

**BIRMINGHAM INTERNATIONAL AIRPORT - AIRPORT CONSULTATIVE COMMITTEE  
WEDNESDAY 17<sup>TH</sup> FEBRUARY 2010 AT 2.00 PM**

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Present: Mr V Astling OBE - Chairman

In attendance from Birmingham International Airport Ltd:

Paul Kehoe	-	Chief Executive Officer
Joe Kelly	-	Executive Director and Company Secretary
Steve Hill	-	Head of Planning and Transportation
Ben Hanley	-	Environment Manager
Jack Wilson	-	Head of Environmental Projects

In attendance from Solihull Metropolitan Borough Council:

Mr J Bright	-	Representing the ACC Secretariat
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Balsall Common Residents Association	-	Mr D Ellis
Balsall Parish Council	-	Cllr M Longfield
Bickenhill Parish Council	-	Cllr P Wood
Birmingham City Council	-	Cllr M Byrne
Catherine De Barnes Residents Association	-	Mr R Hogg
City Jet	-	Mrs H Potts
Fordbridge Town Council	-	Cllr L Sorrell
Friends of Elmdon	-	Mr J Bramham
Hampton-in-Arden Parish Council	-	Cllr C Bowen
The Knowle Society	-	Mr J Rowley
Marston Green Residents Association	-	Mr J Stevens
North Warwickshire Borough Council	-	Cllr G Sherratt
Passengers Representative	-	Mrs R Tyler
Sheldon Residents Association	-	Mrs M Kennett
Smiths Wood Parish Council	-	Cllr F Churchill
Solihull Chamber of Commerce	-	Mrs D Fennell
Solihull Metropolitan Borough Council	-	Mrs B Hill
Solihull Metropolitan Borough Council	-	Cllr A Martin

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Warwick District Council - Cllr G Guest

Apologies were received on behalf of: -

Birmingham City Council - Cllr J Whorwood

The Customers Association - Mr P Orton

Dudley Metropolitan Borough Council - Cllr K Turner

Hampton-in-Arden Society - Mr D Morgan

Wolverhampton City Council - Cllr P Wilson

The Wychwood Club - Mr G Heaps

**1. MINUTES**

The Minutes of the meeting of the Airport Consultative Committee, held on 25<sup>th</sup> November 2009, were submitted.

**RESOLVED**

That the Minutes be confirmed as a correct record, subject to the following amendments:

- (i) That the Minutes be corrected to show that David Ellis from the Balsall Common Residents Association submitted his apologies for the previous meeting.

**2. MATTERS ARISING FROM THE LAST MEETING**

There were no matters arising from the last meeting.

**3. AIRPORT ACTIVITIES REPORT – OCTOBER TO DECEMBER 2009**

The Airport Company presented their Airport Activities report for the period October to December 2009. The contents of the report, on the following topics, were taken as read

- Passengers
- Cargo
- Aircraft Movements
- Flight Punctuality Statistics
- Market Development – Aviation
- Market Development – Commercial
- Customer Services
- Operations
- Airport Development
- Environment, Planning & Transportation
- Community

**Discussion Points**

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Bickenhill Parish Council (Cllr P Wood) – detailed issues he had recently encountered when attempting to use the new E Gates, using his biometric passport. He queried the meeting the Airport Company held with the Home Office to discuss the E Gates and ways in which the system could be made more reliable. The Airport Company explained that the introduction of the E Gates was a Government programme, and detailed how this new technology was currently being rolled out across Europe. They explained that they could not comment on individual cases and apologised for any inconvenience caused. The Airport Company emphasised that they had looked at the issue of reliability with the Home Office, and were undertaking measures to ensure the introduction of the new technology was successful.

Marston Green Residents Association (Mr J Stevens) – queried ongoing maintenance issues with the new E Gates. The Airport Company explained that the Home Office was responsible for maintenance and they detailed how, where necessary, their operatives had also provided support. They also detailed how the issue of operational problems with the E Gates had previously been discussed at the Passenger Services and Surface Transport Working Group. The Airport Company suggested that they report back regarding any future issues or developments with the E Gates via this Group.

