

Preparing a new Master Plan: Public Consultation

16 November 2017 to 26 January 2018

Consultation Feedback Report



May 2018

Amec Foster Wheeler Environment
& Infrastructure UK Limited



Report for

Bristol Airport

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Doc Ref. 40187

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Document revisions

No.	Details	Date
01	Working Draft	07/03/18
02	First Draft	16/03/18
03	Second Draft	30/03/18
04	Third Draft	30/04/18
05	Final	10/05/18



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1. Introduction

1.1 Purpose of the Report

- 1.1.1 This Consultation Feedback Report (CFR) has been prepared by Amec Foster Wheeler on behalf of Bristol Airport Limited (Bristol Airport). It presents the results of Bristol Airport's 'Preparing a new Master Plan public consultation' (hereafter referred to as the Stage 1 Consultation) that took place between 16th November 2017 and 26th January 2018. The consultation invited views on the priorities and initial concepts for developing the airport to serve up to 20 million passengers per annum (mppa) by the mid-2040s.
- 1.1.2 This report also sets out Bristol Airport's response to the representations made during the consultation and explains where and how they have influenced the Master Plan for the airport's future expansion.

1.2 Structure of the Report

- 1.2.1 The report is structured as follows:
- ▶ Chapter 2 – provides the background to the Project and consultation to date. It also sets out the details of consultation stages that Bristol Airport is following and how the consultation complies with its Consultation Strategy, extracts of which are provided at Appendix A;
 - ▶ Chapter 3 – presents a summary of what Bristol Airport consulted on. The chapter also explains who was consulted and the methods used during the consultation;
 - ▶ Chapter 4 - sets out the feedback mechanisms used to facilitate consultation representations. This chapter also describes how the quantitative and qualitative analyses of representations was managed;
 - ▶ Chapter 5 - sets out a summary of the representations received from prescribed consultees, including local authorities, parish councils and statutory bodies;
 - ▶ Chapter 6 - sets out a summary of the representations received from local communities;
 - ▶ Chapter 7 - sets out a summary of the representations received from wider consultees, including local bodies and MPs;
 - ▶ Chapter 8 - sets out Bristol Airport's response to the main issues raised in the representations received;
 - ▶ Chapter 9 - sets out a summary of the main changes to the proposals and identifies the next steps in the process.



2. Background

2.1 Introduction

- 2.1.1 This chapter sets out the background to the Project and provides details of the potential consenting routes for the future expansion proposals.
- 2.1.2 It goes on to provide a summary of Bristol Airport's approach to consultation and engagement and sets out the key commitments from its Consultation Strategy and how they were met by the Stage 1 Consultation.

2.2 Background to the project

- 2.2.1 Bristol Airport is the UK's 9th largest airport and the 3rd largest regional airport in England. The airport's airline partners currently fly more than eight million passengers per annum (mppa) to 125 destinations across 30 counties, including 18 capital cities, with multiple daily services to hubs like Amsterdam, Brussels, Dublin, Frankfurt, Munich and Paris offering onward connections to the rest of the world.
- 2.2.2 Bristol Airport's previous Master Plan was published in 2006 and the long-term vision it set out formed the basis for a subsequent planning application to develop and enhance facilities to handle up to 10 mppa. Planning approval was received from North Somerset Council in 2011 for comprehensive development plans comprising 30 component projects. Since being granted this permission the airport has made significant investment in infrastructure, both on-site and to support improved surface access.
- 2.2.3 At the time of the previous Master Plan, Bristol Airport envisaged growing to between 10 and 12 mppa by 2030. Current forecasts put the airport on track to surpass the higher threshold slightly ahead of schedule, and looking forward to 2050 means it now needs to consider the potential for annual demand to reach 20 mppa. The first step in this process is to define through the Master Plan process how this can be achieved.
- 2.2.4 The Master Plan proposals are evolving and are still at an early stage but broadly will encompass all components that will lie within an expanded airport boundary, as well as components that are associated with or ancillary to the airport's expansion.
- 2.2.5 Essentially the Project will include the following main components:
- ▶ Increased terminal, apron and stand capacity to enable servicing of the additional air transport movements (ATMs) to include new passenger and baggage connectivity;
 - ▶ Expansion of the airfield taxiway network to enhance runway efficiency. No extension of the runway is planned.
 - ▶ Adaptation/relocation of critical supporting infrastructure such as fuel depots;
 - ▶ Expanded or replacement administrative offices and ancillary infrastructure (for example aircraft maintenance facilities, aircraft fuel infrastructure, flight catering facilities) to enable the expanded airport to operate;
 - ▶ Improvements to internal road layout and car parking provision;
 - ▶ New employment facilities including offices, hotels and food and beverage outlets;
 - ▶ Improved public transport links and surface access infrastructure;
 - ▶ Temporary works to enable the construction of an expanded Bristol Airport; and



- ▶ Measures for avoiding, minimising and/or mitigating any adverse environmental effects likely to arise in connection with the construction and operation of the expanded airport.

The Planning Process

- 2.2.6 The scale, type and phasing of the development proposed in the final Master Plan will influence the planning route that will need to be followed to get permission for the airport's expansion.
- 2.2.7 Development which increases capacity by 10 million or more passengers a year would qualify as a Nationally Significant Infrastructure Project (NSIP). NSIPs require the grant of a Development Consent Order (DCO) under the Planning Act 2008 (PA 2008). A DCO is determined by the Secretary of State for Transport after a thorough examination of the application by Inspectors appointed by the Secretary of State. Development which increases capacity by less than 10 million passengers a year would be determined through a planning application under the Town and Country Planning Act 1990 (TCPA 1990) to the local planning authority, North Somerset Council.
- 2.2.8 The consultation requirements for DCO's and planning applications differ considerably. The PA 2008 makes pre-application consultation a statutory requirement and imposes strict procedural requirements. Applications for planning permission under the TCPA 1990 are not subject to the same statutory and procedural requirements. Irrespective of the planning route taken, Bristol Airport is committed to seeking the views of local people and stakeholders.
- 2.2.9 Bristol Airport's approach to consultation on the Master Plan has been shaped by Government guidance on the preparation of airport Master Plans, as well as the DCO and TCPA processes. The airport has sought to engage stakeholders and the community early in the evolution of its plans. To allow the freedom to pursue either of the consenting routes referred to in 2.2.7 and 2.2.8 above, and because we are committed to transparency and engagement with our local communities, the airport has adhered to the more onerous requirements of the PA 2008 with regard to consultation, for example in terms of the "prescribed consultees" with whom it consulted (detailed further below in paragraph 3.6.1 of this Report).

2.3 Consultation Strategy

- 2.3.1 Prior to the Stage 1 Consultation, the airport produced a Consultation Strategy which set out how it intends to consult people. The Strategy set out plans for three stages of consultation with respect to the emerging Master Plan and these are detailed at Figure 1 below.
- 2.3.2 The Stage 2 Consultation will contain more detailed proposals for achieving the proposed growth in passenger capacity taking into account feedback received in Stage 1 Consultation. The Stage 2 Consultation will also address the immediate operational needs of the airport as it approaches the 10 mppa cap referred to in paragraph 2.2.3 above. Stage 1 Consultation and Stage 2 Consultation comprise "informal consultation" under the PA 2008 process and are best practice and not required under the TCPA. Should the development require a DCO, the airport will carry out "formal consultation" in compliance with the PA 2008 in the future.

Figure 1 – Stages of pre-application consultation



2.3.3 The aim of the Consultation Strategy was to ensure that:

- ▶ The local community, prescribed consultees¹ under the PA 2008, the wider public and all those with an interest in our expansion were notified and consulted and given opportunities at the appropriate time during the preparation of our Master Plan to influence proposals;
- ▶ The consultation is comprehensive whilst also being transparent and accessible; and
- ▶ The consultation complies with the requirements of the PA 2008 and associated legislation and guidance as well as best practice consultation requirements.

2.3.4 Table 2.1 below sets out the commitments contained within the airport’s Consultation Strategy together with evidence to demonstrate how the Stage 1 Consultation met these.

Table 2.1 – Consultation Strategy Proposals

Ref	Consultation Strategy Proposal	How this has been met
1	We will set out the background to the Project, how the need for the Project has been established and the longer term vision for the future	The consultation document ‘Your airport: your views’ which was made widely available as part of the public consultation contained details of the background to the project, where the airport is today and its vision for the future. The second consultation builds on this. Further details on need will be set out in the Draft Master Plan.
2	We will seek views on the design considerations which will underpin the development of the Master Plan. Example scenarios for the Master Plan will be explained with reference to our five guiding principles (pillars) and the ten design considerations providing stakeholders with the opportunity to provide feedback and inform the development of the Master Plan.	The consultation document ‘Your airport: your views’ explained the ten key factors that will have a direct bearing on the look and feel of the airport and will help to determine the airport’s future layout and how it functions. Three example scenarios (referred to as A, B and C) that illustrated what a c20 mppa airport could look like were also presented and explained. Views were sought on these and the five pillars. The online and hard copy feedback form asked specific questions on these issues as well as other more open questions on

¹ Consultees that are prescribed under Schedule 1 to the Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009 (as amended)

Ref	Consultation Strategy Proposal	How this has been met
		factors that should be considered as part of Master Plan preparation.
3	Consultation Stage 1 will be held between 16 November 2017 and 26 January 2018	The consultation commenced on 16 November 2017 and closed at midnight on 26 January 2018.
4	We will consult with the list of prescribed consultees set out at Appendix B to the Consultation Strategy.	At the start of consultation all prescribed consultees detailed in the Consultation Strategy were contacted informing them of the consultation together with a copy of the 'Your Airport: your views' consultation document. A full list of the prescribed consultees contacted is presented at Appendix B.
5	We will consult with all host and neighbouring local planning authorities.	At the start of consultation North Somerset Council as the host local authority and the adjoining authorities of Sedgemoor, Bath and North East Somerset, City of Bristol, Mendip and South Gloucestershire were contacted informing them of the consultation and provided with links to the 'Your Airport: your views' consultation document.
6	At Consultation Stage 1 all properties within the potentially affected zone (PAZ) will receive notification of the consultation. Consultees within the consultation buffer zone will not be sent a direct mail but will be informed of the consultation through a range of methods including advertising (on-line and local press) posters at community facilities, supermarkets etc, social media and other channels	All residents and property owners located in areas directly affected by land use in one or more of the three scenarios received a letter in advance of public consultation. Details of the consultation were also widely advertised in local and regional publications and websites and on social media. Further details of this are set out in Chapter 3.
7	We will consult with the wider stakeholders set out at Appendix D to the Consultation Strategy	At the start of consultation all wider consultees set out in the Consultation Strategy (see Appendix A) were contacted informing them of the consultation with links to the Stage 1 consultation document. A full list of the wider stakeholders contacted is presented at Appendix C.
8	We will launch a dedicated consultation website which will run for the duration of the consultation.	A dedicated project website www.bristolairport.com/future was launched at the start of the consultation and remained live for its duration.
9	All consultation documentation and details of all events, including locations and timings, will be available on this website and the website will be sign-posted in all literature.	The dedicated project website included downloadable versions of all consultation documentation and details of consultation exhibitions. The website was signposted in all consultation literature and adverts.

Ref	Consultation Strategy Proposal	How this has been met
10	Following close of Consultation Stage 1 the website will remain live to provide a library of documents that were available but will clearly indicate that the consultation has closed	Following close of the Stage 1 Consultation the project website remains live but indicates that the consultation has closed and all feedback received is being analysed. All documents published as part of the consultation remain available for download.
11	At the start of Consultation Stage 1 a dedicated information line (0800 915 9892) will be resourced to deal with questions relating to the Project.	From the start of consultation, a dedicated information line was available, with responses provided to all enquiries within 10 working days.
12	We will hold public exhibitions in risk assessed and where possible in Disability Discrimination Act 1995 (DDA) compliant and accessible venues which are known to the local community.	All exhibition venues were risk assessed, DDA compliant and well known in the communities they serve.
13	We will provide a number of static information points, where people can pick up promotional information on the consultation signposting them to where they can find further information and provide feedback to the consultation.	Bristol Airport provided consultation leaflets to a number of public information points including libraries, town halls and council offices across North Somerset, Bristol, Bath and North East Somerset and South Gloucestershire. Consultation leaflets were also provided at supermarkets, shopping centres, local high street stores, coffee shops and lifestyle outlets, service stations on local airport routes, and on the Falcon, a regional bus service linking the airport with a number of major towns in the region.
15	We will provide a feedback form for anyone wishing to respond to the consultation. The feedback form will be capable of being completed by hand (and will be returnable using a 'Freepost' address) or on-line via the project website.	An online and hard copy feedback form with nine questions was made available for consultees to complete from the outset of the consultation. Hard copy forms could be returned using the FREEPOST BRS Consultation address.
18	Posters will be placed in civic locations buildings such as Parish Council and community boards and will be issued to community groups and organisations.	The consultation leaflets that were widely distributed also doubled up as posters providing details of the consultation. These were provided to parish councils for placement on village notice boards. Further details on the parish councils sent posters is provided in Chapter 3.
20	We will publicise the consultation utilising digital media channels as appropriate.	Details of the consultation were widely advertised on local and regional websites and on social media. Further details of this are set out in Chapter 3.

Ref	Consultation Strategy Proposal	How this has been met
21	Bristol Airport media channels such as digital hoardings and emails to Bristol Airport customer database will also be carried out to engage with airport users.	<p>To raise awareness of the consultation with airport users advertising was used extensively across the airport site and in the terminals. Further information on the advertising and notifications undertaken is provided in Chapter 3.</p> <p>At the start of consultation an email alert was sent to all customers on our existing database notifying them of the consultation and providing details on how to get involved and provide feedback.</p>
22	We will also place consultation materials and hardcopy feedback forms in the terminal to provide information regarding our proposals and encourage participation in the consultations by passengers and staff.	During the consultation there were four 'Your airport: your views' hubs within the airport. Signposting was also provided to information desks where visitors could pick up 'Your airport: your views' documents.

3. Methods of Consultation

3.1 Introduction

- 3.1.1 This chapter provides an overview of the purpose of the consultation, when it took place, with whom and how it was carried out. It also provides a summary of the pre-consultation engagement undertaken and how this influenced the approach.

3.2 Pre-consultation engagement

- 3.2.1 On 3rd May 2017, the airport held an event for local councils, businesses and other stakeholders to celebrate the 60th anniversary of operations on the current site. It was attended by 87 stakeholders and coincided with a week-long media campaign which celebrated the history of the airport since starting operations at Lulsgate 60 years before (via broadcast, press, online and social media coverage), while also announcing its proposed growth in passenger capacity to the public. This generated more than 300 pieces of media coverage and over 50,000 impressions on Twitter.
- 3.2.2 At this event Bristol Airport's Chief Executive also announced plans to bring forward a new Master Plan in the coming years. Following the announcement in May and prior to the Stage 1 Consultation, the airport undertook a programme of meetings with local authorities' officers and members, parish councils, local MPs, interest groups and business bodies during the summer and early autumn of 2017.
- 3.2.3 This pre-consultation engagement gathered early feedback about expansion plans and highlighted the need to clearly explain how people's views would inform the direction the airport would take.

3.3 Purpose of the consultation

- 3.3.1 The overarching aim of the Stage 1 Consultation was to gather views from the local community, prescribed consultees under the PA 2008, the wider public and all those with an interest in the expansion of the airport about its priorities and initial concepts for future development.
- 3.3.2 The consultation comprised two key elements: five pillars to guide the Master Plan process, and initial development concepts (set out as three example scenarios).

The five pillars

- 3.3.3 The five pillars below set out the airport's priorities, and people were invited to have their say on each of them:
- ▶ A world leading regional airport - Delivering easy and convenient access, excellent on-time performance, friendly and efficient customer service, a great range of destinations, state-of-the-art facilities and a distinctive sense of place that reflects the South West.
 - ▶ Employment and supporting economic growth - Creating employment and supporting economic growth by connecting the South West of England and South Wales to new markets, talent and tourists.
 - ▶ At the heart of an integrated transport network - Making Bristol Airport an integrated transport hub by bringing together different modes of transport, not just for passengers and staff, but also for people travelling within, to and through the region.
 - ▶ Sustainable approach - Seeking to reduce and mitigate our effect on communities and the environment, locally and globally, as well as finding opportunities to deliver enhancements.

- ▶ Deliverability - Developing proposals which are flexible enough to be delivered in phases to meet demand, and which represent value for money for passengers, airlines and other stakeholders.

The example scenarios

3.3.4 Three example scenarios were also presented showing different development concepts for the future. Although designed as indications only, the airport wanted to gather views on the sort of facilities the public might want and need in the future.

Example scenario A

3.3.5 Example scenario A is one of broad continuity. It would see the current layout evolve gradually over time, through phased development and land acquisition. Key developments would include:

- ▶ New aviation capacity to the north west
- ▶ Multi-storey carpark
- ▶ 'Drop-off zone'
- ▶ A public transport interchange
- ▶ Improved A38 junction and internal loop road
- ▶ Additional surface parking or employment and related development to the west
- ▶ Sub-structure beneath western aircraft apron for ancillary uses
- ▶ Extended Silver Zone car parking.

Example scenario B

3.3.6 Example scenario B differs from scenario A in that it proposes a new replacement terminal. Key developments would include:

- ▶ New airport terminal to replace existing building sitting centrally within an enlarged site and undercroft sub-structure for ancillary activities.
- ▶ Iconic front-of-house 'gateway' architecture, set within an urban plaza at the very heart of the airport, which could take advantage of sloping topography to form an amphitheatre venue for community and commercial events, among other buildings.
- ▶ Potential rail/mass transit station below the plaza.
- ▶ Secondary check-in facility south of runway to best take advantage of extended Silver Zone car parking.
- ▶ Subterranean tunnels for passenger and baggage access from the Silver Zone directly into the new terminal.

Example scenario C

3.3.7 This scenario introduces a second terminal and re-works existing space to introduce a range of new facilities.

3.3.8 Key developments would include:

- ▶ A second airport terminal south of the runway.
- ▶ Tunnel linking two terminals.
- ▶ Improved A38 junction.

- ▶ Multi-storey car parks (with potential for rail/mass transit infrastructure) north of the runway would allow transformation of existing car parking areas into modern facilities south of the site.
- ▶ Additional taxiways north and south of runway.
- ▶ Realignment of south and east boundaries (A38).
- ▶ Visual impact reduction and mitigation measures.

3.4 When did the Consultation take place

- 3.4.1 Consultation took place over a ten-week period between Thursday 16th November 2017 and Friday 26th January 2018.

3.5 Consultation Zones

- 3.5.1 In order to seek the views of people living in the vicinity of the airport, three consultation zones were identified and outlined in the Consultation Strategy (see Appendix A). These are described below.

Expansion zone

- 3.5.2 The expansion zone comprised the proposed land required for the construction and operation of the Project and contains property over which rights or interests would be required either temporarily or permanently as a result of the expansion proposals. At Stage 1 it was not possible to define this area and as such this zone was not used.

Potentially affected zone

- 3.5.3 The potentially affected zone (PAZ) encompasses all areas potentially affected by the expansion of the airport. It includes properties within the 57dB noise contour but was also enlarged to the next prominent geographical feature (so that roads or features are not split arbitrarily) and to encompass the airport's existing mailing database which extends approximately five miles from the site. Properties potentially affected by the expansion of the airport but not required for it, such as those near to potential construction sites or access routes, were also included in this zone (if not already within the noise contours).

Buffer zone

- 3.5.4 As the Master Plan is still evolving and the scale of development has not yet been determined a buffer which extended beyond the PAZ to the local authority boundary was included to encompass potential future changes to the proposals. This ensured a wide geographic reach to the consultation and that all those with the potential to be affected had the opportunity to comment on the proposals from the outset.

3.6 Who was consulted

Prescribed Consultees

- 3.6.1 Bristol Airport contacted a wide range of prescribed consultees under the PA 2008 regulated by the Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009 (the APFP Regulations). The APFP Regulations set out procedures to be followed if a project is an NSIP and Schedule 1 contains a list of prescribed consultees. Consultees included:
- ▶ Host local authority – the Project falls within the administrative boundary of North Somerset Council.

- ▶ Adjoining local authorities - Sedgemoor District Council, Bath and North East Somerset, City of Bristol, Mendip District Council and Somerset County Council all share a boundary with North Somerset. South Gloucestershire Council does not share a boundary with North Somerset Council but forms part of the West of England Combined Authority and was therefore consulted on the same basis as the adjoining authorities.
- ▶ Other prescribed bodies, including consultees with a statutory function such as Historic England, Natural England and the Environment Agency.
- ▶ Parish Councils.
- ▶ Landowners – all known landowners in areas directly affected by land use in one or more of the three scenarios.

3.6.2 A full list of the organisations contacted is presented at Appendix B.

Local Communities

- 3.6.3 All residents and property owners with land within one or more of the three scenarios received a letter at the start of the consultation. Properties and businesses in the PAZ (as defined at paragraph 3.5.3 above) were provided with a copy of the 'Your Airport' newsletter during the consultation.
- 3.6.4 Residents and businesses outside of the PAZ were made aware of the consultation through advertising across a number of print and online channels. Further details of the advertising undertaken is set out in section 3.7.
- 3.6.5 To ensure users of the airport also had an opportunity to feedback on the consultation an email alert was sent to Bristol Airport's customer database notifying them of the consultation. It was also advertised throughout the airport and copies of consultation materials were available from information points.
- 3.6.6 Airport employees, and those working for business partner organisations working on the airport site, were briefed about its plans and invited to participate in consultation. Details were shared at the regular Quarterly Business Review and via drop-in sessions in the airport's 'Wings Café' facility, as well as on the airport's intranet site.

Wider Consultees

Local Bodies

- 3.6.7 Bristol Airport consulted with a number of other local bodies and individuals who are not identified as prescribed bodies in Schedule 1 of the APFP Regulations 2009. These local bodies include organisations such as local wildlife trusts and the National Trust.
- 3.6.8 A full list of the organisations contacted is presented at Appendix C.

Members of Parliament

- 3.6.9 MPs from across the South West and South Wales whose constituents are within Bristol Airport's passenger catchment area were invited to a parliamentary briefing in Westminster on 15 November 2017. These MPs were also contacted by letter and provided with a copy of the Your Airport: your views consultation document at the start of the consultation. A list of the MPs contacted is presented at Appendix D.

3.7 Consultation method

Consultation materials

- 3.7.1 The following information was provided during the consultation. All materials were written in plain English and in a style intended to enable people to access information at a non-technical level.

Project Summary Leaflet

- 3.7.2 A double-sided consultation leaflet (see Appendix E) was produced which contained details of the public exhibitions and explained how people could get involved in the consultation. This leaflet also doubled up as a poster to advertise the consultation and exhibitions.

Your airport: your views

- 3.7.3 Your airport: your views formed the main consultation document and was designed to provide consultees with a comprehensive and accessible overview of the proposals and the airport more widely. The document explained:
- ▶ The background to the airport;
 - ▶ The benefits and need for expansion;
 - ▶ The five pillars guiding the development of the Master Plan;
 - ▶ Design considerations and concepts, presented as three example scenarios, for the future of the airport; and
 - ▶ How feedback could be provided.
- 3.7.4 The document also provided clear signposts and links to the project website and ways in which consultees could contact the project team to find out more information. A copy of the document can be found at Appendix F.

York Aviation Report

- 3.7.5 This technical report was produced by York Aviation on behalf of Bristol Airport and presents a high level economic impact study of Bristol Airport and its growth to 15 mppa and onward to 18-20 mppa. The report assesses the role that the airport plays in supporting economic prosperity in the South West and South Wales, considering both the economic activity it generates through its operations and the role that it plays in supporting other sectors of the economy.

Consultation website

- 3.7.6 At the start of consultation a dedicated project website www.bristolairport.com/future was launched. This provided details of the timescales for the consultation, an introductory video, downloadable versions of all consultation documents, clear signposts to further information, details of the time and date of the consultation exhibitions, and instructions on how to provide feedback.
- 3.7.7 The website also included a link to the online feedback form.
- 3.7.8 During the consultation the website received 14,000 unique visitors.

Notification of consultees

Letter to consultees

- 3.7.9 At the start of the Stage 1 Consultation residents and property owners with land within one or more of the three scenarios received a letter. Residents and businesses within the PAZ were sent a copy of the Your Airport newsletter. These materials provided details of the consultation and

explained how to get involved and where more information could be found. Over 11,000 copies of the Your Airport newsletter were sent to residents and businesses within the PAZ during the consultation period.

- 3.7.10 Information was also sent to the prescribed and wider consultees detailed at Appendices B and C at the start of the consultation. In addition to the letter, these consultees were also provided with a copy of the Your Airport: your views consultation document.

Email alerts

- 3.7.11 At the start of consultation an email alert was sent to Bristol Airport's customer database notifying them of the consultation and providing details on how to get involved and provide feedback. This email alert was sent to 800,382 customers in the UK and across the world and can be found at Appendix G.

Bristol Airport Consultative Committee Briefings

- 3.7.12 The Bristol Airport Consultative Committee is an independently chaired forum for the exchange of information between Bristol Airport and interested parties. It is comprised of stakeholders from local communities, business groups and airport users.
- 3.7.13 An initial briefing was given to the Airport Consultative Committee held on 1st November. At this meeting an update was provided about the consultation and feedback sought on the proposed exhibition venues.
- 3.7.14 A second presentation was made to the quarterly meeting held on 24th January. This summarised the concepts and example Master Plan scenarios.

Landowner Briefings

- 3.7.15 During the course of the 10 week consultation, 20 face-to-face meetings were held with land and property owners in areas directly affected by land use in one or more of the three scenarios.

Advertising and Publicity

Press Releases

- 3.7.16 A press release to announce the launch of consultation was issued on 16th November. This press release was circulated to local and regional print, broadcast and online media.

Newspaper and online advertisements

- 3.7.17 To promote and raise awareness of the consultation, advertisements were placed in local and regional publications and websites at specific times during the consultation period. A list of publications and their circulation figures is provided in Table 3.2.

Table 3.2 – Details of newspaper advertising and publicity

Media Outlet (and circulation)
Nailsea, Clevedon & Portishead Times (37,023)
Weston, Worle & Somerset Mercury (10,809)
Chew Valley Gazette (14,500)
Bristol Post (17,148)
Bath Chronicle (11,273)
Metro South West Edition (29,935)
North Somerset Life (delivered to 92,000 households)
Bristol Post Online (100,014 daily unique browsers)

Social Media

- 3.7.18 In addition to the print and online advertising, Bristol Airport engaged via Twitter, Facebook and LinkedIn to raise awareness of the consultation and signpost people to the consultation website. Social media posts were published during the consultation across these channels which provided details of the consultation exhibitions, prompted feedback and reminded consultees of the deadline for submitting feedback.
- 3.7.19 During the consultation the Facebook page received 4,426 video views and 147 comments and shares. The Twitter feed received 480 video views and 27 likes and retweets and the LinkedIn page received 26 likes.

Advertising at the Airport

- 3.7.20 To raise awareness of the consultation among visitors to the airport, advertising was used extensively across the site and in the terminal. This included:
- ▶ Advertisements on digital displays around the airport.
 - ▶ Banners at information desks where visitors could pick up a copy of the 'Your airport: your views' document.
- 3.7.21 A copy of the digital display advertisement can be found at Appendix H.

Your Airport magazine

- 3.7.22 Bristol Airport produces a biannual newsletter for the local community, staff and other stakeholders which provides the latest news and developments. Issue 15 (Winter 2017/18) showcased the consultation providing an overview of the five pillars and Master Plan process and details of how to find out further information and provide feedback..
- 3.7.23 The magazine was distributed to 11,000 households during the consultation and can be found at Appendix I.

Public information points

- 3.7.24 To raise awareness of the consultation in the buffer zone and across the wider South West region consultation leaflets were distributed to libraries, town halls and council offices (via councils) across North Somerset, Bristol, Bath and North East Somerset and South Gloucestershire.
- 3.7.25 Consultation leaflets were also provided to parish councils for placement on village notice boards. A list of the parish councils sent materials is provided at Appendix J.
- 3.7.26 Consultation leaflets were also distributed to 189 supermarkets, shopping centres, local high street stores, coffee shops and lifestyle outlets, service stations on local airport routes, and the Falcon, a regional bus service linking the airport with a number of major towns in the region.

Consultation Events

- 3.7.27 A total of 13 public consultation events took place during the Stage 1 Consultation (see Table 3.4). These were open exhibitions where members of the public could view the proposals and maps and talk to project team representatives. Exhibitions were held throughout the consultation zone at accessible venues known to the local community. At the request of the Airport Consultative Committee, two additional events (in Yatton and Chew Magna) were added to the original programme of 11 events. Notices of the public consultation events were given on the project website, by direct communications, the media and project updates.
- 3.7.28 Bristol Airport staff were on hand to answer questions from members of the public attending the events. Exhibition boards explaining the background to the Project were displayed at all venues and copies are provided in Appendix K.

3.7.29 All published consultation materials were available at the exhibitions for members of the public to take away. Feedback forms were also available which could be completed at the exhibition or posted later to a freepost address.

3.7.30 The exhibitions were held at the following locations and times:

Table 3.4 – Details of consultation events

Date	Venue	Time	Number of attendees
Tuesday 28 th November	Hampton-by-Hilton, Bristol Airport	3pm – 8pm	80
Thursday 30 th November	Hans Price conference centre, Weston-super-Mare	11am-2pm	9
Friday 1 st December	Wrington Village Hall	3pm-7pm	57
Tuesday 5 th December	Felton Village Hall	11am-2pm	60
Thursday 7 th December	Engine Shed, Bristol	11am-2pm	16
Thursday 14 th December	Bristol & Bath Science Park, Emersons Green	11am-2pm	24
Tuesday 9 th January	Cleeve Village Hall	2pm-5pm	30
Wednesday 10 th January	Hangstones Pavilion, Yatton	4pm-8pm	45
Thursday 11 th January	Guildhall, Bath	11am – 2pm	12
Monday 15 th January	Backwell Village Hall	12pm – 3pm	78
Thursday 18 th January	Fear Hall, Keynsham	11am-2pm	4
Friday 19 th January	The Old Schoolroom, Chew Magna	4pm-8pm	30
Saturday 20 th January	Hampton-by-Hilton, Bristol Airport	11am-4pm	46

4. Feedback Mechanisms

4.1 Introduction

4.1.1 This chapter sets out details of the feedback mechanisms available for consultees to provide representations on the proposals. It also explains the process and procedures employed to analyse consultation feedback.

4.2 How could consultees respond

4.2.1 A number of arrangements were made to facilitate consultation representations. The consultation leaflet also highlighted the following ways to send feedback to the project team.

Online feedback through the website

4.2.2 An electronic feedback form was available on the project website and was prompted on the homepage. This could either be completed and submitted online or could be downloaded from the website and emailed via the project email or posted via the freepost address.

Hard copy feedback forms

4.2.3 Hard copy feedback forms were available at consultation drop-in events and on request. These could either be handed in at the events or returned by post using the freepost address.

4.2.4 Printed feedback forms and freepost envelopes were also available to take away from briefing events.

4.2.5 A copy of the feedback form can be found at Appendix L.

Other ways to provide feedback

4.2.6 There were a number of other ways people could provide the airport with their feedback:

- ▶ by writing to the freepost address at BRS Consultation FREEPOST;
- ▶ by sending an email to future@bristolairport.com;
- ▶ by calling the freephone number 0800 915 9892.

4.3 Feedback Received

4.3.1 During the consultation period, a total of 1,767 pieces of feedback were received. These comprised:

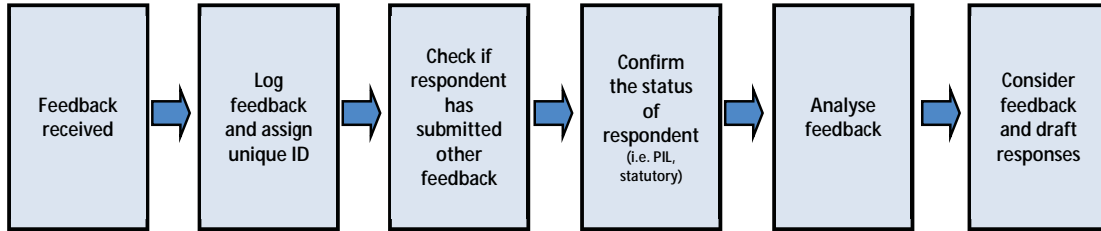
- ▶ Hard copy feedback forms - 44
- ▶ Online feedback forms – 1,588
- ▶ Emails and letters - 135

4.3.2 Further details of the feedback received is provided in chapters 5, 6 and 7 of this report.

4.4 Data processing

4.4.1 All representations received during the consultation (16th November 2017 to 26th January 2018) followed the process set out at Inset 4.1 below.

Inset 4.1 Consultation analysis process



4.4.2 Postal responses received after the consultation deadline with a date stamp up to and including 26th January were accepted, to ensure that no postal responses were excluded because of delays in the postal system. Additionally, a number of late responses were received all of which were accepted and analysed in accordance with the analysis process.

4.5 Analysis

4.5.1 Representations were received in a number of forms, including online feedback forms, letters, emails and hard copy questionnaires. All representations were transcribed verbatim into an analysis database to ensure consistency.

4.5.2 Amec Foster Wheeler worked closely with the Bristol Airport project team to produce a detailed list of topics which accurately described the issues raised by respondents to the consultation. These topics were grouped into themes to aid the analysis process. This list, referred to as a coding framework, was updated iteratively during the consultation to reflect new issues emerging from the representations received. In total 15 high level themes were identified, shown in Table 4.1 below, with a total of 75 detailed topics.

Table 4.1 Analysis Coding Framework Themes

Themes
Airfield Design
Alternatives
Car Parks
Consultation
Destinations
Environment
Investment
Information
Need for Expansion
Passenger Experience
Scenario
Socio Economic
Surface Access
Technology
Terminal Design

4.5.3 The coding framework was applied by analysts to all representations received, in order to capture all of the issues raised in a systematic way and allow the easy interrogation and analysis of the issues. This process of categorising the data allowed the creation of a detailed summary of the issues raised, this is set out by consultee type in Chapters 5, 6 and 7.

4.6 Quality Assurance

4.6.1 A series of quality assurance (QA) procedures were in place at different stages of the data entry and analysis to ensure that representations were accurately captured and analysed.

- 4.6.2 At the data entry stage, a system was implemented which involved 5% of the work of trained data entry staff being reviewed by a senior member of staff. In the event that errors were identified they were corrected, and an increased proportion (up to 100%) of the work was reviewed.
- 4.6.3 At the collation and analysis stage, QA procedures were based on weekly team meetings and updates to discuss the process and compare working notes to ensure a consistent and accurate approach was taken by each analyst.

4.7 Bristol Airport's responses

- 4.7.1 Following the identification and categorisation of the comments, Bristol Airport reviewed how the feedback received might influence the development of the proposals. This involved a multi-disciplinary review of feedback including having regard to engineering, planning, environmental, property and community considerations.
- 4.7.2 Consideration of these comments will continue up to, and through the second consultation stage, as some comments can only be addressed later in the Master Plan development process.
- 4.7.3 Chapter 8 of this report sets out how Bristol Airport has addressed the main feedback received from the consultation and how this feedback has been considered in the development of the proposals. Where the proposals remain the same as that presented at during the consultation, justification is provided for this outcome.

