

Minutes of the Consultative Committee Meeting held at
Leeds Bradford Airport
Wednesday 07 September 2022

Members Present:

Alan Wrigley	Chairman
Martin Hughes	Local Resident Rep – Horsforth
Paul Bone	Pool Parish Council
Cllr Hazel Lee	Pool Parish Council
Cllr Lynda Goodall	Ledsham P.C
Cllr Eleanor Thomson	Leeds City Council
Cllr Neil Walshaw	Leeds City Council
Cllr Ryk Downes	Yeadon Residents
Ken Cothliff	Aireborough Neighbourhood Forum
Cllr Ian Robinson	Bramhope and Carlton Parish Council
Cllr Penny Robinson	Otley Town Council
Paul Moss	Sherburn Aero Club
Heather Ruane	Leeds Bradford Airport Support Group
Brian Dunsby	Harrogate District Chamber of Commerce
Keith Batty	Vale of York Gliding Clubs
Marilyn Banister	Menston Parish Council
Cllr Bob Felstead	Burley & Wharfedale Parish Council
Cllr Gill Dixon	Baildon Town Council

Members Apologies:

Cllr Angela Carr	Rawdon Parish Council
Cllr Peter Caffrey	Calderdale Council
Cllr Colin Campbell	Local Resident Rep (Yeadon end of runway)
Cllr Raymond Jones	Horsforth Town Council
Cllr Paul Wadsworth	Leeds City Council (CONS)

Airport Officers Present:

Vincent Hodder	Chief Executive Officer
Damian Ives	Operations Director
Nicola McMullen	Aviation Director
Charles Johnson	Head of Planning Development
Tracey Stevenson	Environmental Manager
Jamie Babbitt	Head of Air Traffic Services

Minutes taken by Heather Moore

1. Welcome & Apologies

The Chairman opened the meeting.

2. Organisational Announcements /New Members

CJ advised the committee that there were no organisational changes since the last meeting but a new attendee for Pool-in-Wharfedale Parish Council (Paul Bone).

3. CEO Address

Vincent Hodder (VH) addressed the meeting.

VH stated that LBA have had an amazing last 6 months. There were noticeable challenges that had to be faced which have all been satisfactorily resolved.

Operational Challenges

LBA did struggle in the early part of the year driven by a slow start to the recruitment process. It takes 4/5 months to recruit and train security staff. In mid-January the government announced at short notice they were removing travel restrictions to which LBA responded to by implementing a recruitment drive in January. The error made by the team in these early stages was waiting until the end of February to check on the recruiting process, at which point it was found to be falling short. Recruiting was subsequently given to an outside company to boost the reach of the process.

In mid-March (16/17th March) 267 passengers missed their flights which was a low point. There were no more flights missed for 48 days.

Late April saw a surge of passengers beyond the airports capabilities for around 2 months. Queue times maxed out at 2+ hours.

Mid-July – LBA completed its recruitment drive and queue times consequently reduced dramatically with 90% of passengers through in 20 minutes.

August – On 17/18th August there were extenuation circumstances and security experienced longer queues.

LBA is now focussing on delivering a fantastic customer experience whilst continuing to over recruit.

LBA have re-negotiated operating agreements with its 3 biggest airlines.

The last 6 months have been incredibly intense but incredibly successful. LBA have had a clear direction to increase capacity from both new and existing airlines and the outlook is very positive. There is still lots of work to do with the workforce, but LBA is working hard to improve this year. VH stated that he had led 2 Leadership Training courses for management as there had been no training given in the last 15 years. VH stipulated that this was a long term journey, some things take time.

Q: Is Swissport LBA's only handler?

A: Swissport is the only 3rd party ground handler, Jet2 have their own.

Q: Jet2 are saying arrive 3 hours before your flight, is this right?

A: VH's personal advice was to arrive 90-120 minutes before your flight, this should be sufficient.

Q: Do you have all the security areas sufficiently covered now?

A: Yes

Q: How long have you been here (directed at VH)?

A: 18 months

Q: Night Flights – what is the view from LBA on night flights and do you have data?

