

Bristol Airport

Surface Access Strategy 2012 – 2016

Bristol Airport Limited

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Introduction

1. Bristol Airport is the major regional airport for the south west of England and the ninth largest airport in the United Kingdom, currently handling 5.9m passengers per annum. The Airport serves a catchment area with a population of between seven and eight million people within a two hour drive time. Flights are available from the Airport to over 100 destinations across 30 countries, including 79 destinations served by scheduled services. In February 2011, North Somerset Council granted outline planning permission for development of the Airport to handle up to 10m passengers per annum. The approved development is subject to 70 planning conditions and a Section 106 Agreement which are designed to ensure that the effects of the development on the environment are controlled and minimized. Planning obligations relating to surface access form a key part of the Section 106 Agreement.
2. This document sets out the Bristol Airport Surface Access Strategy for the period 2012 to 2016. It updates the previous 2006 to 2011 Surface Access Strategy that was published with the 2006 Bristol Airport Master Plan. The updated strategy addresses the latest planning obligations relating to surface access.
3. The 2003 Air Transport White Paper recommended that airports in England and Wales with more than 1,000 passenger air transport movements a year should set up an Airport Transport Forum with the aim of:
 - Identifying short and long term targets for increasing the proportion of journeys made to airports by public transport;
 - Devising a strategy for meeting these targets; and
 - Overseeing the implementation of the strategy.
4. The requirement to establish Airport Transport Forums (ATFs) and prepare Airport Surface Access Strategies (ASASs) originally formed part of the previous Government's transport policy. Bristol Airport prepared its first ASAS in 2000 following Government guidance published in 1999.
5. The current Government published its Draft Aviation Policy Framework in July 2012. This recommended that airports continue to produce ASASs and included updated guidance on their suggested content of both ATFs and ASASs.
6. This ASAS is aligned with the transport policies and strategy set out in the Joint Local Transport Plan 2011-2026 (known as JLTP3) published by the four unitary authorities comprising the West of England Partnership.

Aims and objectives

7. The purpose of this ASAS is to deliver a low carbon, accessible, integrated, efficient and reliable transport network serving Bristol Airport to achieve a successful and growing airport serving the needs of the West of England and the wider communities within the Bristol Airport catchment area, delivering connectivity, jobs and economic growth.

8. The aims and objectives of the ASAS are therefore:

- To secure easy, reliable and efficient access to Bristol Airport for passengers and staff;
- To increase the use of public transport by passengers consistent with a target of 15% of passengers using public transport at 10 million passengers per annum;
- To improve access to Bristol Airport for passengers travelling to and from the West of England, the South West of England and South Wales;
- To reduce congestion and the carbon and air quality impacts of traffic travelling to and from Bristol Airport;
- To facilitate access to jobs for local communities through the implementation of the Staff Travel Plan;
- To ensure that the surface access arrangements contribute to the growth of Bristol Airport and enable it to deliver its full potential in delivering air services to the local catchment supporting economic growth.

Existing surface access arrangements

Road access

9. Bristol Airport is located within North Somerset, approximately six miles south west of the Bristol conurbation, in a rural part of the city region dominated by the city of Bristol. The airport's main road access is by the A38, which connects the airport to the city centre to the north, via the Portway to junction 18 of the M5 for northbound traffic and junction 22 of the M5 for southbound traffic. The road network is shown at Figure 1.



Figure 1: Airport location and access

Passenger profile

10. The passenger profile has a strong influence on the onward travel arrangements at the airport. Passenger information taken from the 2008 and 2012 CAA Passenger Surveys and CAA Airport Statistics is set out in Table 1 below. This shows the changes that have taken place over the past five years. The increased proportion of foreign residents using Bristol Airport since 2008 has contributed to the increase in public transport mode share that has occurred during this period.

