

## Airport Consultative Forum (ACF)



<b>Topic:</b>	Airport Consultative Forum (ACF)
<b>Meeting Date:</b>	Wednesday 08 February 2023
<b>Meeting Location:</b>	Spaceport Office, Aerohub 1
<p>Samantha O'Dwyer (SO) – Chair – CAL MD          Cllr A Double (AD) - Independent Secretariat          Cllr P Willis (PW) - St Columb Parish Council          Deborah Carter (DC) – St Mawgan in Pydar Parish Council          Tizzy McLeod (TM) – Cllr St Columb Major          Wing Cdr M Kinnear (WCD) – RAF St Mawgan          Tim Bunting (TB) – CAAT          Melissa Quinn (MQ) – Spaceport Cornwall          Ian Jones (IJ) – Goonhilly          Nick Weston (NW) – Weston Aviation          Lawrence Polk (LP) – Wildenet          Zara Dinnacombe (ZD) – Fly NQY          Andre Boomer – (AB) – CAL – Head of Operations          Amy Smith (AS) – CAL – Head of Commerce          Josie Hutt (JH) – CAL – Marketing          Duncan Healey (DH) – CAL – Contracts          Ben Simpson (BS) – CC          Fay Smith (FS) – Minutes CAL</p>	
<b>Distribution:</b>	As per the Agreed Attendees

**AGENDA**

1. Apologies
2. Minutes from the previous meeting - 08 November 2022
3. Airport Operators Update
4. Spaceport Update
5. Airport Marketing Update
6. Airport Capacity Study
7. Future Agenda items
8. Proposed future meeting dates
9. AOB

## Airport Consultative Forum (ACF)

<b>1.0</b>	<b>Apologies</b>
1.1	Apologies were received from Kim Conchie (KC), Nick Hayden (NH) and Louis Gardner (LG).
<b>2.0</b>	<b>Review the previous minutes including signed NDA's</b>
MA 2.1	<p>SO ran through the previous minutes asking for any amendments or changes that needed to be made.</p> <p>There were no amendments recorded so the minutes from the previous meeting were found to be a true record.</p> <p>All actions will be noted at the end of these minutes.</p> <p>AD asked if everyone has returned a completed NDA which FS will check and respond to the individuals separately.</p>
<b>3.0</b>	<b>Airport Operators Update – Andrew Boomer (AB)</b>
3.1	<p>AB then presentation the Operations Update covering areas such as Passenger numbers and Punctuality.</p> <ul style="list-style-type: none"> <li>• AB explained that the delays were due to delayed or late inbound flights with the turnaround times being within target. There have been issues around DUB however they have lately restructured so this should now realign. 88% of all flights are withing OTP and are within 15 minutes.</li> <li>• With respect to safety the reporting has improved which allows for any issues to be resolved before they become a problem and to recognise any trends.</li> <li>• AB confirmed that Echo Apron has now been returned to operational readiness from Spaceport.</li> <li>• AB stated that behind the scenes planning is taking place as the schedule is not yet set in stone. Loganair to MAN will be going live shortly.</li> <li>• Recruitment – Training commences the week commencing 02 February 2023 and 06 March 2023 with all relevant paperwork being processed including their individual Security passes.</li> <li>• The PRS accessibility system is being automated.</li> <li>• Fuel Tender – the hardware – bowsers are coming on line 01 April 2023</li> <li>• The Spaceport project is now wrapped up with the last of the equipment being returned to the US after approval given by the CAA. The aircraft departed 4 minutes early enroute to JFK.</li> </ul> <p>AB asked if there were any questions.</p> <ul style="list-style-type: none"> <li>•</li> </ul>

## Airport Consultative Forum (ACF)

3.2	<p><b>Questions</b></p> <ul style="list-style-type: none"> <li>• PW asked if the failure of Flybe has affected the airport.</li> <li>• PW asked if Logan Air would be operating the LHR route?</li> <li>• IJ asked if the train strikes had affected the airport?</li> <li>• MK asked if there was any feedback on the FOD issues.</li> <li>• TB asked about the Fuel Tender and if the fuel was a sustainable one?</li> </ul> <p><b>Responses</b></p> <ul style="list-style-type: none"> <li>• AB advised not adversely with SO adding that the load factors on their routes had been an indication. Commercially disappointing however not a bad decision to have them added to our schedule as they had improved the competition on the various routes in the short term.</li> <li>• AS stated, that there was no immediate plan as there are issues with the slots belonging to the PSO. This will hopefully be an option later however the airport has to wait for the process to be run.</li> <li>• AS stated, that due to the short time run in to booking had not seen any affect.</li> <li>• MK was advised that there was no update although the collected FOD doesn't seem to be aerodrome related. MK advised that RAF St Mawgan will continue to collate and report.</li> <li>• AB advised that currently the Airport does not have a suitable storage facility.</li> </ul>
4.0	<p><b>Spaceport Update – Melissa Quinn</b></p>
4.1	<p>MQ advised that she has recently changed her name after her marriage and thanked everyone for their kind messages.</p> <p>MQ debriefed the meeting thanking everyone for their supportive messages to her and the team. The main take away is that Spaceport Cornwall delivered a space launch.</p> <p>MQ then ran through the next stages.</p> <ul style="list-style-type: none"> <li>• The Spaceport team are now undertaking a wash up process and will be working out the learnings from the launch. What went well, what can be improved and what needs to be changed.</li> <li>• Last week the team had a wash up meeting with the CAA.</li> <li>• Virgin Orbit are in investigatory mode with their next launch being from the US.</li> <li>• VO are very disappointed and have stated that this is a one off and they will be back.</li> <li>• Communications – many emails and letters of congratulations.</li> <li>• Only licensed Spaceport in the UK.</li> <li>• Other commercial opportunities with other companies.</li> <li>• Changes to the Safety Zone to be discussed in the next safety case.</li> <li>• Successfully ran an event at short notice however this is not how they intend to operate in the future.</li> </ul>