A: Yes, we regularly share data. We are presently below the level of permitted night flights, but may be close to the cap next Summer. The newer and quieter planes coming through the system however, will not count towards the night time restrictions.

Q: Do these night flights come in clusters?

A: Flights commence from 06.00 onwards but not in clusters. Some late arrivals tend to be between 01.00-03.00.

Q: Is there a plan for feedback from LBA to let the press know that the airport is improving?

A: We are reluctant to trumpet our success, rather focusing on customer relations and let customers share their good experiences themselves.

Q: Why do so many flights go out at 6am? Whose benefit are these flight for?

A: This is the earliest passengers will generally accept and is used to allow aircraft the maximum amount of flying hours in a day.

Q: Early morning flights over Baildon, there are a few constituents complaining.

A: LBA have looked into this, but LBA's responsibility only extends to the end of the NPR which Baildon is beyond the limits of. After this the aircraft is passed over to the Scottish control.

Q: With the potential closure of Doncaster Sheffield Airport, will business move to LBA?

A: LBA is saddened to see the situation at DSA, not enough people seem to want to fly from there. LBA is fortunate in that it has an attractive airport catchment. There is potential to service DSA's catchment from LBA if the airlines choose to do so.

Q: Can we have details of flights around the summer period?

A: Yes

Q: Can we have flight details of flights over Otley?

A: Yes

Q: You can't return within an hour of parking in the 1 hour free car park – what if luggage is stuck in Swissport?

A: Not every eventuality can be catered for but at least LBA does have a 1 hour free car park, many airports do not, so it's a bonus. In the circumstances where luggage is delayed, to avoid fines the best option would be to use the short stay car park if the 1 hour free runs out, which is cheaper than using the Pick Up and Drop Off car park or staying in the 1 hour free.

Q: Any developments in rail?

A: Still scheduled for circa 2026 – meeting is scheduled in the next few weeks, still in design period.

Customer Experience

The first part of the year was poor, the second part has seen significant improvement.

The problem is the ground handlers who have struggled with staff shortages. LBA have been using their own resources to help with issues and is continuing to put pressure on the Swissport UK Leadership to address their staffing issues.

Q: Is the contract with Swissport between the Airport or the Airlines?

A: With the Airlines, not the airport.

Q: Is there still an issue with long waits for security passes?

A: Not as big an issue as it was – VH is in weekly calls with Department of Transport to discuss these issues and they have now improved.

VH said that LBA is now focussing on making sure all staff were fully trained.

Threat of Industrial Action

This was mostly in security.

Discussions with Unions have all been satisfactorily dealt with. LBA has reached a 4 year pay agreement up until October 2025.

4. Airspace Change Project

Jamie Babbin (Head of Air Traffic Control) addressed the members.

The Stage 2 Stakeholder Plans aim to:

- Reduce noise
- Reduce CO2
- Reduce congestion in Airspace

This is current at Stage 2(a) and this is available online.

No formal decisions have been made, the results will be out shortly and will be published on the ACP Portal.

Q: How does the decision on DSA effect LBA re: ACP?

A: LBA's airspace isn't affected by DSA's airspace and the timescale isn't affected.

5. Carbon Strategy

Tracey Stevenson (Environmental Manager) shared some slides.

LBA is committed to being a Carbon Net Zero Airport by 2030 for emissions under its control.

Q: With regards to powering the terminal, are you giving any consideration for solar panels?

A: We are looking at a range of energy efficient measures.

Q: Are any airlines putting into the Jet Zero research?

A: Yes, Jet2 are

Q: BREEAM – Leading edge in carbon reductions

A: No official BREEAM rating required for new terminal

TS will make the presentation available for the committee.

6. Any Other Business

Q: Threat to Airport security – does LBA have anything in place in case of this?

A: Not at liberty to comment

Q: Dyneley Arms Junction being dug up (Pool Bank) causing disruption to traffic. Also A658 Green Lane/Rawdon has been closed too (being resurfaced).

A: We are notified by LCC on local roadworks effecting the local highways which we look to publicise on the website.

Q: Bradford will be city of culture in 2025 – any engagement as yet?

A: In negotiations with Kirsten, nothing of note as yet.

Next meeting date

07 December 2022, 14.00 @ LBA