	2008	2012 ¹
Total passengers	6.23m	5.86m
Domestic	1.17m (19% of total)	1.05m (18% of total)
International	5.06m (81% of total)	4.81m (82% of total)
UK residents	86% of total	82% of total
Business passengers	14% of total	15% of total
Leisure passengers	86% of total	85% of total

Table 1: Passenger profile

11. The CAA Passenger Survey includes data relating to the origin of departing passengers and destination of arriving passengers. Provisional data from the first three quarters of the 2012 Survey indicates that 36% of passengers have an origin or destination in the West of England². The rest of the South West of England accounts for a further 39% of passengers and 19% passengers have an origin or destination in South Wales. The trend over the past five years has been for a slight increase in the length of the surface journey undertaken by passengers to reach the airport.
12. The mode of transport used by passengers to access the airport is set out in Table 2 below. Data has been derived from provisional results from the 2012 CAA Passenger Survey in respect of 2012³, ticket data from the Airport Flyer service and the Transport Assessment in the 2009 planning application in respect of 2007. It can be seen that, since 2007, there has been a steady increase in the proportion of passengers using public transport which has occurred primarily as a result of the growth in passengers using the Airport Flyer Express.

¹ Figures provisional at time of writing

² The administrative areas of Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire.

³ Data relating to Q1 to Q3 only were available at the time of writing

Mode of transport	Percentage of passengers	
	2012	2007
Public transport	13%	8%
Private car (excluding hire car)	67%	69%
Taxi	12%	15%
Hire car	5%	5%
Other (coach, hotel bus, cycle, motorbike, walk)	3%	3%

Table 2: Transport mode shares

Rail services

- Access to the national rail network is provided by the Airport Flyer Express at Bristol Temple Meads Station. The Flyer service operates as a quasi 'branch line' of the rail network and the service is fully integrated into the national rail timetabling and ticketing service. A 'Fast Ticket' machine is located in the passenger terminal building for the purchase or collection of train tickets. Bristol Temple Meads provides good local and national connections with regular services to London, Wales, the South West, the South Coast, the Midlands and the North of England.

Bus services

- Bus services serving Bristol Airport stop directly outside the main terminal building. Buses set down at the departures end of the terminal building and pick up at the arrivals end. Passengers have only a short walk (approximately 20m) to access the terminal building from the bus stops.
- The Airport Flyer Express provides the mainstay of the public transport offer at Bristol Airport. The service operates as the A1 and A2 services with the A1 operating to Bristol Bus Station and Temple Meads and the A2 service operating to Temple Meads, Bristol city centre, Clifton and Bristol Bus Station. Figure 2 and Figure 3 show the route maps for the Flyer service. The journey time to the city centre is approximately 30 minutes and the service operates 24 hours a day with departures from the Airport every ten minutes at peak. All services stop at Bristol Temple Meads and Bristol Bus Station and stops are also available at Barrow Gurney, Bedminster Down and Bedminster. The stops in South Bristol are particularly popular with airport staff. Tickets and timetable information are available from a Customer Service Host in a kiosk located next to the passenger terminal bus stop.
- The 121 local bus service operates between Weston-super-Mare railway station and Bristol city centre, serving the villages on the A368 and A38 corridors, stopping at Bristol Airport. Six to seven services operate in each direction. Figure 4 shows the route of the service.
- National Express services 404 and 406 operate once a day between Penzance and London via Bristol Airport.