5. Representations from prescribed consultees

5.1 Introduction

5.1.1 This chapter summarises the representations received from prescribed consultees. Bristol Airport's response to the representations from all parties, including prescribed bodies, is considered in Chapter 8 of this report.

5.1.2 A summary of the representations is set out below by topic in alphabetical order.

5.2 Airfield Design

Local Authorities

5.2.1 There were no representations from local authorities about airfield design.

Parish Councils

5.2.2 In their representation Wrington Parish Council indicated that they do not support a second terminal as they are concerned that it will result in a duplication of passenger processing and services and potentially a need for further car parking at the airport.

5.2.3 Backwell Parish Council commented that development should take place to the south of the runway rather than the north. The reasons for this included that development to the south would be located away from local residents whilst also enabling gradual expansion of the airport in line with increased passenger growth.

Other prescribed consultees

5.2.4 There were no representations from other prescribed consultees about airfield design.

5.3 Alternatives

Local Authorities

5.3.1 There were no representations from local authorities about alternatives.

Parish Councils

5.3.2 Wrington Parish Council commented that the airport should have been located at Filton or another site that was in a more sustainable location than Lulsgate. They suggested that "*Bristol Airport should think again about where it's located and how it might better integrate into what is a sensitive natural and undeveloped landscape*".

Other prescribed consultees

5.3.3 There were no representations from other prescribed consultees about alternatives.

5.4 Car Parks

Local Authorities

- 5.4.1 North Somerset Council commented that they would expect the viability of off-site park and ride facilities to be fully explored as an alternative to the expansion of parking on-site.

Parish Councils

- 5.4.2 A common concern from parish councils was the need to stop cars associated with the airport parking outside homes, in residential streets and at unauthorised parking sites.
- 5.4.3 A particular concern was that parking costs were too high at the airport which led to vehicles parking off site which in turn encouraged illegal parking sites in surrounding areas. Butcombe Parish Council commented that unauthorised airport parking has resulted in 'rat runs'. They went on to comment that they object to any further expansion of the airport in the Master Plan until "a coordinated approach to managing off-site passenger car parking" is brought forward.
- 5.4.4 A number of parish councils referred to the previous planning permissions at the airport for multi-storey car parks. Long Ashton Parish Council queried why only one of the approved multi-storey car parks had been implemented and also at a reduced capacity than the approved permission. Winford Parish Council argued that it would be *"inequitable to compulsorily acquire land for parking when the Airport obtained permission to reduce the proposed multi-storey car park from five to three levels only"*.
- 5.4.5 As an alternative to a multi-storey car park, it was suggested that underground car parks could be considered by the airport.
- 5.4.6 Several parish councils suggested that an enlarged and free drop off and collection point should be provided to prevent cars from waiting in residential streets and laybys off site from the airport.
- 5.4.7 One parish council suggested that past attempts by the airport to provide a free taxi parking site was not well used because it was not well publicised and did not appear on road signage.

Other prescribed consultees

- 5.4.8 Bristol Water suggested that a free drop off and pick up area at the airport is needed for people who are not stopping but pausing briefly to drop or pick up passengers.

5.5 Consultation

Local Authorities

- 5.5.1 Given the regional role of the airport, Sedgemoor District Council requested that the airport goes beyond considering the effects just on the West of England authorities. Sedgemoor District Council also commented that whilst they appreciated work to date was focused on the airport they felt there was a lack of focus from the south and no mention of the wider Somerset area.

Parish Councils

- 5.5.2 Concern was expressed that a lack of information had been provided about the proposals. Wrington Parish Council suggested that the level of detail proposed for later in the Master Plan development process should have been included in the initial documentation and support material for the Stage 1 Consultation.
- 5.5.3 Wrington Parish Council also challenged the traffic and passenger growth forecasts on the basis they *"don't appear to have a sound foundation"*.

Other prescribed consultees

- 5.5.4 There were no representations from other prescribed consultees about consultation.

5.6 Destinations

Local Authorities

- 5.6.1 There were no representations from local authorities about destinations.

Parish Councils

- 5.6.2 Portishead Town Council indicated that the airport should focus on the availability of worldwide destinations throughout the year.

Other prescribed consultees

- 5.6.3 There were no representations from other prescribed consultees about destinations.

5.7 Environment

Local Authorities

- 5.7.1 Several authorities suggested a consideration of flight paths was needed. Comments were raised about whether night flights could be curbed to reduce noise effects, with Bath and North East Somerset Council suggesting approach altitudes needed to be reconsidered to reduce aircraft noise. North Somerset Council indicated that more detail on flight paths was needed as the Master Plan evolves. Bristol City Council considered the expansion proposals presented an opportunity to improve noise effects as well as achieving wider environmental benefits.
- 5.7.2 The effects of the proposals on the Green Belt were raised by local planning authorities. For example, North Somerset Council raised concern that expansion of surface access car parking into the countryside would provide challenges given the Green Belt context.
- 5.7.3 A number of local authorities also highlighted the need to minimise air pollution. North Somerset commented that they expected to see this addressed in detail as the Master Plan evolves.

Parish Councils

- 5.7.4 The increase in emissions as a result of the proposed growth in passenger capacity was raised by several parish councils. In general, it was felt that the proposals would increase global warming and lead to climate change.
- 5.7.5 The effects on properties and land were raised. These included concerns about the effects of the proposals on property prices.
- 5.7.6 Concerns were raised by Backwell Parish Council that the airport needed to provide greater clarity about the compulsory purchase proposals and how the system of compensation will work for properties in the area. The Parish Council went on to comment that it is not possible or acceptable to expand on the north side of the airport due to the impact on nearby residents. Winford Parish Council also opposed the acquisition of land and properties to make way for parking or *“non-airport activities like business parks”*.
- 5.7.7 Several parish councils expressed concerns that the proposals will lead to light pollution. Several references were made to need to protect the dark skies of Mendip. Ubley Parish Council commented that the *“amount of light emitted from the site has increased markedly over the last few years with the additional facilities developed to the south of the airfield”*. Winford Parish Council

- raised concern that *“light pollution is already a problem”* and this would increase as a result of the proposed growth in passenger capacity.
- 5.7.8 Parish councils also raised concerns that the proposals would lead to a loss of biodiversity and habitats. Wrington Parish Council commented that *“little regard appears to have been made for the countryside, fields, woodland, wildlife and other environmental features of North Somerset which would be impacted, if not destroyed, by this development and the related infrastructure”*.
- 5.7.9 Concerns about biodiversity included references to the effects on bats. It was requested that the airport takes bats into account in developing their plans and does not develop on agricultural land which provides habitat and foraging areas for bats.
- 5.7.10 The effect of the proposals on the water environment and sewage facilities was raised by two parish councils. Wrington Parish Council highlighted that water is extracted from ground under the airport and there is a concern that proposals for an on-site storage and supply of fuel could present risks to the extraction process. Chew Magna Parish Council expressed concern that the expansion proposals will have a negative effect on Winford Brook and capacity at local sewerage works.
- 5.7.11 Concerns were raised by parish councils that the proposals will lead to increases in litter in the area. For example, Winford Parish Council indicated that *“an increase in the number of passengers will inevitably lead to even more littering”*. Butcombe Parish Council refer to *“litter and detritus”* in their area dropped by waiting cars, in particular around New Road leading of the A38 near Redhill. They commented that they would *“like to see the Master Plan contain proposals for the airport to take responsibility to help curtail this activity, which is directly generated by the Airport and its access policy”*.
- 5.7.12 The effects of the airport on the landscape were raised by parish councils in their representations. For example, Ubley Parish Council commented that *“The area to the south of the airport is a beautiful and special geography and includes the Mendip Hills AONB. The position of the airport on the top of the ridge means any such development would have a very significant and deleterious effect on this area”*.
- 5.7.13 The effects of noise were a common concern raised by parish councils. Whilst some parish councils acknowledged that aircraft manufacturers are constructing quieter planes, there was a concern that these will take several years to come on stream.
- 5.7.14 Other parish councils pointed out that many residents cannot enjoy their garden, open their windows at night or sleep at night because of noise from planes. They request that these concerns are taken into account.

Other prescribed consultees

- 5.7.15 The Environment Agency commented that the airport should remediate land impacted by historic contamination. They suggested that risk assessments and site investigations should be undertaken to assess the potential contamination risks for all potential development areas.
- 5.7.16 The Environment Agency also put forward suggestions to reduce the environmental impact of the airport and improve its sustainability. This included reducing environmental risk from parking, fuel and chemical storage and general transport effects.
- 5.7.17 Focusing on the water environment, the Environment Agency commented that the airport should be designed to reduce the risk to water resources. They commented that where possible the airport should use sustainable urban drainage together with appropriate pollution prevention mechanisms such as interceptors.
- 5.7.18 The Mendip Hills AONB Unit commented that *“the proposals must consider the impact of the proposed development on the protected and wider landscape and the special qualities of the Mendip Hills AONB, and would need to be supported by appropriate and acceptable mitigation measures”*.

5.8 Information

Local Authorities

5.8.1 There were no representations from local authorities about information requests.

Parish Councils

5.8.2 Information requests from parish councils were broad and varied. For example, some parish councils commented they could not provide informed comments until details on access issues had been provided. In their representation Backwell Parish Council commented that they “*expect greater detailed explanation on How, When, Where and What improved, additional and new infrastructure the Airport propose to accommodate its future expansion plans and enhance surface access including greater uptake of public transport*”.

5.8.3 Information requests often related to details on environmental impacts. Cleeve Parish Council stated that they object to the proposals until “*detailed analysis of traffic, air transport movements and environmental impacts especially with the removal of greenbelt and the impacts on the Greater and Lesser Horseshoe Bat*”. Further information requests include Flax Bourton Parish Council requesting details on increased fuel supply capacity and whether this includes a pipeline.

Other prescribed consultees

5.8.4 There were no representations from other prescribed consultees about information requests.

5.9 Investment

Local Authorities

5.9.1 There were no representations from local authorities about investment.

Parish Councils

5.9.2 Some parish councils felt that expansion should only be supported by private investment. Others felt that the new West of England Joint Spatial Plan presented a possibility that the public sector could take a more direct involvement in the development of the infrastructure around the airport. Others suggested that both public and private investment was needed to deliver the Master Plan and to ensure the sustainability of the airport in the long term.

Other prescribed consultees

5.9.3 There were no representations from other prescribed consultees about investment.

5.10 Need for Expansion

Local Authorities

5.10.1 There were no representations from local authorities about need.

Parish Councils

5.10.2 Wrington Parish Council mentioned business travellers in their representation. They referred to Bristol Airport citing constraints at the London airports as an opportunity to respond to this challenge, but they commented that Bristol Airport can only respond “*if the routes which those travelling via London currently use are provided locally by BA*”. They went on to comment that “*Most long-haul destinations require large aircraft which Bristol Airport cannot currently accommodate*”.

and LHR and LGW probably service substantially more business travel than any regional airport because of their proximity to a much larger population, both within and surrounding the capital”.

- 5.10.3 Cleeve objected to any further growth until mitigation was put forward on the various proposed growth scenarios.

Other prescribed consultees

- 5.10.4 There were no representations from other prescribed consultees about need.

5.11 Passenger Experience

Local Authorities

- 5.11.1 There were no representations from local authorities about passenger experience.

Parish Councils

- 5.11.2 Several suggestions were put forward by parish councils regarding passenger experience. This included ensuring the check-in, security checks, baggage retrieval and immigration were as fast and delay free as possible. Others commented that the terminal areas should be adequate in size with good seating, catering and shopping facilities.

Other prescribed consultees

- 5.11.3 There were no representations from other prescribed consultees about passenger experience.

5.12 Scenarios

Local Authorities

- 5.12.1 There were no representations from local authorities about the scenarios.

Parish Councils

- 5.12.2 In response to the question, which scenarios best reflect our five pillars, Congresbury Parish Council supported scenario A. Portishead Town Council supported scenario B. Ubley Parish Council supported both A and B. Backwell supported scenario C. Other Parish Councils, for example Cleeve Parish Council, commented they were unable to comment on the scenarios until more information was made available.

Others

- 5.12.3 The Mendip Hills AONB Unit commented that Scenario C would have the greater impact on the special qualities of the Mendip Hills AONB. They went on to comment that *“consultation highlights under this scenario that ‘The impact on views across the Mendip Hills would necessitate a strong emphasis on reducing and mitigating potential visual impact’”*.

5.13 Socio-economic

Local Authorities

- 5.13.1 The importance of the airport to the local and regional economy was raised by several local authorities. Bristol City Council commented that the expansion would provide a significant boost to

- the local economy, whilst North Somerset and South Gloucestershire Council noted that expansion would attract increased levels of investment.
- 5.13.2 The importance of the airport to the tourism sector was highlighted. For example, South Gloucestershire Council commented that they recognised the airport was a significant contributor to the visitor economy and that growth of the airport would continue to support this sector.
- 5.13.3 Whilst recognising the benefits of the airport to the economy, North Somerset Council emphasised there was a need to ensure that growth did not impose unreasonable burdens on local communities.

Parish Councils

- 5.13.4 Parish council comments included concerns about the effects of increased traffic on local roads, the need ascertain the impact of proposals on local communities and the need for infrastructure to be in place before development commences rather than when passenger numbers reach a particular point. Site specific concerns included a representation from Chew Magna that they were *“very disappointed that the Community Fund never seems to apply to Chew Magna”*.
- 5.13.5 Some parish councils commented that they recognise a successful airport is important to the regional economy. Others expressed doubt over the economic need for the proposed employment areas. For example, Backwell Parish Council considered they are *“questionable as they are based on a speculative unsubstantiated idea that non-airport related organisation may like to locate/relocate near to the Airport in the future”*. Barrow Gurney Parish Council commented that *“whilst the plan outlines that the Airport wants to create employment and support economic growth, it has not demonstrated this in its current interactions with the local economy, with many of the high skilled jobs being held by staff not resident in the local District or the West of England Authority”*. In order to address this, Backwell Parish Council commented that they see the proposed expansion of the airport as *“an opportunity for increased employment opportunities”*. They go on to state that they *“would like to see improvements in ensuring, encouraging and attracting more the workforce from the local surrounding rural communities both by the Airport and its concession holders and partner organisations”*.

Other prescribed consultees

- 5.13.6 Highways England in their representation referred to the positive economic benefit of the airport to the region. They recognised the *“importance of Bristol Airport as an international gateway to the Southwest region, a significant stakeholder and employer”*. Bristol Water made a similar point stating that the airport is *“very important”* to the regional economy.

5.14 Surface Access

Local Authorities

- 5.14.1 A consistent theme from local authorities was the need to improve surface access to the airport, with a particular priority being improvements to public transport.
- 5.14.2 Bath and North East Somerset Council and Sedgemoor Council suggested a rail link to the airport was needed. Bath and North East Somerset commented that feasibility and options for this transport mode should be developed now even if the delivery did not emerge for several years.
- 5.14.3 The proposal for a public transport interchange as part of the Master Plan was welcomed by South Gloucestershire Council. They requested, however, that further details be made available to help parties understand more about what was being considered as part of this facility.
- 5.14.4 Other suggestions to improve public transport included a park and ride facility with North Somerset Council commenting this should be explored as an alternative to the expansion of parking on-site.

- 5.14.5 In terms of road access, it was suggested that strategic improvements to local roads were needed with improvements to the A38 corridor and M5 featuring regularly.

Parish Councils

- 5.14.6 A number of parish councils raised concern that the current surface access arrangements to the airport are not sufficient to cope with the increased number of passengers proposed. For example, Congresbury Parish Council commented that their *“Major concern is making sure the expansion of the airport is integrated with better transport and road improvement schemes”* and Chew Magna Parish Council comment that they *“are seriously concerned that the proposed expansion might seriously impact on the current inadequate infrastructure...namely road capacity”*.
- 5.14.7 The need for a deliverable transport strategy to accommodate projected increases in traffic is advocated by parish councils. Butcombe Parish Council for example stated that they *“object to any further expansion of the Airport in the Master Plan without a funded and deliverable transport strategy for accommodating the projected increase in passenger and service sector demand. We would expect this to include plans for a dramatically increased proportion of passengers arriving by public transport, in order to contain A38 vehicular traffic within workable limits”*. They go on to suggest that this could include *“punitive restrictions on airport passenger use of inappropriate narrow country lanes”*
- 5.14.8 Some parish councils questioned the airport’s involvement in the Bristol South West Economic Link Transport Strategy. Burrington Parish Council commented that they presume *“BA agreed to provide £450k towards the BSWEL work with a view to its own best long-term interests”*. They go on to suggest that *“this transport study should be undertaken independently of any commercial or vested interest and we suggest that BA should now withdraw from the study, or at least from the project board”*.
- 5.14.9 Other parish councils questioned whether Bristol Airport have factored in the impact of changes on tolls on the Severn crossings with currently 20% of passengers (1.6m passengers based on 8m) travelling across from South Wales to fly and indicated that *“This has significant impact on the roads network surrounding the Airport”*.
- 5.14.10 Several parish councils expressed support for improved public transport to serve the airport. Some parish councils expressed particular support for a rail link or tram. However, others questioned the cost of such a link. For example, Wrington Parish Council commented there is *“arguably no justification whatsoever for spending millions on a further rail link”* and that it *“seems naïve to think that a rail line to the elevated airport site should be practical or economic”*.
- 5.14.11 Improvements to the road network were put forward by parish councils including the A38 and links to the M5, and some parish councils put forward suggestions for specific junction improvements which warrant further consideration. Locations include junctions at Hyatts Wood Road, The Batch, Downside Road and Brockley Combe.

Other prescribed consultees

- 5.14.12 Highways England commented that in order to facilitate the proposed growth, access to the airport needs to be improved with any impacts on the strategic road network minimised and mitigated. To this end, they commented that they are engaged in the Bristol South West Economic Link Study (BSWEL) which is *“considering future multi modal options for improved connectivity from Bristol to the Airport and further south, including options for a potential intervention on the strategic road network to provide greater connectivity while not compromising the network”*. They stated that they are pleased to be involved in this work in order to ensure that any options that emerge and go forward for further analysis and consideration are appropriate in terms of configuration, safety and deliverability.

5.15 Technology

Local Authorities

- 5.15.1 Bristol City Council commented that specific measures such as a direct fuel link to the airport to replace road based fuel deliveries have the potential to reduce some of the wider negative effects of the growth of the airport. Bristol City Council also requested that the airport work towards carbon reduction goals and targets.

Parish Councils

- 5.15.2 On the topic of using technology to improve energy efficiency, comments were made that the airport should use eco-friendly systems both internally and externally at the airport to reduce emissions and energy use. They went on to comment that the airport should continue to update these systems as technology develops.
- 5.15.3 In reference to emerging plane technology, one parish council suggested Bristol Airport should adopt emerging technology relating to quieter and more efficient planes as quickly possible. Others, however, challenged the airport's references to emerging plane technologies including electric aircraft. They commented that this was unrealistic with *"with no possibility of electrically powered commercial aircraft in the foreseeable future"*.
- 5.15.4 One parish council queried whether a giant cable car similar to those used in South American cities could be used at the airport.
- 5.15.5 Others suggested that whilst the use of emerging technologies will undoubtedly improve the efficiency of flying, exploration of how new technologies could reduce the environmental impact was needed now rather than at the point when the airport expands.

Other prescribed consultees

- 5.15.6 There were no representations from other prescribed consultees about technology.

5.16 Terminal Design

Local Authorities

- 5.16.1 There were no representations from local authorities about terminal design.

Parish Councils

- 5.16.2 There were no representations from parish councils about terminal design.

Other prescribed consultees

- 5.16.3 There were no representations from other prescribed consultees about terminal design.

6. Representations from local communities

6.1 Introduction

- 6.1.1 This chapter of the report summarises the representations received from local communities. Bristol Airport's response to the representations from all parties, including local communities, is considered in Chapter 8 of this report.
- 6.1.2 The representations set out below are reported by topic in alphabetical order.
- 6.1.3 The most frequent topic raised by respondents was Surface Access. This accounted for approximately one quarter of the issues raised which was markedly more than any other topic. This was followed by Environment, Passenger Experience, Car Parks, Socio-economics and Information which together amounted to around half of all the issues raised.

6.2 Airfield Design

- 6.2.1 Representations from local communities relating to Airfield Design largely fell into two themes:
- comments about the runway; and
 - comments about the design of the airfield including the use of two terminals.
- 6.2.2 Representations on the runway included requests for it to be extended and for a second runway to be introduced. Some respondents put forward suggestions on how to extend the runway with several suggesting the A38 should be put in a tunnel to enable the runway to be extended over the top of the road in an easterly direction. It was felt that extending the runway would enable the airport to attract more airlines and a new generation of aircraft such as the new Boeing 787 Dreamliner.
- 6.2.3 Representations queried whether the proposals for two terminals would enable one to be used as a short-haul hub and the second as a long-haul hub. Others asked whether one terminal could be used for freight and the other for passengers and others queried whether the airport would be able to attract new airlines without a second terminal.
- 6.2.4 On the subject of design of the airfield, respondents asked whether the lighting on the airfield could be improved as part of the proposals. One respondent commented that the *"poor lighting does not make a good impression when you disembark an aircraft and walk into the main terminal"*. Others queried whether the airport has any plans to use the space under the apron, whether the plans for Scenario C would be able to incorporate a rail link from terminal 1 to 2 and whether the airport had considered creating a competition for the design of the new terminal.
- 6.2.5 Respondents also focused on the effect on "general aviation" as a result of having an airfield with one terminal to the south of runway and one to the north, as proposed in scenario C. Comments indicated that the current arrangements work well and avoid conflicts between airliners and light aircraft with one such comment specifying *"this rigid and clear separation between airliners and general aviation traffic must be maintained. Therefore, a second airline terminal should not be built on the south side of the runway"*.

6.3 Alternatives

- 6.3.1 Local community representations included suggestions for alternative locations for the airport. One respondent felt that *"an airport at Severnside would enjoy excellent access, by road, rail and sea"*. Another commented that a *"purpose-designed island site"* in the Bristol Channel would be a more accessible location for an airport. Filton in South Gloucestershire was also put forward as an

alternative location. Other suggestions included a site closer to the junction of the M4 and M5 and that Cardiff and Bristol Airports should enter into a joint venture or partnership.

6.4 Car Parks

6.4.1 Car parking and the drop off and pick up zone was one of the most frequently raised issues in representations from the local community. The issues raised fell into three broad themes:

- cost;
- design; and
- support services associated with the car park.

6.4.2 On the theme of cost, representations included requests for parking charges at the airport to be reduced. It was felt that this would encourage more passengers to park at the airport rather than off-site. Similar requests were also made in relation to the drop off and pick up area. One respondent queried whether the airport would consider offering free parking for local residents to enable them to use airport facilities. Another suggestion was that the airport should offer discounted parking for those arriving at the airport using electric vehicles.

6.4.3 Representations about the design of the car parks included requests for wider parking bays, enhancements to the car park surfaces and improved lighting.

6.4.4 Other design related comments included requests for covered or enclosed walkways in the car parks, improved provision of parking for bikes and motorcycles which should serve both the public and staff working at the airport, and greater consideration for the needs of disabled users of the car parks.

6.4.5 Representations relating to support services for the car park, related to requests for more shuttle buses to and from the terminals and calls for improvements to depositing and collecting car keys when using the long stay car parks. A suggestion by one respondent was for a deposit box system to be employed “similar to Amazon” where you are given a code which you enter on your return to acquire your keys.

6.5 Consultation

6.5.1 Representations from the local community about consultation can be categorised into three broad themes:

- comments about the format and language used in the consultation;
- requests for the next round of consultation; and
- queries about the consultation process.

6.5.2 On the theme of language, respondents asked whether the consultation documents could be made available in Welsh whilst others requested that language be simplified to avoid the use of buzzwords such as “pillars”.

6.5.3 There were general calls for the consultation to be better designed to be short and concise. There were also requests for supporting information to be co-located with consultation questions to facilitate easy responses. Others asked for the consultation material to be accessible from all technological platforms including iPads and mobile phones.

6.5.4 In terms of requests for future rounds of consultation, respondents asked for consultation exhibitions to be held in a wider selection of locations, particularly in South Wales. Others requested that “consultations should not be done over holiday periods such as Christmas or summer holidays as many are away”, and that local residents are formally notified of future consultations by letter.

- 6.5.5 In terms of queries about the consultation, respondents asked whether the consultation was open to non UK residents as set out in the following representation:

“The questionnaire appears to be only for UK-based passengers (i.e. having to provide a UK postcode). Perhaps it should be opened up to customers from abroad who travel regularly to BRS?”.

- 6.5.6 Others queried how Bristol Airport will take local views into account and reflect these in the draft Master Plan.

6.6 Destinations

- 6.6.1 Representations were submitted calling for more flights to European designations as well as more “long-haul scheduled flights” to international destinations, particularly North America. For example, a respondent commented:

“it’s now critical to attract a long haul scheduled airline. Airports like Cork, Edinburgh, Belfast and Cardiff have attracted airlines Norwegian, Emirates and Qatar and Bristol needs to do more. An airline serving the USA is clearly needed for leisure and business purposes. Not only to reach the USA but for onward travel to central America, Canada and the Caribbean”.

- 6.6.2 Other respondents, however, called for the airport to “concentrate on UK & European routes leaving the major Airports to deal with long-haul travel”. There were suggestions that more domestic flights would enable links to airports such as Gatwick and Heathrow where passengers could then catch onward long-haul flights.

- 6.6.3 As noted under the Airfield Design topic above, concern was raised that the proposals do not refer to private/general aviation. A respondent commented that the consultation material does not refer to the continuation of flying training or support for the parking and operation of light aircraft at Bristol Airport. They went on to comment that “one cannot safely infer that the intent is to continue these; further work on the Master Plan should be explicit on this point”.

6.7 Environment

- 6.7.1 Issues relating to the environment were the second most frequently raised topic by the local community. They covered a wide range of themes extending from effects on wildlife and habitats through to noise concerns, queries about flight paths and the effects on the Green Belt.
- 6.7.2 The effects on wildlife, habitats and designated sites were raised by a number of respondents. One respondent commented that “I am most concerned about the impact on the surrounding countryside and the disappearance of wildlife habitats and trees”.
- 6.7.3 Concerns about the effects on wildlife were often linked to the effects of light pollution, particularly on bats. One respondent commented that light pollution “is significant and with a number of rare bats recorded at our property I am concerned that the increase in development will adversely affect their populations”
- 6.7.4 Concern was raised that the proposals would have a negative effect on house prices and as a result the airport should consider making changes to their plans to avoid properties.
- 6.7.5 Another common concern was the effect of the proposals on climate change and air pollution particularly carbon levels. Respondents commented that “you have to find a way to ensure that carbon emissions are not increased by any increase in the capacity of the Airport” and “I would like the Airport experience to be more focused on minimising the impact of the Airport experience on global warming”.
- 6.7.6 The effects of the proposals on landscape and views were raised by several respondents. One commented that there was a “need to avoid damaging the landscape”. Another respondent pointed

- out that *“the development of the airport needs to be sensitive to the surrounding environment (AONB Mendip Hills)”*.
- 6.7.7 Concerns were raised that litter levels are already too high in the area, with respondents commenting that *“the amount of litter is disgusting”* and *“the litter now is unbelievably bad and it's not being dropped by local people”*. Others made requests for litter picking squads and teams to be created by the airport to collect litter.
- 6.7.8 The effects of the proposals on local resident's health were also raised. One respondent commented that *“the impact on health far outweighs any short term economic and employment benefits”* whilst another queried whether pollution levels would breach health regulations.
- 6.7.9 Concerns about the effects on health were often linked to the effects of noise. One respondent requested a *“commitment to reduce flights at night in line with the World Health Organisation recommendations”*. Representations also called for a reduction in noise levels and requested *“increased availability and support for noise insulation and double glazing as the noise pollution is becoming ever more intrusive and planning for increases in this causes a lot of anxiety”*.
- 6.7.10 Representations about noise often also included comments about night flights and flight paths. One respondent commented that *“future plans should focus on reducing noise and reducing night flights”*. Further comments included concerns relating to the increased number of flights for people living under the flightpath and calls for changes to *“flight paths so people can have a respite from constant aircraft going overhead”*.
- 6.7.11 It was also highlighted that better scheduling would make it easier for passengers to use public transport with one respondent suggesting.
- “Early departures and late arrivals of flights make it impossible for airport users to use public transport...it would enormously help the local environment if most flights operated within the times that public transport operates”*.
- 6.7.12 A number of respondents raised concerns about flooding with one commenting that *“another concern is the proposed use of tarmac and hard standing which will lead to large scale flooding along Downside Road. This road already struggles to cope with current levels of excess water flow. The Airport plans, by removing natural soak away, will be adding to this problem and putting our homes at a greater risk of flooding”*.
- 6.7.13 Comments were also received about land use, ranging from concern about using undeveloped land and the Green Belt through to requests that there should be no acquisition of land.
- 6.7.14 On the issue of the Green Belt, responses ranged from requests that no Green Belt land should be used for the development, through to calls for the review of *“green belt boundaries as part of the overall Master Planning process for the site”*. One response in favour of reviewing the Green Belt stated:
- “in the new era of ‘Global Britain’ set out by the government, international trading hubs like Bristol airport must be given room to grow if the UK is to hope to be able to compete globally against heightened international competition. For this reason, overly restrictive and protectionist policies like the Green Belt require revisiting for us to fulfil the full potential presented by Brexit Britain”*.

6.8 Information

- 6.8.1 Requests for further information covered a wide range of topics. They included requests for phasing details, further information on the future operation of the airport including flight paths and schedules and queries about whether the runway will be extended.
- 6.8.2 Some respondents asked for an explanation of what the current problems at the airport are and called for details on the pros and cons of proposals. One respondent commented *“So yes, lots more detail please. What are the honest pros and cons of the proposed plan, so we can actually judge how this may work and where the benefits and pinch points might be”*.

- 6.8.3 Some respondents queried whether the views of airlines and wider industry had been taken into account and whether the demographics of future travellers had been considered in developing the proposals.
- 6.8.4 In developing the proposals further, respondents asked for more information about how other regional airports, specifically Cardiff, had been considered within the development proposals. Others requested reassurance about safety, "*more details on how the green belt issues would be mitigated*" and whether the airport would consider "*including educational trips for local schools as part of the expansion plans*"

6.9 Investment

- 6.9.1 Concerns were raised about the use of public funds supporting the expansion given the current pressures on public finances. Others qualified the use of public funds suggesting it should only be used for off-site enhancements rather than investment within the current site.
- 6.9.2 Some respondents suggested the airport should be solely funded through private investment. An opposing view was that public ownership would be preferable to private ownership. There were also calls for a combination of both public and private investment, with one respondent stating, "*there is always a case for both forms of investment to ensure that the airport offers the best possible facilities and services*" and "*the Airport cannot expand without an increase in both public and private investment*". An alternative suggestion put forward was for "*local residents to buy shares in future capital projects might be an incentive for local support as well as a source of funding*".

6.10 Need for Expansion

- 6.10.1 Representations included challenges as to why the airport needed to expand, especially given recent enhancements to the terminal and wider site. Other challenges included whether there would be a need to cater for increased business travel if communications technology continued to improve and whether Heathrow's plans for a third runway and a rail link from Reading would reduce the need for expansion at Bristol Airport.
- 6.10.2 Other respondents raised concern that if Bristol Airport's expansion is too small it will only have to enlarge the facilities in the near future and therefore there was a need for the expansion proposal to be comprehensive and wide ranging.

6.11 Passenger Experience

- 6.11.1 Representations about passenger experience were the third most commonly raised issue by local communities. The issues raised fall into the following broad themes:
- charges;
 - construction concerns;
 - external improvements;
 - improved facilities;
 - signage improvements;
 - staffing; and
 - use of IT.
- 6.11.2 Representations about charges often related to the costs incurred transiting through the airport. One respondent commented that "*Most Airports I travel to and from provide free trolleys, for example and it is very irritating that Bristol does not do so. There is also an excessive charge for*

- plastic bags going through security - annoying for travellers and pointless in terms of revenue for the airport*".
- 6.11.3 Concerns were raised that the passenger experience will be hampered during the construction phase due to disruption to services and operations. This often related to support for Scenario C as this was seen as offering the least disruption during the construction phase of the extended airport.
- 6.11.4 Representations were submitted requesting external improvements to enhance the passenger experience. There were calls for the car rental area to be improved and for bus shelters for those waiting in queues. Others called for more on-site accommodation. Beyond the boundaries of the airport, some respondents called for additional retail facilities such as a retail park and a nearby service station.
- 6.11.5 Requests for improved facilities within the airport covered a range of topics. Some respondents called for improved restaurants and dining facilities stating that there was a need for good restaurants and that the current offering could be vastly improved. Others commented on the opening times of bars, with one respondent commenting that *"I would love you to look into the opening times of the airport bars which mean that some passengers have already had too much to drink when they board the aircraft even early morning flights"*.
- 6.11.6 Other respondents indicated that an expanded airport will need to provide sufficient facilities to meet the proposed increase in passengers. This included requests for more retail outlets and areas of additional seating. One respondent commented that *"plenty of seating is another priority for many people and not just in areas where purchases must be made from retail outlets to secure a seat"*.
- 6.11.7 Further facilities that were identified in responses were a quiet zone/reading area for passengers to relax in, a multi-faith prayer room, a smokers' area and an area where you can watch the planes land and take off while you're in the airport. One respondent commented that *"while many Airports have gone down the non-smoking route, I believe Bristol should offer a decent smoking facility inside the terminal that caters for the many people who do still smoke and require a facility rather than the poor facility currently available"*.
- 6.11.8 Requests were made for signage in the airport to be improved which would enhance passenger experience. This is summed up by one respondent who indicated that *"Signage needs to be very clear and very simple. The Airport is littered with shops, cafes and overwhelmed with advertising (yes, I know you need it to finance the airport). Information overload. Passengers need clear, distinctive and simple signs to guide them through this maze"*.
- 6.11.9 Staffing and customer service were raised by a number of respondents with calls for the customer to be put first and the need for more staff particularly when passing through customs. One respondent commented that *"Improved security - need to make sure staffing levels are aligned to the busiest times to help ensure there is never a delay of more than 15 minutes through security"*. Others called for staff training to improve customer service.
- 6.11.10 On the topic of customs, one respondent asked whether *"it is possible to clear US immigration before leaving (as is possible when flying from Dublin or Shannon)?"*. In general, respondents wanted to be able to pass through the airport with minimal delay.
- 6.11.11 The use of IT to improve the passenger experience was raised by multiple respondents. For example, a respondent suggested that live baggage times should be *"available online - then people would know when to go to the pickup area"*. Others suggested that the airport could *"use apps or media better to inform about delays, strike action and flight departures"*.
- 6.11.12 There were also calls for the provision of high speed internet facilities for all airport passengers. One respondent commented that *"you should look in the short term to improve the airports Wi-Fi (including internet speeds and better signal to wider areas), this is very important for travellers these days as everything is online. It would make travelling more convenient"*.

