

Minutes of the Norwich Airport Consultative Committee

held on Monday 7 November 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 Ryan | Norwich City Council |
| P Norris | Bristow |
| A Durand | SaxonAir |
| Z Nelson | Bond |
| K Clarke | Horsford PC |
| M Gee | Norwich Aviation Group |
| J Arnott | Old Catton PC |
| R Pace | NAL |
| P Gadd | NAL |
| N Shaw | Broadland District Council |
| B Walker | Taverham PC |
| J Sayer | Stratton Strawless PC |
| L Rogers | Hainford PC |
| S Fidler | Horsham & Newton St Faiths PC |
| S Prutton | Hellesdon PC |
| S Gurney | Norfolk CC |
- By invitation:**
- | | |
|----------|------------------|
| R Barker | Chairman – NAPAG |
| P Wilkin | Member - NAPAG |

Apologies: None

Minutes of the previous meeting held on the 16 May 2016 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**

Richard Barker chair of NAPAG was joined by Pat Wilkin a long standing group member responsible for organising and being in control of the passenger surveys conducted on a face to face basis.

In addition we are now able to survey passengers online, via the Norwich Chamber of Commerce and on occasions via the check-in desks.

The 2016 Survey

For the first time technology was employed which meant the surveys conducted face to face were analysed on the same day.

In addition the analysis is now in much greater detail and includes:

- Whether travelling alone or with others
- The purpose of travel
- How often does a passenger use the airport
- The airline used
- Postcodes of passengers
- Method of arriving at the airport.
- Rating in greater detail the passenger experience at the airport.
- Destinations sought not currently served.

The headlines of this year's survey show

- 99.4% arrival at airport good, excellent or satisfactory.
- Check-in 98% excellent, good or satisfactory
- Security 98% excellent, good or satisfactory
- Food outlets 91% excellent, good or satisfactory
- Departure lounge 94% excellent, good or satisfactory
- Disability Services 94.6% excellent, good or satisfactory
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All the above are formed from those who responded

We note that N.I.A. received acknowledgement from the CAA that its disability services are outstanding.

The majority of passengers responded either fully to the surveys or most of the questions asked.

Overall the survey shows a 2.6% increase in the passengers rating the airport excellent, good or satisfactory from in 95% 2015 to 97.6% a year later

The less positive comments

- 15% said the car parking was too expensive but this should improve. NAPAG has been working with the airport's expert on car parking and costs have been reduced.
- 25% of passengers surveyed were negative about the ADF – with no discernible benefits.
- Food outlets – a greater variety of providers.
- Need for an increase in the number of concessions.

Caterleisure

When we were with you in May I referred to the survey which NAPAG organised and ran and the results are both informative and positive.

Again headline results confirm

- 63% of passengers were holiday travellers
- 32% business
- 67% went straight to airside with the majority of those using the airside café.
- Of the total passengers surveyed, 67% would spend more than 7.99 and a much smaller percentage wanted a choice of menus greater than now available.
- When asked about concessions
 - 29% want Boots
 - 15% W H Smith
 - 12% Costa

- When asked about the range of dishes
 - 29% want lighter healthy options
 - 21% Italian dishes.

Only 17% purchased alcohol.

The new range of dishes has meant a positive summer for Caterleisure.

Delighted to help them to provide yet more information which will improve yet again the passenger experiences.

We were invited to a management performance meeting when we were able to discuss the survey results in detail.

We always receive positive and understanding responses from management when we pass on these results.

Other Activities

Our notice boards landside and airside not only provide passengers with up to date information but the online survey facility at the notice boards is in constant use.

We attended the Travel Show again – last month and have been invited to attend the January 2017 show which we are delighted to do.

These have always invited keen interest from those attending these shows and we now have a range of material which ensures people know who we are and what we do.

We have ongoing discussion with

- Travel agents
- Visit Norwich and similar organisations in East Anglia

and we have been part of discussion with management and the highway authority to improve the signage to the airport which has been lacking somewhat in the past. It was agreed this was needed.