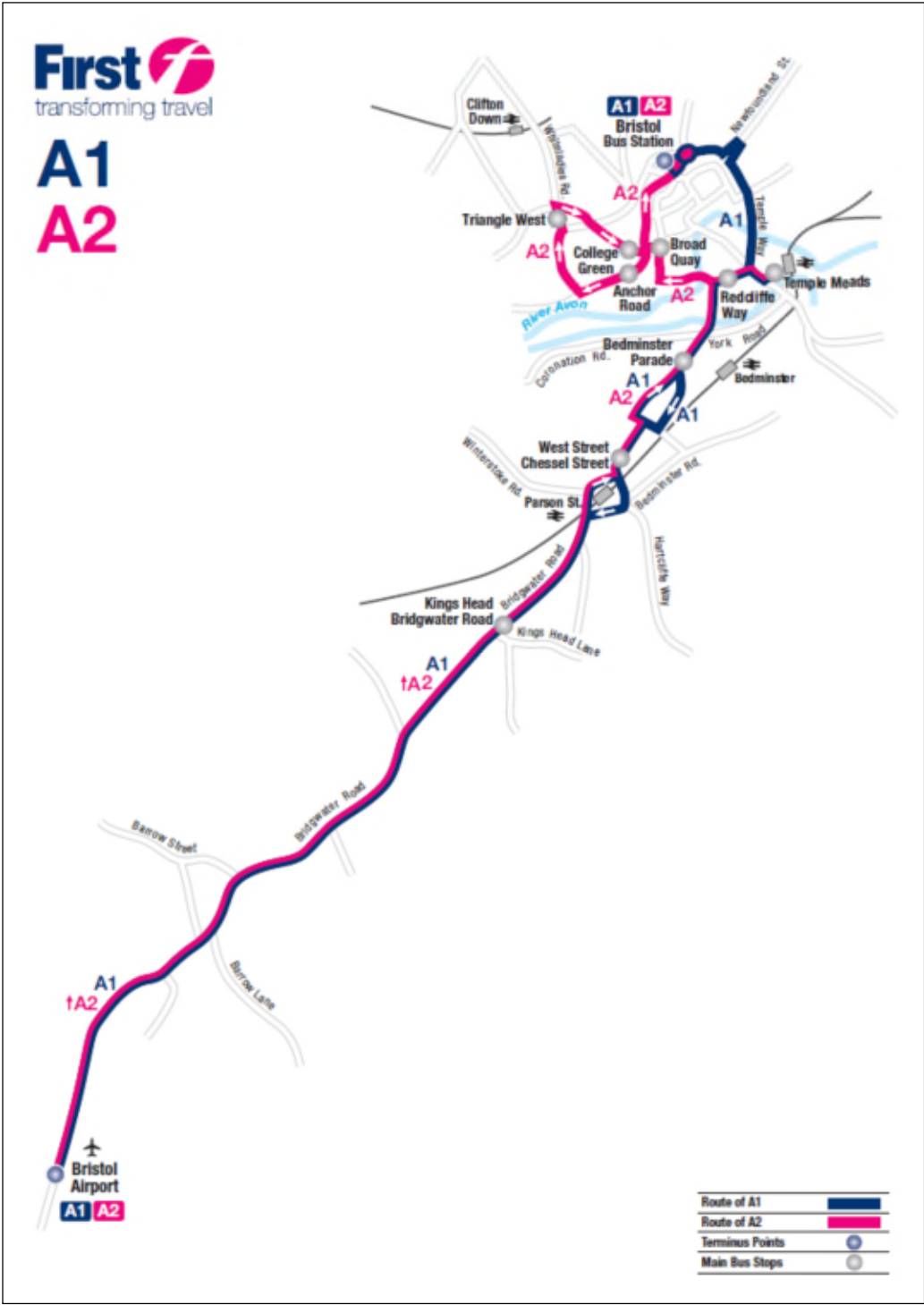


Figure 2: Flyer route map

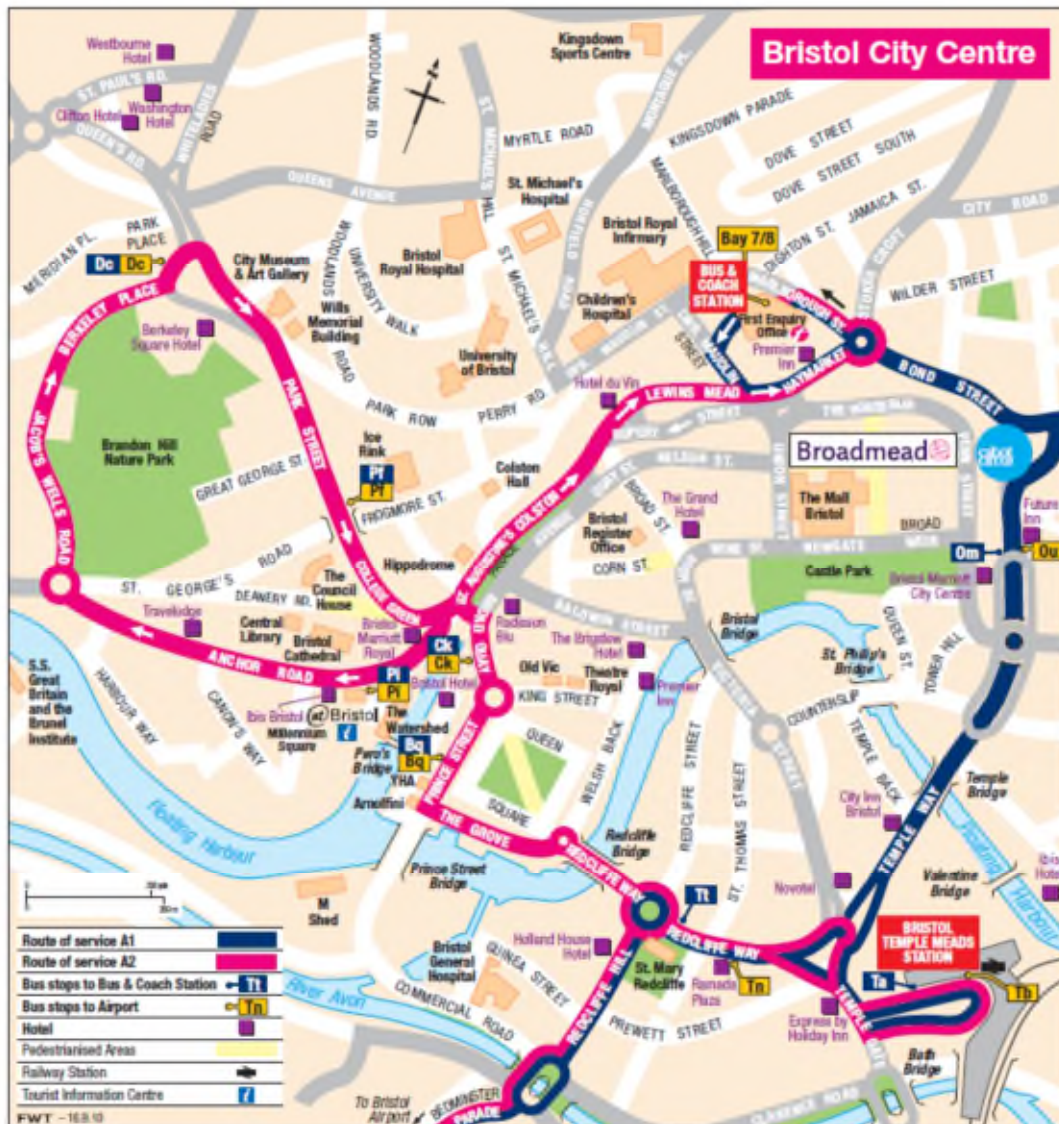


Figure 3: Flyer route within Bristol city centre



Figure 4: 121 bus service

Cycling

18. Opportunities for cycling to and from the airport are limited due to the local topography, the busy nature of the A38, and the distance of the airport from major conurbations. Nevertheless, facilities are provided near the passenger terminal for the storage of bicycles belonging to passengers who choose this mode of transport for their journey to the airport.
19. The Bristol Airport Staff Travel Plan includes a number of measures to promote cycling to work amongst staff. Secure cycle storage facilities and showers are available at the Administration Building for the use of staff registered with the Bristol Airport 'Cycle to Work Scheme'. A further secure cycle store for use by Bristol Airport and First Great Western staff is proposed for Temple Meads Station. Staff will then be able to cycle to the station, leave their cycle there and continue their journey to the airport on the Airport Flyer Express bus service, taking advantage of the staff concessionary fare. Further details of staff travel measures are included in the Staff Travel Plan.

Car parking

20. Our strategy for car parking was set out in the 2009 planning application for development of Bristol Airport to handle 10 million passengers per annum. Our objective is to provide affordable car parking for passengers for whom public transport is not an available, practical or sustainable option. Car park tariffs are set with reference to:
- Normal practice at UK airports
 - The needs of customers
 - The cost of alternative modes of transport and alternative car park arrangements
 - The need to incentivise efficient modes of transport
 - The need to provide a commercial return; and
 - The convenience offered by car park product and relationship with the passenger terminal building.
21. A number of different car park products have been developed to suit passengers' stay length and budget, as follows:
- Drop off and pickup. An express pick up and drop off car park is available next to the terminal building with a minimum charge of £1 for up to 20 minutes stay. The tariff structure is designed to limit stays to no more than one hour. An alternative pick up and drop off car park with a ten minute free period is located within the long stay car park.
 - Short stay car park. A short stay car park is provided to north of the terminal building with a tariff structure designed to limit stays to around 12 hours. However stays of up to two days can be arranged by pre-booking online.