Catherine de Barnes Residents Association (Mr R Hogg) – reported on a case of a 15 year old who had had his passport taken by the Border Agency because it corresponded with a passport number which had been stolen. He explained how the 15 year old had a different nationality to that recorded on the stolen passport. Mr Hogg expressed concern that the Border Agency kept the passport for 15 days.

The Airport Company detailed how Mr Hogg had been copied into a letter relating to this case and they emphasised they would look to address any outstanding issues in the letter. They acknowledged the need for a prompt response from the Border Agency and explained that they would continue to work with the Authorities in regards to these matters.

Bickenhill Parish Council (Cllr P Wood) – noted that the new full body scanners had a radio-electronic source. He queried whether the Airport Authority had fully assessed the health and safety implications of these scanners. The Airport Company explained that the new full body scanners had a very low radioactive dose and detailed how they had worked with the company introducing the new technology to ensure it was safe. They explained how the new technology was required to identify liquid materials that may be used in explosives.

Friends of Elmdon (J Bramham) – highlighted the recent introduction of flights from BIA to Iraq and queried whether there were any extra security measures due to the current conflict relating to the new destination. The Airport Company explained that the new flight to Iraq went via Stockholm and, as a consequence, was regarded as a European domestic flight.

**RESOLVED**

That the contents of the report be noted.

**4. ENVIRONMENTAL MONITORING REPORT – OCTOBER TO DECEMBER 2009**

The Airport Company presented their Environmental Monitoring Report for the period October to December 2009. The report was taken as read.

**Discussion Points**

Friends of Elmdon (J Bramham) – made reference to Engine Grounding Running (EGR) and detailed how he was able to hear it in his area. He questioned the location used for EGR and also queried whether more measures could be introduced by the Airport Company to reduce noise. The Airport Company detailed the arrangements for the AOI on EGR, including its agreement with the Solihull MBC, the arrangements for EGR in the Morning Shoulder Period and how the site near Elmdon was only used for EGR when the main location used was

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unavailable. They emphasised that EGR was only undertaken when necessary, to resolve maintenance issues.

The Airport Company also detailed how EGR would be looked at as part of the Runway Extension Scheme.

Mr Bramham queried the timing of when EGR was undertaken. The Airport Company explained that EGR was undertaken for operational reasons; otherwise aircraft would have to be grounded. They detailed how they had to balance what was best for operators and the local community. The Airport Company also emphasised that they followed best practise and had strict measures in place for EGR.

Mr Bramham requested an assurance from the Airport Company that EGR would not be undertaken during 8 or 9 o'clock in the evening. The Airport Company emphasised that the EGR policy was agreed with Solihull MBC and was adhered to through the AOI. They detailed how they had to get the balance right to allow the continued operation of the Airport and ensure the least impact on the community. The Airport Company explained that they could not give a specific assurance, other than to work within the requirements of the AOI.

**RESOLVED**

That the contents of the report be noted.

**5. PRESENTATION ON 'ONE' TERMINAL PROJECT**

The Airport Company conducted a presentation regarding the 'One' Terminal Project. This included the merging of Terminals 1 and 2, to improve passenger flows and operational efficiency.

**Discussion Points**

Warwick District Council (Cllr G Guest) – queried the section where the terminals were to join and expressed concern that it looked extremely narrow. He questioned whether this may create hold-ups and queuing. The Airport Company explained they had modelled the development on current and forecast passenger throughputs – this had demonstrated that some queuing may occur, but it had indicated there should be sufficient space to avoid any serious queuing or inconvenience.

Marston Green Residents Association (Mr J Stevens) – noted that the 'One' Terminal project would result in the loss of the Information Desk, as well as some shops. He queried whether there would be other significant displacements. The Airport Company explained that for the first stage of the development, for approximately 8 months, they would have to close the Millennium Link. They also explained that the development would provide double the space for the Duty Free shopping area and, as a consequence, increase retail income.