We continue meetings with members of management to report upon and discuss relevant issues, for example, at the last of these meetings we had presentations on

- The manner in which complaints are dealt with
- The airports attitude to passengers who have a disability.

In both we were very impressed with management's acceptance that they treat these matters seriously and effectively – and they do.

We have been joined by Alexis a marketer and we look forward to benefiting from her expertise and increasing our exposure to the wider media to see what we can do to help to increase passenger numbers.

NAPAG has the ability to email survey results to members of the ACC and this will happen with questions in response for NAPAG to respond to.

NAPAG is happy to be a consultee in respect of the NIA Master plan.

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

The airport has had a successful summer with the Exeter, Malaga, Alicante, Jersey and Guernsey performing well and ahead of expectation. Weakness seen on overall passenger numbers on the Aberdeen route and significantly down on last year due to the downturn in the gas price. Edinburgh is performing lower than expected due to competition and capacity from London airports. The offshore helicopter sector is a two part story. There is temporary increased activity due to the opening of a new gas field, and the level of associated activity is expected to decrease from Q1 2017. The underlying activity is also significantly down due to different ways of operating due to the downturn in the oil and gas industry. Charter holiday activity is slightly softer than expected and lower than prior year. Overall passenger numbers year to date are 11% up on last year and end of year passenger numbers are expected to be above 500,000.

From a financial performance point of view the half year review has been completed and the airport is modestly ahead of budget and fully expects to achieve budget by year end in March 2017. An investment of £1.4m was made in the recently opened high tech Engine Test Facility which received a good amount of publicity. This is a significant milestone in reducing the impact on local residents. The formal opening of the new facility took place on 14 September alongside press releases and entries in appropriate trade journals. Representatives from local councils, the LEP, the Airport Consultative Committee, designers and contractors plus local residents attended.

In support of the development strategy for Airport growth the airport is pursuing the creation of its Airport Master Plan. Following forecasting work for passenger and aviation traffic, and the resultant modelling of growth over the life of the Plan, a first draft version and all progress to date is to be reported to stakeholder groups in a series of meetings the next 4 weeks. Resulting responses will be taken account of in further drafting of the Plan and this is expected to be ready for initial submission to the planning authority in February/March 2017, prior to full public consultation. Statutory consultations and revision/review should result in adoption during summer 2017.

Accommodation works on the airfield continue slowly and with numerous snagging items remaining outstanding. Works to connect ATC to a new automated gate access in the location of the former Crash Gate 4 started w/c 12 September and are due for completion in late October. Work on the new NDR road continues apace but with a slightly revised target completion date of February 2018. Regular meetings will continue with the Norfolk County Council delivery team to continue to ensure that there will be the minimum of disruption to the Airport operations and to the NDR construction programme until commissioning of the road.

Work continues on the International Aviation Academy Norwich in a former WW2 hangar behind the airport. The IAAN is due to open in 2017 and will provide amongst others courses for aircraft engineers on an undergraduate pathway.

Thomson has confirmed a 28% increase in capacity for summer 2017 with the deployment of a larger aircraft. KLM have reduced frequency for winter 2016 with the removal of the last flight in each direction on Saturdays due to prior year marginal performance. Some of this reduction will be offset by the allocation of the 100 seat Embraer 195 to the second departure Tue-Fri and the increasing use of E75's in place of F70's.

Thomas Cook have confirmed that they will not be operating their Palma flight in summer 2017 and have cited GBP£ currency weakness which has pushed up the cost of the operation to the degree that it is no longer viable. Although this is disappointing the route is still served by Thomson and I would expect that the majority of passengers would be able to fly with Thomson or select an alternative destination.

The airport's new website has recently been launched. The website is part of a branding exercise to enable a common identity to be adopted for all the airports within the division. The new branding will be rolled out gradually over the coming months with a focus initially on larger items such as signage.

4). **Master Plan**

RP gave a presentation of the Norwich Airport Master plan with a 30 year vision for the airport and its timescales to the committee. Strategic Objectives:

- 30 year vision for Airport
- Focus on 0-15 years with strategic view over 15 to 30 year period
- Cabinet function to 'endorse' Master plan with officer support
- Updates optional after 5 year period to reflect material changes
- Adopted policy in GNLP
- Submission of Final Draft Master plan to NCC/BDC June 2017.