6.12 Scenarios

- 6.12.1 Over 1,000 local community respondents answered the question “Which scenario best reflects our pillars”. The vast majority of respondents supported just one scenario but some supported two or more scenarios. The overall split of preferences was:
- Scenario A – 255;
 - Scenario B – 279; and
 - Scenario C - 556.
- 6.12.2 The reasons presented for supporting Scenarios A and B included minimising the effects on the Green Belt and wider landscape, a perception that it will enable a second runway to be constructed in the future (Scenario C was seen as preventing this option), and a preference for one terminal over two which respondents felt was confusing and would lead to operational difficulties.
- 6.12.3 Reasons for supporting Scenario C included that it would minimise disruption to passengers during construction as it would enable one terminal to be available whilst the other was being built/refurbished. Other reasons included that it would offer great foundations for future expansion, a belief that two terminals will attract more airlines, a perception that two terminals will be able to cope with the proposed growth in capacity, and two terminals will result in less overcrowding at the airport.

6.13 Socio Economic

- 6.13.1 Representations from the local community relating to socio-economics fell into the following themes:
- the effects on local jobs;
 - the extent of the economic benefits of the airport;
 - extended services;
 - the extent of the local community fund; and
 - other topics including broadband, housing for the new airport workforce and the effect on existing overnight accommodation.
- 6.13.2 Representations were submitted about the effect of the airport on local employment. One respondent commented that the airport was very important to the regional economy as it “*provides opportunities for local people to work locally so they can continue to live locally and not have to move away*”. Others felt the airport only benefitted the local area if it employed local people with respondents calling for the airport to focus on apprenticeships for local people. Representations were also submitted calling for the airport to be a living wage employer.
- 6.13.3 Whilst some respondents commented on the importance of the airport to the local community, others queried its economic benefit and how it would help the wider South West, particularly because the number of business travellers is less than the number of tourist travellers. One respondent stated, “*If the Airport became more useful for business travellers the claim about increasing jobs would be more convincing but with <17% of passengers as business people, this doesn't sound very convincing*”. Another example is “*the vast majority of traffic from and to the airport is holiday traffic. Money that would be spent in the region is spent abroad*”.
- 6.13.4 Other respondents asked for evidence of the businesses the airport supports with calls for the airport to support local businesses. In response to a consultation question about the use of emerging technologies, a respondent queried whether the airport could use a community energy company to provide power as this would “*retain the economic benefits within the regional community*”.

- 6.13.5 A number of respondents called for the local community fund to be extended to cover a wider area, for example to include Yatton and Congresbury. Some respondents requested specific mitigation measures they wanted the fund to pay for, for example helping to pay for double glazing and noise insulation.
- 6.13.6 On the issue of extended services, respondents queried whether the airport had considered expanding services to North America. Others queried whether the airport had considered expanding its freight services. Respondents felt this would be particularly helpful as it would avoid the *“congestion of customs clearance at Heathrow”* or the costly option of the East Midlands airport.
- 6.13.7 In relation to services at the airport, respondents queried whether the airport had considered the impact on demand for services following the end of Freedom of Movement when the UK leaves the EU. One respondent commented that *“With the exit from the European Union and the potential to grow our world markets it is critical business people from a geographical larger area can access the south west without having to travel from London and the south east”*.
- 6.13.8 Other queries raised under the socio-economic topic included calls for the airport expansion to facilitate the delivery of super-fast broadband to the local area, concerns about the effect of onsite hotels on the existing overnight accommodation industry and concerns about where the new workforce for the expanded airport will live.

6.14 Surface Access

- 6.14.1 The most commonly identified issues within responses related to surface access with this comprising around a quarter of the total issues raised. Representations relating to surface access raised a diverse range of issues. However, the following main themes emerged from the feedback:
- comments on roads;
 - comments on public transport;
 - queries about the integrated transport network;
 - alternative transport suggestions; and
 - surface access layout within the airport site.
- 6.14.2 A large number of the representations that mentioned roads focused on the A38. There were calls for it to be upgraded to a dual carriageway, suggestions to route the A38 around the airport to create multiple access points and concerns that the expansion proposals combined with plans for more housing in the local area will overload the A38.
- 6.14.3 Other feedback on roads included suggestions that a link road should be created from the M4/M5 and a designated airport lane should be provided to facilitate improved access to the airport. Others suggested the South Bristol Link Road should be extended to the airport and a number made suggestions for improvements to road junctions.
- 6.14.4 Numerous representations were made about extending public transport services. This included suggestions about extending the Bristol MetroBus from the city centre to the airport and reinstating the bus service to the University. Other representations raised concern that their ability to commute to the airport for work was hindered by a lack of bus service. An example of this was the following response: *“For young people and casual workers seeking work at the airport there are still no east-west travel services from the local villages and towns to the airport”*.
- 6.14.5 There was a request that the Flyer bus service reintroduce the use of bus passes with one respondent commenting *“I use the Bristol Flyer bus service, which is excellent. My only complaint is that I am no longer able to use my bus pass for the journey”*. Others suggested that the airport should allow local residents to have discounted travel on Flyer link, using improved travel card technology for the buses.

- 6.14.6 Suggestions were also put forward that the airport should operate a pick-up service by bus which could be booked online: *“Places like Glastonbury / Street / Wells / Shepton Mallet would definitely benefit from an equivalent to the Bristol flyer bus service. To make such a service more modern, have you considered an online booking service for a bus pick up service?”*
- 6.14.7 A number of respondents queried why an integrated transport network and/or interchange had not been delivered under previous planning permissions. Others requested more details on the future interchange proposals. There were also suggestions and requests for alternative transport solutions. These included a rail link, underground or monorail. Some respondents suggested locations for the start point of the monorail including a *“dedicated monorail system from Temple Mead or Yatton as this is the closest station”*. Suggestions for a rapid transit system were also put forward which often, again, had links to Bristol Temple Meads.
- 6.14.8 Respondents also put forward more innovative suggestions for alternative transport solutions. For example, respondents suggested using Hyperloop technology with one respondent commenting *“if you wanted to look at the future why not look at Hyperloop which is a new design by Tesla and would make you a pioneer for airports access and travel”*. Others suggested using Bristol's vast experience and heritage in ballooning to consider the use of airship shuttles. Another example of an alternative transport solution comprised a check-in and arrival at a new site easily accessible from the M5, e.g. on the Clevedon exit. Then make the only method for passenger access to/from the gates to be a non-stop shuttle. Another respondent made a similar point: *“build an airport train terminus near the M5 with plentiful car parking and let people check in there and then train to their departure gates using a light rail service like the Docklands railway”*.
- 6.14.9 A number of respondents raised concerns about the taxi service at Bristol Airport. One respondent commented that *“The taxi provision is wholly inadequate for the current number of passengers let alone an increase to 20 million passengers”*. Others call for an end to taxi provision being a monopoly.
- 6.14.10 The issue of signage to the airport was frequently mentioned by respondents. An example of a representation on this topic was: *“Bristol Airport needs to conduct a thorough review of their signage. This is currently inadequate for existing services so it definitely needs to be reviewed as part of any expansion plans”*.
- 6.14.11 Queries about the surface access layout within the airport site included requests for access from the hotel to the terminal to be improved, access by foot to be improved and requests for easier exits from the rental car area and an underground connection to the terminal to and from the silver carpark.

6.15 Technology

- 6.15.1 A number of respondents encouraged the use of more modern transport technologies including driverless cars, electric vehicles and modern planes that are more energy efficient and release fewer emissions.
- 6.15.2 Other representations included queries about what measures Bristol Airport could take to improve energy efficiency and sustainability in general and requests for the airport to invest in energy efficiency as well as looking to generate some of its own power from wind / solar.
- 6.15.3 Respondents also called for the airport to embrace modern information technology. For example, there were calls for the wider use of smart phone technology with check in apps and security apps and the use of digital technology wherever possible.

6.16 Terminal Design

- 6.16.1 Representations about Terminal Design fell into the following themes:
- access improvements, both internal and external;

- requests for larger terminals; and
 - comments about transit journey times.
- 6.16.2 A number of respondents requested that the internal access arrangements be improved. This often related to requests to avoid the need to walk up and down steps. For example, *“I can’t believe anyone didn’t think it was a bad idea to face newly arrived passengers with children and hand baggage with a big flight of steps”*. Others focussed on the lack of travelators and suggested that further escalators and travelators are required.
- 6.16.3 Some respondents raised concerns about the lack of air bridges, with a respondent stating *“We are in 2017 get airbridges for all departures and arrivals”*. Other respondents highlighted the issues associated with embarking and disembarking aircraft in poor weather conditions.
- 6.16.4 A number of responses made comments about disabled access. Some respondents commented that the *“present service is very good”* for disabled passengers. However, others indicated that disabled access to planes is difficult and that the disabled boarding and disembarkation system is poor.
- 6.16.5 A number of requests were made for the external waiting area outside arrivals to be under cover, particularly for customers waiting for buses. Requests were also made for the terminals to be enlarged and that future plans focus on improving passenger journeys within the airport. A respondent commented that the *“new designs should focus on logical flows of passengers”*.

7. Representations from wider consultees

7.1 Introduction

7.1.1 This chapter of the report summarises the representations received from wider consultees. The following wider consultees responded to the consultation:

- Airbus,
- Bath Bus Company;
- Bath Chamber of Commerce;
- BMI;
- Bristol City Council Green Councillor Group;
- Bristol and Weston super Mare Trades Union Councils;
- Chew Valley Chamber of Commerce;
- the Campaign to Protect Rural England (CPRE);
- Destination Bristol;
- Exmoor Search and Rescue;
- KLM Cityhopper;
- National Express;
- the Parish Councils Airport Association (PCAA);
- the South West Region of the Chartered Institute of Logistics and Transport;
- the South West Transport Network; and
- the Mendip Society.

7.1.2 Bristol Airport's response to the representations from all parties, including wider consultees, is considered in Chapter 8 of this report.

7.2 Airfield Design

7.2.1 There were no representations from wider consultees about airfield design.

7.3 Alternatives

7.3.1 There were no representations from wider consultees about alternatives.

7.4 Car Parks

7.4.1 The PCAA referred to the 2011 planning permission which included a condition for the delivery of a multi-story car park providing 3,850 spaces. They requested that these permissions should be implemented before further planning applications are considered, particularly for sites in the Green Belt. They also queried why no multi storey car parks are included in the scenarios put forward in the Master Plan and requested the airport take steps to stop cars using the airport from parking outside houses.

- 7.4.2 The CPRE commented that no new car parking should be provided for the airport to facilitate expansion.
- 7.4.3 The Mendip Society called for cheaper parking at both the long stay and drop off and pick up zones.

7.5 Consultation

- 7.5.1 The PCAA commented that they were disappointed the consultation failed to mention any impacts on communities and the environment and how the Master Plan will minimise the adverse impacts of the airport.

7.6 Destinations

- 7.6.1 The Bath Chamber of Commerce indicated that they were keen to see an expansion in terms of destinations with a particular interest in a route to North America.

7.7 Environment

- 7.7.1 The PCAA objected to the expansion of aviation due to its effects on global warming and climate change. They commented that the airport's desire to be carbon neutral by 2030 only refers to carbon emissions within the airport boundary. The Bristol Green Councillor Group also raised the same point and commented that the proposals will have a negative effect on climate change.
- 7.7.2 Concern was expressed by the PCAA that the proposals will lead to a loss of biodiversity and harm the landscape.
- 7.7.3 The CPRE also raised concern about the effects of the proposals on the landscape including the effect on the Green Belt and the AONB. It commented that the Green Belt should only be developed in exceptional circumstances.
- 7.7.4 Concern was raised that the proposals will lead to light pollution. For example, the CPRE in their representation commented that visitors and residents should be able to see dark skies rather than an illuminated landscape. As a result, they asked that the airport should make commitments to limit light pollution.
- 7.7.5 The PCAA commented that whilst planes are less noisy than they were in the past they still emit noise. They go on to comment that *"with the increased frequency of aircraft movements any benefits from quieter aircrafts are lost"*. They suggest that *"WHO night noise limits should be formally incorporated into any agreement to allow expansion"*. The CPRE made a similar point and asked that the airport *"make commitments to noise pollution limits"*.
- 7.7.6 Concern was expressed by the Chew Valley Chamber of Commerce about the use of airspace. They requested that there is *"no widening of the air corridors flying into and out of the airport"*. They also raised concern about night flights.

7.8 Information

- 7.8.1 Wider consultees' information requests included calls for more details on environmental impacts. For example, the PCAA commented that *"in order to make an informed comment on the scenarios traffic, noise and environmental assessments must be carried out and the results fully published"*. The CPRE made the same points. Both organisations also asked for comparisons to be made available between the scenarios and for a no growth scenario to be considered.
- 7.8.2 Further information requests include the PCAA asking the airport to confirm the *"planning route it has chosen (via North Somerset Council or via the national route for infrastructure projects)"*, the

detailed analysis of the employment to be provided as part of the proposals and the airport's plans to minimise and mitigate adverse effects.

- 7.8.3 Destination Bristol asked for more details on capacities for car parking and hotels, details on initial design proposals and questioned whether a runway extension is needed.
- 7.8.4 The South West Region of the Chartered Institute of Logistics and Transport in their representation commented that their members wish to see a *“fully developed plan for the transport interchange and a clearer indication of which rail and road links will be included in the plan, recognising that the development of such schemes can take many years”*.

7.9 Investment

- 7.9.1 Both the CPRE and PCAA commented that Bristol Airport should invest in the public transport interchange as promised under the 2011 permission, without aid from public funding. In addition, the PCAA commented that with public services in need of so much public investment, further subsidies for an already highly subsidised industry should be ruled out.
- 7.9.2 Airbus commented that the airport was vital to them as they have *“thousands of arrivals and departures every year”*.
- 7.9.3 Other representations suggested that a partnership approach of private and public investment is now the usual method to attract increased investment in major projects. The South West Region of the Chartered Institute of Logistics and Transport also supported partnership funding. They commented that *“as the Airport is a key generator of economic growth there is a clear case for partnership funding, where the local authorities act as advocates and promoters of major infrastructure funding that is agreed and funded by national government”*. The Bristol and Weston-super-Mare Trades Union Councils supported public ownership as this *“provides the best model to deliver the proposals in the consultation document”*. Destination Bristol commented that *“there must be investment from private sector, but also an ask of central government for a more holistic approach to air travel and connectivity rather than simply focusing on London and SE”*.

7.10 Need for Expansion

- 7.10.1 Questions were raised about the need for the airport to expand. For example, the PCAA argued that the Airport *“already has enormous capacity to increase business usage without any further expansion at all”*.

7.11 Passenger Experience

- 7.11.1 The Bath Chamber of Commerce commented that refreshment facilities at the airport should offer value for money.
- 7.11.2 Destination Bristol commented that local businesses should have the opportunity to retail quality souvenirs, gifts, food, drink and art rather than a homogenised experience which they consider is generally available today. They also requested that the bar/drinks area is not intimidating for travellers or those with children due to large group's intent on heavy drinking and that signage is improved at the airport including in a range of languages.
- 7.11.3 Airbus also commented that *“quicker border force on arrival”* and improved lounges and airside options were needed.

7.12 Scenarios

- 7.12.1 Of those wider consultees who answered the scenario question, one was in favour of Scenario A, two in favour of Scenario B, five in favour of Scenario C. One respondent was in favour of all three scenarios.
- 7.12.2 The respondent who supported Scenario A did not set out their reasons why they preferred this scenario.
- 7.12.3 Only one of the respondents who supported Scenario B explained their reasons for support. These were that one terminal would be better than two for logistical reasons and the scenario would only require one transport interchange.
- 7.12.4 Reasons for supporting Scenario C included that it made greater use of the land and facilities around the site, provided greater capacity and allowed greater flexibility of operations. It was also felt that Scenario C would introduce more long-haul destinations whilst continuing to increase the short/medium haul market.
- 7.12.5 The respondent who supported all three scenarios, set out the pros and cons of each scenario. For example, they commented that scenario A would probably enable a more easily managed phased approach, although C allows the airport to build more whilst still remaining fully operational. Scenario B has the advantage of a new terminal but could still require development south of the runway in the future. Scenario C *“appears to offer the greatest opportunity for growth, but in access terms moving to two transport interchanges will result in some duplication and operational costs”*.

7.13 Socio-economic

- 7.13.1 The economic impact of the airport was questioned by some wider consultees. For example, the PCAA commented that it *“plays a modest part in the regional economy”* and requested to see an *“independent examination of the economic impacts of the airport as it stands, and its proposed expansion”*. The Bristol City Council Green Councillor Group raised concern that the economic benefits claimed by the airport cannot be delivered, particularly because the airport has a net outflow of passengers and therefore outflow of money from the region.
- 7.13.2 The PCAA considered that if the airport expands the quality of life and well-being of residents in the Chew Valley and surrounding villages will deteriorate. The effect on local communities was also raised by the CPRE. They commented that if the airport expands its operations in areas such as freight, this would have an even greater impact on the local road network and will damage local communities.
- 7.13.3 The PCAA also raised concerns about the effect of the proposals on house prices.
- 7.13.4 The Bath Chamber of Commerce commented that a *“thriving Airport is important for the sub-region, not only by bringing in visitors but enabling easy access for business”*. Destination Bristol express a similar view stating *“The success of Bristol Airport is absolutely linked to the success of the region as a visitor destination and the increased use of international convention / business events”*.
- 7.13.5 The Bristol and Weston-super-Mare Trades Union Councils acknowledged that the airport is already a significant contributor to the regional economy but they consider that as it is a predominantly tourist airport it has not maximised its business potential. They went on to call for all employers at the airport to pay at least the living wage. They also called for the establishment of an aircraft maintenance facility as this would create many highly skilled jobs in the area and be a major boost to the local economy whilst contributing to the skills base of the area.
- 7.13.6 South West Region of the Chartered Institute of Logistics and Transport commented that *“if passenger growth was constrained that it ultimately could have wider impacts on our business sector”*.

7.14 Surface Access

- 7.14.1 Queries were raised as to why the public transport interchange promised under the planning consent of the 2011 permission was not delivered. The PCAA requested that this should be delivered before any road improvements in the area are brought forward.
- 7.14.2 The CPRE commented that access to the airport by public transport is unacceptable. They went on to comment that a light rail to the airport must be considered to facilitate faster public transport from Bristol and that any mass transit or public transport system should provide benefits and be accessible to the local population.
- 7.14.3 Both the PCAA and CPRE commented that airport traffic has reduced the ability of people to cycle along the A38 and local roads. The CPRE asked the airport to make commitments to help stop local roads turn into “rat runs” for airport usage before it considers further expansion.
- 7.14.4 The Bristol City Council Green Councillor Group raised concern that the proposals will require a substantial expansion of the road network which will lead to a significant increase in the number of vehicle journeys in the area.
- 7.14.5 The Bath Bus Company requested that road improvements are not limited to just the A38 as this could lead to too much reliance on one corridor. They also commented that road improvements can be implemented quicker than alternatives such as rail and rapid transit.
- 7.14.6 The Bath Chamber of Commerce requested that the integrated transport network is not concentrated solely on the links between Bristol and the airport but instead seeks to spread benefits across Bath and North East Somerset. They also commented that *“The completion of the South Bristol link road would also have benefits, providing a more convenient route for road users than the unsuitable lanes through the Chew Valley”*.
- 7.14.7 The Bristol and Weston-super-Mare Trades Union Councils commented that public transport to the airport is expensive and does not provide links to local areas. They indicated support for a rail spur and suggested this should start somewhere near Backwell. They also commented that rail links should ensure access to the south west matches the service to Bristol. They also outlined that the A38 will need to be upgraded to a dual carriageway alongside better links to the M5 and wider links to Bath and West Wiltshire. The South West Region of the Chartered Institute of Logistics and Transport raised similar points stating, *“Improved highway links, including from the motorway networks, will be required in the short to medium term even while long-term rail solutions are developed implemented”*. The Mendip Society also suggested a motorway spur that starts at either Clevedon or Weston-super-Mare and KLM called for a spur from the M5, improved road access to the city and an onsite train or rapid transit system.
- 7.14.8 Destination Bristol also supported improved rail connections *“to key stops or straight to Temple Meads as a travel exchange”*.
- 7.14.9 The Chew Valley Chamber of Commerce requested that *“road links from the east and southern quadrant not be neglected since a growth in overall passenger numbers is bound to also increase in the number of vehicles using unsuitable lanes through the Chew Valley”*. They commented that the new bus link from Bath has delivered benefits and consider there is further scope to improve public transport to alleviate traffic through the Chew Valley.
- 7.14.10 The South West Region of the Chartered Institute of Logistics and Transport support Bristol Airport becoming an integrated transport hub for the region and call for improved local connectivity to the wider region.
- 7.14.11 The South West Transport Network expressed support for *“additional capacity at Bristol Airport provided there is sufficient investment in high quality public transport to serve it including light rail and frequent bus/coach services to the South West and to Bristol/Bath”*. They went on to make detailed suggestions about light rail connections, bus/rail integration and comments on co-ordination with other transport schemes such as the MetroWest projects.

- 7.14.12 Airbus commented in their representation that *“the number one issue is access to the Airport by road rail tram etc. This needs to be a high priority”*.
- 7.14.13 National Express commented that there is *“significant potential to grow the surface access mode share of bus and coach to Bristol Airport. We would welcome a Master Plan that supports and accelerates this growth”*.

7.15 Technology

- 7.15.1 The CPRE commented that there is *“no new technology that could mitigate the considerable environmental and social impact of the Airport both as it is now, and if it is expanded”*. The PCAA commented that there *“may be benefits from ‘emerging technology’, but effects are notoriously difficult to anticipate”*.
- 7.15.2 Bristol and Weston-super-Mare Trades Union Councils suggested that the airport should be connected to the Government Pipelines and Storage Systems (GPSS). They pointed out the airport is only three and a half miles from the GPSS and a 30 year plan for the airport should seriously look at the construction of a pipeline to connect with the GPSS.
- 7.15.3 The South West Region of the Chartered Institute of Logistics and Transport commented that technology improvements *“plus the advent of alternative fuel and autonomous vehicles over the life time of the plan, will have considerable positive impacts”*.
- 7.15.4 The South West Transport Network referred to the use of A320NEO type aircraft as an example of an emerging technology that the airport might use to reduce our impact on local communities and the environment.

7.16 Terminal Design

- 7.16.1 There were no representations from wider consultees about terminal design.

8. Bristol Airport's regard to responses received

8.1 Introduction

8.1.1 This chapter reports on Bristol Airport's response to the main issues raised in representations from prescribed consultees, local communities and wider consultees and the changes that were made in response to the representations. The issues raised are responded to in the tables below by topic and indicate which group of consultees raised the issue.

8.2 Airfield Design

8.2.1 The table below sets out the issues raised by respondents relating to Airfield Design followed by Bristol Airport's response.

Table 8.2 Airfield Design Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport provide a second or extended runway?		✓		An extended runway is not currently in our plans, with the existing A38 expected to remain a well-defined eastern boundary.
Has Bristol Airport considered putting the A38 in a tunnel to enable the runway to be extended over the top?		✓		An extended runway is not currently in our plans, so this option has not been considered.
For Scenario C can an internal rail link from terminal 1 to 2 be provided?		✓		It is our preference to focus terminal development to the north of the runway, which allows us to build sustainably on the strengths of the current land-use configuration, the existing infrastructure, and the potential for mass transit links to the airport.
What steps can Bristol Airport take to improve lighting around the airport?		✓		All new lighting being specified at the airport is LED lighting which is much easier to control and to focus into specific zones to reduce light spill wherever possible
Without a second terminal will the airport be able to attract new airlines?		✓		We do not consider that a single terminal will limit our ability to attract airlines. There are examples of successful airports handling significantly more passengers with a single terminal than envisaged in this Master Plan.
Did Bristol Airport consider creating a competition for the design of the new terminal(s)?		✓		At this stage we are still considering whether a new terminal is needed. As such a design competition has not been considered and would be premature.
Concern that two terminals will result in an airport that is confusing and too large.	✓	✓		Ease of use and wayfinding will be important considerations in finalising the preferred approach for terminal development. It is now our preference to focus on a single terminal.
In a two terminal design, could one terminal be used for freight and the other for passengers?		✓		It would not be possible to operate a two terminal airport in such a way as freight gets handled in more of an industrial unit. We continue to work with our customers to determine whether freight

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
				represents an opportunity for the future at Bristol Airport.
In a two terminal design, could one terminal be a short haul hub and the second terminal a long haul hub?		✓		Our considered view is that the focus of the main operation development should remain to the north of the runway, which allows us to build sustainably on the strengths of the current land-use configuration (including the Green Belt Inset), the existing infrastructure, and the potential for mass transit links to the airport
Concern that a second terminal on the south of the runway would lead to conflicts between General Aviation users and airline traffic.		✓		We are seeking to develop plans that work for all of our users, and where necessary, we will continue to actively manage the interaction between passenger aircraft and General Aviation users
Does the airport have any plans to use the space under the apron?		✓		Scenarios A and B provided this opportunity and this is currently being considered.

8.3 Alternatives

8.3.1 The table below sets out the issues raised by respondents relating to Alternatives followed by Bristol Airport's response.

Table 8.3 Alternatives Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Why can't Bristol Airport relocate to a different location such as Filton, Severnside or the Bristol Channel on a purpose-designed island site?		✓		This Master Plan represents our statement of intent for expansion of Bristol Airport, and is in line with government policy to make best use of existing runways. Relocation was not considered as part of this Master Plan process.
Can the Airport be relocated to closer to the junction of the M4 and M5?		✓		This Master Plan represents our statement of intent for expansion of Bristol Airport, and is in line with government policy to make best use of existing runways. Relocation was not considered as part of this Master Plan process. Improving access to the strategic highway network remains a priority.
Why can't a shared airport with Cardiff and Bristol be provided?		✓		

8.4 Car Parks

8.4.1 The table below sets out the issues raised by respondents relating to Car Parks followed by Bristol Airport's response.

Table 8.4 Car Parks Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Can parking charges at the airport be reduced to encourage more passengers to park at the airport rather than offsite?	✓	✓	✓	Car parking charges are set and benchmarked to take into consideration a number of factors including the price of off-site car parks and the

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
				need to encourage passengers to use public transport.
Why can't a free drop off and pick up area be provided at the airport?	✓	✓		A free drop off has previously been provided with limited take up. Options for this are being considered as part of the ongoing Master Plan process.
A Park&Ride facility as an alternative to expansion of parking on-site should be fully explored.	✓			Options for this are being considered as part of the ongoing Master Plan process.
Bristol Airport should implement its existing permissions for multi storey car parks before further planning applications are considered.	✓		✓	Construction of the first phase of our first Multi-Storey Car park will be completed in May 2018, with the second to follow as per the 10mppa planning permission.
Why can't underground car parks be provided?	✓			Options for this are being considered as part of the ongoing Master Plan process.
Can a free taxi parking area be provided on site?	✓			Options for this are being considered as part of the ongoing Master Plan process.
Could free parking be offered to local residents to enable them to use the airport facilities?		✓		A free period is available in the Express Drop Off for residents living within a mile of the airport site to enable them to make use of facilities in the terminal, in the absence of local shops.
Can Bristol Airport improve the quality of the car parks as part of the proposals including the provision of wider bays, enhancements to parking surfaces and lighting?		✓		The new Multi-Storey Car Park includes a number of enhancements to surfaces, technology and lighting. It is our intention to roll out similar improvements as part of future developments.
As part of the expansion proposals can covered walkways be provided in the car parks?		✓		Covered walkways are provided from the new Multi-Storey Car Park.
What can Bristol Airport do to improve parking facilities specifically for disabled people?		✓		We work with disability groups to ensure current operations and future developments meet the needs of all passengers.
What are Bristol Airport's plans to improve parking for motorbikes and cyclists?		✓		We are committed to providing options to deliver a larger proportion of sustainable transport options at the airport for both passengers and employees alike. The airport's new Surface Access Strategy will address this and provide actions which the airport will implement. For instance, additional bicycle and motorbike parking facilities, promotion of cycle routes in the area amongst others.
Can staff parking be provided as close to the airport as possible as part of the plans?		✓		We regularly update our Staff Travel Plan to include a range of options to enhance access to the airport for staff. Staff car parking will be located in convenient locations, connected by frequent bus links where necessary.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Are Bristol Airport going to provide more car park shuttle buses as part of the expansion proposals?		✓		Provision of car park shuttle buses will be regularly reviewed to ensure levels of service are maintained as staff and passenger numbers grow.
What measures could Bristol Airport employ to speed up the retrieval of car keys for returning passengers?		✓		We are considering technology solutions to speed up this process.
Can the airport offer a parking discount scheme, for example, for drivers of electric vehicles and frequent flyers?		✓		Members of our Rewards scheme are eligible for discounts on car parking.

8.5 Consultation

8.5.1 The table below sets out the issues raised by respondents relating to Consultation followed by Bristol Airport's response.

Table 8.5 Consultation Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport make their consultation documents available in Welsh?		✓		A summary of key points will be provided in Welsh on request and will be made available at consultation events held in Wales.
How will Bristol Airport take local views into account and reflect these in their Draft Master Plan?		✓		We are committed to continued consultation and engagement with local communities. This Master Plan process is about developing a future plan in partnership with the local community and stakeholders.
Request that consultation information is accessible from all technological platforms (i.e. laptop, tablets, phones).		✓		Online materials will be provided for mobile devices.
Request that in future consultations, information associated with each question is co-located with the question to facilitate easy responses.		✓		References to relevant materials will be provided in future online consultation questionnaires.
Request that future consultations use 'layman's' English and avoids buzzwords.		✓		We will endeavour to ensure consultation materials are clear and understandable to non-technical audiences.
Should future consultations be opened to all customers using Bristol Airport, not just those based in the UK?		✓		Responses to this consultation were received from outside the UK and future consultations will also be open to all respondents regardless of location.
Request that future consultations are better designed to be short and concise and easily accessible.		✓		We are committed to making consultation materials concise and accessible but need to balance this with providing sufficient information on our Master Plan to allow consultees to intelligently consider our proposals and provide informed responses. Where possible, we will provide summary documents.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Request for future consultation exhibitions to be held in a wider selection of locations.		✓		Thirteen public consultation events were held across the West of England. 20 venues are now confirmed for our second consultation.
Request that future consultations are not held over holiday periods such as Christmas or summer holidays.		✓		While the consultation spanned the Christmas holiday, it was extended from eight to ten weeks to allow for this, and no public drop-in events were held during the holiday period.
Request all potentially affected local residents are formally notified of future consultations, i.e. by letter.		✓		We will ensure that we communicate directly with residents in a wider footprint covering all local communities within the 57dB contour and beyond. Notification of our next consultation will be sent to 30,000 households.

8.6 Destinations

8.6.1 The table below sets out the issues raised by respondents relating to Destinations followed by Bristol Airport's response.

Table 8.6 Destination Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Does Bristol Airport have any plans to attract more airlines to the airport, or is the length of runway a constraining fact?		✓		We regularly engage with existing and potential airline customers to explore new route opportunities. Our runway length does preclude some larger aircraft types, but long haul aircraft such as the 787 Dreamliner are operating from the airport.
What plans do Bristol Airport have to increase domestic flights?		✓		With approximately 17 per cent of passengers travelling on domestic routes, we believe this market is currently well served. As above, we continue to explore all new route opportunities with existing and potential customers.
What plans do Bristol Airport have to increase flights into Europe?		✓		We currently have an extensive short-haul route network across more than 20 European countries. Only around six per cent of passengers travel to and from destinations outside the European Common Aviation Area. However, we continue to explore all new route opportunities with existing and potential airline customers.
What plans do Bristol Airport have to increase flights to long haul destinations?		✓		The Boeing 787 Dreamliner will operate to three long-haul destinations (in the USA, Mexico and Dominican Republic) this summer. The latest generation of mid-size passenger aircraft, of which the Dreamliner is an example, could make more long-haul routes possible from Bristol Airport in the future. Scheduled services to North America and the Middle East remain priorities.
Do the Master Plans cater for an increase in private aviation at the airport?		✓		A thriving private aviation community is located to the south of the runway. We have no plans to reduce this presence but a significant increase in private flying is unlikely to be practical alongside increased commercial traffic.

8.7 Environment

8.7.1 The table below sets out the issues raised by respondents relating to Environment followed by Bristol Airport's response.