- Premier car park. The premier car park located within walking distance of the terminal building and is aimed at business passengers for short to medium stay lengths. Discounts are available to members of the Bristol Airport frequent flyer 'Rewards' programme.
 - Long stay car parking. The long stay car park on the north side of the available is for stays over one day. It is a 'self park' car park available to customers on a 'turn up' basis or by pre-booking through the internet or by phone.
 - Silver Zone car parking. The Silver Zone car park is located on the south side of the airfield and is available on an exclusive pre-book basis for stay lengths of four days or more. Cars are generally 'block parked'.
22. Around 30% of passengers are dropped off from a vehicle (either by a taxi or a friend/relative) which is then driven away. These 'kiss and fly' journeys involve four access journeys to and from the airport and are particularly inefficient in their use of road space. Drop offs take place in the Drop Off and Pick Up Car Park for which a charge of £1 applies for stays of up to 20 minutes.
23. Passengers making use of the long stay car parks are transferred to the passenger terminal building by courtesy bus. The short stay and business car parks are within walking distance of the terminal building.
24. Despite extensive efforts by North Somerset Council to curtail the activities of unauthorised off airport car parks these operations continue and are used by a significant number of passengers. The 2012 CAA Passenger Survey indicates that between five and ten per cent of passengers may be using these car parks and a significant proportion of these passengers are making use of 'meet and greet' services whereby their car is collected at the airport and stored off site. These operations have a similar effect on road use as the 'kiss and fly' journeys described above.

Taxis

25. Bristol Airport has an obligation to its passengers to ensure that onward travel arrangements are readily available throughout the operating hours of the Airport. This is achieved through the provision of public transport, car hire facilities and the appointment of a dedicated airport private hire operator. The official private hire operator for Bristol Airport is currently Checker Cars who began operating in April 2008 under a concession arrangement. Their contract for this service runs until 31 March 2015. The private hire concession operates to strict service standards set by Bristol Airport Limited in the concession agreement, the objective of which is to ensure that private hire vehicles are readily available to passengers 24 hours a day.
26. Checker Cars is the sole private hire operator authorised to provide a private hire car service taking bookings at the Airport from persons travelling to or from the Airport. This does not prevent external companies from operating at the Airport as long as they have been pre-booked by customers. The Airport byelaws, however, prevent any person from causing or permitting a taxi to be available for hire or loading passengers at the Airport unless authorised in writing to do so by Bristol Airport Limited.

27. A code of practice for the operation of the Checker Cars private hire operation is in place in accordance with the provisions of the Section 106 Agreement surface access planning obligation. A copy of this document is attached at Appendix A.

Freight

28. Currently there is no air freight handled at Bristol Airport (as recorded by the CAA Airport Statistics since 2009) so there is no traffic associated with this activity.

Deliveries

29. The passenger terminal retail and catering concessions account for an average of up to twelve delivery vehicles a day during the peak summer period.

Staff Travel Plan

30. Bristol Airport operates a Staff Travel Plan which aims to reduce the reliance of Bristol Airport employees on travel to and from work by single occupancy car and encourage the use of sustainable forms of transport. The Staff Travel Plan is published separately.

Future surface access arrangements

Rapid Transit System network

31. The four West of England Councils have successfully secured funding for investment of £244 million in transport for the West of England. This includes £197 million for three bus rapid transit routes (Ashton Vale to Temple Meads/Bristol City Centre, North Fringe to Hengrove Package and the South Bristol Link) which will form a network linking South Bristol, the City Centre, and the Northern Fringe. The proposed network is shown in Figure 5.
32. The Rapid Transit Network will allow the Airport Flyer Express to leave the A38 south of Bristol and join the South Bristol Link to Ashton Vale, from where a guided busway will provide a fast and efficient link into the City Centre, linking with the Temple Quarter Enterprise Zone, Temple Meads Station and other central primary stopping points. Connections to the Hengrove to Northern Fringe part of the network will be available in the city centre providing links to the Science Park at Emerson Green, Bristol Parkway Station and the Filton/A38 enterprise areas. The eastern section of the South Bristol Link will also facilitate improved public transport access to South Bristol, Keynsham, Saltford and Bath. Taken together the rapid transit network has the potential to transform surface access to Bristol Airport. The scheme is expected to be operational in 2016.

