

## Consultative Committee

### DONCASTER SHEFFIELD AIRPORT CONSULTATIVE COMMITTEE

#### ORDINARY MEETING

12 JANUARY 2017

PRESENT: Alan Tolhurst OBE (Chair)  
Councillor R Blake (Doncaster MBC), A Bosmans (FODSA), M Cotterill (Peel Airports Management), Councillor D Lelliott (Rotherham MBC), Parish Councillor N McCarron (Blaxton Parish Council), K Naylor (Doncaster Sheffield Airport), County Councillor C Pearson (North Yorkshire County Council), D Pidwell (Bassetlaw DC), M Di Salvatore (West Lindsey District Council), A Shirt (Committee Secretary), Y D Woodcock (Ex-Officio) and Parish Councillor J Worthington (Cantley with Branton Parish Council)

Apologies were received from: Councillor J Blackham, P Cole, Councillor J Cox, D Fell, Councillor R Franklin, Councillor B Mordue, Councillor P J O'Connor, Councillor I Saunders, Councillor P Skelding, Councillor A Smith and Councillor C L Strange

#### 1 WELCOME, INTRODUCTIONS AND APOLOGIES FOR ABSENCE

The Chair welcomed everyone to the January meeting of the Airport Consultative Committee (ACC).

Introductions were made and apologies for absence were noted as above.

#### 2 ANNOUNCEMENTS

None.

#### 3 MINUTES OF THE MEETING HELD ON 20 OCTOBER 2016

RESOLVED – That the minutes of the ACC meeting held on 20 October 2016 be agreed as a correct record.

#### 4 MATTERS ARISING

##### i) Vision for Transformational Growth

Members' asked whether Peel's 'Vision for Transformational Growth' document had been published. **ACTION: K Naylor to confirm.**

##### ii) Portable Noise Monitor

K Naylor reported that the portable noise monitor remained out of action, despite the equipment being sent to Denmark for repair.

The next step would be for an engineer to call onsite to hopefully rectify the fault.

In the meantime, an estimate had been received by the airport to upgrade its whole suite of noise monitoring equipment and associated software. This would be considered by Management shortly.

## 5 AIRPORT ACTIVITIES UPDATE REPORT

M Cotterill provided the Committee with an update on Airport Activities. In summary it was reported that:-

- Up to December 2016, this was the 26<sup>th</sup> consecutive month where there had been growth in passenger numbers at the airport.
- 2016 had been a record year for the airport in terms of passenger numbers. From 1<sup>st</sup> January to 31<sup>st</sup> December 2016, 1.2 million passengers had travelled from DSA, making it the best year ever in terms of the number of passengers since 2008.
- Thomson had introduced a new route to Dubrovnik commencing on 4 May 2017.
- Thomson's Winter 2017/18 holidays had recently been released, with two long-haul flights scheduled for 2 week cruises or holidays to the Caribbean. The two dates were, 28 November 2017 to Montego Bay (Cruise on Discovery 2) and 7 January 2018 to Barbados (Cruise on Discovery).
- Flybe services continued to do well at DSA. The 2016 terrorist attacks in Berlin had resulted in Flybe making changes to its schedule and routes.
- Flybe's Newquay service would return for summer 2017.
- Flybe's Dusseldorf service would not continue into summer 2017.
- Additionally, Flybe would be making various other capacity changes to ensure that its aircrafts were being utilised to their full capacity.
- Feedback had been received from Wizz Air which has stated that they were happy with their operations from DSA. In relation to Brexit, Wizz Air were currently not seeing any impacts.
- The Wizz Air Sofia route continued to perform well. There was a possibility of a new Wizz Air route later in the year.
- Wizz Air would be increasing capacity on its routes to Poland with the introduction of larger aircrafts to deal with passenger demand.
- 9,400 tonnes of cargo had been handled by the airport from 1<sup>st</sup> January to 31<sup>st</sup> December 2016, compared to 2,000 tonnes of freight which had been handled by the airport in the same period in 2015.
- Opportunities to attract scheduled freight carriers were being explored by the Cargo Team with some prospects looking promising.

- During 2017, modifications to the airport's infrastructure was scheduled to take place. The widening of the taxiways was currently taking place which would allow for larger cargo aircrafts to enter the hard-standing for truck and tail operations to facilitate the quick and easy loading of cargo.
- Improvements to the Cargo Sheds were also planned.
- Runway re-surfacing was currently taking place for a period of 3 months; all works were being completed at night.
- The 'Meet and Greet' car parking service had been exceptionally well received by passengers last year. An extension to the Meet and Greet car park was scheduled, creating an extra 750 new car parking spaces for Meet and Greet passengers.

Parish Councillor McCarron reported that Amazon (the e-commerce company) had recently let two large buildings at the iPort in Doncaster; she was of the understanding that there would be a further Amazon cargo aircraft utilising the cargo services at DSA.

