airport including a new twice weekly service to Menorca alongside their flights to Majorca, Ibiza, Corfu, Crete, Rhodes, Tenerife and Turkey. Flybe will be operating flights to both Alicante and Malaga twice weekly through the summer and we are delighted to welcome back Newmarket Holidays who once again are offering holidays to the Italian Lakes.

The Airport Master Plan continues to be developed and we continue to work with the Local Planning Authorities for endorsement which is anticipated to be in summer 2019.

The passenger experience at Norwich Airport has been transformed. The refurbished Executive Lounge reopened in early May. The upgrade includes a range of new facilities and a much-enhanced food and drink offer. There is new seating, additional tables for working on the go, USB charging points for mobile devices and a wireless printer. The lounge will be fully hosted by a member of the customer service team.

Dufry, trading as World Duty Free, opened a new duty-free shop in early June following a major upgrade. The new walkthrough store offers an extensive range of duty and tax free goods. As well as stocking leading brands, the store offers Dufry's Reserve and Collect service which allows customers to pre-order their purchases from thousands of products online and collect them when they fly from Norwich Airport.

TRG Concessions have opened two new Costa cafés and created a new Navigator pub and dining experience, replacing the two existing Café Oasis outlets. TRG has over 25 years' experience of providing exceptional hospitality to the travelling public and we're delighted to be partnering with

them to bring these exciting food and drink brands to Norwich Airport. On the retail side we now have a brand new WH Smith shop airside and their landside store has just completed a major refit. These developments are part of our commitment to provide the best possible experience to the travelling public and offering them even more choice from their local airport.

Norwich Airport is one of four passenger airports in the division. A decision has been taken to build on excellent customer service by being consistent in our approach to ensure that customer service at all our Airports is the best it can be by putting the customer at the centre of everything we do. A Customer Service Board has been set up and we have representatives from Norwich on this Board. A number of workstreams have been set up including Customer Service training, Customer Services Measurement, Passenger Complaint and Feedback process, clean working and friendly facilities, First and Last Impressions, Creating Delight for Passengers and establishing a Customer Services Hub.

A weekend of celebrations was held to mark the airport's long association with the RAF as part of the nationwide RAF100 centenary celebrations. There were a number of displays, a climbing wall, Cadet Band and a display of Aston Martin cars. The star attraction was the static hawk aircraft right outside the terminal and a flypast by two Tornados based at RAF Marham. The event attracted hundreds of visitors each day.

S.73 Application to vary the planning permission for the North side of the airport to have some non-aviation use has been deferred to allow further dialogue to take place between the Airport and the Planning Authorities.

The Engine Testing Facility repairs start on Monday. The facility should be back in full use early June 2019.

In conclusion, the Airport has had a successful year and is in target to finish slightly ahead of budget. 2019 is expected to be flat overall in terms of passenger growth.

Although I lead the airport achievements would not be possible without the support and dedication of the Airport's staff, contractors and management team. I would also like to extend my thanks to the ACC for their constructive approach to working through issues and support for the airport in 2018. I would like to thank the Chair and her committee for their continued support.

4). **Operations and ATS Report**

Bird strike hazard has increased for gulls on the airfield. A contributory factor is the construction of the NDR drainage lagoons that are not draining as designed. NCC have agreed to fund WCO for a further 6 months.

There were several instances of FOD found on the Airfield during the quarter – already identified as a trend and discussed at the previous Business Engagement Day. Safety campaign underway focusing on good housekeeping and vehicle husbandry.

The Drone Management Policy has been updated to reflect the changes to legislation which will be effective on 13 March 2019 – no drones to be flown without permission of ATC in the newly created

Flight Restriction Zones (FRZ) established around airports. FRZs are based on the ATZ with a file added along the extended centreline from the threshold of each runway.

Mandatory Occurrence reports filed:

Date	Summary	Action
04.01.19	Student solo pilot lined up on the runway without a clearance.	Reported to CAA.
14.01.19	Hawk aircraft receiving ATC service from RAF Marham filed an Airprox against a Chipmunk receiving a basic service from Norwich; traffic information had been passed by the Norwich controller.	Reported to CAA.
15.01.19	Aircraft reported a laser attack whilst on final approach to runway 27 at Norwich. Details logged and passed on to Police.	Reported to CAA.
29.01.19	KLM was cleared to depart Norwich with a left turn out on departure but turned right instead, coming in to conflict with inbound helicopter traffic from the North. However, a revised ATC clearance combined with the rate of climb of an E175 ensured standard separation was maintained.	Reported to CAA.
05.02.19	FOD found on Runway 27 – Vehicle AUX belt from a Fire Engine.	Reported to CAA
05.02.19	E175 GEMEC reported an AIRPROX with a paramotor approx 11 NE of airport, the radar did not pick up the paramotor and so traffic information was not available for ATC to pass to GEMEC.	ATC impounded the radar and voice recordings which have been passed on to the CAA investigations team.
06.02.19		Reported to CAA

	FOD on Runway 27 – Vehicle AUX belt from a Fire Engine – second belt from same vehicle – first found south side of airfield, second found north side.	
06.02.19	ATC suffered a mains power failure; however, there was no loss of service as the back up generator started up immediately and power to all essential services was restored.	Reported to CAA.
19.02.19	FOD on Runway – Paint Brush.	Reported to CAA.
23.03.19	Crew reported probable bird strike whilst landing. Air Ops conducted a Runway Inspection and retrieved the carcass of one Skylark.	Reported to CAA

PL also gave an overview of the latest Drone situation and handed out leaflets which could be put on Notice Boards in the local parishes. Larger water proof leaflets would be ordered for those parishes requiring them.

- Noise/flying complaints – discussed and noted.

5). **Offshore helicopter Activity**

Nothing to report

6). Operating Framework Agreement

The Operating Framework agreement has been refreshed with a cosmetic update. PL outlined the changes which were mainly formatting and updated maps. Norwich City Planning and Broadland District Planning were consulted and had no further comments to make.

The committee approved the OFA for signature by the Chairman – one abstention (LW).

7). **AOB**

- JL asked if the Airport would look at purchasing a Closimat for the Disabled toilet.
RP to investigate and report back at next meeting.

8). **Date of next meeting**

10 July 2019 Hellesdon PC Offices @ 1400hrs.

CHAIRMAN