## Airport Consultative Forum (ACF)

4.2	MQ stated that she is attending the Global Spaceport Alliance at Cape Canaveral where there is a huge interest.
4.3	The Outreach Rocket is being moved into the SSIF. The interest and excitement from the student and school/group visits was a success and these will continue.
4.4	There is a broadcast planned featuring Tim Peake which will be very exciting.
4.5	With regard to sustainability Kernow Sat will be housed in the SSOF building.
4.6	A new Steering Group which will be held at the Eden Project is commencing March 2023 onwards.
4.7	MQ explained that the team is now taking some well-earned leave. The future and structure of the team is being review as their contracts finish at the end of March 2023. MQ then asked for questions
4.8	<p><b>Questions</b></p> <ol style="list-style-type: none"> <li>1. PW stated that he had spoken at the full council meeting and giving his congratulations to the Spaceport project.</li> <li>2. PW asked where the future revenues will go to?</li> <li>3. PW asked if the revenue paid to the Spaceport project will be paid back?</li> <li>4. PW asked if the Spaceport buildings will be open to kids and/or a tourist centre?</li> <li>5. IJ stated that he understands the process in planning of a visitor centre. They have a separate company to that of Goonhilly and are planning for a future centre representing Cornwall with the end goal of increasing numbers and employing over 100 staff. IJ said that if he could help then to let him know. The meeting then had a further discussion on the Visitor Centre at Goonhilly.</li> <li>6. AD congratulated MQ and her team for all their hard work stating that it is an inspirational project, and this is just the beginning.</li> </ol> <p><b>Responses</b></p> <ol style="list-style-type: none"> <li>1. MQ thanked PW for his continued support.</li> <li>2. MQ and SO stated that they are looking at integrating the Spaceport team into CAL. SO is talking to Glenn Chaplin-Grey about this with the intention of the revenue for CAL and Spaceport being one revenue stream.</li> <li>3. MQ stated that this is a question for the Council.</li> <li>4. MQ stated that they are looking at the feasibility of this and the best way to plan it. MQ stated that they know what works and who to speak with.</li> <li>5. MQ thanked IJ and stated that she would contact him.</li> <li>6. MQ thanked AD and agreed that this is just the beginning and is very exciting.</li> </ol>
5.0	<b>Airport Marketing Update – Josie Hutt</b>

## Airport Consultative Forum (ACF)

5.1	<p>JH updated the meeting on the Marketing that the Airport has been running. JH talked through a presentation that covered areas such as:</p> <ul style="list-style-type: none"> <li>• Brand – USP's</li> <li>• Tactical with regard to Airline campaigns</li> <li>• Ancillaries – Estate Management, G7, Spaceport and Cargo etc</li> </ul> <p>CAL has a strong brand within Cornwall however need to clarify where we operate to for our residents.</p> <p>Some media campaigns are constrained by budgets.</p> <p>Out of catchment campaigns are not visible from here so it is difficult to show what the Marketing Department is working on as the message could be about inbound flights rather than outbound.</p> <p>Various campaigns now out to the public advertising the summer sun destinations (ALC, FAO and AGP) and also using DUB as a transition allowing access to the US and Canada so avoiding the international customs entry point queues.</p> <p>Social Media numbers are growing which JH is very pleased about however the need for quality in growth and taking advantage of forward posting from the airlines or airports is the aim. Albeit a viral post is not a negative thing.</p> <p>JH talked through the strategy including the use of competitions on appropriate platforms.</p> <p>JH asked if anyone had any questions.</p>
5.2	<p><b>Questions</b></p> <ul style="list-style-type: none"> <li>• MK asked how you trace the activity and if it can be tracked?</li> <li>• NW stated that the cargo aspect is a very attractive product. NW advised that cargo options are reduced with the closure of Donnington so would welcome this for avenue for the Airport. NW stated they would be very interested in working alongside the Marketing team.</li> </ul> <p><b>Responses</b></p> <ul style="list-style-type: none"> <li>• JH advised that you are able to trace and track the activity which they can then use going forward.</li> <li>• JH thanked NW and stated that she would be very interested.</li> </ul>
6.0	<p><b>Capacity Study – Amy Smith</b></p>
6.1	<p>AS then talked through the presentation with the meeting advising of the pinch points through the Terminal which have now been confirmed. AS confirmed that these pinch points were not new however, they now have evidence to back this up which was the reason for this study.</p> <p>The study identified and will enable a plan for the pinch points as the passenger numbers increase allowing a business case to be made for additional CAPEX funding where needed.</p> <p>AS stated, that going forward CAL will endeavour to influence the schedules of the airlines however, this may not be possible due to restrictions on slot allocations.</p> <p>The company used, can simulate various scenarios indicating the effect that a delay has on the terminal and workloads and where the additional issues are. The summer 2023 schedule has been run through the simulator so aware of any issues.</p> <p>The study has identified the issues/pinch points being:</p>