Table 8.7 Environment Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Concern about the impact of the proposals on house prices and land values.	✓	✓		We will continue to speak directly to property owners potentially impacted by the options set out in our draft Master Plan and we will set out our proposals for addressing these issues.
How will Bristol Airport mitigate effects on nearby residents if Scenarios A & B are developed?	✓			At this stage the scenarios are concepts, however various mitigation measures are being considered which depend on which concept is progressed. We will develop plans for mitigation on the airport's northern boundary in consultation with local residents, with further ideas on this matter being set out in the next consultation.
What measures will Bristol Airport put into place to reduce carbon effects, minimise air pollution and emissions?	✓	✓	✓	As part of the Master Plan process we are currently formulating a Sustainable Growth Strategy which will set out our approach to controlling emissions. Bristol Airport is also committed to becoming a carbon neutral airport by 2030.
What measures will Bristol Airport put in place to limit effects on wildlife and habitats?	✓	✓	✓	As part of the Master Plan process we are currently formulating a Sustainable Growth Strategy which will set out how we intend to limit such effects, and identify opportunities for potential enhancement. However, we undertake wildlife and habitat surveys including areas on or within the vicinity of the airport to ensure measures are proactive and manageable.
Concern that the proposals for a fuel supply to Bristol Airport will have a negative effect on water extraction from the ground under the airport.	✓			We currently undertake extensive ground water monitoring and reporting with regulators on regular basis. If such a fuel supply was introduced further sampling points and regular monitoring would be in place to inform and manage such potential effects.
Concern that a rail link or enhanced road links will have significant environmental effects.	✓	✓	✓	Any road or rail proposals that might be brought forward would be subject to a detailed environmental assessment.
What measures will Bristol Airport put in place to limit light pollution?	✓	✓	✓	As part of the Master Plan process we are currently formulating a Sustainable Growth Strategy which will set out how we intend to limit such effects, and identify opportunities for potential enhancement. Already the airport is opting to utilise smart controls to turn off apron lighting where it isn't necessary and using LED's where possible to lower emissions. However, as the airport is a regulated aerodrome safety is paramount so careful planning as to when such methods can occur will be vital.
Concerns about the effects of development on green fields, undeveloped land and expansion into the Green Belt.	✓	✓	✓	Bristol Airport is one of the few airports in the UK which is within greenbelt land. This is why the airport is seeking to develop in the short to medium term within the confines of what has already been granted permission. We have been carefully considering how to approach our plans

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
				for growth, and we believe that a comprehensive review of the Green Belt around the airport, aligned with environmental green infrastructure measures (such as an enhanced relationship with the countryside and wildlife habitat) could better reflect Government aspirations for Green Belt, aviation and economic growth.
Concern that increased road traffic will lead to pollution. What measures can the airport put in place to address this?	✓	✓	✓	As part of the Master Plan process we are currently formulating a Sustainable Growth Strategy and a new Airport Surface Access Strategy, which will provide action plans containing measures to mitigate road-based emissions.
Concern about the proposal's effects on drainage and sewerage.	✓			Bristol Airport is committed to installing sustainable drainage and this will underpin our current and future plans.
What measures can Bristol Airport put into place to limit effects on landscape and views?	✓	✓	✓	As part of the Masterplan process we are currently formulating a Sustainable Growth Strategy. Landscape impact is an important consideration in determining the location of key components of the airport. In addition, landscape will be assessed as part of an Environmental Impact Assessment for any planning application following this Master Plan consultation. Our next Master Plan will include landscaping options.
What measures can Bristol Airport put into place to limit litter from vehicles parked in or passing through local areas?	✓	✓		Bristol Airport will take this request forward with North Somerset Council. We have also expanded our on-site litter collection to streets immediately adjacent to the airport.
Bristol Airport should undertake remediation of historic contamination at the airport.	✓			Remediation is always dealt with in accordance with best practice, with regular monitoring undertaken and reported to the Environment Agency.
How will Bristol Airport minimise risk from fuel & chemical storage, transportation and use across the airport.	✓	✓		The airport has full attenuation of paved areas.
Concern that the proposals will harm the health of local residents.	✓	✓	✓	Bristol Airport is committed to minimising effects on local people, and seeking out opportunities to provide positive opportunities for local people from living close to a thriving airport. This will be considered as part of any subsequent Environmental Impact Assessment based on the final outcome of the Master Plan process and in the shorter term, in the 12 mppa application.
What measures can Bristol Airport implement to improve road safety including for cyclists?	✓	✓	✓	We are committed to providing options to deliver a larger proportion of sustainable transport options at the airport for both passengers and employees alike. The Airport's new Surface Access Strategy will address this and provide actions which the airport will implement. For instance, additional bicycle parking facilities; promotion of cycle routes in the area amongst others.
How will Bristol Airport minimise noise effects on local residents?	✓	✓	✓	Bristol Airport will consult on a new Noise Action Plan in 2018 with a final Noise Action Plan submitted to DEFRA by October 31 st 2018. Our longer term approach to minimising noise will be considered in our Sustainable Growth Strategy.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Bristol Airport should cease night flights	✓	✓	✓	We recognise night flights can impact residential areas. This is why we manage accordingly against the strict controls the airport has in place today.
Alternative flight paths should be reconsidered to minimise effects on local residents.	✓	✓		Changes to airspace are not planned in the short term, but may provide opportunities in the longer term to minimise impacts on some local people. Any changes proposed would be subject to consultation.
Why, despite past planning permissions, has a bund or acoustic type barrier or buffer strip not been implemented?	✓			As part of previous successful planning applications mitigation packages the airport has introduced acoustic fences on the edges of the airfield adjacent to stands, additional noise monitoring capabilities and a dedicated Noise Insulation Scheme to provide support to mitigate those residents affected by noise. A noise attenuation barrier will also be constructed alongside additional aircraft stands in line with the existing 10mppa planning permission.
Bristol Airport should explain how any future development will be phased to ensure that developments are not implemented in a piecemeal or sub-optimal manner.	✓	✓		The next consultation will set out the earlier stage of development up to circa 2025, with some further detail on development beyond. The Draft Master Plan will also set out our approach to subsequent phases of development.
Concern that the proposals will have negative effects on designated sites.	✓	✓		Our Sustainable Growth Strategy and any future planning applications will carefully consider the potential effect on designated sites.
Bristol Airport should review their current land usage and use this more effectively, rather than using more land	✓	✓		The proposals set out in the second consultation show how we intend to make best use of the existing site, up to circa 12mppa.
Why should the expansion into the Green Belt be supported when other areas are already designated as being much more sustainable locations for employment and housing?		✓		The Joint Spatial Plan has identified the airport as a Special Employment Area. We will bring forward an evidence-based approach through the North Somerset Council Local Plan process of why there are very special circumstances for developing further at the airport location.
Concern that the development will have a negative effect on the Mendip Hills AONB.	✓	✓	✓	The landscape impact and effect on the AONB are important factors in determining the size and location of key operational infrastructure. They will also be considered as part of any subsequent planning application.
How will Bristol Airport prevent 'airport sprawl'?		✓		We currently operate in a well-defined and tightly regulated Green Belt boundary that reflects our own land ownership. The purpose of this Master Plan is to set out a long term plan for the managed development of the airport to circa 20mppa.
Can Bristol Airport coordinate flight times with the operational hours of public transport?		✓		We work with transport operators to inform timetabling of airport services. For example, the Bristol Flyer operates early morning services to enable passengers to check in for flights departing in the 'first wave' from 6am.
Can Bristol Airport justify the environmental cost of their development proposals?		✓		All finalised plans, based on the feedback received as part of this consultation, will be subject to an Environmental Impact Assessment as part of the planning process. This will determine such effects

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
				on the local and wider environment, as well as consider the benefits.
Will excavated material from the proposed development be used in proposed landscaping and noise bunds?		✓		Any development will have a Construction Environment Management Plan and this will be considered as part of those plans.
What facilities within the terminal will be provided to encourage recycling, e.g. water fountains, recycling points?		✓		We are already working on supporting such initiatives by collaborating with business partners and our customers to further enhance recycling levels. The airport saw a 35% increase in recycling in 2017 compared to 2016. We are also producing a new Sustainable Growth Strategy which will outline where we can reduce the amount of waste produced, as well as further improve recycling rates.
How will new land required for the proposed expansion be acquired?		✓		Our approach to land and property acquisition will be confirmed alongside our Draft Master Plan.
Which development plans and policies has Bristol Airport taken account of in their proposals?		✓		We are currently operating within the existing Development Plan framework; this is presently subject to review through the emerging West of England Joint Spatial Plan and the North Somerset Local Plan. The national Aviation Policy Framework and the draft Aviation Strategy also provide important context.
Will regular independent audits be undertaken on noise levels?		✓		We already have such a scheme in place as the airport reports to the Department for Transport every 5 years on its noise profile. This is known as the Environmental Noise Directive (END) reporting and all airports are legally obliged to undertake this work.
How will Bristol Airport mitigate flooding as a result of the proposed development?		✓		The airport is located on a hill so flooding at the airport is exceptionally low, this is recognised as per Bristol City Council's Flood Risk Management online tool : http://maps.bristol.gov.uk/bfrm/
How will Bristol Airport restrict further housing development in the area of the airport?		✓		The allocation of new housing sites and the planning consent for ad hoc housing development is the responsibility of North Somerset Council as the local planning authority.
The proposed development potentially sets a precedent for other development in this location. How will this be addressed?		✓		The airport is a distinct component of national infrastructure, and any significant future development will be need to be approved by North Somerset Council as the local planning authority. The issue of precedent does not therefore arise.
How will Bristol Airport ensure a sensitive design of the proposed development to fit into the landscape?		✓		We recognise the unique location of Bristol Airport within a rural setting, in close proximity to the Mendip Hills AONB. The relationship between the airport and the surrounding landscape will be a very important consideration in identifying the appropriate location for future development in our Master Plan.
Will predicted pollution levels breach health regulations?		✓		Currently the airport monitors NOx and PM10 emissions continuously and at 11 diffusion tubes and all are within the World Health Organisation Air Quality limits. Any new developments will require an accompanying Environment Impact Assessment. This assessment will also include impacts on air quality in addition to health and wellbeing.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
How will Bristol Airport mitigate against the potential for increased aircraft related accidents?		✓		Safety and security will remain of paramount importance at Bristol Airport. The UK is a leader in aviation safety and security and UK airspace is amongst the safest in the world. By continuing to comply with all regulation, working closely with partner airlines, ground handlers and air navigation services providers, and adopting industry best practice, Bristol Airport will seek to maintain its excellent safety record.
Why is employment space needed at the airport?		✓		Bristol Airport is already a large employer and any future expansion would bring new airport-related jobs. Increasingly, airports are becoming attractive places for other businesses to locate.
Bristol Airport should undertake environmental assessments and put forward mitigation measures to protect the environment and people.			✓	We are preparing a new Sustainable Growth Strategy and any subsequent planning applications will be accompanied by a full Environmental Impact Assessment, if required.

8.8 Information

8.8.1 The table below sets out the issues raised by respondents relating to Information followed by Bristol Airport's response.

Table 8.8 Information Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport provide more detail on proposed surface access improvements including traffic forecasts and modelling?	✓			A new Surface Access Strategy is under development and traffic forecasting and modelling will be undertaken as part of any future Transport Assessment to support a planning application.
Independent economic forecasting and growth rates in light of the most up to date information with regard to Brexit post 2019 should be provided.			✓	Forecasts have been prepared on our behalf by independent experts. More details will be published alongside our Draft Master Plan.
Further details on the costs of the proposals should be provided.	✓			The development of the airport will be delivered using private sector funding, in accordance with our principle of deliverability. We have published details of the investment made in the airport in the past, and would expect to continue to do so in the future.
Information must be provided in a format that allows a comparison of the scenarios and with a no-further-growth scenario.			✓	This Master Plan represents our statement of intent for the sustainable development of Bristol Airport. Our next planning application will involve an assessment of alternatives in the Environmental Impact Assessment.
Can Bristol Airport explain how international and domestic emissions will fit the UK carbon budget for 2050 and the assumptions you have made?			✓	We recognise that emissions from air transport is a contributing factor and therefore a major factor when meeting the UK carbon budget set for 2050. We agree with the sentiments which The CCC (The Committee on Climate Change), the government's official advisers, have indicated by focusing on domestic effort rather than the use of international offsets. This is why the airport,

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
				through its Sustainable Growth Strategy, will continue to promote carbon reduction and incentivise newer aircraft which provide for fewer emissions. For instance, the EasyJet A320 Neo is a new addition to EasyJet's existing Airbus fleet however it boasts up to 15 percent savings in fuel burn and CO2 emissions, and a reduced noise footprint of 50 percent on take-off and landing phase. This is one of the aircraft types which we will incentivise to operate at BRS.
More information on the employment element of the proposals should be provided.			✓	The airport is currently undertaking more detailed economic assessments and a review of land use requirements. More detail will be provided as part of the Draft Master Plan.
Can Bristol Airport confirm which planning route it has chosen? Development Consent Order or Town and County Planning Act?			✓	Our next planning application for an increase to 12 mppa will be presented to North Somerset Council, seeking consent under the Town & Country Planning Act. It is too early to confirm what planning route subsequent development might take beyond this.
How much land will be required for scenarios A, B and C.			✓	Scenarios A, B & C are illustrative in nature. As we finalise our options with regard to potential development, more detail on land take will be provided.
Can Bristol Airport provide more details on the transport movement of the runway taking into account a cap of 20mppa with and without night time restrictions or a night noise quota system?			✓	An estimate of the ATMs associated with a 20mppa airport will be provided in the Draft Master Plan.
Can Bristol Airport provide more details on the proposed airfield design?			✓	Yes. More details will be provided during future consultations.
Can Bristol Airport provide more details on whether changes to airspace would be needed as a result of these proposals?			✓	There would be the need for airspace change and this will be aligned with national airspace infrastructure changes. More details will be produced in due course for both Bristol Airport specific and via NATS for national airspace infrastructure changes. Any airspace change is subject to a separate process, regulated by the Civil Aviation Authority on behalf of the DfT.
Details of existing planning conditions (discharged and not discharged) and proposed conditions at 20 mppa should be provided.			✓	We continue to comply with existing planning conditions. Conditions relating to a future planning permission or a DCO will be developed as part of the application process.
Can a 3d model and walk through plans be made available showing the proposals?	✓			3D visualisations will be made available when our preferred Master Plan has been identified.
Details of the fuel storage supply should be provided.	✓			Work is ongoing to consider the alternatives for fuel supply in the future. This will be shared at a subsequent stage in the consultation process.
Please provide more information on how the figures quoted in the Strategic Economic Impact Assessment (January 2017) pertain to the wider West of	✓			The figures provided included indications of impacts specific to the West of England. More detailed information will be provided in future consultations.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
England geography, including South Gloucestershire.				
Can Bristol Airport provide more information on future operation of the airport and details of routes/schedules and airlines?		✓		We set out our aspirations for an extended route network in 'Your airport: your views' and will provide more details on our aviation strategy at the next stage of the Master Plan process. Further detail will be provided in our Draft Master Plan.
Can Bristol Airport provide more information on the pros and cons of each scenario?		✓		We sought feedback on three scenarios and asked the public and stakeholders to assess these against our five pillars, bearing in mind ten design considerations. This report includes a summary of the feedback received which has informed the next stage of the Master Plan process on which we are consulting this spring.
Please provide information on the demographics of airport users and where they travel from.		✓		This information is provided on page 22 of the 'Your airport: your views' consultation document. Further detail will be included in our new airport Surface Access Strategy, which is currently under development.
Can Bristol Airport demonstrate their approach to safety, security and risk management for the increase in passenger numbers?		✓		We have invested more than £20 million in new technology to ensure the safety of passengers and Bristol will be one of the first airports in Europe to install new x-ray screening equipment. Perimeter security measures have been enhanced and new control room facilities installed. We are also working closely with government agencies to adopt new Security Management Systems (SeMS).
Respondents would like more information on the views of the airlines and wider industry of the proposals.		✓		Airlines were consulted and their feedback has been taken into account, alongside other consultees. We will continue to engage with airlines and other industry stakeholders to ensure that our plans meet their needs.
Can Bristol Airport provide educational trips for local schools as part of the expansion plans?		✓		We work closely with local schools to provide work experience opportunities and regularly host educational visits.
Can Bristol Airport detail the known problems at the existing site?		✓		There are existing planning and capacity constraints on the airport in its current form, and these would need to be addressed in any detailed expansion proposal. The management and mitigation of internal and external constraints and issues will be addressed in full through the emerging Master Plan and any subsequent application for planning permission or DCO consent.
Can Bristol Airport provide information about how other regional airports have been considered within the development proposals?		✓		Bristol Airport operates within the policy umbrella of a national Aviation Strategy, and is therefore mindful of the contribution each airport in this part of the UK makes to meeting identified market demand. Each airport in our region is operated on a commercial basis, but we remain in close liaison with our peer airports and our work together on various operational matters. We are focussed on delivering a world-leading regional airport for the south west and south wales.

8.9 Investment

8.9.1 The table below sets out the issues raised by respondents relating to Investment followed by Bristol Airport's response.

Table 8.9 Investment Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Concerns were raised about the use of public and private investment in the delivery of the proposed development and associated transport infrastructure.	✓	✓		Bristol Airport is privately-owned, with its shareholders funding the investment in the airport's development plans. The Government's Transport Investment Strategy (July 2017) recognises that it has a responsibility for ensuring that airports are connected up to the existing national networks and that those networks are able to handle the road and rail traffic they generate.
Concern that public funds should not be used given current pressures on public finances.		✓	✓	It would be expected that any transport scheme would follow the normal process of developing a business case to demonstrate that it represented good value for money if public funds were to be invested.
Concern that public funds should only be used for off-site infrastructure enhancements and not within the site ownership of Bristol Airport.		✓		All on-site infrastructure will continue to be privately funded by Bristol Airport or commercial partners (e.g. in the case of hotels).
Concern that private ownership of the airport is more costly; public ownership is preferable.	✓	✓		More than £160m has been invested at Bristol Airport since 2010, demonstrating the commitment of our private shareholders to developing and enhancing facilities for airlines and passengers.
The airport expansion should be solely funded through private investment.	✓	✓		
The airport expansion should be funded through a combination of both public and private investment.	✓			
Need to consider partnership funding, i.e. where the local authorities act as advocates and promoters of major infrastructure funding that is agreed and funded by national government.		✓		Bristol Airport is 100% privately-owned. More than £160m has been invested at Bristol Airport since 2010, demonstrating the commitment of our private shareholders to developing and enhancing facilities for airlines and passengers. See above. Bristol Airport welcomes the partnership approach to delivering off-site surface access infrastructure.
Can Bristol Airport consider the opportunity for local people to invest, for example through the sale of shares?		✓		The opportunity to invest through share ownership is not feasible under the current share structure.

8.10 Need

8.10.1 The table below sets out the issues raised by respondents relating to Need followed by Bristol Airport's response.

Table 8.10 Need Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
If communications technology continues to progress, will there be a need to cater for increased business travel?		✓		We anticipate face-to-face meetings continuing to be an important part of international business, alongside use of communications technology. We also anticipate that leisure travel will continue to be the main purpose for passengers travelling via Bristol Airport.
Concern that if scale of Bristol Airport's expansion is too small it will only need to enlarge the facilities in the near future.		✓		This Master Plan will set out our long-term vision for development to circa 20mppa, and any development required in the short-term will be consistent with this. Our planning application for growth to 12mppa will represent our next step towards delivering the long term plan for 20mppa.
Why is there a need for the airport to expand especially given recent enhancements to the terminal and wider site?		✓		Forecasts suggest demand for air travel will continue to grow to circa 20mppa by 2045 and investment is needed in facilities across the airport to support this demand.
Will there be a need for Bristol Airport's plans when the third runway at Heathrow opens with a rail link from Reading?		✓		Independent forecasts commissioned for Bristol Airport take into account the development of a third runway at Heathrow.

8.11 Passenger Experience

8.11.1 The table below sets out the issues raised by respondents relating to Passenger experience followed by Bristol Airport's response.

Table 8.11 Passenger Experience Issues and Response

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
What measures can Bristol Airport incorporate into the master plan to ensure airside access and egress are delay free.	✓	✓		Airside access will always ebb and flow during the day. Appropriate facilities will be built into the plan for such access to be efficient, subject to regulatory commitments and space availability
Requests were made for improved restaurants and food outlets throughout the airport	✓	✓		Additional food and beverage outlets will form part of the forthcoming planning application for development to handle up to 12mppa and a key part of our long term Master Plan
Has Bristol Airport considered opportunities such as US immigration clearance in advance of boarding flights		✓		We would be interested in investigating this further if the UK Government agrees such an arrangement with the USA. We believe this could provide a benefit which would enable regional airports such as Bristol to compete with larger London airports on transatlantic routes.
Respondents identified the need for increased staffing to support the expansion		✓		York Aviation's Part 1 Strategic Economic Impact Assessment estimated that an additional 1,350 direct jobs would be generated at Bristol Airport when handling 20 million passengers per annum.
Bristol Airport should use IT for communication of information to passengers for flight delays,		✓		We are continually looking at the best way to invest in new digital technology to enhance the airport experience for all our passengers. We currently work collaboratively with our airlines to

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
baggage times, departure gates etc.				provide real-time information for flights and departure gate information which is used for their App and have plans to extend this to other areas such as baggage times.
There should be greater provision of both onsite and off-site accommodation i.e. Hotels.		✓		The existing on-site hotel has planning approval to extend by 50 rooms, but additional hotel capacity is being considered as part of this Master Plan process.
Bristol Airport should look in to the opening hours of the bars and the intoxication of passengers.		✓		Bristol Airport is a signatory to the UK aviation industry's Code of Practice on disruptive passengers and has put a range of measures in place to address this issue. However, we do not believe a restriction on opening hours would be an effective measure given the range of times at which the relatively small number of incidents occur.
Respondents identify the importance of customer service, comfort and safety remaining priorities for the airport		✓		We recognise the importance of good customer service and monitor our performance through the quarterly ASQ survey, a benchmarking programme which measures customer satisfaction. Safety remains paramount and we are independently audited to ensure we comply with regulations governing aviation safety and security.
Bristol Airport need to provide sufficient facilities and duty free to meet the proposed increase in passengers		✓		Plans for improving the retail, food and beverage offer are included within the application for development of facilities to handle up to 12mpa.
Charging for baggage trolleys, Wi-Fi, priority security and other services within the airport is not customer focussed		✓		We regularly review our charges for the wide range of optional services we provide for passengers.
Respondents propose a quiet zone/family area/prayer room within the departure area of the airport		✓		We will consider these proposals as part of our developing plans for the terminal.
Concerns over the current quality and effectiveness of signage throughout the airport		✓		We have a signage plan which will be incorporated into each new area as the site develops
Concerns over the current provision of effective seating within the arrivals and departure areas.		✓		Currently we have over 1,000 seats for general use in the terminal. We will continue to review the provision of seating as the site develops.
Concerns over the current smoking areas available throughout the airport		✓		We have both landside and airside smoking areas. We are reviewing the areas available as the site develops.
High speed internet facilities should be available to all airport passengers		✓		We are currently seeking to improve internet speeds available to passengers in the terminal.
water fountains should be provided throughout the airport		✓		A water fountain is currently provided and further provision will be considered as part of our development plans.
Concerns over disruption during construction		✓		We will phase all work to minimise disruption, where possible.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
The car rental area should be relocated or a shuttle service is provided		✓		The Car Rental facility is planned for relocation and will move to the southside of the airport in 2019.
Respondents requested remote check in facilities in locations such as Temple Meads		✓		We are investigating the possibility of such installations.
Respondents proposed shelters for the bus arrivals and departures area		✓		Shelters are provided on the terminal forecourt and throughout all car parks. A new public transport interchange will open in 2020 providing significant improvement in facilities for bus and coach users.
Respondents requested retail facilities near to and on onsite at the airport		✓		See above.
Respondents requested an area where it is possible to watch planes land and take off		✓		We will review if there are any options for providing such a facility during the Master Plan process.
Respondents propose a change of management to improve customer service at the airport		✓		Bristol Airport ranked second in the UK in 2017 in the customer satisfaction benchmarking survey, ASQ. Becoming a world-leading regional airport was identified as one of the five pillars guiding our approach to preparing a new Master Plan, and customer service is central to achieving this objective.

8.12 Socio Economic

8.12.1 The table below sets out the issues raised by respondents relating to Socio economics followed by Bristol Airport's response.

Table 8.12 Socio-economic Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Concern that the proposals will affect local communities and their quality of life.	✓	✓	✓	We recognise that such proposals could affect local communities. As such any formal planning application resulting from the Master Plan will have an Environmental Impact Assessment, including our planning application to develop from 10-12mppa. Furthermore, we will be publishing a new Sustainable Growth Strategy which will outline our approach to mitigate effects and deliver benefits for local communities.
Request that the Community Fund be extended to apply to Chew Magna	✓	✓		We have allocated additional funding in 2018 to enable projects to be supported in local communities beyond the core area of the established Local Community Fund.
Do Bristol Airport expect growth in budget airlines to continue over the next 20 to 25 years or will this growth come from other sectors of demand?	✓			Our forecasts include further growth from low-cost carriers which provide cost-effective air links for business and leisure passengers. However, we expect full-service and charter sectors will continue to remain an important part of the airline mix at Bristol Airport.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
How will Bristol Airport ensure local people benefit from new jobs created at the airport?	✓	✓		Improvements to surface access will make it easier for local people to access jobs at the airport (as seen with the launch of the Weston Flyer last year). We will continue to work with local schools and colleges to promote career opportunities to young people.
Concern that employment development which is not associated with the airport would be unsustainable and should not be encouraged on any level.	✓	✓		In 'Your airport: your views' we highlighted opportunities to further enhance the economic benefits generated by Bristol Airport through provision of increased on-site employment land. This will be explored further in the next stages of the Master Plan process and through the North Somerset Local Plan.
How will Bristol Airport capitalise on the improved access realised via the South Bristol Link and future mass transit infrastructure?	✓			A new fleet of buses has been purchased to operate the Bristol Flyer service and these vehicles are equipped to enable them to use the guided busways which form part of the Metrobus network. We will continue to work with all regional partners to ensure public transport to the Airport is improved.
Bristol Airport and their partner organisations should become accredited living wage employers.	✓	✓		Bristol Airport Limited employs more than 350 staff in a wide range of permanent, seasonal and casual posts. We offer a competitive salaries that exceed the National Living Wage accompanied by a generous package that includes a pension plus the added benefits of great job opportunities, learning and development, generous leave entitlements, private health care, subsidised travel, multiple discounts and childcare vouchers. As an employment site we have a considerable number of other organisations employing over 3,500 staff across the airport. These companies offer a range of job opportunities with varying remuneration packages depending on the roles available.
Concern that the economic benefits claimed by the airport cannot be delivered, particularly because the airport has a net outflow of passengers and therefore outflow of money from the region.		✓	✓	We have followed a robust approach with the economic analysis completed to date and published the report. Further economic analysis will be undertaken to support our forthcoming planning application.
Concern that the expansion of the airport is being driven by a 'predict and provide' model based on unsubstantiated forecasts.	✓			We will bring forward more detailed forecasts as part of the process of preparing a new Master Plan. Our 'Deliverability' pillar makes clear that it is essential that any future development can be delivered in phases, just ahead of demand. Historically, our development plans have sought to provide facilities as they are needed.
How will new employees be housed and what will the impact on the local economy and infrastructure be?			✓	Bristol Airport's aspirations to grow over the coming decades in tandem with forecast market demand is subject to the wider long-term spatial planning of both North Somerset Council and the adjoining West of England sub-region. The airport will provide a wide range of jobs that the Region needs to support its economic ambitions. We would expect employees to be drawn from the surrounding area, throughout North Somerset, the West of England, Somerset and beyond.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
How will the proposals benefit the South West		✓		Across the South West and South Wales, the Airport's GVA impact is expected to be around £1,950 million higher and it will support around 8,450 additional jobs when serving 20mppa. These figures exclude productivity and tourism impacts which would further increase GVA and employment impacts.
Have Bristol Airport considered scheduled services to Canada and the USA as this would boost revenue for the airport?		✓		Scheduled transatlantic services remain a priority in our route development strategy and we recognise the potential demand for such services from the South West and South Wales.
Have Bristol Airport considered developing facilities for air freight and cargo as part of the master plan proposals?		✓		In past decades Bristol Airport has offered freight facilities. This will be considered in the context of this Master Plan process.
Has the airport considered the impact on demand for services following the end of Freedom of Movement when we leave the EU?		✓		At the time of writing the post-Brexit relationship between the UK and the EU remains unclear so it is difficult to accurately assess the impact of different scenarios. However, our forecasts are based on independent forecasts which factor in macro-economic changes of this nature.
Has Bristol Airport considered working with Cardiff Airport or Exeter Airport to improve the range of flights without having a further impact the area around the airport?		✓		Bristol, Cardiff and Exeter Airports are under different ownership and compete in overlapping catchment areas. We recognise the role played by these airports in serving their local catchment areas, with Bristol Airport playing an important role in providing routes which would not be sustainable from smaller airports.
Has the airport considered what the effect of the new onsite hotels would be on existing overnight accommodation industry in the area?		✓		We are confident that the market can support on-site hotels and off-site accommodation providers.
What measures can Bristol Airport put into place to support the local business community?		✓		We seek to use local suppliers where possible in our ongoing business and on construction projects. The connectivity the airport provides benefits local businesses, providing easier access to customers, skills and suppliers in other parts of the UK, Europe and beyond.
Can Bristol Airport make clear the number of businesses it supports to demonstrate the positive effect it has on local businesses?		✓		More than 50 organisations operate on the airport site, employing over 3,500 people. The airport generates £275m in GVA in North Somerset alone.
Could the airport use community energy companies when considering the use of new and emerging technologies?		✓		We of course will look locally if such specialisms are available when assessing new and emerging technologies. Any large scale projects will need to be tendered competitively. Energy use will be considered in our Sustainable Growth Strategy
Request that grant support be extended to apply to more villages.		✓		We have allocated an additional £60,000 in 2018 for community projects which do not meet the criteria under the existing Local Community Fund.
Can Bristol Airport's plans help to bring broadband to the local area?		✓		We support initiatives by local and regional partners to secure better broadband connectivity across the region.

8.13 Surface Access

8.13.1 The table below sets out the issues raised by respondents relating to Surface Access followed by Bristol Airport's response.

Table 8.13 Surface Access Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Respondents questioned why an integrated transport network and/or interchange had not been delivered under previous planning permissions?	✓	✓	✓	A transport interchange will be built on the top level of the second multi-storey which forms part of the current planning permission for development to handle up to 10mppa. Significant investment has also been made in improving local bus services to and from the airport.
Concern raised about traffic affecting local communities with suggestions made around improvements to local junctions.	✓	✓	✓	We are bringing forward proposals to improve local junctions as part of a planning application for development to 12mppa and further improvements will be outlined through the Master Plan process.
Respondents suggested that the A38 should be enhanced to the north of the airport into the city of Bristol.	✓	✓		This forms part of the scope of the Bristol South West Economic Link study, of which Bristol Airport is a partner and a financial contributor. Bristol Airport would agree that the A38 does require improvement, to improve journey time reliability and resilience, particularly in and out of Bristol.
Respondents consider that Bristol Airport has not taken into account the impact of changes on tolls on the Severn crossings.	✓	✓		We welcome this feedback and will take this into consideration in future traffic modelling.
Respondents suggested that airport capacity should not be increased in advance of surface access improvements as existing surface access arrangements are not sufficient	✓	✓		We are working on a new Surface Access Strategy that will set out how we believe surface access should be enhanced at Bristol Airport. This will be delivered through strong partnerships with a range of stakeholders.
What measures are Bristol going to take to improve public transport links and surface access to the airport?	✓	✓	✓	Public transport links have improved in recent years with the addition of coaches and buses to South Wales, Devon and Weston-super-Mare. Work continues on a new Surface Access Strategy which will be published alongside our Draft Master Plan.
How are Bristol Airport going to secure additional funding to support surface access improvements?	✓	✓		Bristol Airport will continue to invest in access arrangements, on-site surface access and where appropriate support public transport services. For off-site improvements, where the beneficiaries are wider, alternative funding routes should be expected. Any schemes would be subject to a full appraisal to demonstrate a clear business case.
Can Bristol Airport confirm where their projected growth in passenger numbers is expected to come from as it has implications for priorities in surface access improvements?	✓			We will carry out further work as we continue to develop our Master Plan. Our new Surface Access Strategy will include further analysis on catchment and key corridors.
Have Bristol Airport considered impact on surface access to the site in light of public transport improvements outlined in the JSP and Joint Transport Strategy	✓	✓		We have responded to consultations on the JSP and JTS to ensure the airport's future growth forecasts can be taken into account. We hope to see access the airport prioritised in the final plans.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
(JTS), plus other major transport schemes in the region				
Can Bristol Airport provide more details about the proposed transport interchange	✓	✓		Details will be brought forward ahead of construction, which forms part of the current planning approval for development to handle up to 10mppa.
Can a rail link be provided to Bristol Airport and what benefits would it deliver?	✓	✓	✓	As part of the development of the Master Plan, Bristol Airport is liaising with Network Rail and local authorities in the West of England to explore whether the airport could be directly connected to the national rail network. The BSWEL Study will be considering mass transit proposals, including heavy rail.
Can a mass/rapid transit system be delivered as part of the proposals?	✓	✓	✓	As part of the development of the Master Plan, Bristol Airport is seeking to improve surface access through a mass transit system in the long term. This is being considered as part of the BSWEL Study, as well as a recent corridor study commissioned by the West of England Combined Authority.
The A38 corridor needs strategic improvement including an upgrade to a dual carriageway	✓	✓		As part of the development of the Master Plan consideration will be given to identifying whether the A38 could be upgraded to improve access to the airport. This work will be undertaken as part of transport plan. More broadly, strategic studies (BSWEL/WECA Corridor Study) are also considering this matter.
A new, direct road linking the airport to the M4 and/or M5 needs to be constructed	✓	✓		We acknowledge it will be necessary to improve road access in the area around the airport particularly with the plans for housing and employment in the area. This is being considered as part of the BSWEL Study, as well as a recent corridor study commissioned by the West of England Combined Authority.
Which routes in the West of England Joint Spatial Plan are essential for the expansion of the airport?	✓			Bristol Airport's catchment area is widely dispersed across the South West and South Wales, with passengers accessing the airport from all points of the compass. Improvements to the A38 and access to it from the motorway network would enhance access for all passengers. Bristol Airport welcomes the recognition that improvements on the A38 corridor are crucial to the success of the Region.
Taxi services need to be improved. How are Bristol Airport going to address this?		✓		The services provided are constantly under review, and we will explore how new technology and services to see how these can best optimised to improve service levels.
Can a monorail link be provided to Bristol Airport?		✓		The BSWEL study and WECA A38 Corridor studies will consider a range of modes of transport.
Can an underground connection from the silver zone car park to the terminal be provided?		✓		An underground link from Silver Zone to the terminal was shown in scenarios B and C in our initial consultation. This will be considered as part of our Master Plan process.
Can the silver zone buses be improved to store luggage with wheels?		✓		As buses are replaced we will ensure improvements are made to cater for all types of luggage.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
The metrobus system should be extended to the airport.		✓		A range of rapid transit options will be considered as part of the BSWEL study and the WECA A38 Corridor Study.
Are Bristol Airport able to reinstate the bus service to the University?		✓		The vast majority of passengers using the Bristol Flyer service begin or end their journey at Bristol Temple Meads or Bristol Bus station. Demand for the route serving Park Street was limited. However, tickets for the Flyer cover onward travel on the local bus network. However, this will be considered in our new Airport Surface Access Strategy.
Have Bristol Airport examined the use of hyperloop technology as a transport solution?		✓		We are interested in better understanding all potential new technology which could provide surface access improvements in future.
On the airport flyer bus, can Bristol Airport reintroduce the use of bus passes?		✓		Funding was withdrawn by local authorities as the Flyer was categorised as a premium service. We have no plans to address this issue beyond the discounts available to local residents through our existing concessionary fare scheme.
The arrivals barrier for silver zone buses should be triggered by a transponder not a ticket or token to minimise delays.		✓		We will consider this feedback when we next review our car park technology systems.
Signage to the airport needs to be improved, particularly from the M5.		✓		We will address this point with the relevant highway authorities.
Have Bristol Airport considered using airship shuttles.		✓		We are interested in better understanding all potential new technology which could provide surface access improvements in future.
Have Bristol Airport considered providing a check in and arrival at a new site easily accessible from M5 with a non-stop shuttle service to deliver passengers to the gate?		✓		Potential 'Park and Ride' solutions will be explored as we develop the Master Plan further.
Have Bristol Airport considered the implications of driverless cars in their plans?		✓		We have engaged with vehicle manufacturers to better understand the potential implications of autonomous vehicle technology. The level of adoption of this technology is a factor we will consider in our Master Plan and new Airport Surface Access Strategy.
Can Bristol Airport consider an online booking service for a bus pick up service?		✓		All bus and coach services can be booked online. Our on-site taxi operator provides a minibus service.
Has the airport considered offering perks for those who leave cars at home?		✓		We will consider for staff to car share or use other modes of transport as part of our updated Staff Travel Plan, building on incentives already offered for public transport.
Has Bristol Airport considered providing discounted travel on Flyer link accompanied by the use of improved travel card technology?		✓		Contactless payment is available on the Flyer service.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
What measures can Bristol Airport put in place to make access from terminal to hotel easier?		✓		We are considering a new canopy and pedestrianised plaza outside the terminal, which will transform the pedestrian environment.
How will Bristol Airport improve access to the airport by foot?		✓		An extended pedestrianised area in front of the terminal will be included in development plans to handle up to 12mppa. We will also consider in our plans how the airport campus can be more attractive to pedestrians and cyclists.
Concern that there is no east-west travel services from the local villages and towns to the airport to enable commuting to the airport for work.		✓		We want to improve accessibility to jobs at the airport for local people and will look at ways we can achieve this where viable as part of our new Surface Access Strategy.
What measures can Bristol Airport put in place to reduce the speed of vehicles using local roads when accessing the airport?		✓		Setting and enforcing speed limits on local highways are the responsibility of the local highway authority and the police. We have raised this matter with the relevant authorities.
Have Bristol Airport considered constructing a tunnel to minimise the effect on the existing road network?		✓		Improvements to the A38 are being considered as part of the Bristol South West Economic Link study. Scenarios B and C showed an under-apron pedestrian passage which could potentially reduce traffic movements on the A38 between Silver Zone and the main airport roundabout. This will be considered in more detail in preparation of a Draft Master Plan.
Can Bristol Airport improve the exit from the car rental area?		✓		Under the planning permission for development to handle 10mppa, car rental facilities will be relocated to a purpose-built facility to the south of the runway.
Have Bristol Airport considered providing two access roads into the site to enable passengers to gain access to the airport in the event that one is blocked due to accidents or road repairs?		✓		There are currently 2 access roads, albeit one access point is for operational vehicles. The appropriateness of such access points will be reviewed as we develop our Master Plan and Surface Access Strategy
If additional employment areas are delivered as part of the expansion, has the airport considered what the effect of the associated traffic would be on the road network?		✓		Traffic generated by either an increase in airport capacity or associated employment provision is a primary consideration for both the airport and for North Somerset Council as the local planning authority. Overall traffic levels will be considered in our Surface Access Strategy and would be assessed in any future planning application.
Can a designated airport lane be provided to enable swifter access to the airport?		✓		As the passenger numbers grow such a system may become more financially viable. It is however unlikely that this would be deliverable in the short to medium term. These options will be considered as part of the Master Plan process, and discussed with highways authorities.
The new South Bristol link road needs to be extended to avoid delays caused by city centre traffic.		✓		Bristol Airport made a substantial financial contribution to the delivery of the SBL, and the impact on traffic movements on this side of the city continues to be monitored. A Joint Transport Study was undertaken by the West of England Combined Authority, which has identified transport investment priorities for the Region.

