

## Consultative Committee

### DONCASTER SHEFFIELD AIRPORT CONSULTATIVE COMMITTEE

#### ORDINARY MEETING

24 JANUARY 2019

PRESENT: Alan Tolhurst OBE (Chair)  
A Bosmans (FODSA), R Cooke (Doncaster Sheffield Airport),  
Councillor M Cooper (Doncaster MBC), Councillor S Cox (Doncaster MBC),  
Councillor M Greenhalgh (Doncaster MBC), Councillor D Lelliott (Rotherham  
MBC), M McGuire (Office of Caroline Flint MP), Councillor J Milne (West  
Lindsey District Council), Councillor B Mordue (Doncaster MBC), R O'Toole  
(Doncaster Sheffield Airport), County Councillor C Pearson (North Yorkshire  
County Council), Councillor D Pidwell (Bassetlaw District Council), A Rutherford  
(Doncaster Chamber of Commerce), M Di Salvatore (West Lindsey District  
Council), Councillor I Saunders (Sheffield City Council), A Shirt (Committee  
Secretary), I Smith (Doncaster Sheffield Airport) and Y D Woodcock (Ex-  
Officio)

Noise Monitoring & Environmental Sub-Committee representatives:-  
Town Councillor A Cropley (Bawtry Town Council),  
Parish Councillor N McCarron (Blaxton Parish Council) and  
Parish Councillor J Worthington (Cantley with Branton Parish Council)

Apologies were received from: Councillor R Franklin, K Naylor, P Nears,  
Councillor C Perraton-Williams and Councillor M Quigley MBE

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

A Tolhurst welcomed Members to the Ordinary meeting of the Airport Consultative  
Committee (ACC).

Apologies for absence were noted as above.

#### 2 ANNOUNCEMENTS

There were no announcements.

#### 3 MINUTES OF THE MEETING HELD ON 18 OCTOBER 2018

RESOLVED – That the minutes of the ACC held on 18<sup>th</sup> October 2018 be agreed as a  
correct record.

4 MATTERS ARISING

Helicopter Flights from DSA

In response to Parish Councillor McCarron's question, R O'Toole informed Members that Hummingbird Helicopters were based at DSA and provided bespoke helicopter pilot training and flight experiences. K Naylor had reminded Hummingbird pilots to limit their flights over nearby villages.

5 PRESENTATION ON THE RESULTS OF THE UK AIRPORTS' PASSENGER SURVEY

A Tolhurst welcomed I Smith to the meeting and congratulated him on his recent promotion to Director of Commercial and Passenger Experience.

I Smith provided the Committee with a presentation setting out the results of the UK airports quarterly Airport Service Quality (ASQ) survey for Quarter 4 – 2018.

Members were provided with an overview of the ASQ, which was an international survey measuring passengers' satisfaction as they travel through an airport. The ASQ was currently undertaken at 400 airports across the world, including 14 UK airports.

The results of the ASQ programme allowed airports to benchmark their performance against industry best practices. The survey also allowed airports to see where they under and over perform and where improvements are required.

Members were pleased to note that DSA had come in top position against all participating airports in the UK for the fourth quarter of 2018 with an average score of 4.34/5 surpassing the UK average of 4.12/5.

DSA had also scored above average for waiting times across the whole of the airport. Courtesy and helpfulness of staff received a positive mention; from car parking, to check-in, passport control and security.

Members asked if they could receive a further update on DSA's ASQ survey performance in 6-12 months' time. This request was acknowledged by I Smith.

RESOLVED – That Members:-

- i) Thanked I Smith for an interesting and informative presentation.
- ii) Congratulated the airport on its achievements.
- iii) Requested that a further update on DSA's performance in relation to the ASQ survey be presented to the Committee in 6-12 months' time.

## 6 AIRPORT ACTIVITIES UPDATE REPORT

R Cooke and R O'Toole provided the Committee with an update on Airport Activities.

### Aviation Update

- Following the CAA's consideration of DSA's Airspace Change Proposal (ACP), the CAA had advised DSA that due to current resource difficulties within the CAA, approval would be delayed. The earliest the proposals could be implemented would be around May 2019.
- As highlighted at a previous meeting, the British Gliding Association (BGA) had submitted a proposal to the CAA to sponsor an Airspace Change affecting airspace across a swathe of the North East including that around Doncaster, Durham and Leeds-Bradford Airports.
- The uncertainty around Brexit continued, with the UK getting closer to leaving the EU on 29 March. DSA continued to work with stakeholders to understand the implications of a hard Brexit scenario.

In terms of cargo operations, due to there being no flights of EU origin, it was currently predicated that operations would not be significantly impacted upon.

The continuing uncertainty around Brexit was not helpful when the Aviation Development Team were trying to attract new airlines to DSA.

Dialogue would continue with Flybe regarding possible implications arising from Brexit and the potential impact on DSA.

- As part of a nationally managed plan to deal with diverted aircrafts, DSA was now 1 of 5 designated airports in the UK who could receive diverted aircrafts.

### Passenger Performance Update

- During the period April to December 2018, 955,390 passengers had transited the airport. In comparison to the same period last (April to December 2017), this was an 8% reduction, mainly due to capacity reductions coinciding with Wizz Air base closures in the continent.
- In the calendar year, DSA had seen a throughput of 1.23 million passengers.
- December passenger throughput was down by 5%, mainly due to reductions in Wizz Air capacity.
- Flybe continued to perform reasonably well, with passenger numbers flat year-on-year. The fleet having changed to two E175 Embraer aircrafts, enabled more efficient use of capacity and also enabled the re-introduction of a Belfast route to the network.

