

Minutes of the Norwich Airport Consultative Committee

held on Monday 2nd November 2015

at the Diamond Jubilee Lodge, Hellesdon Parish Council Offices

1).	Present:	J Sadler	Chairman
		P Mahoney	Vice Chairman – KLMUKE
		R Pace	NIA
		P Gadd	NIA
		S Gurney	Norfolk CC/Hellesden PC
		M Gee	NAG
		L Wilkinson	Drayton PC
		S Fidler	H&NSF PC
		N Shaw	Broadland DC
		P Norris	Bristow
		B Walker	Taverham PC
		Z Nelson	Bond
		J Arnott	Old Catton
		R Fisher	Frettenham
		A Cowles	Hainford PC
		P Walker	SSPC
		A Durand	Saxonair
		K Clarke	Horsford PC

By Invitation:	R Barker	NAPAG
	F Gilchrist	NAPAG

Apologies:	A Bell	NIA
	M. Gislam	NHV

Minutes of the previous meeting held on the 3rd August 2015 were agreed and duly signed by the Chairman as a true and accurate record of that meeting.

2). Matters Arising:

No matters arising.

3). NAPAG Update

Richard Barker introduced Frances one of the active group members whose latest assignment in conjunction with her husband Rod, also a group member, was to analyse the relationship of public transport to NIA.

REB reported that this year there have been two direct surveys and when the number of those was added to the surveys conducted via check-in, online and via the Norwich Chamber of Commerce the number of passengers surveyed should exceed 1,000 for the first time.

These results are now being codified and thereafter will be analysed. It is hoped that the results would be available in the near future and they would then be published on our website and notice boards and forwarded to management and this committee.

NAPAG were delighted to learn that management had negotiated additional destinations to Malaga, Alicante and Geneva. The group continues to press management for yet further destinations because it is clear from our survey that is what passengers want. The Norwich Chamber of Commerce is now online and the surveys via that source will be incorporated into the surveys from other sources.

New notice boards have been acquired both landside and airside and the graphics dramatically improved and REB passed copies of the new boards with the graphics to committee members. In addition the group now appears on the internal televisions so that our profile as a result of the new boards and the television is significantly increased.

The group has had a very successful meeting with management and the good working relationship that we established continues and this was acknowledged by Richard Pace.

REB confirmed that he had organised an airside tour for those group members who have not had that benefit. Frances explained that it was a very positive tour and it significantly has increased the understanding of how the airport operates and what it comprises. REB said that we were now looking at sitting in on check-in and also at arrivals so that group members can again obtain further detailed information of the workings of the airport because to do so will give them a better understanding which they can pass on to passengers when required. He also reported that at our group meeting early in the new year we would have a presentation from NIA of their complaints procedures, their effectiveness, how they work and the relationship with the complainants. Again this is to further the group's knowledge of such matters so they may engage with greater confidence with passengers.

REB confirmed that current additional activities of the group included:

- Extending our survey of travel agents.
- Continuing our detailed discussions concerning car parking arrangements and the costs of car parking.
- Taking part in the Travel Fair next January.
- Contacting the Norwich/Norfolk Tourist Board to obtain their views on NIA and its importance as a significant regional asset.

FC explained that she and her husband Rod were shortly to meet Jeremy Wiggin, the Travel Development Team Manager of the Norfolk County Council to discuss the issue of public transport and its links with NIA.

A number of committee members spoke of their past dealings with public transport representatives and the failure to establish positive links.

The Chairman enquired what the group did about passenger complaints. REB replied nothing apart from pass these on to management. If direct complaints were made that is what happened, if they were made as a result of a survey then the survey results explained the extent and the nature of the complaints but he went on to explain that from the outset he had made it perfectly plain that NAPAG was wholly independent of all bodies and was not an arm of management.

It was agreed that NAPAG's next meeting with the ACC would be at their meeting on 9 May 2016.