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
As part of the master plan proposals can the internal access roads be improved?		✓		Yes. These will be addressed in the master planning process, as well as further improvements which will feature in our planning application for 10-12mppa.
How can the additional aviation fuel be delivered without the need for more tankers?		✓		We are investigating alternatives and will provide more information in due course.
Has consideration been given to routing the A38 around the airport to create multiple access points?		✓		A range of rapid transit options will be considered as part of the BSWEL study and the WECA A38 Corridor Study.
Concern that the expansion proposals combined with the plans for more housing in the local area will overload the A38.		✓		Bristol Airport's aspirations to grow over the coming decades in tandem with forecast market demand is subject to the wider long-term spatial planning of both North Somerset Council and the adjoining West of England sub-region. We will work in partnership with all regional partners to ensure our growth forecasts are factored into traffic modelling to inform future transport priorities.
Concern about the effects of increased traffic using the service entrance off Downside Road?		✓		Consideration will be given to this issue as part of any redesign of internal road layouts.

8.14 Technology

8.14.1 The table below sets out the issues raised by respondents relating to Technology followed by Bristol Airport's response.

Table 8.14 Technology Issues and Responses

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
How will Bristol Airport encourage the use of more modern planes to improve energy efficiency and reduce emissions?	✓	✓		We already have a suite of controls in place which provides to incentivise quieter aircraft and as a result means such aircraft will be more fuel efficient reducing subsequent emissions. We will look to further enhance this as means to entice the most recent fleet additions from our customer airlines.
How will Bristol Airport encourage the use of more modern transport such as electric vehicles and driverless cars?		✓		We will be publishing both a new Sustainable Growth Strategy and new Surface Access Strategy to encourage the provision of electric vehicle charging points across the airport, improving the airport's fleet where possible to electric vehicle alternatives whilst investigating the provisions required for autonomous vehicles.
What measures can Bristol Airport take to improve sustainability generally at the airport?	✓	✓		We will be publishing both a new Sustainable Growth Strategy which will have a dedicated action plan with an assortment of measures to further enhance the airport's sustainable approach.
What technologies will Bristol Airport use to improve energy efficiency?	✓	✓		We already have invested in a number of energy efficiency projects such as:

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
				<ul style="list-style-type: none"> Apron flood lighting replaced with LED on western Apron All new Apron flood lighting – stand 7A, central pier etc all LED ATC building communal areas lighting replaced with LED Undercroft lighting replaced with LED Silverzone reception building designed with LED lighting, heat recovery systems etc WTE with LED lighting, heat recovery systems etc Terminal AHU soft starts replaces with modern Variable Speed Drives – controlled from the BMS Standard 3, all conveyor drives are PMM (Permanent Magnet Motor) – much more efficient than traditional motors, even when fitted with inverters etc. Baggage hall lighting all upgraded to LED <p>We will be publishing a new Sustainable Growth Strategy which will set out our approach to energy efficiency.</p>
Can cable car technology be used at the airport?	✓			We are open to considering all transport modes which could enhance surface access, but have not been approached with a viable scheme of this type.
How will Bristol Airport use and adapt to advances in digital and smart technology?		✓		We are continually looking at the best way to invest in new digital technology to enhance the airport experience for all our passengers. We will shortly be undertaking work to define our digital direction for the coming years. We are working collaboratively with our airlines to provide real-time information for flights and departure gate information and have plans to extend this to other areas such as baggage times. We are also looking at the feasibility of developing a Bristol Airport App.
What renewable technologies/energy will Bristol Airport be providing to support the proposals?		✓		We will be publishing a new Sustainable Growth Strategy which will set out our approach in terms of energy efficiency including renewables

8.15 Terminal Design

8.15.1 The table below sets out the issues raised by respondents relating to Terminal Design followed by Bristol Airport's response.

Table 8.15 Terminal Design Issues, Respondents and Response

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport remove the need to have to walk down steps when accessing and egressing planes?		✓		Boarding by steps is favoured by some airlines because of the speed of turnaround it enables through the use of both front and rear doors. We

Issue	Prescribed Consultees	Local Community	Wider	Bristol Airport's Response
				will retain the flexibility to provide airbridges if requested by airlines.
Can Bristol Airport provide more travellers?		✓		We are looking into travellers in the future and the possible need to retrospectively fit some also.
Can Bristol Airport provide covered pedestrian access (bridge/tunnel), e.g. from the terminal to multi storey car parks, between terminals and for embarkation and disembarkation of planes rather than buses?		✓		Car parks – is part of the MSCP designs and will be provided in due course. Not every aircraft stand can have walking access (too far away and safety), however we are planning more contact stands in the future.
What are Bristol Airport's plans for larger and enhanced terminals?		✓		These will be expanded upon as part of the ongoing master planning. Our second consultation sets out our preference, based on feedback received, to continue to develop the existing terminal in the medium term.
Can Bristol Airport provide a covered external waiting area?		✓		External areas especially for coaching and taxi areas are part of our short term plans and will be implemented. A new canopy to the terminal will be brought forward in our next planning application.
What improvements will Bristol Airport make to enhance disabled access to the airport?		✓		Mobility for all will be built into our plans. We will seek engagement from mobility groups to ensure the needs of the mobility impaired are taken into consideration in our plans.
How will Bristol Airport ensure that its development proposals improve passenger journey times through the airport/terminal building(s)?		✓		Passenger journey times are already a huge factor in our infrastructure planning. We will continue to enhance the customer journey in our plans.

9. Conclusions and Next Steps

- 9.1.1 The consultation considered in this report, represents the first stage in a consultative process to help Bristol Airport develop a new long-term Master Plan. The consultation sought views on the five pillars to guide the Master Plan process and three example scenarios for the Master Plan development. The consultation was undertaken in accordance with the Consultation Strategy and consultation best practice and guidance.
- 9.1.2 In total 1,767 representations were received during the consultation, the bulk of which were received from members of the local community. The consultation also provided an opportunity for Bristol Airport to discuss its proposals with persons with an interest in land. The representations received have been analysed and this analysis and changes to the draft proposals arising from this consultation are addressed in this report.
- 9.1.3 The main issues raised by the consultees related to the topic of surface access, the environment and passenger experience.
- 9.1.4 Issues raised about surface access related to concerns that access arrangements to the airport are not sufficient both currently and for the predicted increase in passenger numbers. Suggestions to resolve this were put forward including improvements to the local road network and calls for a rapid transport system often focusing on rail alongside improvements to public transport.
- 9.1.5 Issues raised about the environment included concerns about the effects on habitats and wildlife, climate change, the effects on the Green Belt and wider landscape including the Mendip Hills AONB.
- 9.1.6 Issues raised about passenger experience included suggestions for improved facilities. This covered issues relating to both departure and arrival and included calls for improved internal access arrangements and delay free check-in, security checks and baggage retrieval.
- 9.1.7 Of those respondents who answered the question about scenarios, most local respondents preferred Scenario C (556) compared to Scenario A (255) and Scenario B (279). There was a slight preference from statutory consultees for Scenario A and B. For wider consultees there was a preference for Scenario C.
- 9.1.8 The consultation feedback has made an important contribution to the airport's assessment of development options, including the key decision whether to focus the majority of future built development to the north or south of the runway. A criteria-based approach, including in relation to viability and deliverability, has led the airport to favour terminal development to the north of the runway. This will allow future development to build sustainably on the strengths of the current land-use configuration, the existing infrastructure (including the modern terminal and new multi-story car park), and the potential for mass transit links to the north (towards Bristol).

Next Steps

- 9.1.9 Within the next Master Plan consultation (May - July 2018), Bristol Airport will identify key components of a future development strategy based on a focus to the north of the runway. The consultation document will identify those elements of build design and land-use where there is increased certainty on the direction of travel (for example in relation to the terminal extension(s) and the runway), and also set out those where further public and stakeholder feedback would be very much welcomed. This further round of consultation will greatly assist in the refinement of the airport's preferred long-term development strategy. This will be encapsulated within a Draft Master Plan, due to be subject to a third consultation stage in winter 18/19, before the publication of the Final Master Plan.

Appendix A – Extracts of the Consultation Strategy

A graphical representation and map of the consultation zones



Appendix B List of Prescribed Consultees

Statutory Party	Circumstances
AONB Conservation Board; or relevant AONB Conservation Board (the Cotswolds)	All applications likely to affect an AONB in Scotland or a relevant AONB in England that is managed by a Conservation Board
Canal & River Trust	All applications likely to have an impact on inland waterways or land adjacent to inland waterways in England and Wales
Civil Aviation Authority	All applications relating to airports or which are likely to affect an airport or its current or future operation
Crown Estate Commissioners	All applications likely to impact on the Crown Estate
Disabled Persons Transport Advisory Committee	Applications likely to affect access to transport for disabled people
Environment Agency	All applications likely to affect land in England
The Environment Agency & The relevant waste regulation authority	
Equality and Human Rights Commission	All applications likely to affect land in England and Wales
Forestry Commission	All applications likely to affect the protection or expansion of forests and woodlands in England or Scotland
Health and Safety Executive	All cases
Historic England	All applications likely to affect land in England
Internal Drainage Board	All applications likely to affect internal drainage boards
Integrated Transport Authorities (ITAs) and Passenger Transport Executives (PTEs)	All applications likely to affect transport within, to or from the relevant integrated transport area of the ITA or PTE
Ministry of Defence	All cases
National Health Service Commissioning Board and the relevant clinical commissioning group (CCG)	All applications likely to affect land in England and Wales
NHS North Somerset CCG	
NHS South Gloucestershire CCG	
NHS Bristol CCG	
NHS Bath and North East Somerset CCG	
NHS Somerset CCG	
Natural England	All applications likely to affect land in England
Office of Rail Regulation and approved operators	All proposed applications likely to affect the rail transport industry
Passengers Council	Applications likely to affect rail passenger transport

Statutory Party	Circumstances
Public Health England, an executive agency of the Department of Health	All applications likely to involve chemicals, poisons or radiation which could potentially cause harm to people and are likely to affect significantly public health
Relevant fire and rescue authority	All cases
Avon Fire and Rescue Service	
Police authority	All cases
Avon and Somerset Police and Crime Commissioner	
Relevant Highways Authority (Highways England and North Somerset Council)	All applications likely to have an impact on the road network or the volume of traffic in the vicinity of the proposal
Relevant local authorities	All cases
North Somerset District Council	
Bath and North East Somerset Council	
Mendip District Council	
Sedgemoor District Council	
Somerset County Council	
South Gloucestershire Council*	
Relevant local resilience forum	All cases
Relevant parish councils	All cases
Relevant statutory undertakers	All applications likely to affect their functions as statutory undertakers
Wessex Water	
South West Water	
Bristol Water plc	
Royal Mail National	
Air Traffic Service (NATS)	
South Western Ambulance Service NHS Foundation Trust	
Great Western Ambulance Service NHS Trust	
Great Western Air Ambulance Charity	
Dorset and Somerset Air Ambulance	
University Hospitals Bristol NHS Foundation Trust	
Somerset Partnership NHS Foundation Trust	

Statutory Party	Circumstances
NHS Bristol	
NHS North Somerset	
Relevant strategic highways company	All applications likely to affect road or transport operation and/or planning on roads for which the strategic highways company is the highway authority
Secretary of State for Transport	All applications likely to affect road or transport operation and/or planning on roads for which the Secretary of State for Transport is the highway authority
Water Services Regulation Authority	All applications likely to affect the water industry in England and Wales
Persons with an interest in the land	All cases

Appendix C List of Wider Consultees

Preliminary List of Wider Consultees

Relevant local MP's and Councillors

West of England Local Enterprise Partnership

Heart of the South West Local Enterprise Partnership

Great Western Hospitals

The Design Council

South West Design Review Panel

Kennet & Avon Waterways

Defence Infrastructure Organisation

Royal Society for Protection of Birds

The National Trust

Avon Wildlife Trust

National Farmers Union

Mendip Society

Campaign to Protect Rural England – South West

North Somerset Friends of the Earth

Country Land and Business Association

Department for Environment, Food and Rural Affairs

Department for Communities and Local Government

Woodland Trust

The Open Spaces Society

The Parish Councils Airports Association

Sustrans

Ramblers Association

N Somerset Ornithological Society

Appendix D List of MPs

Stakeholder Organisation	Job Title
Alex Chalk	MP for Cheltenham
Alun Cairns	MP for the Vale of Glamorgan
Andrew Murrison	MP for South West Wiltshire
Ann Clwyd	MP for Cynon Valley
Anna McMorrin	MP for Cardiff North
Anne Marie Morris	MP for Newton Abbot
Ben Bradshaw	MP for Exeter
Ben Lake	MP for Ceredigion
Carolyn Harris	MP for Swansea East
Chris Bryant	MP for Rhondda
Chris Davies	MP for Brecon and Radnorshire
Chris Elmore	MP for Ogmore
Chris Evans	MP for Islwyn
Christina Rees	MP for Neath
Christopher Chope	MP for Christchurch
Claire Perry	MP for Devizes
Conor Burns	MP for Bournemouth West
David Davies	MP for Monmouth
David Warburton	MP for Somerton and Frome
Derek Thomas	MP for St Ives
Gary Streeter	MP for South West Devon
Geoffrey Clifton-Brown	MP for The Cotswolds
Geoffrey Cox	MP for Torridge and West Devon
George Eustice	MP for Camborne and Redruth
Geraint Davies	MP for Swansea West
Gerald Jones	MP for Merthyr Tydfil and Rhymney
James Gray	MP for North Wiltshire
Jessica Morden	MP for Newport East
Jo Stevens	MP for Cardiff Central

Stakeholder Organisation	Job Title
John Glen	MP for Salisbury
Johnny Mercer	MP for Plymouth Moor View
Jonathan Edwards	MP for Carmarthen East
Justin Tomlinson	MP for North Swindon
Kevin Brennan	MP for Cardiff West
Kevin Foster	MP for Torbay
Laurence Robertson	MP for Tewkesbury
Luke Pollard	MP for Plymouth Sutton and Devonport
Madeleine Moon	MP for Bridgend
Mark Harper	MP for Forest of Dean
Mel Stride	MP for Central Devon
Michael Tomlinson	MP for Mid Dorset and North Poole
Michelle Donelan	MP for Chippenham
Neil Carmichael	MP for Stroud
Neil Parish	MP for Tiverton and Honiton
Nia Griffith	MP for Llanelli
Nick Smith	MP for Blaenau Gwent
Nick Thomas-Symonds	MP for Torfaen
Oliver Letwin	MP for West Dorset
Owen Smith	MP for Pontypridd
Paul Flynn	MP for Newport West
Peter Heaton-Jones	MP for North Devon
Rebecca Pow	MP for Taunton Deane
Richard Drax	MP for South Dorset
Richard Graham	MP for Gloucester
Robert Buckland	MP for South Swindon
Robert Syms	MP for Poole
Sarah Newton	MP for Truro and Falmouth
Sarah Wollaston	MP for Totnes
Scott Mann	MP for North Cornwall
Sheryll Murray	MP for South East Cornwall
Simon Hart	MP for Carmarthen West

Stakeholder Organisation	Job Title
Simon Hoare	MP for North Dorset
Sir Hugo Swire	MP for East Devon
Stephen Crabb	MP for Preseli Pembrokeshire
Stephen Doughty	MP for Cardiff South
Stephen Kinnock	MP for Aberavon
Steve Double	MP for St Austell and Newquay
Tobias Ellwood	MP for Bournemouth East
Tonia Antoniazzi	MP for Gorseinon
Wayne David	MP for Caerphilly



Appendix E Consultation leaflet



Preparing a new Master Plan: Public consultation

Bristol Airport is planning for the future

- Demand for air travel is increasing.
- Current plans will increase our capacity to allow us to serve 10 million passengers a year.
- Forecasts indicate that demand for air travel at Bristol Airport will increase to around 20 million passengers a year by the mid-2040s.

Why we need a new Master Plan

- To keep our neighbours and other local stakeholders informed of our future intentions.
- To ensure local councils and businesses have information on which to base their own long-term strategies and investment decisions.
- To provide input to the Government's emerging Aviation Strategy.

We need your views

This is the start of a conversation about Bristol Airport's future development. We would like your opinion on the priorities we use to guide our thinking. After listening to your views we will prepare a Draft Master Plan for further consultation in spring 2018.

- Visit our project website: www.bristolairport.co.uk/future.
- Read our 'Your Airport: Your Views' document to find out more about our principles and the consultation.
- Come to one of our public consultation events (details overleaf).
- **Consultation closes on 26 January 2018.**

Consultation

This is an early opportunity to help shape the future of your airport.

Consultation dates

Consultation opens: 16 November 2017
Consultation closes: 26 January 2018

You can complete a feedback form available on our website:
www.bristolairport.co.uk/future



We want to hear from you

We will be holding public drop-in events where you can explore our ideas in detail, ask questions and have your say. These are listed below:

November

- **Tuesday 28th:** Hampton-by-Hilton, Bristol Airport, 3pm-8pm.
- **Thursday 30th:** Hans Price conference centre, Weston-super-Mare, 11am-2pm.

December

- **Friday 1st:** Wrington Village Hall, 3pm-7pm.
- **Tuesday 5th:** Felton Village Hall, 11am-2pm.
- **Thursday 7th:** Engine Shed, Bristol, 11am-2pm.
- **Thursday 14th:** Bristol & Bath Science Park, Emersons Green, 11am-2pm.

January

- **Tuesday 9th:** Cleeve Village Hall, 2pm-5pm.
- **Wednesday 10th:** Hangstones Pavilion, Yatton, 4pm-8pm.
- **Thursday 11th:** Guildhall, Bath, 11am-2pm.
- **Monday 15th:** Backwell Village Hall, 12pm-3pm.
- **Thursday 18th:** Fear Hall, Keynsham, 11am-2pm.
- **Friday 19th:** The Old Schoolroom, Chew Magna, 4pm-8pm.
- **Saturday 20th:** Hampton-by-Hilton, Bristol Airport, 11am-4pm.

For further information

Visit: www.bristolairport.co.uk/future
Call: 0800 915 9892
Twitter: @BristolAirport

FREEPOST: BRS Consultation
Email: future@bristolairport.com



Appendix F Your Airport: your views consultation document

Your airport: your views a world of opportunities



Preparing a new Master Plan: Public consultation

November 2017

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A world of opportunities: have your say

Foreword

These are exciting times for our region. The economy is thriving and Bristol Airport is playing its part. We are more connected than ever, with over 120 destinations, and are investing in our facilities to ensure that customers have an amazing journey. Our aim is to be a world-leading regional airport.

This year we celebrated our 60th anniversary. The UK Government is progressing its new Aviation Strategy, and a Joint Spatial Plan for the West of England is under development, providing an ambitious foundation for sustainable growth. So now is the right time for us to consider the next chapter in Bristol Airport's story, up to and beyond our centenary year.

Having a successful international airport is vital for a vibrant region like ours, with world-class universities, major multi-national businesses and some of Britain's most iconic tourist attractions on our doorstep. We want to share our exciting vision for the future, ensuring the airport is a gateway to the South West of England and South Wales, by building on our strong local identity.

We are now preparing our own strategic plan for the coming decades, and this consultation represents the first step. After listening to you we will prepare a Draft Master Plan for further consultation in spring 2018. We aim to publish the final Master Plan in the winter of 2018/19.

Delivering these plans will need the help of others, particularly when it comes to surface access. Despite being one of the largest and busiest outside the South-East, Bristol Airport is without direct rail, motorway or dual carriageway access. This needs to change if the region and our millions of passengers are to reap the full benefits of twenty-first century connections, both here and abroad.

This document invites you to help plan the next stage of your airport's amazing journey.

Please tell us what you think.



Look out for our consultation questions and use the online form, available at www.bristolairport.co.uk/future, to respond.



Janis Kong
Chairman
Bristol Airport



Simon Earles
Planning and Sustainability Director
Bristol Airport

Introduction

Bristol Airport is an essential part of the region's transport network, providing national and international connections, supporting businesses and creating jobs for local people.

As the main international gateway for the South West of England and South Wales, we support an estimated 15,000 local jobs and generate £1.3 billion in Gross Value Added (GVA – a measure of economic productivity)¹.

Our airline partners fly around eight million passengers a year to more than 120 destinations across 34 countries, including 18 capital cities, with multiple daily services to hubs like Amsterdam, Brussels, Dublin, Frankfurt, Munich and Paris offering onward connections to the rest of the world. New routes in 2017 included Athens, Cologne and Stockholm.

Planning for the future

To ensure airports like Bristol support their regional economies and keep local stakeholders informed of future intentions, the Government encourages us to publish our plans for long-term development.

These Master Plans help us assess future requirements and also give local councils and businesses information on which to base their own long-term strategies and investment decisions. Our new Master Plan will be particularly important as we look to support the emerging West of England Strategy, and the related Joint Spatial Plan and Joint Transport Study. Our vision will support the ambitions set out in these key regional plans.

Since 2010, our previous Master Plan – and subsequent planning approvals from North Somerset Council – has enabled us to invest more than £160 million to meet a forecast rise in demand to 10 million passengers a year by early in the next decade.

In its emerging Aviation Strategy², the Government recognises there is a growing national need for airport capacity, and that airports across the UK, like Bristol, provide a vital contribution to the economic wellbeing of the whole country.

With increasing demand for air travel and Britain's place in the world changing, we have identified a need for an airport serving circa 20 million passengers a year by the mid 2040s.

About this document

This document is the start of a conversation about our future development. It is a first opportunity for anyone with an interest in the future of Bristol Airport to get involved and have their say. The views we gather will help inform the direction we take.

We would like your opinion on our priorities and initial concepts for developing the airport to serve up to 20 million annual passengers by the mid-2040s, bringing a potential 10,350 extra regional jobs and up to £2.6 billion in GVA³.

Your feedback will help shape our Draft Master Plan, which we will consult on in spring 2018.

¹ Strategic Economic Impact Assessment of Bristol Airport, York Aviation LLP (January 2017)

² Beyond the horizon, the future of UK aviation, a call for evidence on a new strategy, HM Government (July 2017)

³ Strategic Economic Impact Assessment of Bristol Airport, York Aviation LLP (January 2017)

Our story: How it all started

Bristol's aviation heritage

When Bristol Airport opened at Lulsgate Bottom in May 1957 the civil airline industry was in its infancy, but Bristol's place in aviation history was already assured.

The city's previous airport at Whitchurch had just closed, but had an important (and at times glamorous) role ferrying statesmen, spies and film stars during the Second World War.

Meanwhile, on the city's north side, Filton Aerodrome was becoming a centre of aerospace excellence and it was from there in 1969 that one of the first British Concorde's achieved supersonic flight.

Flights from Filton ceased in 2012. It remains a major production site for Airbus and is also home to the Aerospace Bristol attraction.

Bristol's modern airport is born

Unlike its predecessor, the city's new municipal airport was purpose-built to serve Bristol and the surrounding regions.

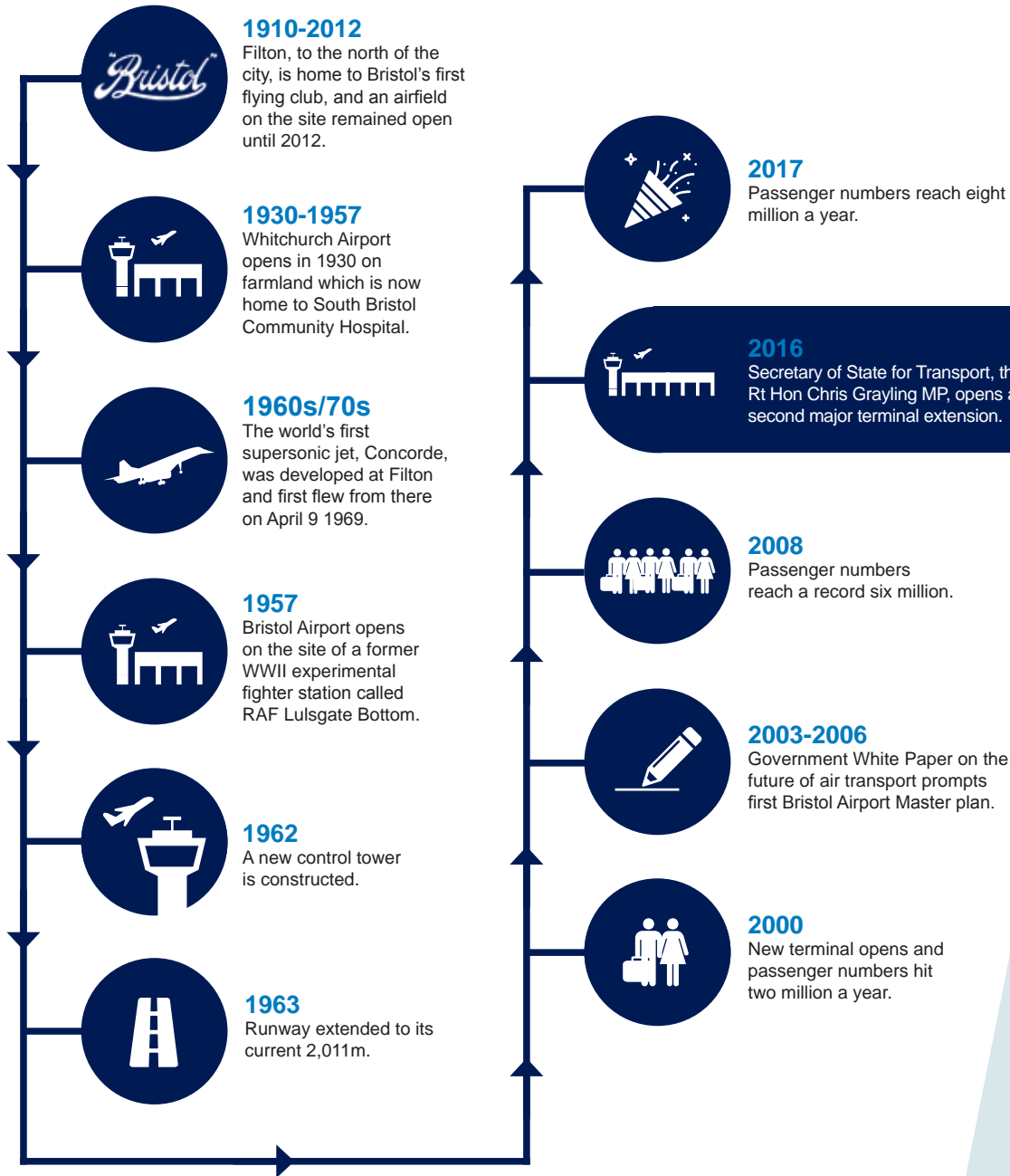
In the 1960s, more people started to holiday abroad. A new generation of passenger jets meant adding a new control tower, terminal extensions and cargo shed and extending the runway.

In the late 1990s, the liberalisation of Europe's aviation market made air travel accessible to millions more. A new terminal building in 2000 soon heralded the arrival of the airline Go – subsequently acquired by easyJet - bringing low-cost flights to many new destinations.

Six decades of success

For six decades, Bristol Airport has served passengers travelling to and from the South West of England and South Wales. Today, we handle more than eight million passengers a year, serving almost as many in a single busy day as we did in our first full year of operation back in 1957.





Celebrating 60 years

In May 2017, we celebrated 60 years on our current site, and two special aircraft showed up for the party. A DC-3 – a mainstay of commercial airline fleets in the fifties – returned to Bristol for the first time since making its final passenger flight nine years ago. The Dakota lined up next to its modern-day equivalent – a new Airbus A319 named *Spirit of Bristol* – to mark the airport's anniversary.

Our story: Where we are now

Bristol Airport in 2017

Today, Bristol is the major airport serving the South West of the UK with more than eight million passengers a year passing through the terminal. We are the ninth busiest airport in the country, and England's third largest regional airport.

A range of low-cost, full-service and charter airlines fly to more than 120 destinations, including multiple daily services to hub airports with easy onward connections across the globe.

Top 10 destinations by passengers in 2016			
Amsterdam	408,000	Alicante	311,000
Dublin	391,000	Faro	288,000
Edinburgh	380,000	Glasgow	296,000
Palma	336,000	Belfast	247,000
Malaga	334,000	Geneva	220,000

Ongoing development

In 2006, we published our first Master Plan setting out how the airport should develop. It outlined specific plans to cater for up to nine million passengers a year by 2015 as well as setting out early ideas for a 12.5 million capacity by 2030.

Despite the global financial crisis resulting in a fall in passenger numbers in 2009, the upward trend has continued every year since. In 2011 we obtained planning permission from North Somerset Council to develop facilities for up to ten million passengers.

£160m of investment

Investment of £160 million between 2010 and 2017 has helped to improve the passenger experience and enabled the airport to develop a 'sense of place' linked to the regional identity of Bristol, Bath, Somerset and the wider South West.

Inside the terminal, this funded a new central walkway to ease congestion in a much expanded departure lounge, a state-of-the-art security search area and upgrades to the immigration hall with more passport control points.

Two major extensions have given us hundreds of extra seats, new retail and catering outlets, a second executive lounge, an outdoor rooftop terrace and vastly improved security and baggage reclaim areas.

Elsewhere on the site, there is a new car park reception building, a 201 room hotel and additional aircraft parking stands.

Positive economic impact

This growth is vital for the economy of South West England and South Wales. Today, Bristol Airport supports around 15,000 jobs and adds £1.3 billion to the region's economy. This includes the spend resulting from more than one million journeys made each year by overseas residents.

We expect demand to reach ten million passengers a year by the early 2020s, rising to 20 million passengers a year by the mid-2040s. This is an opportunity for the region to benefit from increased connectivity, reducing reliance on airports in other parts of the UK. A new Master Plan will set out how we can meet this exciting challenge in the best way for our customers, stakeholders and the local community and environment.

Realising our potential

We recognise that a successful future for this or any other airport is not guaranteed. In order to realise this potential, capacity constraints will need to be addressed; these include local roads, operational land, and land-use designations. Some of these will need to be overcome in partnership with others.

“ Our customers value the convenience of travelling from their local airport and many make their holiday choices based on destinations available from Bristol. Extending this choice and continuing to enhance the airport’s facilities would further increase the appeal of ‘flying local’, supporting the travel trade in the region. ”

Miles Morgan
Owner, Miles Morgan Travel



Our story: Looking ahead

Our ever-changing world

Air travel has helped shape the world we live in. Sights, experiences, opportunities and connections that would have been closed to most only a few decades ago are now accessible for millions of people.

The pace of change in this globalised world is not going to slow. New aircraft technology, automation of passenger processes and digital disruption of established business models will constantly present new demands and opportunities.

Whether attracting inward investment or doing business in overseas markets, international connectivity is vitally important to our economy. Providing our businesses with better access to markets is a key objective of the Chamber.

Dale Edwards, Chief Executive
Somerset Chamber of Commerce

A changing, more-connected population

Forecasts suggest that in future the world's growing population will include more people who identify as diverse⁵ and global⁶. Driven by these demographic shifts, global air passengers could double in 20 years⁷.

Within three years there could be 50 billion connected devices⁸. The proliferation of data will increasingly personalise our travel experience. And, while you may never be able to 'Uber-hail' a plane, more flexible schedules to meet demand could be possible.

We need to adapt and innovate to meet the challenges of changing technology, competitive new modes of transport in our market and, of course, climate change.



⁵ Future Proof – Britain in the 2020s, IPPR report, (2016)

⁶ BBC World Service poll, (2016)

⁷ Airbus Global Market Forecast, (2016)

⁸ White paper on the Internet of Things, (2011)

⁹ Sustainable Aviation Noise Road-Map

¹⁰ Future fuels from flight and fricht competition: feasibility study, Department for Transport 2017

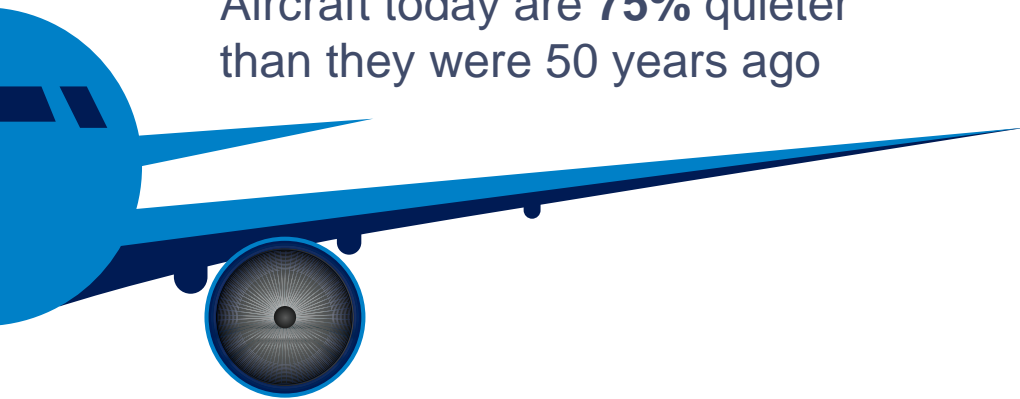


51%
of people identifying
as 'global citizens'
(BBC World Service poll, 2016)



50 billion
connected devices by 2020
(Cisco)

Aircraft today are **75%** quieter
than they were 50 years ago



Quieter and more fuel efficient aircraft

Over the last 50 years, technology has cut individual aircraft noise by 75 per cent⁹. Future advances will reduce emissions and noise, and make airspace more efficient.

New aircraft such as the Airbus A320neo and Boeing 737 MAX are quieter and more fuel efficient. Manufacturers are already considering future concepts to push aircraft performance even further; easyjet has just announced its ambition to move to electric aircraft.