- Whilst Wizz Air had removed capacity on routes such as Sofia (UK wide reduction in capacity and retrenchment into Luton) Lublin and Kosice (base closures). The airline had been steadily announcing new routes to replace the lost capacity. Budapest and Debrecen had already commenced operation, with Krakow and Timisoara scheduled for commencement later in 2019.
- The total capacity being delivered by Wizz Air in the next financial year was the largest it had ever committed and was expected to deliver 695,000 passengers and operate as DSA's largest airline.
- TUI Group had announced new routes at the airport for 2019, including the return of long haul flights to Florida, operating from the beginning of May 2019 on the 787 Dreamliner aircraft. The aircraft would be locally crewed, along with the addition of a third based Boeing 737 aircraft. This had resulted in additional jobs being created.

Other new routes for 2019 included Hurghada, Pula, Bodrum and the return of Enfidha.

- TUI had also launched their summer 2020 programme early, mirroring the 2019 programme, with the addition of a second long haul route to Cancun, Mexico and the earlier start of the Florida route, extending the 2020 season.

Councillor Saunders asked if there were any plans for the future to commence flights to Barcelona.

R O'Toole advised Members that, unfortunately, it was not in DSA's gift to state where airlines should fly to. He informed Members of the detailed analysis undertaken by the Aviation Development Team to attract airlines to DSA. He also confirmed that the Team continued to liaise with incumbent and new carriers with regards to prospective growth.

#### Cargo Performance Update

- In the current financial year up to December 2018, cargo operations were +66.2% ahead compared to the previous year.
- The weekly scheduled freighters from Nairobi, Kenya continued, with work continuing to take place to ensure further rotations are routed to Doncaster in the near future.
- Ray Wood had been appointed as Head of Cargo and commenced in post at DSA in December. Ray joins DSA from Virgin Atlantic Airways. Ray was currently growing relationships and bringing in new cargo business.
- Amira El-khrouf, Cargo Executive had now been promoted to Cargo Development Manager.
- The Freight Transit Shed operation had been brought in house from 1<sup>st</sup> April 2018 from the previous operator Anglo World Cargo.

The existing team had been transferred with the business, led by Rob Burns, Operations Manager. Gary Winterman continues a presence at DSA with Anglo European Express road haulage firm and continued to operate the DEFRA approved Pet Passport Scheme at DSA.

### General and Business Aviation

- The airport's fixed based operator, responsible for handling all visiting general aviation aircraft was brought in house under the Consort Aviation brand from the previous operator Weston Aviation in April 2018.
- Investments had been made in a refurbished VIP Lounge, vehicles and a new team was in place.
- The operation was available 24 hours a day and provided a VIP service to all operators, as well as also providing an effect service to military aircraft.
- Notable visitors had included two US Air Force C17 Globemasters, a Kamov KA-32 Russian made heavy lift helicopter being used to lift pylons, and a brand new UAE Air Force aircraft on a delivery flight.
- Rob Cooke informed Members that he would be leaving DSA towards the end of March to take up a new opportunity outside of the Peel Group.

Members wished to record their thanks to Rob for all his hard work and wished him well for the future.

Rob thanked Members' for all their support, attendance and engagement with Peel Airports.

- A press announcement would be made today by Peel Airports regarding the transfer of ownership of Durham Tees Valley Airport to the Mayor of Tees Valley Combined Authority.

It was noted that Peel Airports remained committed to both Liverpool John Lennon Airport and DSA.

- As part of the Airport Vision and Masterplan, a short film was viewed by Members showing the future potential of the airport and Aero Centre Yorkshire.

Members discussed how the airport could publicise the film (once released into the public domain). It was suggested that the film could be screened at the Frenchgate Shopping Centre, Doncaster and in local council chambers / reception areas etc.

Members also asked if a quarterly newsletter could be produced setting out the developments and recent successes at the airport which could be circulated to councillors, Parish / Town Councils and shared on social media etc.

It was agreed that R O'Toole would discuss the suggestion with the airport's Marketing Team. **ACTION: R O'Toole**

RESOLVED – That the update be noted.

7 DRAFT MINUTES OF THE NOISE MONITORING AND ENVIRONMENTAL SUB-COMMITTEE HELD ON 6 DECEMBER 2018

RESOLVED – That the draft minutes of the Noise Monitoring and Environmental Sub-Committee held on 6 December 2018 be noted.

8 ANY OTHER BUSINESS

i) DSA's Heritage Memorial Site

Y Woodcock asked if a notice could be installed in the Airport's Terminal Building to explain DSA's Heritage Memorial site which was situated at the front of the Airport's Terminal Building. **ACTION: R O'Toole to discuss with the Airport's Marketing Team.**

ii) Pilgrim Fathers – Mayflower 400 - 2020 Celebrations

Councillor Greenhalgh reported that he was currently involved in conversations with Doncaster MBC officers regarding events taking place across the borough in recognition of the 400<sup>th</sup> Anniversary of the Mayflower's voyage, coming up in 2020.

It was agreed that discussion takes place between Councillor Greenhalgh and R O'Toole outside of today meeting to discuss where the airport could provide its support.

iii) FODSA Airport Ambassadors

A Bosmans reported that the FODSA Airport Ambassadors were now providing assistance at the airport on mornings throughout the week at DSA.

iv) ACC Member Visits to Observe Airport Operations

A Tolhurst reminded Members that, previously visits had been arranged for Members to observe various airport operations. If Members had any suggestions for future visits they were asked to forward these onto the Committee Secretary for consideration by the airport.

9 DATE AND TIME OF NEXT MEETING

RESOLVED – That the next meeting of the ACC will be held on Thursday 11 April 2019, at 10:00 am, in the Ambition Meeting Room, Doncaster Sheffield Airport, Doncaster.

CHAIR