## Airport Consultative Forum (ACF)

	<ul style="list-style-type: none"> <li>• Arrivals</li> <li>• Border Force Entry Point in Arrivals.</li> <li>• Issues when International and Domestic traffic arrive together.</li> <li>• Departure Lounge – gate capacity</li> </ul>
6.2	<p>The remedies short, mid and long term were then discussed</p> <p><b>Short term</b></p> <ul style="list-style-type: none"> <li>• This summer there will be holding areas which will be manually controlled as necessary.</li> <li>• Providing sheltered areas such as a marques area on the apron are being discussed.</li> </ul> <p><b>Mid term</b></p> <ul style="list-style-type: none"> <li>• Expansion of the terminal.</li> <li>• Amendment to the Infrastructure.</li> <li>• More stands available</li> <li>• A separate Arrival Facility to use when needed and then to expand Departures.</li> </ul> <p><b>Long term</b></p> <ul style="list-style-type: none"> <li>• There is now the ability to run increased numbers of passenger numbers through the simulator and see the results.</li> <li>• Terminal expansion or a new Terminal.</li> </ul> <p>AS asked if anyone had any questions?</p>
6.3	<p><b>Questions</b></p> <ul style="list-style-type: none"> <li>• IJ asked if parking has been included in this? AS advised that this will always be a consideration indicating that we have plenty of available land however noted this was not included in the simulation.</li> </ul> <p>AS stated, that there are other implications to consider such as Security with the new screening machines that will have to be installed. AS advised that CAL will continue to update this meeting.</p>
<b>7.0</b>	<b>Future Agenda Items</b>
7.1	<p>SO asked if there were any future items that the meeting wanted to add to the agenda so these can be planned for the forthcoming meetings. The meeting discussed this with the following suggestions:</p> <ul style="list-style-type: none"> <li>• Transport links within Cornwall specifically from the Airport to Newquay and Truro and other places.</li> <li>• Strategic Review results</li> <li>• Carbon Neutral / sustainability – carbon survey</li> </ul>
<b>8.0</b>	<b>Proposed Future Meeting Dates</b>
8.1	<p>SO asked FS to advise the future meeting dates planned however PW asked if these could be co-ordinated with the Cornwall Council meetings specifically the full council meetings.</p> <p>FS advised that she go back and advise future convenient dates.</p>

## Airport Consultative Forum (ACF)

9.0	<b>AOB</b>
9.1	NW asked if there was any update on who the Representative for the Enterprise Zone <b>Action</b> Representative to be investigated
9.2	PW asked the following: <ul style="list-style-type: none"> <li>• Should the Transport Cabinet councillor be included in these meetings? AD confirmed that LG would represent as agreed by the Council Lead.</li> <li>• There are plans to re-open Plymouth Airport. Thoughts?</li> <li>• Asked for views on why Newquay Town Council or the Colon District are not included?</li> </ul>
9.3	No one had any AOB to raise so the meeting was closed by SO who thanked everyone for their attendance.

With nothing to discuss the meeting was closed.

The next meeting will be confirmed in due course with the venue being Cornwall Airport.

## Airport Consultative Forum (ACF)

**OUTSTANDING ACTIONS**

<b>Agenda Item No</b>	<b>Action</b>	<b>Who?</b>	<b>Deadline</b>
MA 2.1	Remaining attendees to complete and return the NDA.	FS/ALL	MAY 2023
9.1 MA 6.6 (08.02.2023)	A representative is needed for the Enterprise Zone.	AD	08 FEBRUARY 2023

## Future Meetings

The following meetings are being held in person at Cornwall Airport.

- Wednesday 17 May 2023 10:00 – 12:00
- Wednesday 27 September 2023 10:00 – 12:00
- Wednesday 20 December 2023 10:00 – 12:00
- Wednesday 06 March 2024 10:00 – 12:00