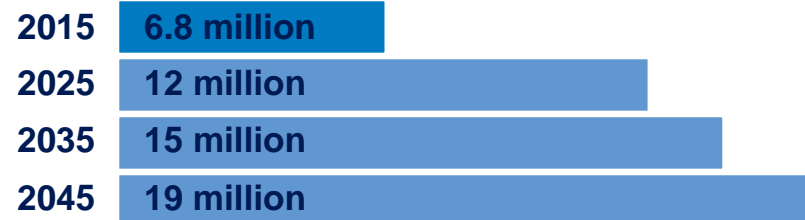
Recently the Government announced plans to encourage the development of low carbon aviation fuel from waste¹⁰.

More choice of destinations

The Boeing 787 Dreamliner operated from Bristol to the USA and Mexico in summer 2017. The latest generation of mid-size passenger aircraft, of which the Dreamliner is an example, could make more long-haul routes possible from Bristol Airport in the future.

Being a gateway to a world beyond Europe will be important for the region in the post-Brexit world, but short-haul flights to our nearest neighbours will also remain at the heart of our network for the foreseeable future.

Passenger forecast (millions per year)



Better connectivity for business

One in five local businesses in the West of England already credit Bristol Airport as being a factor in their choice of location¹¹. In 2015, passengers from the South West of England and South Wales using the London airports faced additional time and surface access costs of £182 million, wasting a total of 512 million minutes in the process¹².

By increasing the range of destinations and frequency of flights available from Bristol Airport, we can help existing businesses make time and cost savings and also attract new investors into the region.

A streamlined passenger service

Customer demand for streamlined products and services which save time will increase as technology develops. There is also emerging competition with new modes of transport like high speed rail for domestic and short-haul European destinations. Innovative techniques and working practices, such as remote security screening, remote check-in and facial recognition will help us adapt and prosper in this brave new world.



“ Building our regional infrastructure, including access to a wide network of air services from the South West’s major airport, is vital in attracting future investment and boosting international visibility and the long-term economic prospects of the region.

David Eccles, Head of Stakeholder Engagement, Hinkley Point C
EDF Energy

”

Reducing our energy use and increasing renewable energy

Across the country, renewable energy generation has risen from just two per cent of total production in 1990 to more than 50 per cent in 2017¹³. We want to play our part.

Energy efficiency will continue to be an integral element of the design process for any new infrastructure and we will be exploring a range of renewable sources as we develop our Master Plan.

¹¹ Business West: Local Business Survey, (2014)

¹² Analysis of Bristol Airport catchment leakage to London Airports, York Aviation, (December 2016)

¹³ National Grid, as reported by BBC News, <http://www.bbc.co.uk/news/business-40198567>

Connectivity on the ground

A big issue for Bristol is getting to and from the airport itself. In the long-term, we would like to see decision-makers take account of the need for better connections to air transport, and make the airport part of a truly integrated road and rail transport system. In the short-term, we will look closely at our on-site infrastructure and the way we connect with local networks. We also need to consider how advances like connected and autonomous vehicle technology could change the way people access the airport.

“ The next generation of passengers, millennials and their children, are multimodal, they choose the best transportation mode based on the trip they are planning to take. Airports must think about multimodal hubs that will integrate rail, bus, car hailing or sharing, driverless vehicles, cycling and walkable travel options.

Milda Manomaityte
Director, Global AirRail Alliance

”



Preparing our new Master Plan

Our last Master Plan was published in 2006 and this generated more than 30 initiatives and projects which, when complete, will enable us to serve ten million passengers a year.

At the time we envisaged growing to between ten and twelve million passengers a year by 2030. Our current forecasts put us on track to surpass the higher threshold slightly ahead of schedule, and extending our horizon to 2050 means we now need to consider the potential for annual demand to reach around 20 million passengers in the future.

This further expansion is founded upon a clear and compelling vision for the airport's future which is shared across the region and delivers what customers want in a way which is sensitive to the environment and local communities.

Right now, the UK Government and the four unitary authorities in the West of England are making decisions on national and regional transport strategies for the next two decades. A new Master Plan will give decision-makers the information they need to develop this crucial policy framework, although it should be noted that the critical issue of airspace change will be dealt with through a separate process.

Demand for air travel is on the rise, Britain's place in the world is changing and technological advances are revolutionising aviation. The need for more airport capacity nationally is recognised by Government.

Against this backdrop, piecemeal improvements will not deliver the full connectivity and economic potential the South West of England and South Wales need to compete on a national and global scale. We need to meet your future needs for business, holidays, sports and educational trips, and visits to friends and family. Many passengers tell us they like to fly from their local airport.

We need your help

We are still at an early stage in the process and we need your views on what our priorities should be and what you think of our initial development concepts.

Your comments will help us create a Draft Master Plan, which we will consult on in 2018 before publishing a final version later the same year.

These will address the following in more detail:

- Forecasts
- Infrastructure proposals
- Safeguarding and land/property requirements
- People and the natural environment
- Proposals to minimise and mitigate effect

“ The government recognises that airports across the UK make a vital contribution to the health of the whole country. ”

Department for Transport, Beyond the horizon: The future of aviation in the UK (July 2017)

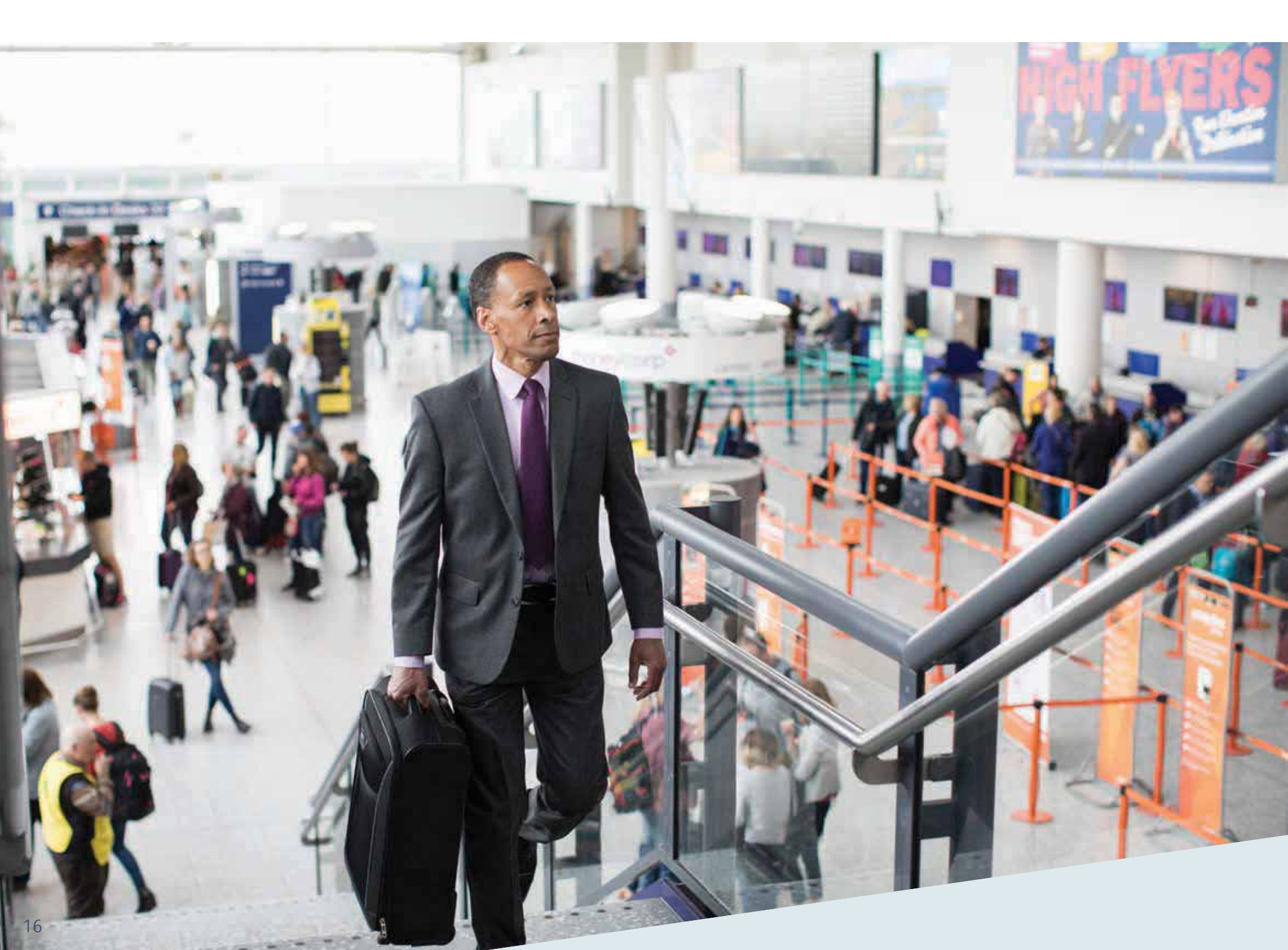
The planning process

The scale and type of development proposed in our final Master Plan will influence the planning route we follow.

Development which increases our capacity by ten million or more passengers a year would qualify as a Nationally Significant Infrastructure Project (NSIP). NSIPs require a Development Consent Order, which is determined by the Secretary of State for Transport after a thorough examination of the application by Inspectors appointed by the Secretary of State. This process was introduced by the Planning Act 2008 to create an efficient and more streamlined system for the determination of certain projects serving a national need.

Development which increases our capacity by less than ten million passengers a year would be determined through a planning application to North Somerset Council, the local planning authority.

In order to decide the most appropriate process and mechanism for delivery of the airport's expansion and development, we will be working closely with the local planning authority, North Somerset Council. Irrespective of the planning route taken, Bristol Airport is committed to seeking the views of local people and stakeholders.



Our five pillars

To make sure we get the best possible outcome for our passengers, neighbours and the region as a whole, our new Master Plan will be guided by five pillars.

A world leading regional airport

Delivering easy and convenient access, excellent on-time performance, friendly and efficient customer service, a great range of destinations, state-of-the-art facilities and a distinctive sense of place that reflects the unique part of the world we serve.

Employment and supporting economic growth

Creating employment and supporting economic growth by connecting the South West of England and South Wales to new markets, talent and tourists.

At the heart of an integrated transport network

Making Bristol Airport an integrated transport hub by bringing together different modes of transport, not just for our passengers and staff, but also for people travelling within, to and through the region.

Sustainable approach

Seeking to reduce and mitigate our effect on communities and the environment, locally and globally, as well as finding opportunities to deliver enhancements.

Deliverability

Developing proposals which are flexible enough to be delivered in phases to meet demand, and which represent value for money for passengers, airlines and other stakeholders.



Consultation point

[Do you have any comments on our pillars?](#)

A world-leading regional airport

Promising an 'amazing journey' demonstrates our commitment to providing a passenger experience as good as at any regional airport in the world.

Bristol Airport recently topped the UK airport passenger satisfaction rankings¹⁴ and, in recent years, our flights have been among the most consistently on-time¹⁵.

Maintaining this performance is at the heart of our future plans. It will encourage more travellers from the South West of England and South Wales to fly from Bristol. It will also put us on the map for more overseas passengers, with knock-on benefits for the region (in 2016, the average international visitor to the South West of England spent £534¹⁶, with those arriving by air the biggest spenders¹⁷).

We need to continue offering passengers a great range of destinations from a well-designed modern airport which is well connected to the South West of England and South Wales. We must also embrace the opportunities presented by rapidly-advancing technology, which has already brought us innovations like online check-in and self-service bag drop.

¹⁴ Airports Council International (ACI) ASQ Survey - an international airport passenger experience benchmarking. Bristol Airport was rated number one in the UK for overall satisfaction in the third and fourth quarters of 2016 and the first quarter of 2017

¹⁵ Bristol Airport was ranked number one in aviation data specialist OAG's punctuality league table measuring on-time performance across 4,000 airports worldwide in 2014, and top in the UK in 2015

¹⁶ Visit Britain (www.visitbritain.org/nation-region-county-data)

¹⁷ Visit Britain (www.visitbritain.org/2016-snapshot)

Progress so far

From just a handful of international destinations at the turn of the millennium we now offer more than 120. Meanwhile, recent terminal extensions have created a modern, accessible space with a strong regional identity. A growing customer service team supplemented by volunteer information patrons – or VIPs – mean passengers get a great experience inspired by passion for the local area.

Bristol Airport was highly commended in the 5-10 million passengers category of the ACI Europe Best Airport Awards 2017, judged by independent experts from organisations including the European Commission, the European Civil Aviation Conference and FlightGlobal.

Ambitions for the future

As passenger demand continues to grow (forecasts suggest we could be serving 15 million passengers a year by the mid-2030s and up to circa twenty million by the mid-2040s) we will continue to invest smartly in our facilities and work with regional and national partners to ensure appropriate transport links and services are in place.



**Connecting the world:
Bristol Airport's direct route
network 2017**

Increasing regional connectivity boosts growth from tourism domestically and internationally, making it easier for visitors to see more of Britain and spreading the economic benefits of tourism across the nations.

Sally Balcombe
Chief Executive, Visit Britain

Consultation point

What aspects of the airport experience would you like our future plans to focus on?

Employment and supporting economic growth

Modern airports do more than simply load people or goods on to aeroplanes - they are major centres for employment and economic activity in their own right.

Bristol Airport supports the region's economy by creating thousands of jobs, connecting businesses to new markets and knowledge, and drawing tourists to our beautiful part of the world.

Around 7.5 million people live within a two hour drive¹⁸, along with several world-class universities; a host of major international tech, robotic/artificial intelligence, aviation and aerospace businesses; and growing nuclear, marine and agri-tech clusters.

By encouraging greater flows of trade, investment, tourists and knowledge between our region, other parts of the UK and the rest of the world, we will help even more people share in the growth, investment and opportunities these connections bring.

Progress so far

A record 7.5 million passengers in 2016¹⁹ helped to deliver an estimated £1.3 billion boost to the region's economy and support 15,000 full time equivalent jobs. This includes more than 3,000²⁰ jobs on site, with the remainder in our supply chain resulting from our wider impact on the economy.

Business and international travellers are particularly valuable to the wider economy²¹. Just under 17 per cent²² of passengers flying to and from Bristol Airport are travelling on business. And more than one million journeys are made by overseas residents²³, contributing millions of pounds to the local tourism industry.

“ ...over 20% of our business comes from overseas and, in particular, from the USA and other European countries. The successful development of Bristol Airport and its route network to key markets has made a significant contribution to this growth... ”

Peter Rollins
Director of Marketing & Communications
Thermae Bath Spa

Ambitions for the future

Demand is expected to increase to around 15 million passengers a year by 2036, and up to circa 20 million a decade later. Our plans will seek to develop the number and range of jobs delivered by the operational airport and associated development.

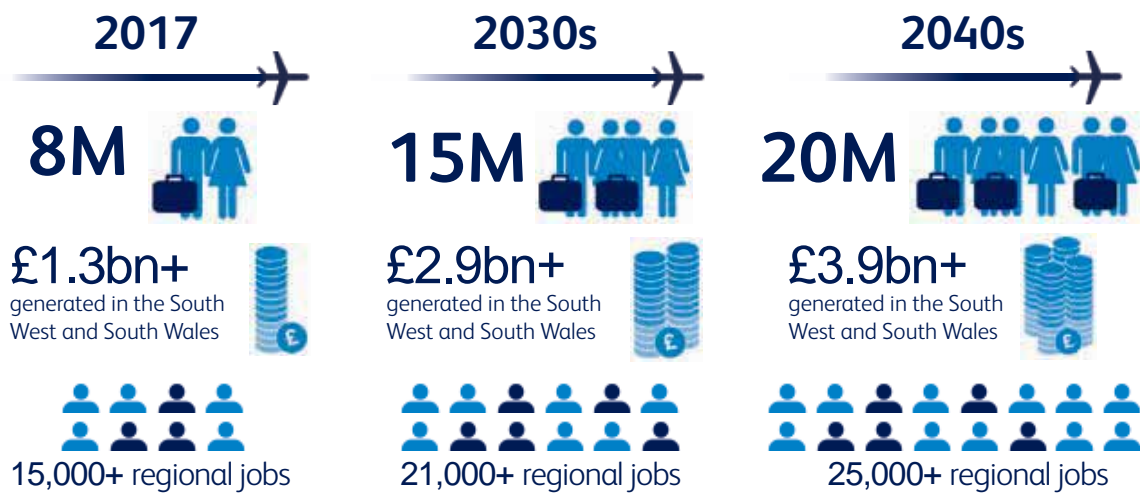
By offering more passengers greater choice from a modern, convenient and welcoming airport, we have an important part to play in delivering a prosperous future for all. Our Master Plan will support the ambitious growth being planned for in the Joint Spatial Plan and other West of England strategic documents and Local Plans.



Consultation point

How important is a successful airport to the regional economy?

Estimated present and future economic impact of Bristol Airport²⁴



¹⁸ Strategic Economic Impact Assessment of Bristol Airport, York Aviation LLP (January 2017)
¹⁹ Civil Aviation Authority: UK Airport Data
²⁰ Bristol Airport: Operations Monitoring Report 2016
²¹ Strategic Economic Impact Assessment of Bristol Airport, York Aviation LLP (January 2017)
²² CAA passenger survey 2015
²³ CAA passenger survey 2015
²⁴ Strategic Economic Impact Assessment of Bristol Airport, York Aviation LLP (January 2017)

At the heart of an integrated transport network

Despite being well placed to serve most of the South West of England and South Wales, poor surface transport links from some parts of the region can make Bristol Airport difficult to get to. We are the largest airport without either a direct rail link, motorway or dual carriageway access.

Where our passengers come from

West of England	35%	Gloucestershire	7%
South Wales	20%	Wiltshire	7%
Devon	14%	Cornwall	5%
Somerset	10%	Dorset	2%

This is one reason why, every year, millions of journeys are made by passengers from the South West of England and South Wales using London airports, despite costing on average £67 extra in time and travel²⁵.

As we expand our destinations and passenger numbers increase, better connections to improved road and rail networks would streamline journeys for our visitors, keep us competitive and help improve accessibility, not just for the airport but for local communities as well. Improving access for cyclists will also be important, reflecting Bristol's status as a Cycling City.

²⁵ York Aviation: Analysis of Bristol Airport leakage to the London airports (December 2016)

Progress so far

We continue to encourage a growing range of bus and coach services to towns and cities across the region. Public transport connections now operate between the airport and Bristol, Bath, Weston-super-Mare, Plymouth, Exeter, Taunton, Cardiff and Newport.

Beyond the airport boundary, we contributed over £4 million towards the new South Bristol Link, which opened in January 2017 and has improved road access from the north, east and west. We are currently joint-funding a study with North Somerset Council and other stakeholders, which considers what road and public transport improvements could be brought forward to address current and future transport issues between Bristol, the airport, the M5 and Weston-super-Mare. We are also keen to explore whether Bristol Airport could be directly connected to the national rail network.

Ambitions for the future

Capacity constraints at major London airports mean regional airports like Bristol have a great opportunity to provide a more convenient alternative for local passengers.

Our key role in the region's economy has been highlighted in the West of England Local Enterprise Partnership (LEP) Strategy and the North Somerset Core Strategy. We now need to set out sustainable plans for the airport's future which will strengthen the region's case for new transport infrastructure.

Our Draft Master Plan will include our plans to enhance surface access to Bristol Airport and include stretching targets for us to encourage more public transport use and other sustainable travel.



Consultation point

How could access to Bristol Airport be improved?

The international gateways...also create wider travel demands. Bristol Airport has a catchment that extends across the South West and into South Wales... a comprehensive package is proposed to improve access to the airport both by public transport and by road.

There is a focus in national roads policy on effective access to airports as international gateways. Most major airports are also served by direct heavy or light rail links, which play an important role in meeting connectivity needs. To meet the future needs of the Airport it will be necessary to both improve road capacity on the A38 and transform the quality of public transport connections to the Airport.

West of England Draft Joint Transport Study
(September 2017)

A sustainable approach

We pride ourselves on being a considerate neighbour and limiting our effect on the environment. That's why we are aiming to be a carbon neutral airport by 2030.

We have been working hard to make existing facilities more energy efficient, for instance by introducing low energy lighting and replacing apron floodlights with LEDs.

In recognition of efforts to map our carbon output and reduce its effect, we were awarded Airport Carbon Accreditation²⁶ in 2015. Looking to the future, our focus will be on limiting the impact of more flights on our neighbours by harnessing innovation and advances in technology alongside smarter working practices.

²⁶Airport Carbon Accreditation is an independently administered, institutionally-endorsed voluntary programme supported by Airports Council International (ACI) Europe

Progress so far

As well as participating in an industry-wide initiative called Sustainable Aviation, we work in close partnership with airlines at a local level, monitor adherence to noise preferential routes and use continuous descent approaches which are quieter and encourage the use of less fuel.

We also manage and mitigate noise through our Noise Action Plan and have developed an online tracker tool available so local people can plot radar tracks of aircraft against their location on the ground. Since 2012 our Environmental Improvement Fund has donated more than £500,000 to the local communities most affected by our operations, including over £200,000 in noise insulation grants.



Consultation point

How might we use emerging technologies to reduce our impact on local communities and the environment?

Ambitions for the future

By operating efficiently, promoting procedures which reduce energy use and investing in renewable technology we will be net carbon neutral by 2030.

We will also look to enhance natural habitats for wildlife and local green infrastructure, and improve the visual appearance of the airport from beyond our boundary through thoughtful use of landscaping.

New aircraft and air navigation technology will help reduce individual flight noise and emissions. For instance, the new performance based navigation routes we have introduced on approaches from the south may in future keep aircraft on narrower and more consistent tracks, allowing us to develop better routings and potentially offer periods of respite.

Climate change: a global approach

Since our previous Master Plan the global aviation industry has committed to achieving carbon-neutral growth by 2020 and the International Civil Aviation Authority has reached an agreement on a global Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA).

In the UK, Sustainable Aviation published a CO2 roadmap in 2012 setting out how an expected 150 per cent rise in air traffic between 2010 and 2050 could be met with only a limited increase in emissions. A progress report in 2016 showed the roadmap to be on track and in line with the UK Committee on Climate Change recommendations.

We are focused on finding collaborative ways of improving our environmental performance and creating a balanced debate to ensure sustainable growth of our industry, which is crucial to the health of the UK's island trading economy.

Sustainable Aviation

Deliverability

Like most UK airports, we are privately owned. That means the money for infrastructure on site has to come from operating profits and shareholder investment, and needs to deliver a return. It is crucial that these investments also deliver the facilities our passengers want, at a competitive price, and help our airlines and business partners operate more efficiently.

Flexibility is absolutely critical. Our infrastructure has to respond to a changing industry, and to the aspirations of our customers. We must ensure that the Master Plan's vision can be delivered in phases, so that your airport is developed in step with demand.

Beyond our boundary, we will need support from Government and local stakeholders in delivering the surface access improvements that the local area and wider region need. In time, we will also be looking for positive decisions in the planning of future airspace above the airport.

Progress so far

Bristol Airport has benefited from private capital investment of £160 million since 2010, delivering a significant proportion of the facilities approved by North Somerset Council in 2011. We have also supported surface access improvements outside the airport, including the payment of over £4.5 million to the South Bristol Link road and Metrobus infrastructure.

We are currently exploring what road and public transport improvements are needed to help relieve current and future road congestion. A major study is being conducted in partnership with North Somerset Council, with the airport making a significant financial contribution, and this technical work will help inform future investment decisions.

Ambitions for the future

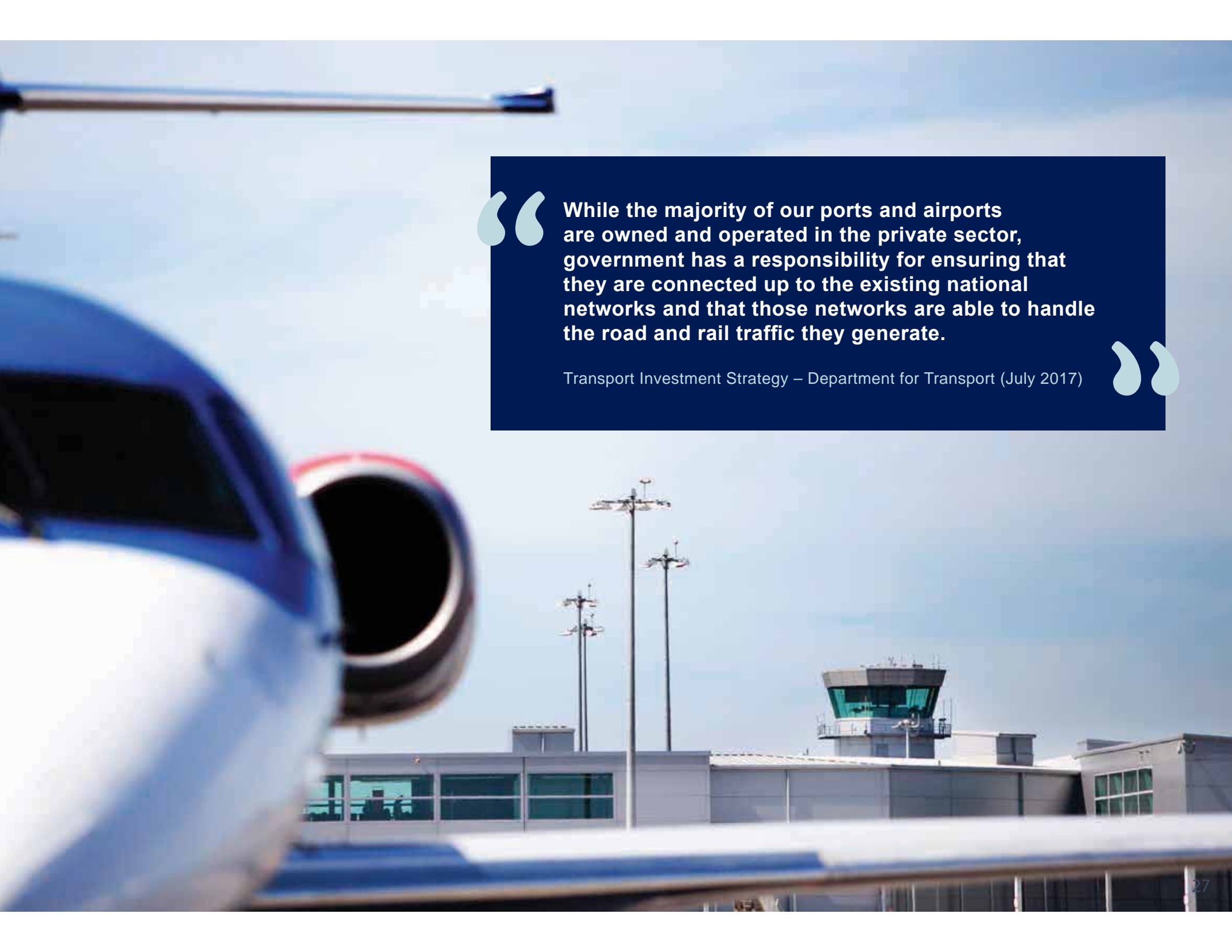
Investment will continue in the next few years as we deliver the remaining elements of our existing planning consent. This will provide more aircraft stands, coaching gates and multi-storey car parking, and a new fire station.

As we develop our new Master Plan, assessing the deliverability of future schemes will be an essential consideration. A sound business case - how and when development is delivered, and securing support from key stakeholders - will be vital.



Consultation point

Is there a case for increased public and private investment in and around the airport?



“ While the majority of our ports and airports are owned and operated in the private sector, government has a responsibility for ensuring that they are connected up to the existing national networks and that those networks are able to handle the road and rail traffic they generate. ”

Transport Investment Strategy – Department for Transport (July 2017)

Design considerations: supporting the five pillars

Key land use issues influencing airport layout

Forecasting the future can never be 100 per cent accurate but we know we have to be ready for the decades ahead, and that flexibility will be essential. We need to adapt and deliver, and provide Bristol and the South West of England with the airport it deserves.

This poses challenges but also huge opportunities. Our pillars will guide us as we develop a Master Plan which sets out a clear vision for future development.

Our new Master Plan must also take into consideration many factors which will ultimately influence the physical design:

- We have a complex site of almost 200 hectares, used by eight million passengers a year
- We are in the countryside, yet serve one of the UK's largest cities
- We rely on public roads and transport systems, and these can only be improved through partnerships with the public and private sectors
- We are closely connected to the local community and their interests, by providing jobs and as a neighbour.

There are also several key issues outside our direct control and others which are likely to be influenced by unforeseen technological, economic or social change.

All this must be taken into account.

In the following pages, we take a look at ten factors that will have a direct bearing on the look and feel of the airport. Currently, there is a degree of uncertainty about each, but they will help determine the airport's layout and how it functions.

Access off the A38

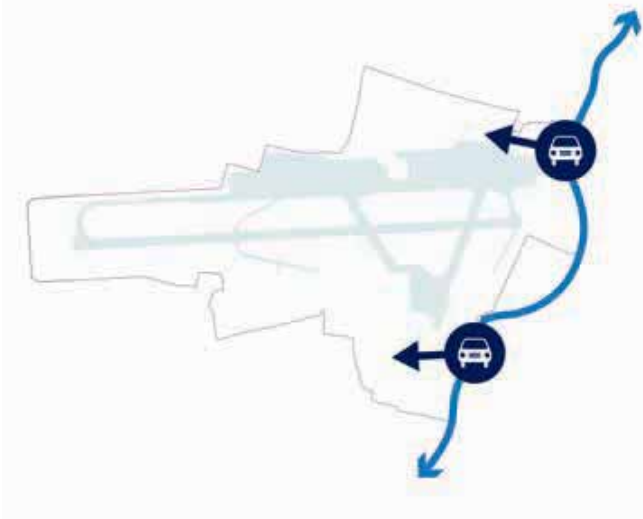
The A38 is the main road route to Bristol Airport, linking us to Bristol in the north and the M5 to the south. But, as a single carriageway road, it is frequently congested at peak times and can be a major headache for passengers, our staff, local people and other road users. Slow-moving traffic makes journeys unreliable and increases pollution.

The airport is working on a strategy with partners to improve the A38, but a reliance on Government funding means any major improvement schemes are unlikely to be delivered before 2025 at the earliest.

We need to anticipate when and how the A38 will be transformed, and how this will impact upon the layout and design of an improved airport.

By the early 2030s for example, it is possible that the site could be accessible by dual-carriageway incorporating mass transit from Bristol. At some point, roads of the future will also need to adapt to automated and 'connected' cars.

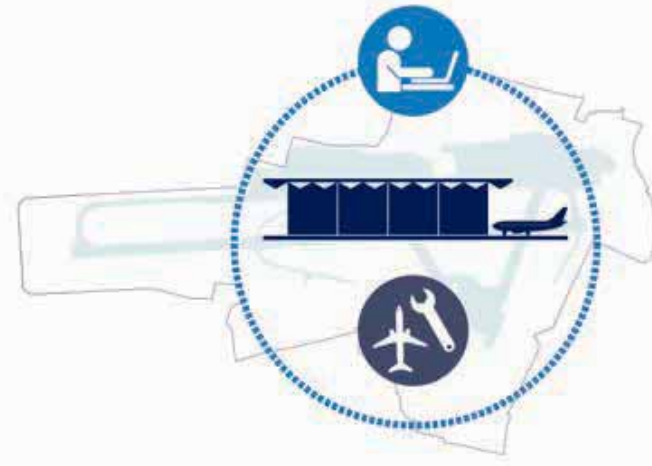
Any improved layout must allow for an upgraded primary junction, and we also need to consider the extent of land likely to be required, the impact of topography on design, and the implications for the local road network, including Downside Road.



Employment and related development

The airport has grown organically over six decades. Some of our buildings need to be replaced, our aircraft maintenance and associated facilities are limited, and we are not currently able to offer wider development opportunities for inward investment.

Our new Master Plan provides an opportunity to address these issues and develop our vision for an airport that is also a public transport and employment hub.



A phased increase in passengers would bring new jobs in an expanded or new terminal, hotels and transportation. There would also be benefits from improved airfield infrastructure, aircraft maintenance hangars, engineering facilities and other related development.

We believe we can also deliver additional land for employment that will contribute to the sustainable development of North Somerset and the West of England, although its precise location and scale will need to be determined through the strategic incorporating planning process.



Fuel provision

Modern airports have complex logistics, with a strong focus on time and cost efficiency. Our fuel operations need to be reliable every hour of every day, with the highest possible environmental and security standards on and off site. Unlike many other major UK airports, Bristol Airport currently relies on all of its fuel being delivered by road.

The supply, storage and distribution of aviation fuel needs a lot of room. The facility has to be accessible 'airside' to allow for runway distribution by tanker, and also from the public highway and the airport's internal road system.

Our current 'fuel farm' is centrally located, with four ground storage tanks and a total capacity of 1,430 cubic metres. In the future, the amount of fuel we need will depend on the volume of our air traffic, changes to aviation technology and the transition to new sustainable fuels. Predicting how much we will need by 2040 and beyond is difficult, but we know it is likely to significantly increase, and we need to start thinking about options. These include increasing ground storage capacity, relocating the 'fuel farm' within a re-configured site layout to improve access to the runway and the road network, or shifting to the delivery of fuel by pipeline.

Green Belt

The Bristol and Bath Green Belt was designated in the mid-1950s, around the time Lulsgate Bottom was chosen as a location for Bristol Airport. As we look ahead to 2050 we believe it is time for a fresh assessment of the Green Belt boundary and the airport's relationship with the surrounding area.

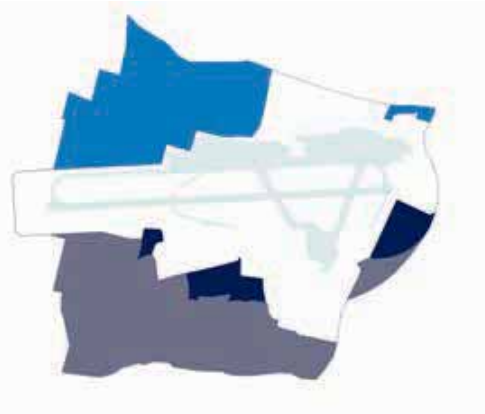
Our unique circumstances led to part of our site being removed from the Green Belt in 2007. The land and buildings north of the airfield are now in what is called a Green Belt Inset, but the runway and Silver Zone to the south, with its car parks and buildings, remain in the Green Belt. This has led to higher density development to the north of the airport and a focus on car parking to the south.

Whilst there are examples of national important infrastructure in the Green Belt, we believe there is a strong case to reconsider the Green Belt designation of the current and future airport site.



Land acquisition

Bristol Airport is one of the UK's ten busiest airports, but with a site area of just 196 hectares, it is dwarfed by most of its peers, many of which occupy sites two or three times larger. By using highly efficient design and operations, we have become a popular and successful airport broadly within the boundary of our original 1957 site. But when we reach ten million passengers a year our site will be operating at full capacity in terms of the space available for aviation operations and supporting infrastructure.



The airport's continued success is therefore likely to require a larger site to serve the public need for greater connectivity and expanded airport capacity. However, an extended runway is not currently in our plans, with the existing A38 expected to remain a well-defined eastern boundary.