Balsall Parish Council (Cllr M Longfield) – queried the proposal to remove the Information Desk and noted he was not aware of an Airport without an Information Desk. The Airport Company explained that there were other airports in the UK without Information Desks, whilst, currently, 60 percent of passengers used a different terminal to where the Information Desk was located. As a consequence, the majority of passengers and visitors did not see this information point. The Airport Company detailed how staff would be available in the terminals to provide help and information. They also explained how Marketing Birmingham would be providing a Visitor Centre, which would also provide information, as well as advice on onward travel and activities beyond the Airport.

The Airport Company detailed how they would provide 3 customer services officers, in addition to existing Airport staff. They explained how they were looking for everyone providing a service within the Airport to be customer friendly and provide help when passengers were looking for locations.

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**RESOLVED**

That the contents of the presentation be noted.

**6. ENVIRONMENTAL MONITORING WORKING GROUP**

The Committee were invited to receive the Minutes of the meeting held on 27<sup>th</sup> January 2010. The minutes were taken as read.

**RESOLVED**

That the contents of the report and Minutes be noted.

**7. PASSENGER SERVICES AND SURFACE TRANSPORT WORKING GROUP**

The Chairman of the Passenger Services and Surface Transport Working Group invited the Committee to receive both the Minutes of the meeting held on 19<sup>th</sup> January 2010, together with his report. The Minutes and Report were taken as read.

**Discussion Points**

Balsall Parish Council (Cllr M Longfield) – made reference to the Customer Complaints procedure and detailed how the brief of the Working Group was to look after users of the Airport. He explained how, if anyone had any questions or queries, the Working Group were happy to take this on board and pass them onto the Airport.

**RESOLVED**

That the contents of the report and minutes be noted.

**8. REGULATING AIR TRANSPORT: CONSULTATION ON PROPOSALS TO UPDATE THE REGULATORY FRAMEWORK FOR AVIATION**

The Committee were invited to consider the consultation document, which set out the Government's proposals to update the regulatory framework for aviation, having considered the issue and a previous consultation in 2009.

**Discussion Points**

Friends of Elmdon (J Bramham) – noted that the consultation was an interesting development and he queried the views of the Airport Company. He questioned what the Airport Company had done so far and what they intended to do. The Airport Company explained that they had not yet prepared a response to the consultation, but they detailed that, when it was available, they would share it with the Committee. However, they had concerns about some of the proposals, which may result in higher costs being passed on to the Airport Company and passengers.

Passenger Representative (Mrs R Tyler) – detailed how the Passenger Services and Surface Transport Working Group (PSSTWG) had considered the latest consultation process by the Department of Transport. Mrs Tyler explained that the issues to be raised were likely to be broadly similar to those they made in response to the previous consultation process, where she had assisted ACC in preparing its response.

Mrs Tyler advised the ACC to prepare a response in consultation with the Airport Company.

The Airport Company explained they were happy to share their response with delegated representatives from the ACC. The Airport Company noted that they were likely to break down their concerns into some four or five issues, including the proposals to split passenger services from the CAA. The Chairman requested that the Airport Company share their consultation response with Mrs Tyler and the Chairs of the Environmental Monitoring

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Working Group (EMWG) and the Passenger Services and Surface Transport Working Group (PSSTWG).

**RESOLVED**

- (i) That the contents of the consultation document be noted;
- (ii) That the Airport Company share their consultation response with Mrs R Tyler and the Chairs of the EMWG and PSSTWG.

**9. DEPARTMENT FOR TRANSPORT – LICENCE CONDITIONS FOR THE NEW REGULATORY FRAMEWORK FOR AIRPORTS**

The Committee were invited to consider the document from the Department of Transport regarding airport licences. The Airport Company explained that they had been invited to attend a workshop session to discuss the proposals.

Balsall Parish Council (Cllr M Longfield) – queried what the cost may be for the airport licences under the new framework. The Airport Company explained they were not aware of the potential cost of licences under the new framework and they also needed to understand what the licences may entail. The Airport Company detailed how it would be beneficial for them to register an interest, attend the workshop and feed back their views to the ACC at the next meeting.

**RESOLVED**

- (i) That the contents of the report be noted; and
- (ii) That the Airport Company feed back their views at the next ACC meeting, following the workshop event in March.