A copy of the draft master plan will be circulated to NAPAG/ACC early 2017 for any input and comments.

5). **Operations and ATS Report**

During the quarter the EASA CAA Aerodrome Audit took place 02-04 August. The feedback from the audit was very positive, with encouraging remarks from the CAA audit team including 'robust systems' and 'excellent procedural and policy knowledge'.

The revised Low Visibility Procedures (LVO) was fully reviewed and a table top exercise held during the LVP/Runway Incursion Committee meeting in July. Following this an Aerodrome Manual SI was issued in September ahead of the LVO season.

Staff are preparing for the upcoming winter season. The Adverse Weather and Snow Plan has been published.

OSHENS recording since March 2015 adoption now runs at (284) reports in the system; (11) of which are awaiting closure. Excellent work is being undertaken to ensure effective close out of incident records. Progress measures now need to be documented within the system to demonstrate ownership and actions will be assigned as necessary to ensure this happens. It is hoped to roll out access to tenant companies to file occurrence reports.

A project is underway to refurbish the Charlie Taxiway including resurfacing and an airfield lighting upgrade. Works are expected to take place March to June 2017.

The CAA have commended us with our performance with regard to the services we offer to Passengers with Reduced Mobility and singled out as an airport with best practice.

Operational Occurrences

MOR classification	Date	Summary	Status
TCAS RA	19.06.16	TCAS RA between 2 helicopters under TS with TI passed; both pilots visual with other aircraft.	Closed
Runway Incursion	24.06.16	PA28 Aircraft on taxiing out, overshoot holding point and had to turn around to taxi back behind the line.	Closed
Local Standby	08.07.16	SAAB 2000 reported fumes in the cockpit. Aircraft landed safely.	Closed
Wildlife Strike	15.07.16	Confirmed Snake Strike – No damage reported.	Closed
Wildlife Strike	15.07.16	Confirmed Wood Pigeon Strike – No damage caused.	Closed

ATC Incident	17.07.16	Breakdown of teamwork between Tower and Radar Controllers. No safety issue.	Closed
TCAS RA	22.08.16	With southbound military traffic. ATC controller gave BMR avoiding action and traffic information on the conflicting traffic. The pilot reported a TCAS RA. Updated to Airprox by BMR crew in Class G airspace.	Closed
Medical Emergency	06.09.16	LOG3OLD – D328 – declared an airborne medical emergency with sick passenger on board.	Closed
Wildlife Strike	10.09.16	Little Owl carcass found on runway during the first routine inspection of the day.	Closed
Wildlife Strike	07.10.16	During take-off run KLM F70 struck Skylark.	Closed
Wildlife Strike	09.10.16	During take-off run KLM F70 struck Skylark.	Closed
Wildlife Strike	24.10.16	Carcass of Skylark found during runway inspection	Closed

- Complaints Register - Noted – The register is being changed commencing January 2017 to itemise groups of complaints to make them more readily visible.
- Register of Late Aircraft Movements - Noted
- Noise/Flying Complaints - Noted

6). **Offshore Helicopter Activity**

Nothing to report

7). **Operating Framework Agreement**

The revised OFA was distributed to the committee before the meeting for perusal and comments. Small amendment to Page 9 was corrected.

The OFA was unanimously approved by the committee.

8). **AOB**

- NS gave an overview of dates for the new south east runway (Heathrow).
- Site 4 – the airport is still on track to develop for aviation use.
- SF raised the question of the new crash gate on the Cromer/Holt Road, how much it cost and whether monies were used from the ADF. RP responded:
The crash gate was constructed as part of the NDR project and funded by Norfolk County Council because the original crash gate is now locked by the road. The cost is for the matter of the CC and did not come from the ADF.
- White lining on the airport roads was mentioned – this is already in hand.

9). **Date of next meeting**

6 February 2017 at Hellesdon PC Offices @ 14.00hrs. Frequency of meetings to be discussed at the next meeting.

CHAIRMAN