Land is precious, in terms of economic and productive value, habitat, and as a shared cultural and visual resource. Any proposal to expand the extent of the site would need to be fully justified, and any land acquisition must be necessary, feasible and viable. As part of this consultation exercise, we will seek to engage with all landowners whose interests are potentially affected by any proposed revision to the airport's boundary. The Master Plan will only be finalised after this and further consultation next year, after taking into account all representations received.



Mass transit and car parking

Significantly improved public transport links to the airport would bring substantial benefits to passengers, communities, the economy and the environment. We believe that 'mass transit' - such as rail, light rail or tram systems - would contribute hugely to delivering on our five pillars.

There is growing support across the West of England for a strategic approach to reducing congestion and improving accessibility. Regional bus and rail networks are being upgraded, but despite further exciting developments over the horizon, decisions on mode, route and funding will not be made by the airport alone. We will continue to engage with decision-makers.

As with the A38, we need to anticipate when and how provision should be made for direct rail and/or tram services, including the form and location of a transport interchange. By the 2030s, for example, an airport railway station could form part of modern integrated terminal complex. Potential transport routes into and through the airport will also need to be identified.

Major advances in mass transit, shared, and automated vehicle technologies will have the potential to reduce our future demand for passenger and employee parking. This requires us to build flexibility into our future plans to ensure that passengers continue to have convenient access to our airport.

Place and locality

We like our corner of North Somerset, and we're very proud to serve as a gateway to this part of the world. Good design and a distinctive regional character will be at the heart of our future plans. The world is changing rapidly, and a successful airport needs to adapt to emerging social and technological trends, by responding to the way people interact with buildings and space.

Our design aesthetic is based on a strong 'sense of place', with a twist of Somerset heritage, ensuring that our airport is attractive and vibrant. Architecture, interior design, signage, lighting and landscaping all combine to provide a warm welcome and an enjoyable travel experience. Anticipating the future scale and shape of the airport gives us the opportunity for an exciting transformation, where buildings and public spaces truly inspire.

And the digital revolution is transforming the relationship between buildings' form and function. Passengers and staff are likely to see radical changes over the coming decades, as technological innovations affect aviation, transport, work, rest and play. New ways of doing things, from check-in and passport control, to waiting and relaxing, will change for the better how we design and build the layout of the airport.



Sustainability and green infrastructure

The opportunity to re-shape and modernise the airport's estate is also the chance to use the best in sustainable development practice, from energy production and efficiency, to the transportation of people and goods, noise reduction, water use, and ecology.

The potential for innovative building design and land use is exciting. Infrastructure for the generation, storage, and distribution of energy; energy efficient structures; noise attenuation measures; facilities for improved water conservation and waste collection; and the protection and enhancement of habitats - all these will shape the future function and appearance of the airport. There are important implications beyond our boundary too, not least in the way the airport and its immediate surroundings can contribute to the existing network of green spaces, woodland, habitats and wildlife corridors. Using the site's topography imaginatively and adopting cutting-edge technologies in areas such as sustainable travel will ensure we're a good neighbour.

All sustainable development options have implications for land-use and visual impact, and will need to be assessed alongside operational and viability considerations. A truly sustainable approach will ensure that flexibility and resilience are the keystones of the airport's future development.

Terminals

Our terminal opened in 2000, and has since been enlarged to give travellers more comfort and choice. It represents a step-change from the 1957 terminal, and by the 2030s and '40s the way terminal buildings look, feel and work will be very different again.

We all know what we want from an airport terminal - quick and easy movement to and from the aircraft, space to meet or wait in relaxing surroundings, and somewhere to eat, drink, and shop. Security is paramount, but none of us appreciates congestion or delays. Our current facilities and levels of service are ranked highly by our passengers and we are driven by the need to keep making things better.



Providing an airport fit for 2050 could involve enhancing and extending the existing terminal, with phased delivery to take account of future passenger forecasts. Or a still more sustainable approach could be to start afresh with a second or even a replacement terminal; the optimum site for which could be either north or south of the runway. A new building would be better placed to adopt global best practice in terms of design and security, and could use the site's sloping topography to good effect, providing an iconic gateway to North Somerset, Bristol and the South West.

Topography and visibility

Bristol Airport is on a plateau, high within the rolling landscape south of Bristol. There are villages and hamlets in each direction, and the Mendip Hills Area of Outstanding Beauty is located to the south. The visual impact of the airport has a more immediate bearing on the residential properties along Downside Road and the busy A38. These will need to be carefully considered in our Master Plan.



We want to protect close, middle and longer distance views wherever possible. New green infrastructure on and off site will help screen structures and operations, although there is also an opportunity for bold and imaginative 'place-making' that could mark this important regional gateway. For many visitors, the airport is the first impression to our region, and the UK, and our aim is to provide an airport in harmony with its attractive surroundings.

We will review the visual impact of buildings, other structures and larger areas of surface car parking – both individually and in combination. Landscaped buffer zones (including bunds) could also mitigate potential adverse effects.

Fitting it all together

The plan opposite shows how Bristol Airport's site will look once we have completed all the development consented by North Somerset Council in 2011.

Our next Master Plan will set out our preferred strategy for the airport's development up to 2050. We will publish a draft version in spring 2018 for further consultation.

Using the five pillars as our guiding principles, and taking the ten design considerations into account, we set out in the following pages some example scenarios that illustrate what a circa 20 million passengers a year Bristol Airport could look like.

We would like your thoughts on Scenarios A, B and C. These are just three examples of how the airport could look. We will revise our proposals, taking your views into account. It should be noted that in all scenarios, an increase in runway length is not proposed.

How to read the plans

The drawings indicate possible future layouts if the airport were to meet projected future passenger demand of circa 20 million passengers per year by the mid-2040s. They assume the necessary land can be acquired beyond the current constrained site, within a supportive planning framework, and that major transport infrastructure can be delivered in tandem with airport growth. The plans are indicative only, giving a broad idea of land-use considerations. No assumptions should be made with regard to commercial viability or operational requirements.



Consultation point

Which scenarios best reflect our five pillars, and why?

Key

Core Airport Activity

- Existing terminal building
- Proposed terminal building / extension
- Operational activity zone
- Aircraft stand zone
- Runway / taxiway / apron
- Area of taxiway / apron extension

Off-Site

- Existing off-site building cluster
- Tall Pines Golf Club

Movement Network

- A38 road network
- Reconfigured airport access
- Main off-site road

Ancillary Facilities

- Multi-modal transport interchange
- Surface car park
- Car hire village
- Complementary employment zone
- Aviation hangars
- Hotels
- Welcome plaza
- Structural landscaping
- Airfield
- Welcome / Drop-off zone (DOZ)



Current planning approval layout

Example scenarios

Example scenario A

This approach is one of broad continuity. It would see the current layout evolve gradually over time, through phased development and land acquisition.

The inclusion of additional land to the north-west would provide for new aviation capacity – new aircraft piers, parking aprons and taxiways – whilst retaining the present terminal, and allowing for its gradual expansion to meet demand. As envisaged in the existing planning permission, multi-storey car parking, a ‘drop-off zone’, and a public transport interchange (possibly incorporating a rail or other mass transit station) would be directly opposite the terminal, with the sloping topography used to good effect; mitigating the visual impact and allowing convenient pedestrian access between buildings.

This north side area would be accessed from an improved A38 junction and an internal loop road; this would allow for an improved ‘campus’ style layout, possibly with additional hotels and the potential for around 15 hectares of related development and employment land. The realignment of the airport’s A38 and Downside Road frontages would be subject to additional land acquisition, but would provide an improved environment, with an opportunity for both substantial screening and high quality architecture to mark the airport entrance.









Additional surface car parking would be provided to the west, but in the longer term the area could form an extension to the employment land, once mass transit is delivered and/or there is the predicted long-term shift in car ownership and use (with shared and automated vehicles).

The scale and topography of an enlarged site would allow the western aircraft apron extension to sit above a large under-croft substructure, with ancillary uses such as baggage handling, service roads, and passenger tunnels screened from view.

South of the runway, the current Silver Zone surface car parking areas would be extended, partly within the current site boundary, wrapping around an expanded aviation park for additional aircraft maintenance hangars and engineering facilities.

Key







Core Airport Activity

-  Outline of existing terminal building
-  Proposed terminal building / extension
-  Operational activity zone
-  Under-apron uses
-  Aircraft stand zone
-  Runway / taxiway / apron
-  Area of taxiway / apron extension
-  New taxiway arrangement

Off-Site

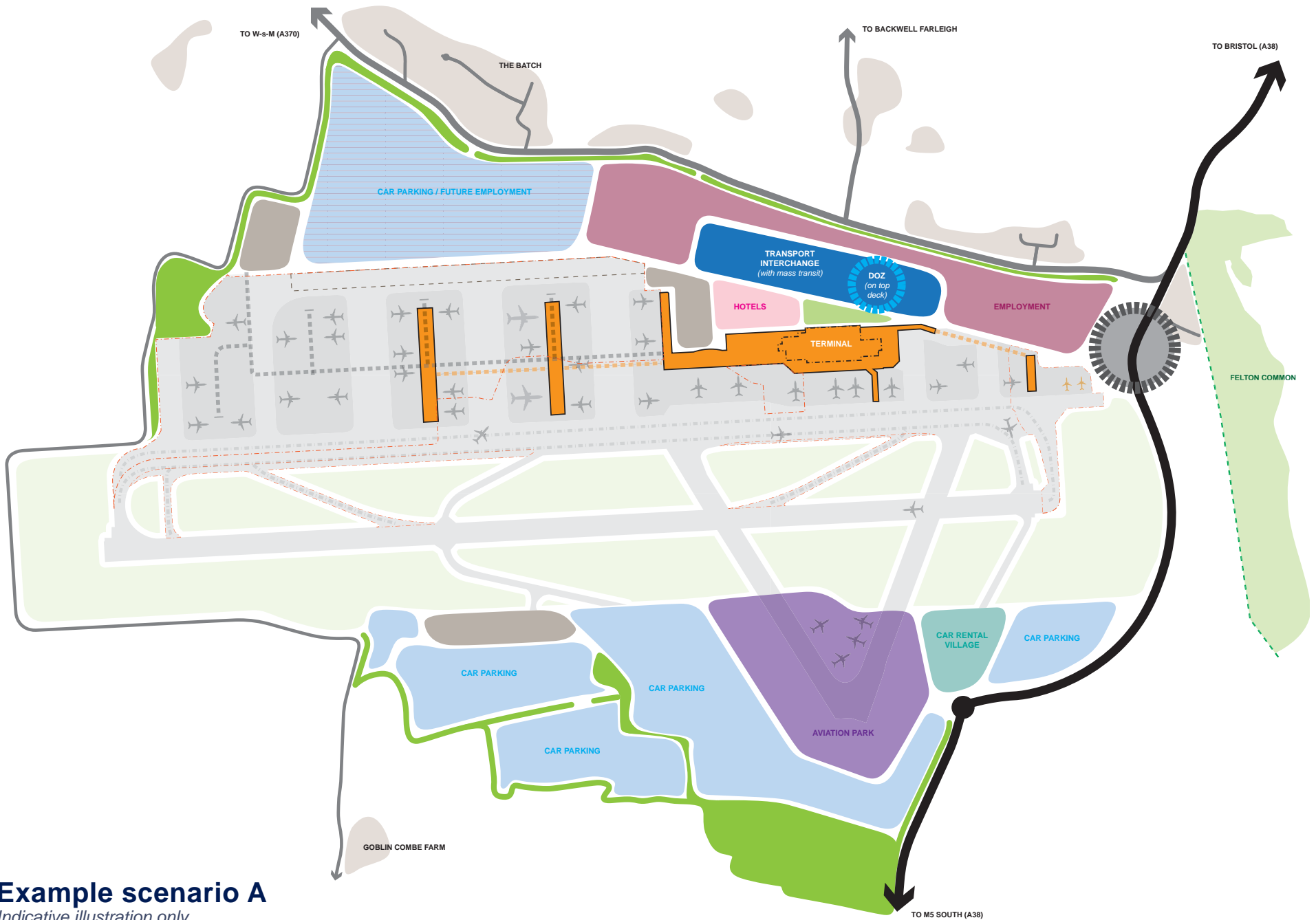
-  Existing off-site building cluster

Movement Network

-  A38 road network
-  Reconfigured airport access
-  Main off-site road
-  Minor off-site road
-  Under-apron pedestrian passage
-  Under-apron vehicle passage

Ancillary Facilities

-  Multi-modal transport interchange
-  Surface car park
-  Car hire village
-  Complementary employment zone
-  Aviation Park
-  Hotels
-  Welcome plaza
-  Structural landscaping
-  Airfield
-  Welcome / Drop-off zone (DOZ)



Example scenario A
Indicative illustration only.

Example scenario B

This approach differs from A, in that it takes a more imaginative leap into the world of 2035 and beyond with a new replacement terminal.

The new building would be sited centrally within an enlarged site, allowing for both a more rational airport layout, and the incorporation of much of its 'back of house' functions within the under-croft substructure (as described under Scenario A). The topography and the central siting of the terminal would provide the 'front of house' with an opportunity for an exciting architectural statement.









The terminal's iconic 'gateway' architecture would be set within imaginative urban space, a plaza at the very heart of the airport. This could take the form of an amphitheatre (taking advantage of the site's slope), providing a venue for community or commercial events, as well as setting for other key buildings, including a public transport interchange and hotels. One option would be to incorporate a potential rail/mass transit station below the plaza and adjoining public spaces.

This approach would be mirrored on the southern side, where a secondary 'check-in' facility could provide users of the extensive Silver Zone area with a more convenient service. Subterranean tunnels for passenger and baggage transport access directly to the new terminal would bring a step change in the travel experience.

Other elements of this scenario, (including land acquisition) would be similar to those described in Scenario A.

Key







Core Airport Activity

-  Existing terminal building
-  Proposed terminal building
-  Operational activity zone
-  Under-apron uses
-  Aircraft stand zone
-  Runway / taxiway / apron
-  Area of taxiway / apron extension
-  New taxiway arrangement











Off-Site

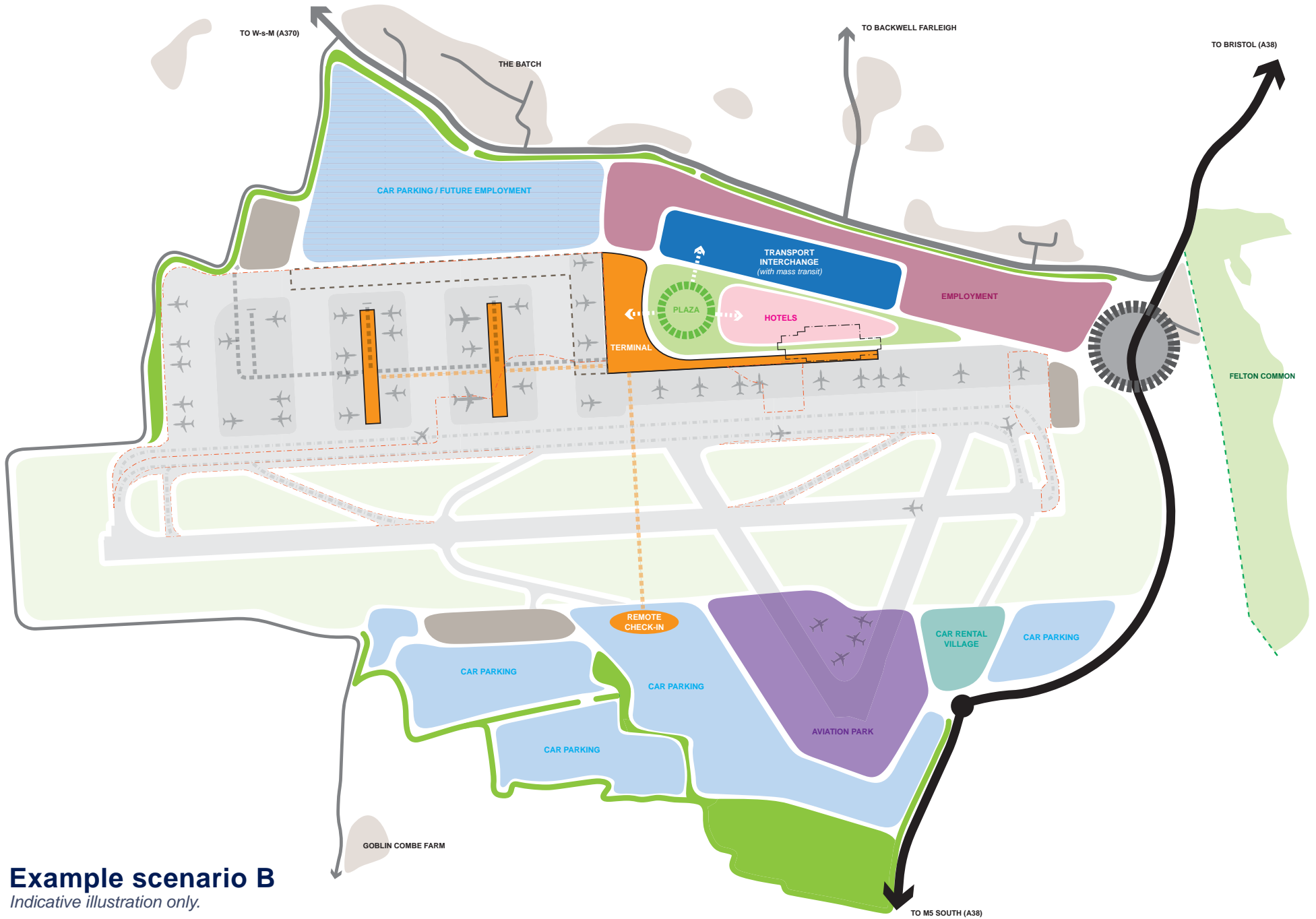
-  Existing off-site building cluster

Movement Network

-  A38 road network
-  Reconfigured airport access
-  Main off-site road
-  Minor off-site road
-  Under-apron pedestrian passage
-  Under-apron vehicle passage

Ancillary Facilities

-  Multi-modal transport interchange
-  Surface car park
-  Car hire village
-  Complementary employment zone
-  Aviation Park
-  Hotels
-  Welcome plaza
-  Structural landscaping
-  Airfield
-  Welcome / Drop-off zone (DOZ)



Example scenario B
Indicative illustration only.

Example scenario C

This approach includes a second terminal to complement the existing building; this would be located to the south of the runway. It would avoid the need for significant land take to the north-west, although additional land would be required to the south. It would bring some operational advantages in terms of increased apron capacity.

The look and feel of the North Side area would be broadly similar to today, albeit with an improved A38 junction and new multi-storey car parks, and, in the longer term, with the prospect of rail/mass transit infrastructure. Additional landscaping could further enhance the area, but the options for this and any additional employment opportunities would be constrained by the existing site boundaries. The additional capacity for future growth would be met almost entirely on the opposite side of the runway. Here large areas of existing surface car parking could be transformed to provide modern facilities, with the potential to link the two terminals via tunnels under the runway.

‘Terminal 2’ could be built to the same high standards as in Scenario B. Phasing may be more difficult than with A or B, and the timing and logistics of splitting the site would require detailed planning.

Additional taxiways to both north and south of the runway would be required to facilitate increased aircraft movement to and from the runway and aircraft parking aprons.








A re-alignment of the southern and eastern (A38) boundaries would create both a more rational development area and the capacity for additional and displaced car parking. In addition, the possibility of siting a mass transit station in this area cannot be discounted at this stage, and this in turn could act as a focal point for related

development and employment land. This would also need to benefit from an upgraded junction on the A38.






The impact on views across the Mendip Hills would necessitate a strong emphasis on reducing and mitigating potential visual impact.

Key

Core Airport Activity

-  Outline of existing terminal building
-  Proposed terminal building / extension
-  Operational activity zone
-  Aircraft stand zone
-  Runway / taxiway / apron
-  Area of taxiway / apron extension
-  New taxiway arrangement

Movement Network

-  A38 road network
-  Reconfigured airport access
-  Main off-site road
-  Minor off-site road
-  Under-apron pedestrian passage

Ancillary Facilities

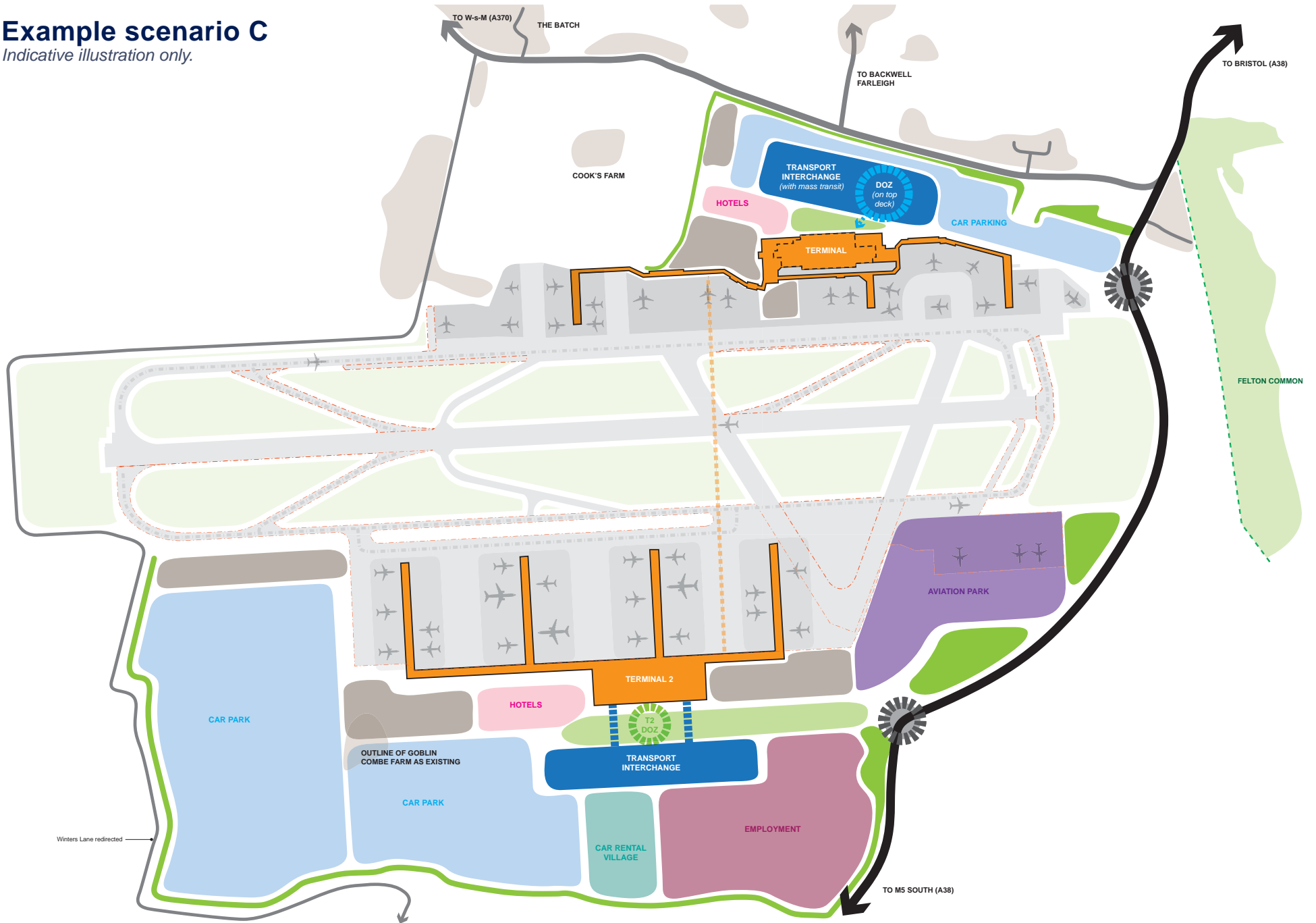
-  Multi-modal transport interchange
-  Surface car park
-  Car hire village
-  Complementary employment zone
-  Aviation Park
-  Hotel
-  Welcome plaza
-  Structural landscaping
-  Airfield
-  Welcome / Drop-off zone (DOZ)

Off-site

-  Existing off-site building cluster

Example scenario C

Indicative illustration only.



Have your say

This consultation provides an early opportunity to help shape the future of your airport.

This is your chance to tell us what you think the priorities for your airport should be. Our consultation will run until 26 January 2018.

You can find more information on our website, including details of a series of drop-in consultation events.

Submitting feedback

A feedback form will be available on our website www.bristolairport.co.uk/future until the consultation closes on 26 January 2018.

Visit our website to find out more about the consultation.

You can also send us your feedback by post to the following freepost address:

BRS Consultation FREEPOST

Next steps

After the consultation we will publish a report summarising your feedback and explaining how we are taking it into account.

Your views, together with further analysis and study, will result in a new Draft Master Plan, which will be subject to further public consultation in 2018.

And there will be further opportunities to have your say. Whether we seek consent through the NSIP process or through a planning permission, we will share our detailed plans and proposals with all stakeholders, setting out how we propose to mitigate any effects on the local community and environment identified.

More information

To find out more about this consultation, please visit www.bristolairport.co.uk/future.



Consultation point

What information would you like to see presented at the next, more detailed, consultation stage?



Contact us

 future@bristolairport.com

 0800 915 9892

 @BristolAirport



Appendix G Notification email

[Master Plan pillars](#)

[Design considerations](#)

[Have your say](#)

We want your views on Bristol Airport's future

At Bristol Airport, we are preparing a new Master Plan looking ahead to 2050 and beyond, and we want your feedback on priorities for future development.

Find out more about our consultation [here](#) and let us know your views by completing the online questionnaire.

[Find out more](#)



Your airport: your views

Preparing a new Master Plan: Public Consultation

[Parking](#)

[Flight & Holiday Offers](#)

[Destinations](#)

[Vouchers](#)

[Lounges](#)

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Keep up to date





Appendix H Digital display advert

Your airport: your views a world of opportunities



Have your say

Bristol Airport is planning for the future.

We are developing plans that will take us to 2050 and beyond.

Help shape your airport.



**Pick up a leaflet or ask
for the accompanying
document at an
Information Point.**

Find out more and give us your views at:
www.bristolairport.com/future



Appendix I Your Airport Newsletter



Your airport

Consultation begins on Master Plan to 2050



Following a record 12 month period in which passenger numbers reached eight million for the first time in its history, Bristol Airport is seeking views on how to continue to provide national and international connections to the South West of England and South Wales, supporting businesses and creating jobs for local people over the next 30 years and more.



Passing the eight million milestone demonstrates continued strong demand for air travel to and from the South West of the UK, highlighting the need to begin investigating options for extending capacity beyond the current limit of ten million passengers a year.

A consultation is underway to seek views from local people on initial priorities and concepts for future development. It is a first opportunity for anyone with an interest in the future of Bristol Airport to get involved and have their say.

Feedback will help shape the Airport's Master Plan, which will be subject to further consultation in spring 2018. Master Plans help airports assess future requirements and also give local councils and businesses information on which to base their own long-term strategies and investment decisions.

Bristol Airport's previous Master Plan was published in 2006 and, with subsequent planning approvals from North Somerset Council, has enabled investment of more than £160 million in new and improved facilities over

the last seven years, including two major terminal extensions.

More information, and an online questionnaire, can be found at www.bristolairport.co.uk/future, along with details of events taking place in local communities and across the West of England for those wishing to speak to members of the Airport's management team. Consultation closes on Friday 26 January.

Turn to the centre pages to find out about the five pillars guiding Bristol Airport's approach to developing a new Master Plan.





Bristol Airport ranked highly for customer satisfaction

Bristol Airport has gained the top spot in the UK for staff courtesy in the ASQ Survey, an international programme benchmarking the passenger experience at airports.

The programme measures passenger satisfaction at leading UK airports, as well as airports from over 80 countries. The latest results (July – September) rank Bristol Airport number one for staff courtesy, terminal cleanliness, comfort of gate and wait areas, as well as for overall satisfaction of leisure passengers.

Airport Service Quality (ASQ) is the industry standard for airports across the world. Airports taking part in the ASQ survey handle a total of 7.6 billion passengers between them – more than half of all annual air journeys.

As well as measuring overall customer satisfaction, ASQ rates airports against more than 30 different indicators, covering all parts of the passenger process, from check-in on departure to baggage reclaim when returning home. Overall satisfaction is also split by journey purpose, enabling airports to assess how well they meet the needs of business and leisure passengers.

Bristol Airport's success was achieved in a record-breaking year with over eight million passengers expected to have passed through the terminal by the end of 2017.



Is duty free set to return?

Bristol Airport supports the call by 40 MPs for a return of duty free for passengers travelling to EU countries.

From the day that the UK ceases to be a member of the EU, it will enjoy 'third country' status, meaning that passengers travelling from the EU to the UK will automatically be able to purchase duty free goods.

Under existing legislation, passengers travelling from the UK to EU countries will not enjoy the same rights.

Bristol Airport therefore supports the call for Government to change legislation, preventing a bad deal for UK passengers and preventing the UK being at a competitive disadvantage to EU27.



Aviramp arrives to help special assistance passengers



OCS, the specialist provider of assistance to passengers with reduced mobility at Bristol Airport, has introduced Aviramp and Aviramp Lite. The ramps are fully portable, simple and easy to use, walk-on boarding bridges, designed for all passengers. The Aviramp reduces the need for special assistance passengers to be transferred to the aircraft using specialist equipment.

Aviramps can be used on larger aircraft, while Aviramp Lite is suitable for smaller planes, meaning the new kit can be used for most flights to and from Bristol.

The Aviramp walk-on bridge optimises passenger boarding with an emphasis on dignified boarding for passengers with reduced mobility.

Work begins on Bristol Airport's first multi-storey car park

New facility to be open for summer 2018

Work has begun on a £9.5 million car park development. Construction of a multi-storey car park – the first on the Airport site – is underway and will create more than 1,000 spaces situated within a short walking distance of the terminal.

Goldbeck Construction has been appointed to build the multi-storey car park which will be of a steel modular construction and will feature enhanced car parking bay technology, helping drivers to easily locate unoccupied spaces. The development also includes improved internal road design, landscaping and signage all geared to assist passengers when parking cars on site.



New Flyer service from Weston-super-Mare

People in the Weston-super-Mare area can now get a Flyer bus directly to the Airport.

The service started in April and travels through Worle, Congresbury and Cleeve before reaching the Airport. Buses run every hour, starting at Weston-super-Mare Railway Station from 3:05am. Not only is this great news for passengers, but it also provides public transport options for staff working at the Airport.

Tickets for travel can be booked in advance online via mTickets or by paying the driver on the day of travel. Tickets cost £5.00 single or £7.00 return, with concessions available.



Self-service bag drop delivers time-savings



A trial of self-service bag drop technology commenced earlier this year, resulting in time-savings for passengers flying with easyJet.

Self-service bag drop puts passengers in control of their own hold baggage check-in procedure, reducing processing time and queuing when compared to the standard bag-drop system. Passengers use a self-service kiosk to weigh and tag their bags before placing items into the baggage system at a bag drop desk.

Twelve self-service kiosks and four bag drop desks have been installed in the easyJet check-in area, and customer hosts are on hand to offer guidance and assistance to passengers. Self-service bag drop will be rolled out for more airlines in 2018, meaning more passengers will be able to take advantage of the time-savings the system offers.

Routes round-up

A number of new routes commenced at the start of the winter season, including easyJet services to Athens (the crew of the first flight are pictured) and Stockholm which bring the number of European capitals served from Bristol Airport to 18. In addition, Ryanair began flights to Cologne four times a week.

Looking ahead, TUI has announced three new routes from Bristol for winter 2018/19 – Marrakech, Reykjavik, and Boa Vista in Cape Verde.



Report shows disability travel on the rise

The UK Civil Aviation Authority (CAA) has published a report showing a dramatic rise in disabled passengers using airports. Since 2010, the number of passengers requesting extra help when flying has increased by 66 per cent and now totals more than three million journeys a year. The report assessed the top 30 airports in the country on the quality of the assistance they provide, finding that the majority give a 'good' or 'very good' service.

The CAA's framework, the first of its kind in Europe, was introduced to ensure there is a consistent and high quality service for disabled passengers across UK airports. The CAA assesses airports against a number of measures to establish how well they are performing for disabled passengers. Where airports regularly under-perform, the CAA can take enforcement action to ensure services are improved.

Of the airports reviewed, six were rated 'very good', 20 rated as 'good' (including Bristol) and four rated as 'poor'. Those with 'very good' and 'good' ratings performed well in areas such as customer satisfaction, waiting times and engagement with disability organisations.

Halloween happiness

Bristol Airport staff got into the Halloween spirit by offering to play a game of 'trick or treat' with a difference with passengers while waiting to board their flights in the departure lounge.

Those passengers brave enough to take the challenge were asked to put their hands into a bowl full of folded cards. Pulling out a 'treat' card earned a gift from a sack full of prizes. A 'trick' card, however, resulted in the opportunity to try on some suitable spooky fancy dress hidden behind the information desk!

Travellers of all ages enjoyed the fun before flying off to celebrate Halloween in destinations around the globe!



£2.5m car park improvements

A new customer reception building was at the heart of car park improvements completed in September. The reception building is situated in the centre of Silver Zone, which is located to the south of the runway. On a typical day, thousands of passengers pass through the new facility, which also hosts up to 50 staff from the Airport's Ground Transportation team. The two-storey structure is designed to create a positive first and last impression for passengers when using the Airport.

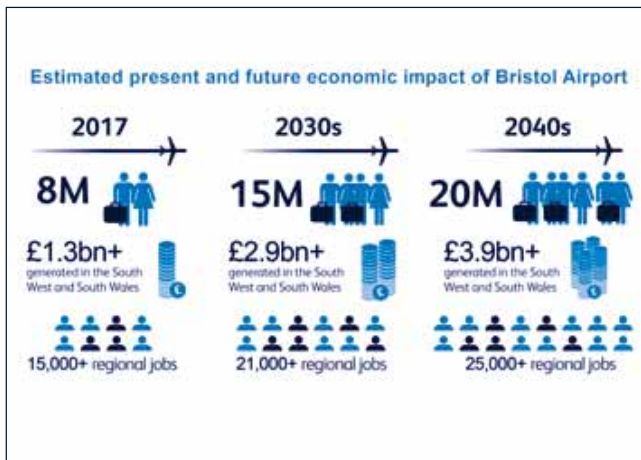




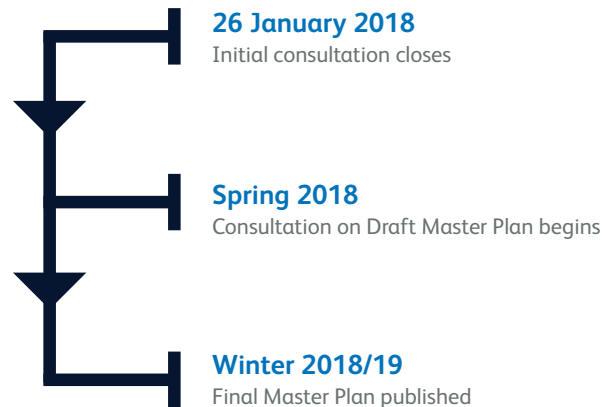
Preparing a new Master Plan

Economic impact

Modern airports do more than simply load people or goods onto aeroplanes – they are major centres for employment and economic activity in their own right.



