

Minutes of the Norwich Airport Consultative Committee

held on Monday 16 May 2016 @ 1400 hrs

at the Diamond Jubilee Lodge, Hellesdon Parish Council Offices

- 1). **Present:**
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|-------------|-------------------------------|
| J Sadler | Spixworth PC (Chairman) |
| L Wilkinson | Drayton PC |
| R Fisher | Frettenham PC |
| P Norris | Bristow |
| S Law | SaxonAir |
| Z Nelson | Bond |
| K Clarke | Horsford PC |
| M Gee | Norwich Aviation Group |
| J Arnott | Old Catton PC |
| R Pace | NIA |
| N Shaw | Broadland District Council |
| B Walker | Taverham PC |
| P Gadd | NIA |
| A Cowles | Hainford PC |
| S Fidler | Horsham & Newton St Faiths PC |
| S Prutton | Hellesdon PC |
- By invitation:**
- | | |
|----------|------------------|
| R Barker | Chairman – NAPAG |
| B Young | Member - NAPAG |
- Apologies:**
- | | |
|----------|------------------------|
| A Bell | NIA |
| R Ryan | Norwich City Council |
| S Gurney | Norfolk County Council |

Minutes of the previous meeting held on the 1 February 2016 were agreed and duly signed by the Chairman as a true and accurate record of that meeting.

2). **Matters Arising:**

- 1) SG to arrange a further meeting with CS re Helicopter noise. On-going.
- 2) HPC is still to arrange a further meeting with NAL/Tenant Companies re helicopter noise. On-going.

3). **NAPAG**

Richard Barker introduced Bob Young one of the group members actively involved with many of its issues on behalf of passengers of NIA.

2015 Survey

The results of the 2015 Survey are derived from 1261 individual recordings, a record number exceeding 1000 passengers for the first time. By way of comparison a similar survey conducted in 2014 was the result of 602 individual recordings.

For the fourth year running the excellent, good or satisfactory rating has increased, this year by a further 2% to 95%.

76% of passengers told us that their airport experience was either excellent or good.

The survey results are set out on a chart which is part of our notice boards and website.

The survey results were produced manually on two dates picked for passenger representation, via the website, via the Norwich Chamber of Commerce and on specific occasions via the check in desks.

In future we will be able to collect survey information electronically both on survey days and via the notice boards using NAPAG ipads. This will enable analysis of the information to be completed quickly and the range of questions has been amended to provide further critical information for NAPAG, NIA and the ACC.

Recently we were asked by Caterleisure to undertake a survey of passengers as that organisation revamps and improves its catering arrangements and menus. NAPAG members were invited to a 'food tasting' and were enthusiastic about the new menu describing it as excellent.

Other Activities

At a meeting with management of NIA which is part of our regular consultation with management, we received two presentations, the first on the complaints procedures operated by NIA and the NIA's policy for assisting passengers with reduced mobility. This information is important to the group as it allows us to speak with more confidence to passengers when faced with questions in those two areas.

RB and BY attended the Travel Fair earlier this year. NAPAG maintained its own stand and received considerable interest from those attending the fair.

The group has also engaged in discussions with the Norfolk & Norwich Tourist Board, with travel agents and on public transport issues.

NAPAG now has its own website over which we have full control over both the content and the format. See www.napag.co.uk.

NAPAG gave a presentation to students from Cranfield University who were reading for a MSC in airport planning and management. We were invited to attend because as an organisation working for the benefit of passengers we are unique.

MG mentioned a covered walkway from the terminal to the pick up/drop off area in the short stay car park, and whether this would be a possibility for the future.

ADF leaflets will be brought to the next meeting for distribution to the Parish Councillors.

3). **General Manager's Report**

Despite the challenges of the lower oil price and the terrorist attack in Tunisia, overall passenger numbers for the year ending March 2016 were up by 2% at just over 477,000. It is anticipated that passenger numbers will exceed 500,000 in the coming year.

Scheduled services to Malaga, Alicante and Exeter were launched on the 24 March and it was a great day for the airport and local passengers. There was a buzz about the place amongst, staff, passengers and guests alike which was good to see. The day's events went very well with good media interest and coverage and included a water cannon salute for the arriving Embraer aircraft.

A new ski flight to Chambéry in the French Alps has been confirmed. The new Saturday service to Chambéry will commence in mid-December after an absence of six years.

The Engine Testing Facility came into operation on 7th April 2016.

A fire occurred in the roof of Hangar 3 on 20th March. There was damage to the building but no aircraft and there were no casualties. It was the vigilance of members of the airport fire service and their initial fire fighting actions that contained the fire, preventing more extensive damage, and allowed the Norfolk Fire and Rescue Service to attend the scene and extinguish the fire.

A water pipe burst at the back of the Airside Café on the morning of the 4 May, and a significant amount of water was released into the café and departure lounge. A second leak was also experienced in the boiler room a short time later. The response to both these events by NAL and tenant staff was truly a heroic team effort that contained the incident and enabled a timely and effective clean-up operation. The affected area is expected to be back in operation week commencing 16 May.

There was tragic news last week when an EC225 helicopter crashed off the coast of Norway with all on board killed. The EC225 aircraft type has been grounded by the CAA pending the outcome of the investigation. Bristow were operating the EC225 for short term additional work on behalf of Shell. This work is now being handled by CHC utilising the AW139 and is the reason why an extended period of extensions to 2215 in May for scheduled flights has been requested by CHC.

Facilitating works for construction of the Northern Distributor Road (NDR). Including airfield perimeter fencing are due to be complete by mid-June. The main works are due to be completed by December 2017. The Museum will still gain its access from the old Norwich Road. Their site has been altered in terms of shape.

JS informed the committee that a centre has been set up in Roundtree Way to facilitate complaints regarding the NDR and associated problems.

LW mentioned the problem with Drones – RP confirmed that the best course of action was to make people aware and put the information he provided on the PC notice boards for everyone to see.

NS confirmed that there will be tighter legislation coming into force regarding the regulation of Drones.

5). **Operations and ATS Report**

The project to install a barrier to control access in front of the terminal building beyond the short stay car park is completed. There will be some new signage and the road will be resurfaced in the Summer.

- **09 03 16** A Gulfstream flew an unstable approach to runway 09 and descended below the required level. Action taken by the controller who advised the aircraft to climb. The controller took appropriate action and prevented a more serious incident. Reported to CAA.
- **20 03 16** A light aircraft diverted with excessive vibration, landed safely.
- **21 03 16** Air ambulance experienced a bird strike through the canopy off airfield, returned and landed safely.
- **06 04 16** A helicopter returned from the North Sea with Anti Icing Failure. No airframe icing experienced, but pilot needed to fly lower to ensure the aircraft remained clear of icing conditions.

Complaints Register - Noted

Register of Late Aircraft Movements - Noted

Noise/Flying Complaints - Noted

6). **Offshore Helicopter Activity**

Nothing to report

7). **AOB**

JS mentioned the amount of housing to the North East Corner covering Spixworth, St Faiths, Sprowston and Hellesdon and asked RP if they are rigid on the approval of any houses that come within the public safety zone.

RP commented that any planning application in the vicinity of the airport comes to us for consultation on safeguarding. The Airport can only object on safeguarding grounds if it does not infringe the safeguarding criteria, it is the matter for the local planning authority.

8). **Date of next meeting**

1 August 2016 at Hellesdon PC Offices @ 14.00hrs.

CHAIRMAN