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

- Following on from the exciting announcement earlier this month flights will go on sale on 10th November or year round flying to Malaga and Alicante from March 2016, with Geneva commencing in December 2016. The schedule is anticipated to be twice weekly for services to Malaga and Alicante with Geneva on a weekly basis. This is all subject to confirmation when flybe release their timetable. There will be further press coverage when tickets go on sale in November.
- Gran Canaria is proving to be popular and Thomson has confirmed that the route will continue year round from Summer 2016 which is in addition to Paphos which has already been announced.
- Fly Norwich 2016 brochure has been produced and will be widely displayed at the airport throughout the year, racked by independent travel agents within the airport catchment area and will also be distributed by our marketing team at shows and events attended by the airport in the region. A total of 350,000 A5 copies will be printed over two issues, November and February. In addition to this we will also be inserting a 12 page colour supplement of the brochure into the Archant regional titles during January 2016. Planning is also well underway for the airport's annual Travel show on 23rd January 2016 with over 20 stand holders confirmed to attend.
- The half year company financial review has been completed and performance is slightly ahead of budget. Year to date the challenges faced with the loss of Tunisia and weaker performance on the domestic scheduled network has been largely offset by growth on the Amsterdam service. The challenge is now to maintain the performance through the winter to year end in March.
- Work is underway on the Fast Track Security channel which is due to be completed by the end of December. This dedicated lane will enable passengers to be prioritised and reach the security search area quicker than the standard passenger. Tickets for the Fast Track channel will be available to purchase in the airport or online.
- Other significant updates in recent months include the new radar going into operational service on 10th September which is the result of excellent work over a two year period by the team to bring this project to a conclusion.
- We have experienced persistent problems with the hold baggage X ray machine this summer. Meetings have been held with the manufacturer to resolve the root cause of the problems. In the interim whilst the root cause can be determined, 'next day' call out response is now in place. On the last occasion engineers attended the same day and have left additional spare parts in stock as a further mitigation measure. In addition adjustments to the baggage system to minimise manual handling is also under review.
- Acoustic commissioning tests for the new Engine Test Facility were conducted at the end of September and initially reported as favourable. It is expected that the Engine Test Facility will be brought into full use before the end of 2015.
- A legal challenge to the NDR project has been lodged by objectors to the scheme based upon a claimed failure to provide the Council's Cabinet with accurate information as to the

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projected cost increase. Norfolk County Council is at present unable to advise NAL how long it may take to remove or overcome the challenge.

- The project for the new Air Livery facility continues and a further update will be provided at the next meeting.

5). **Operations & ATS Report**

- Airline audits were conducted by bmi regional and Loganair in the quarter with no findings from either audit. However, Loganair did highlight that a number of staff do not hold current fire training. This is being rectified with staff booked on courses with RFFS during October and November.
- The Snow Plan has been published and there has been significant investment in a new aircraft de-icing vehicle which is now on line for winter operations.
- The 'OSHENS' on line safety reporting system is now being rolled out to all staff to enable more efficient and transparent reporting of safety occurrences.
- The top of Norwich Airport's controlled airspace was reduced to 4000 feet from 5000 feet on 17th September 2015 following a CAA review, there has been no major operational impact.
- Drones were discussed and RP to send to all Parishes information/advice to forward to their parishioners regarding this issue.

Operational Occurrences

6 August 2015	Laser attack, reported to Police and CAA.
28 August 2015	Laser attack, reported to Police and CAA.
23 September 2015	Air Ambulance was in the process of starting up and as it lifted it appeared to come into conflict with a minibus parked on the Western Apron. This incident is under investigation.
22 October 2015	Laser attack, reported to Police and CAA.

Appendix A - Complaints Register was discussed and noted.

Appendix B - Restricted hours was discussed and noted. LW observed that the number of late flights had dramatically increased since the last meeting. RP again reiterated that all flights adhere to the parameters as outlined in the Operating Framework Agreement which was signed by this Committee, and that the same question is asked every meeting with the same answer given. Norwich City Council is advised of all the restricted hours' flights. SF suggested it might be useful to tie in late flights with any noise complaints.

Appendix C - Noise & Flying complaints was discussed and noted.

6). **Engine Testing Facility**

A 737 via KLMUKE for normal input testing was obtained for 29th September and an acoustic wall commissioning test was run. The above ground works performed admirably. The City Council sent along their Environmental Health Officer who carried out noise measurements of a full power ground run in the pen and then the aircraft was taken out of the pen and did a full power run in the open with measurements taken at similar distances for both events. The Acoustic wall provided the appropriate level of mitigation so Environmental Health was completely satisfied with the performance of the above ground pen. However the 737 also managed to damage an area of existing concrete within the pen resulting in a further step of obtaining prices to getting a full design warranty on putting down a further area of overlay within the pen. Works should commence w/c 23rd November subject to weather. Once the works are complete there has to be a CAA final sign off confirming the pen is then commissioned. It is anticipated the pen will come into full use by the end of 2015.

As soon as the commissioning is final – there will be a formal PR launch which will include as requested a visit for the ACC members.

7). **Offshore Helicopter Activity**

The Airport has arranged a meeting with SG & Chloe Smith MP on 12th November regarding Ground running noise from Helicopters.

8). **AOB**

No other business

9). **Date of next meeting**

1st February 2016 at Hellesdon PC Office @ 14.00hrs

CHAIRMAN