Timeline for preparing a new Master Plan



The pillars guiding preparation of a new Master Plan

To make sure of the best possible outcome for passengers, neighbours and the region as a whole, Bristol Airport's new Master Plan will be guided by five pillars.

A world leading regional airport

Delivering easy and convenient access, excellent on-time performance, friendly and efficient customer service, a great range of destinations, state-of-the-art facilities and a distinctive sense of place that reflects the unique part of the world we serve.

Employment and supporting economic growth

Creating employment and supporting economic growth by connecting the South West of England and South Wales to new markets, talent and tourists.

At the heart of an integrated transport network

Making Bristol Airport an integrated transport hub by bringing together different modes of transport, not just for our passengers and staff, but also for people travelling within, to and through the region.

Sustainable approach

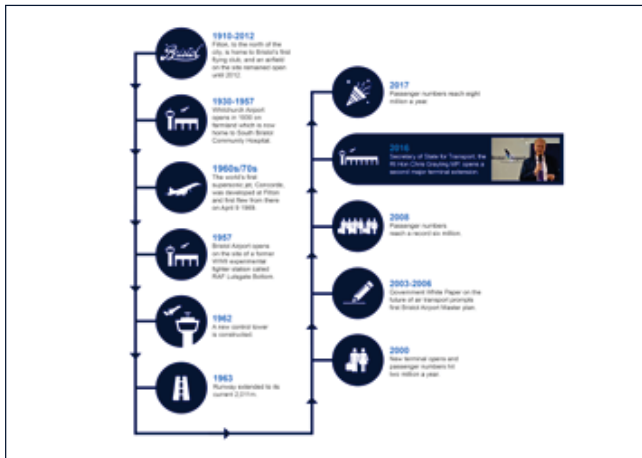
Seeking to reduce and mitigate our effect on communities and the environment, locally and globally, as well as finding opportunities to deliver enhancements.

Deliverability

Developing proposals which are flexible enough to be delivered in phases to meet demand, and which represent value for money for passengers, airlines and other stakeholders.

Our story so far

In May 2017 we celebrated 60 years on our current site. Here are some the milestones passed along the way.



Have your say

This consultation provides an early opportunity to help shape Bristol Airport's future. Find out more and fill in a feedback form at www.bristolairport.co.uk/future. Consultation closes on 26 January 2018.

Next steps

After the consultation Bristol Airport will publish a report summarising feedback received and explaining how it is being taken into account. These views, together with further analysis and study, will result in a new Draft Master Plan, which will be subject to further consultation in 2018.

A world of opportunities

These are exciting times for our region. The economy is thriving and Bristol Airport is playing its part. We are more connected than ever, with over 120 destinations, and are investing in our facilities to ensure that customers have an amazing journey. Our aim is to be a world-leading regional airport.

This year we celebrated our 60th anniversary. The UK Government is progressing its new Aviation Strategy, and a Joint Spatial Plan for the West of England is under development, providing an ambitious foundation for sustainable growth. So now is the right time for us to consider the next chapter in Bristol Airport's story, up to and beyond our centenary year.

Having a successful international airport is vital for a vibrant region like ours, with world-class universities, major multinational businesses and some of Britain's most iconic tourist attractions on our doorstep. We want to share our exciting vision for the future, ensuring the airport is a gateway to the South West of England and South Wales, by building on our strong local identity.

We are now preparing our own strategic plan for the coming decades, and this consultation represents the first step. After listening to you we will prepare a Draft Master Plan for further consultation in spring 2018. We aim to publish the final Master Plan in the winter of 2018/19.

Delivering these plans will need the help of others, particularly when it comes to surface access. Despite being one of the largest and busiest outside the South-East, Bristol Airport is without direct rail, motorway or dual carriageway access. This needs to change if the region and our millions of passengers are to reap the full benefits of twenty-first century connections, both here and abroad.

This document invites you to help plan the next stage of your airport's amazing journey.

Please tell us what you think.

Janis Kong
Chairman

Simon Earles
Planning and Sustainability
Director





Activity book inspires young fliers

When final year Rolls-Royce graduates were challenged to develop activities, displays or projects adding value to the aviation sector, one group decided to link up with Bristol Airport to create a ‘Young Fliers’ activity pack.



Issued during school holidays, the pack aims to keep children amused and entertained ahead of their flight. It includes a booklet of games, word searches, colouring challenges and facts about aviation, all designed to encourage interest in the STEM subjects (science, technology, engineering and maths)

Not only that, but the back page also doubles as a bedroom door sign or luggage label which young fliers can personalise and keep to remind them of their trip. The booklet also features as part of Rolls-Royce’s STEM outreach, enabling the Bristol Airport brand to be promoted across the country.

Community Fund grants top £129,000

The Fund set up to benefit the community around Bristol Airport has donated over £129,000 to local projects so far this year, taking the total contribution to nearly £700,000 since it was established in 2012. Just under 200 different projects in the area around the Airport have benefitted as a result.

Each year Bristol Airport contributes a minimum of £100,000 to the Airport Environmental Improvement Fund, with the figure increasing in line with growth in passenger numbers. The Fund’s Management Committee includes representatives from both the Airport and North Somerset Council and is independently chaired.

So far this year a total of 51 projects were supported - the highest number of grants since the Fund began, with contributions ranging from £1,000 to £19,000. This included noise insulation grants for local residents; improvements to a pedestrian footway in Wrington; a local school engagement arts programme; ‘access for all’ improvements to Regil, and Felton Village Halls and a garden educational project for a junior school in Backwell.

The Fund’s purpose is to help mitigate the impact of the Airport’s operations and to give something back to surrounding communities who are situated in close

proximity to the site. Projects which could be eligible for support include initiatives to mitigate the impact of aircraft and ground noise, improvements to transport infrastructure, measures to reduce community severance, nature conservation, educational projects and local sustainability initiatives. The Fund’s area of benefit includes the parishes of Winford, Wrington, Backwell, Brockley, Cleve and Barrow Gurney.

For further information please contact the Bristol Airport Local Community Fund Administrator on 01275 473615 or email communityfund@bristolairport.com.



Airport team reaches peaks for charity of the year



Back in July, members of the Bristol Airport team completed the National Three Peaks Challenge, helping to raise valuable funds for the Airport’s charity of the year, Children’s Hospice South West (CHSW).

The National Three Peaks Challenge involves climbing the three highest peaks in England, Wales and Scotland, within 24 hours. The three peaks are Snowdon in Wales (1085m), Scafell Pike in England (978m), and Ben Nevis in Scotland (1345m).

The Bristol Airport team of Adam Thorne, Charlie Wright, Nigel Martin and their driver, James Emanuelli, completed the challenge in 23 hours 51 minutes, raising over £700 for the charity.

Children’s Hospice South West has been voted as the charity of the year on six separate occasions over the last 11 years and the long-standing partnership has raised over £160,000 for the charity.



Meet the Aviation Business Development Team

The Aviation Business Development team is responsible for working across the travel and tourism industry to drive passenger growth in three main areas:

- Outbound leisure travel
- Business Travel
- Inbound Tourism into the South West

This covers a range of work with many external partners - tour operators, travel agents, business travel management companies, medium to large businesses and local and national tourism bodies, to name just a few.



Shirley McColl

Shirley has worked for Bristol Airport for over a decade, specialising in the leisure travel trade and ensuring travel agents across the region choose Bristol first when booking holidays for their customers and leading our charter/package tour sector to its best ever year

Tourism partnership targets overseas visitors

Bristol Airport has teamed up with the UK's national tourism agency, VisitBritain, in a three-year partnership to promote South West England to overseas visitors. The joint marketing fund will focus on France in year one, working with airline partners to build on the strong existing route network, which currently includes scheduled flights to 13 French cities.



Destination management organisations across the region will have the opportunity to get involved, with Destination Bristol taking a co-ordinating role in bringing together local knowledge and compelling content to ensure campaigns stand out in the competitive international tourism market.

The exciting partnership was announced at the World Routes Conference in September by Bristol Airport's Business Development Director, Nigel Scott, and VisitBritain's Commercial Director, Carol Dray (both pictured).



Dan Mills

A new recruit to the team, Dan joined the Airport from a leading business travel specialist, and now leads our work engaging with companies across the region to save them time and money by flying local, focussing on our key business airlines and major European hub connections.



Pete Downes

Pete (on the right of the picture) heads up the team and also works on inbound tourism development at a regional and national level, spearheading the recent work to secure Bristol Airport's Strategic Gateway partnership with VisitBritain, and serving as a non-executive director of Destination Bristol in addition to the day job.



Fire hose comes in ‘Ande’ for Noah’s Ark bears

The Airport’s fire team came up with a recycling idea with a difference recently when they donated used fire hoses to Noah’s Ark Zoo Farm in North Somerset. While damaged and worn hose cannot be used for firefighting, it turns out it makes an ideal hammock for Andean bears!



Anyone for tennis?

In November we were delighted to welcome tennis players to the Indoor Wheelchair Tennis Championships held at the University of Bath. Over 50 Wimbledon and Paralympic tennis champions from around the world attended the event.



Photo: Medal winners at Rio Olympics

It’s time for A Fair Tax on Flying



Bristol Airport is backing the campaign for a reduction in Air Passenger Duty (APD), the aviation tax set by the Government.

The campaign – A Fair Tax on Flying – recently highlighted that UK APD is the highest tax of its kind in the world and is therefore calling for a reduction in APD of fifty per cent or more.

As Brexit draws closer, the UK needs to secure its place in, and connectivity with, the rest of the world. Aviation – as an enabler of travel and trade – is key to this.

If successful, the campaign would see both business trips and family holidays noticeably cheaper, making it a win-win situation for everyone.

On a mission



In September, representatives from 11 local food and drink companies took off from Bristol Airport en route to China for a five-day trade mission aimed at securing new sales in this large and growing market. Delegates flew with KLM via Amsterdam, demonstrating the onward connectivity available from this major international hub.

Recycling on the increase



Have you ever wondered how many plastic bottles we recycle? In one week during the summer we recycled nearly a tonne of plastic bottles, mainly from passengers taking larger bottles and containers in excess of 100ml through the security search area. During the ten weeks of the busy summer season it is estimated that the contents of the plastic bottles confiscated would have been enough to fill an Olympic swimming pool!

Passengers can help to reduce the amount of plastic waste at the Airport by remembering not to pack larger bottles and other containers exceeding 100ml in their cabin baggage. Water fountains are available in the departure lounge and arrivals area for those wishing to fill up empty bottles.

Eggs-tra baggage

This contribution from the team at Longleat Safari Park is surely a shoo-in for the most unusual item carried in cabin baggage from Bristol Airport.

Earlier this year, as part of a plan to save the northern white rhino (pictured) from extinction, scientists from Italy flew home with eggs extracted from one of Longleat’s southern white rhinos to use in a trail-blazing IVF project.

Eggs-traordinary!



Send your comments to yourairport@bristolairport.com

Visit www.bristolairport.co.uk for the latest news from Bristol Airport.

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Appendix J Parish Councils sent consultation leaflet

Parish Council
Abbots Leigh Parish Council
Backwell Parish Council
Banwell Parish Council
Barrow Gurney Parish Council
Blagdon Parish Council
Bleadon Parish Council
Brockley Parish Council
Burrington Parish Council
Butcombe Parish Council
Cameley Parish Council
Camerton Parish Council & Dunkerton Parish Council
Chelwood Parish Council
Chew Magna Parish Council
Chew Stoke Parish Council
Churchill Parish Council
Clapton-in-Gordano Parish Council
Cleeve Parish Council
Clevedon Town Council
Clutton Parish Council
Compton Dando Parish Council
Compton Martin Parish Council
Congresbury Parish Council
Corston Parish Council
Dundry Parish Council
East Harptree Parish Council
Farmborough Parish Council
Farrington Gurney Parish Council
Flax Bourton Parish Council
High Littleton Parish Council
Hinton Blewett Parish Council
Hutton Parish Council
Kenn Parish Council
Kewstoke Parish Council & Wick St Lawrence Parish Council
Keynsham Town Council
Kingston Seymour Parish Council
Locking Parish Council
Long Ashton Parish Council
Loxton Parish Council
Marksbury Parish Council
Midsomer Norton Parish Council
Nailsea Town Council
Nempnett Thrubwell Parish Council

Parish Council
Norton Malreward Parish Council
Paulton Parish Council
Peasedown St John Parish Council
Pill and Easton-in-Gordano Parish Council
Portbury Parish Council
Portishead Parish Council
Priston Parish Council
Publow and Pensford Parish Council
Puxton Parish Council
Radstock Town Council
St Georges Parish Council
Stanton Drew Parish Council
Stowey Sutton Parish Council
Tickenham Parish Council
Timsbury Parish Council
Ubley Parish Council
Walton-in-Gordano Parish Council
West Harptree Parish Council
Westfield Parish Council
Weston-in-Gordano Parish Council
Weston-super-Mare Town Council
Whitchurch Parish Council
Winford Parish Council
Winscombe & Sandford Parish Council
Wraxall & Failand Parish Council
Wrington Parish Council
Yatton Parish Council
Cheddar Parish Council
Batheaston Parish Council
Bitton Parish Council
Claverton Parish Council
Downend and Bromley Heath Parish Council
Englishcombe Parish Council
Freshford Parish Council
Saltford Parish Council
Shipham Parish Council
St Catherine Parish Council



Appendix K Exhibition boards

Consultation Materials

At consultation events, Bristol Airport told its story, explained the need to consider its future, proposed priorities for development, and outlined some example future scenarios with the help of pull-up banners, boards with the illustrative plans provided within the consultation report, and the consultation booklet.

The following banners are below:

1. **Welcome**
2. **About Bristol Airport**
3. **Our story: how it all started**
4. **Our story: Where we are now**
5. **Our story: Looking ahead**
6. **Economic impact of Bristol Airport**
7. **Preparing a new Master Plan**
8. **A world-leading regional airport**
9. **Employment and supporting economic growth**
10. **At the heart of an integrated transport network**
11. **A sustainable approach**
12. **Deliverability**
13. **Design considerations**
14. **Example scenario 1**
15. **Example scenario 2**
16. **Example scenario 3**
17. **Have your say**
18. **Next steps**

Welcome

Welcome to Bristol Airport's consultation, and thank you for your interest in our plans.

This year, we celebrated our 60th anniversary.

Today, we serve as many passengers every day as we did in 1957 when we first opened. Demand for air travel is increasing.

We know we need to respond to this demand, and it is time to start preparing a new Master Plan that will take us to the airport's centenary and beyond, but we need your views on how to shape this plan.

Find out about our ideas in detail, talk to us and have your say.



About Bristol Airport

Bristol Airport is the main international gateway to the South West of England and South Wales. We form an essential part of the transport network, providing national and international connections, supporting businesses and creating jobs for local people.

Having a successful international airport is vital to our region, with world-class universities, major international businesses and some of the UK's most iconic tourist attractions on our doorstep.



Bristol Airport this year

- Bristol Airport celebrated its 60th birthday;
- Handled more than eight million passengers for the first time;
- Supported an estimated 15,000 local jobs;
- Generated £1.3bn for the region in Gross Value Added.

It's a good position to be in, but we can't afford to stand still. Bristol is your airport and we need to plan for future demand.



Our story: How it all started

Bristol Airport opened in May 1957 following the closure of the city's previous airport at Whitchurch. The airport had an important role ferrying statesmen, spies and film stars during World War II but could not meet Bristol's growing needs.

As holidays abroad became more popular in the 1960s, Bristol Airport expanded.

A new control tower, terminal extensions and a cargo shed were added, and the runway was extended.

Following the liberalisation of Europe's aviation market in the 1990s, air travel became accessible to millions more people. The subsequent inauguration of a new terminal in 2000 brought in low-cost airlines and opened Bristol up to many new destinations.



The original wartime Bristol Airport in Whitchurch



Then and now - Bristol Airport on our 60th anniversary

Our story: Where we are now

Today, Bristol is the third largest regional airport in England. We provide direct flights to over 120 destinations across 34 countries, and connecting flights to many more locations across the globe can be accessed via international hubs which are served by multiple daily flights.

In 2006, we published our previous Master Plan setting out how the airport should develop. These plans formed the basis of the development for which we received planning permission in 2011, and the investments we made have created a modern, accessible space with a strong regional identity.



As passenger demand continues to increase, we once again need to respond by putting a new plan in place. Capacity constraints will need to be addressed; at the heart of our plans is maintaining the strong connection we have with our region and our commitment to providing excellent customer service.

A new Master Plan will set out how we can meet this exciting challenge in the best way for our customers, stakeholders and the local community and the environment.



Our story: Looking ahead

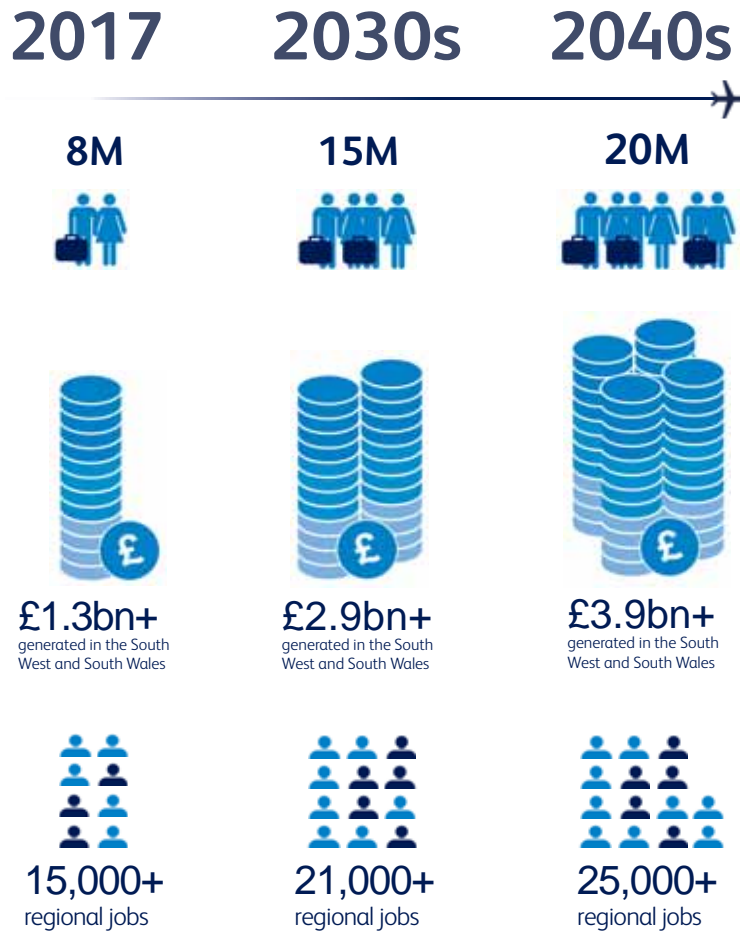
Air travel has made sights and experiences that would have been closed to most of us just a few decades ago available to millions, and the pace of change is unlikely to slow. New technology innovations will make it even easier, and cleaner, to fly.

Forecasts suggest the future population will identify as more global and diverse than ever before. We will need to adapt to these changes, by:

- Delivering a greater choice of destinations including long-haul flights
- Attracting investment to the region by providing better business connectivity
- Harnessing innovation to offer a more streamlined service to passengers
- Increasing our energy efficiency and use of renewable energy and materials
- Ensuring better integration with local road and rail networks.



Economic impact of Bristol Airport



Preparing a new Master Plan

Demand for air travel is on the rise, Britain's place in the world is changing and technological advances are revolutionising aviation. The need for more airport capacity nationally is recognised by the Government.

Against this backdrop, piecemeal improvements to Bristol Airport will not deliver the connectivity and economic benefits this region needs to compete on the global stage.

To guide our thinking as we start planning to meet your future needs, we have identified five pillars that we'd like your views on:

1. A world-leading regional airport
2. Employment and supporting economic growth
3. At the heart of an integrated transport network
4. Sustainable approach
5. Deliverability.

This section explains these guiding principles in more detail. For more information on the five pillars, please pick up a 'Your Airport: Your Views' document.



A world-leading regional airport

Bristol Airport promises an 'amazing journey'; we recently topped the UK airport passenger satisfaction rankings, and, in recent years, our flights have been among the most consistently on-time.

Maintaining and improving this performance with a well-designed, well-connected, innovative airport is at the heart of our plans, and will help us meet the rising demand for air travel from the UK, as well as putting Bristol on the map for more overseas visitors.

Progress so far

- Investment of £160 million since 2010 has helped to deliver new and improved facilities
- Recent terminal extensions provide a modern, accessible space with strong regional identity
- A growing customer service team supplemented by volunteer information patrons – or VIPs.

Ambitions for the future

We will continue to invest smartly in our facilities and work with regional and national partners to ensure surface transport infrastructure keeps pace.



Employment and supporting economic growth

Bristol Airport supports thousands of jobs, connects businesses with markets, and encourages greater flows of trade, talent and tourism between our region and the rest of the world, helping even more people share in the growth, investment and opportunities these connections bring.

Progress so far

We've just hit a new record of eight million passengers a year.

As a direct result of these eight million journeys, the South West of England and South Wales benefit from:

- 15,000 regional jobs
- £1.3 billion generated in the region.

Ambitions for the future

Demand is expected to increase to around 15 million passengers a year by 2036, and up to circa 20 million a decade later. By offering more passengers greater choice from a modern, convenient and welcoming airport, we have an important part to play in bringing prosperity to the region, now and in the future.



At the heart of an integrated transport network

We are the largest airport in the UK without direct access by dual carriageway, motorway or rail. Our relatively poor transport links are one of the reasons why millions of people from the South West and Wales travel to airport in London and the South East every year. As destination and passenger numbers increase, better integrated surface connections will streamline journeys and improve airport accessibility.

Progress so far

Public transport connections now operate between the airport and eight major towns and cities across the South West and Wales. We also contributed over £4m towards the new South Bristol Link, and are exploring options to improve access by road and rail.

Ambitions for the future

By setting out sustainable plans for the airport's future we will strengthen the region's case for new transport infrastructure, helping to provide an even more convenient option for local passengers.



A sustainable approach

We pride ourselves on being a considerate neighbour and limiting our effect on the environment.

Progress so far

- Awarded Airport Carbon Accreditation by Airport Council International (ACI) Europe in recognition of efforts to map and reduce our carbon output
- Participated in the Sustainable Aviation initiative
- Developed partnerships with airlines to reduce noise and improve track-keeping
- Created an online tracker tool to enable local people to plot radar tracks for aircraft against locations on the ground
- Contributed over £500,000 to affected local communities.

Ambitions for the future

By operating efficiently, promoting procedures which reduce energy use and investing in renewable technology we will be net carbon neutral by 2030.



Deliverability

Like most UK airports, we are privately owned. This means that investments must deliver a return, as well as providing the facilities our passengers want at a competitive price, and enabling our airlines and business partners to operate more efficiently.

Progress so far:

- Private capital investment of £160 million since 2010
- More than £4 million contribution to South Bristol Link and Metrobus network
- Joint-funding for a study of options to relieve congestion in the A38.

Ambitions for the future:

- Completion of current development plans, including new aircraft stands, a multi-storey car park and a fire station
- Developing the business case for future development and securing support from stakeholders.



2010: Bristol Airport development team, West terminal construction



Design considerations

Forecasting the future can never be 100 per cent accurate but we know we have to be ready for the decades ahead. We need to adapt and deliver, and provide Bristol and the South West with the airport it deserves. This poses challenges but also huge opportunities. This section looks at ten factors that will have a direct effect on the look and feel of the airport.

Details of all the design considerations can be found in the 'Your Airport: Your Views' document.

Access off the A38

The main route to Bristol Airport is a single carriageway road, and is frequently congested.

We are working with partners to improve it, but any major schemes are unlikely to begin before 2025.

We need to anticipate when and how the A38 will be transformed; any improved layout must allow for this.



Employment and related development

A phased increase in passengers would bring new jobs, but the airport is not currently able to offer wider development opportunities for inward investment.

A new Master Plan provides an opportunity to address this and develop our vision for an airport that is also a public transport and employment hub.



Fuel provision

Bristol Airport is high on a plateau, with a visual bearing on the residential properties on Downside Road, and the busy A38. These will need to be carefully considered in our Master Plan.

The visual impact of any new development will be at the heart of the design process. High quality design and structured landscaping will seek to avoid adverse effects.



Green Belt

The Bristol and Bath Green Belt was designated in the mid-1950s, around the time Lulsgate Bottom was chosen as a location for Bristol Airport. As we look ahead to 2050 we believe it is time for a fresh assessment of the Green Belt boundary and the airport's relationship with the surrounding area.



Sustainability and green infrastructure

The opportunity to re-shape and modernise the airport's estate is also the chance to use the best in sustainable development practice, from energy production and efficiency, to the transportation of people and goods, noise reduction, water use, and ecology.



Land acquisition

Bristol Airport is dwarfed by most of its peers.

When we reach ten million passengers a year, our site will be operating at full capacity. The airport's continued success is therefore likely to require a larger site. However, an extended runway is not currently in our plans.

In this consultation, we're seeking to engage with all landowners who could be directly affected by this. The final Master Plan will only be finalised after taking all representations into account.



Mass transit and car parking

We believe that 'mass transit' - such as rail, light rail or tram systems - would contribute hugely to delivering on our five pillars.

There is growing support across the West of England for a strategic approach to reducing congestion and improving accessibility.

Major advances in travel technology will have the potential to reduce our future demand for parking; we need to be flexible in future plans to ensure convenient access.



Place and locality

Good design and a distinctive regional character will be at the heart of our future plans. Adapting to emerging social and technological trends will be key to a successful airport in the future. We are likely to see radical changes over the coming decades, which will change the way we design and build the airport layout for the better.



Terminals

Our terminal represents a step-change from the 1957 predecessor, and by the 2030s and 40s, the way airport buildings look, feel and work will be very different again.

Providing an airport fit for 2050 could involve enhancing and extending the existing terminal, or even starting afresh with a second or replacement building.



Topography and visibility

Bristol Airport is high on a plateau, with a visual bearing on the residential properties on Downside Road, and the busy A38. These will need to be carefully considered in our Master Plan.

The visual impact of any new development will be at the heart of the design process. High quality design and structured landscaping will seek to avoid adverse effect.



Example scenarios

This exhibition and the 'Your airport: your views' document includes four plans showing the layout of Bristol Airport. One plan shows the current position, the other three illustrative examples of how could look in the future; we call these Scenarios A, B and C.










Each of these three plans shows how the Airport could evolve in the coming decades to meet rising demand for air travel. The consultation document explains that the future shape of the airport will be determined by many factors – including ten key design considerations – and the way in which we apply our fundamental principles (our 'Five Pillars').

For more Information, please refer to pages 34-41 of the consultation document.







[We want to hear your views on our approach and on the three example scenarios.](#)

KEY



Core Airport Activity

-  Outline of existing terminal building
-  Existing terminal building (Current planning approval layout)
-  Proposed terminal building / extension
-  Operational activity zone
-  Under-apron uses
-  Aircraft stand zone
-  Runway / taxiway / apron
-  Area of taxiway / apron extension
-  New taxiway arrangement











Movement Network

-  A38 road network
-  Reconfigured airport access
-  Main off-site road
-  Minor off-site road
-  Under-apron pedestrian passage
-  Under-apron vehicle passage

Off-Site

-  Existing off-site building cluster
-  Tall Pines Golf Club (Current planning approval layout)

Ancillary Facilities

-  Multi-modal transport interchange
-  Surface car park
-  Car hire village
-  Complementary employment zone
-  Aviation Park
-  Hotels
-  Welcome plaza
-  Structural landscaping
-  Airfield
-  Welcome / Drop-off zone (DOZ)

Have your say

Thank you for your interest in Bristol Airport's future plans.

We invite you to help shape the future of your airport, and have your say on what you think our priorities should be when preparing our Master Plan.

The consultation will run until midnight on 26 January 2018.

Visit www.bristolairport.com/future to give us your views online.

Other ways to get in touch

Call: 0800 915 9892

Twitter: @BristolAirport

Mail: FREEPOST BRS Consultation

Email: future@bristolairport.com



www.bristolairport.com/future

Next steps

This first stage of consultation will run until 26 January 2018.

After the consultation closes, we will publish a report summarising your feedback and explaining how we are taking it into account. Your views, together with further analysis and study, will result in a new Draft Master Plan, which will be subject to further public consultation in 2018.

There will also be further opportunities to have your say. Whether we seek consent through the Nationally Significant Infrastructure Project (NSIP) process or through planning permission, we will share our detailed plans and proposals.

To give us your views online, visit www.bristolairport.com/future.

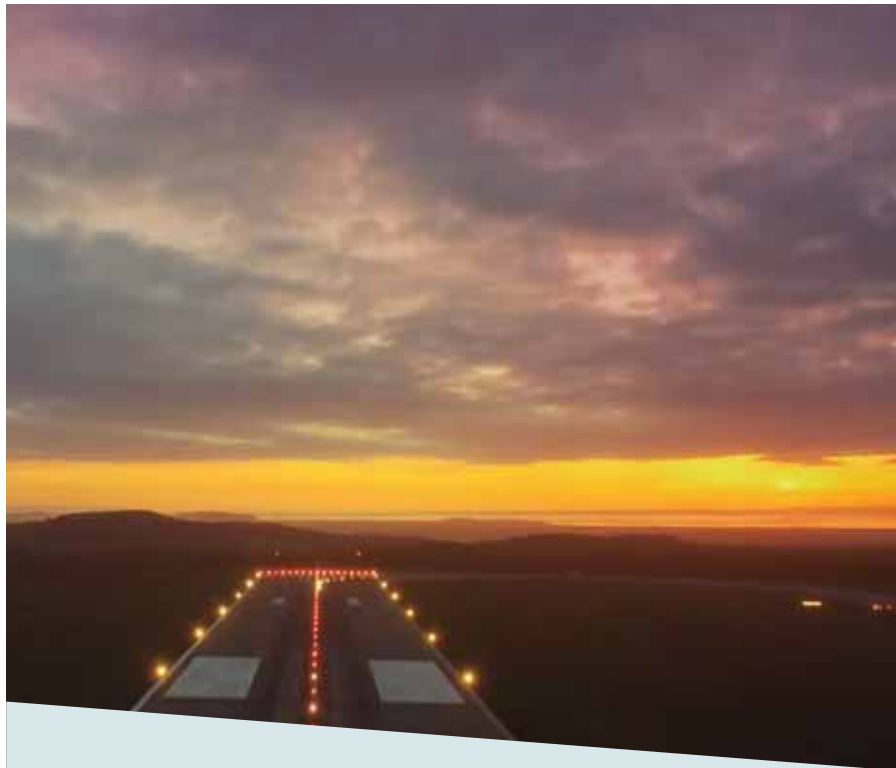
When we have collected and analysed your views, you will also be able to find the feedback report on the website.

Mail: FREEPOST BRS Consultation

Call: 0800 915 9892

Twitter: @BristolAirport

Email: future@bristolairport.com



Bristol Airport is planning for the future

Have your say

We are developing plans that will take us to 2050 and beyond.

Help shape your airport.

Pick up a leaflet or ask for the accompanying document at an information point.



Find out more and give us your views at:
www.bristolairport.com/future

Your airport: your views a world of opportunities




Have your say

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for the accompanying
document at an
Information Point.**

Find out more and give us your views at:
www.bristolairport.com/future



Appendix L Consultation Feedback Form

Consultation feedback form

Phase 1 consultation: preparing a Master Plan

16 November 2017 - 26 January 2018

Please read the 'Your airport: your views' document as you fill in this feedback form. This is where the background to each question is explained.

You can let us know what you think by completing this feedback form and returning it to **FREEPOST BRS Consultation** by **26 January 2018**, or you can fill out the feedback form on our website: www.bristolairport.com/future.



Website: www.bristolairport.com/future
Email: future@bristolairport.com
Call: 0800 915 9892

Freepost: FREEPOST BRS Consultation
Twitter: @BristolAirport

Your details

It would help us if we know a little about you so we can understand the opinions of varying airport users. This information will be treated confidentially.

Title: Name:

Address: Postcode:

Email address:

Gender (*Please tick one*): Male Female Prefer not to say Other - please specify

Age (*Please tick one*): 16-24 25-35 36-45 46-55 56-65 65+ Prefer not to say

Are you responding on behalf of an organisation? (*Please tick one*)
 No Yes. If yes, which organisation?

How did you first hear about this consultation? (*Please tick all that apply*)
 Advertising at the airport Consultation event Council website Email Leaflet
 Letter to your property News coverage Newspaper advert Other advertising Social media
 Word of mouth Other (please specify)

What is the primary reason you come to the airport? (*Please tick one*)
 Leisure travel Business travel I work for the airport or one of its partner organisations

How often do you fly to or from Bristol Airport? (*Please tick one*)
 Daily Weekly Monthly A few times a year Rarely Never

Personal information that is supplied to Bristol Airport in response to this consultation will be treated confidentially and handled in accordance with the Data Protection Act 1998. The information may be disclosed or shared with Bristol Airport's contractors and advisors who are working on the project. This will allow the team to fully consider the responses and use them in the development of the project.

On submission of Bristol Airport's planning application, the Secretary of State and the Local Planning Authority may require Bristol Airport to supply copies of all consultation responses received. If a request is made, Bristol Airport is under legal obligation to supply copies of the responses. By submitting a consultation response to Bristol Airport, a respondent agrees that we may supply a copy of their response to the Secretary of State via the Planning Inspectorate or the Local Planning Authority if required to do so.

Question 1

For more background information around this question please see page 17 in the 'Your airport: your views' document.

Do you have any comments on our pillars?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 2

For more background information around this question please see page 19 in the 'Your airport: your views' document.

What aspects of the airport experience would you like our future plans to focus on?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 3

For more background information around this question please see page 21 in the 'Your airport: your views' document.

How important is a successful airport to the regional economy?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 4

For more background information around this question please see page 23 in the 'Your airport: your views' document.

How could access to Bristol Airport be improved?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 5

For more background information around this question please see page 24 in the 'Your airport: your views' document.

How might we use emerging technologies to reduce our impact on local communities and the environment?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 6

For more background information around this question please see page 26 in the 'Your airport: your views' document.

Is there a case for increased public and private investment in and around the airport?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 7

For more background information around this question please see page 34 in the 'Your airport: your views' document.

Which scenarios best reflect our five pillars, and why?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 8

What information would you like to see presented at the next, more detailed consultation stage?

You can also fill out a feedback form online: www.bristolairport.com/future

Question 9

Is there anything else we should consider as we prepare our Draft Master Plan?

You can also fill out a feedback form online: www.bristolairport.com/future

Would you like to receive occasional emails with updates and progress on our Draft Master Plan? Yes No
You can unsubscribe from this at any point by emailing: future@bristolairport.com.

Thank you for your feedback.

We will read all the feedback we receive, and take it into account in the next step of our plans.

Please ensure you return this feedback to us by **26 January 2018**.

You can also fill out a feedback form online: www.bristolairport.com/future

Next steps

After the consultation, which runs until midnight 26 January 2018, we will publish a report summarising your feedback and explaining how we are taking it into account. Your views, together with further analysis and study, will help us to prepare a Draft Master Plan, which will be subject to consultation later in 2018.

Whether we seek consent through the NSIP process or through planning permission, we will also share our detailed plans and proposals through further consultation.

You will be able to find information and updates on the next steps of the process on our website: www.bristolairport.com/future.