M Cotterill reported that discussions were currently taking place with Amazon; there may be a possibility of them adding a further cargo flight to DSA.

Councillor Blake asked if the airport had received any feedback regarding the X4 bus service.

K Naylor reported that she had received feedback from First, (the operator of the X4 bus service) which had stated that the service was operating successfully. A Bosmans commented that he had observed that the service was being used sporadically throughout the day, with more Eastern European passengers using the service on an evening.

Councillor Blake reported that the signage to the airport from the A1 motorway was still directing passengers through Bawtry, and not via the Great Yorkshire Way.

M Cotterill stated that it was not a desire for the airport to have passengers directed via Bawtry.

K Naylor added that the signage from the A1 motorway was historic, and that, as part of the review of the airport's surface access strategy, Peel Airports Ltd had submitted a report to Highways England asking for the signage to be changed.

A Tolhurst suggested that local residents and representatives also raised this issue with Highways England.

W Yoodcock suggested that Members could also raise this issue with their local MP's and the Mayor of Doncaster.

Councillor Pidwell asked how local authorities could support the airport regarding the proposal to build a rail link on East Coast Mainline to DSA.

M Cotterill explained that, building a rail link to DSA was currently a vision and part of the airport's 20-year extension plan. The next stage of the proposal was to undertake a feasibility study of the scheme. Members and local authorities were being encouraged to support the vision.

RESOLVED – That the update be noted.

6 NEW CAA GUIDELINES: MAKING AIR TRAVEL MORE ACCESSIBLE FOR PASSENGERS WITH HIDDEN DISABILITIES

Members were informed that the Civil Aviation Authority had issued new guidance to airports' on 8 December 2016, on how to support people with hidden disabilities through helping to improve journeys for those with conditions including dementia, autism, mental health problems, hearing loss and visual impairment.

Backed by a host of disability charities, the guidance aimed to help airport familiarisation and reduce stress and anxiety for passengers with hidden disabilities.

The guidance offered clear information on how airports' should support passengers, including providing clear and detailed information ahead of travel, as well as enhanced training for airport and security staff.

Members noted that the CAA had asked the 30 largest UK airports' to make the necessary improvements to their special assistance service, and had stated that, it would publish a report on the changes made next year.

RESOLVED – That the Committee noted the new CAA guidelines on making air travel more accessible for passengers' with hidden disabilities.

7 DRAFT MINUTES OF THE NOISE MONITORING AND ENVIRONMENTAL SUB-COMMITTEE HELD ON 1 DECEMBER 2016

The draft minutes of the Noise Monitoring and Environmental Sub-Committee held on 1 December 2016 were presented for Members' information.

RESOVLED – That the draft minutes of the Noise Monitoring and Environmental Sub-Committee held on 1 December 2016 be noted.

8 ANY OTHER BUSINESS

i) DSA's Responses to Complaints

Councillor Blake reported that a number of Bawtry residents had informed her that, when they did complain to the airport regarding aircraft noise etc., the responses received back from DSA to their complaint, had been un-sympathetic and defensive. Furthermore, residents had asked if there was any point in them complaining to the airport.

Additionally, Councillor Blake asked if she could also be given details of the type of response a complainant may receive.

A Tolhurst stated that it would be difficult for airport representatives in attendance at today's meeting to provide comment on the issue raised, given that there was no specific details. A Tolhurst asked that, if residents had specific concerns with the response they had received, then they should always follow this up directly with the airport.

It was confirmed that, all complaints received by the airport were investigated thoroughly using the Airport's Noise Monitoring and Track Keeping System and that written responses were issued. Furthermore, all aircraft arriving at, or departing from DSA did follow recognised and published procedures set by the Civil Aviation Authority.

Councillor Blake asked if a representative from the airport could attend a future meeting of Bawtry Town Council or it's Residents' Group to inform its Members of the airport's complaints procedure. **ACTION: Councillor Blake to provide details of future meeting dates and times to K Naylor.**

ii) Possible Visit to DSA

Councillor Pidwell reported that he had been approached by a local Youth Club asking if it would be possible for them to receive a tour of the airport. **ACTION: Councillor Pidwell to email K Naylor with further details of the request.**

iii) DSA Community Investment Fund

Councillor Pidwell asked if he could receive details of the airport's Community Investment Fund.

K Naylor confirmed that further details regarding the airport's Community Investment Fund and application form were available on the airport's website at the following link:-

[http://flydsa.co.uk/uploads/documents/Community\\_Investment\\_Fund.pdf](http://flydsa.co.uk/uploads/documents/Community_Investment_Fund.pdf)

9 DATE AND TIME OF NEXT MEETING

RESOLVED – That the next meeting of the Airport Consultative Committee be held on Thursday 6 April 2017 at 10:00 am, in the Blenheim Meeting Room, Heyford House, Doncaster Sheffield Airport, Doncaster.

CHAIR