34. To facilitate public transport access to other parts of the Bristol conurbation we will seek to negotiate through ticketing arrangements with First on linking services on key routes. Temple Meads station has the potential to act as a public transport hub, providing connections to the X39/349, 8/9 and 70 services.
35. The current fleet of vehicles are expected to remain in use until around 2016, when the Rapid Transit System will come into operation. The fleet will be then be reviewed and enhanced as necessary to comply with the Rapid Transit System operating requirements and the need to increase public transport use in line with the target of achieving 15% public transport use at an airport throughput of 10 million air passengers per annum.
36. The Flyer will use the South Bristol Link (SBL) and Ashton Vale to Temple Meads (AVTM) sections of the Rapid Transit network when the SBL is available – see paragraph 32 et seq.
37. Flyer through ticketing arrangements will continue with the national rail network, National Express, selected local bus services and will be developed to include the Rapid Transit network.

Local public transport services

38. We will continue to review opportunities for enhancing local public transport access in conjunction with the North Somerset Council/Bristol Airport public transport steering group established in accordance with the requirements of the Section 106 planning obligations relating to public transport within North Somerset. An 'Enhanced 121 service' comprising the operation of once an hour frequency 121 service between Bristol Airport and Weston-super-Mare will commence when air passenger throughput reaches 7.3 million passengers per annum. The current 121 bus service is supported by North Somerset Council and is operated by Bakers Dolphin under a three-year contract that runs until 2015. Based on the current annual passenger growth levels it is unlikely that the trigger for the enhanced service will fall in the current contract period and therefore detailed proposals for the hourly service will be developed in conjunction with the public transport steering group as part of the process to retender the service for the next contract period.

New bus service to Weston-super-Mare – the 'Weston Flyer'

39. Bristol Airport is required by the Section 106 Agreement planning obligation to introduce an hourly service between the airport and Weston-super-Mare town centre when air passenger throughput numbers reach 8 million passengers per annum. The current level of passenger throughput indicates that this milestone is unlikely to be achieved in the period to 2016 and it is premature to develop the operational details of the proposed service. However the route of such a service is likely to follow one of the following options:

Either:

- Bristol Airport – Brockley Combe – A370 to Congresbury, or
- Bristol Airport – A38 – Lower Langford – Congresbury

Then:

- A370 to M5 Junction 21 – Worle Parkway train station

Then, either:

- A370 – Weston-super-Mare train station – Weston-super-Mare town centre, or
- New Bristol Road – Locking Road – Weston-super-Mare train station – Weston-super-Mare town centre.

40. Prior to air passenger numbers reaching eight million per annum Bristol Airport will support operators who wish to operate a service to Weston-super-Mare on a commercial basis. If no operators come forward BRS will contract with an operator to operate an hourly service when annual air passenger numbers reach eight million, as required by the planning obligation.

New service to Bath

41. Bristol Airport is required by the Section 106 Agreement planning obligation to develop proposals to improve the transport connectivity between the airport and Bath including the introduction of a direct bus service to commence when air passenger throughput numbers reach nine million passengers per annum. Bristol Airport will support operators who wish to operate a service to Bath on a commercial basis prior to this passenger throughput trigger. If no operators come forward Bristol Airport will contract with an operator to operate a direct service when air passenger numbers reach nine million per annum, as required by the planning obligation.

42. Pending the introduction of direct bus service to Bath improved transport connectivity with Bath will be achieved through improved service frequency on the Airport Flyer and improvements to the facilities and information provision at Temple Meads and the services to and from Bath Spa station developed in conjunction with the Great Western mainline franchise train operator and Network Rail.

Services to South Wales and Devon

43. The prospects for new long distance bus services to Bristol Airport starting over the next five years are considered to be good. The latest provisional CAA Passenger Survey data indicates that around 19% of air passengers have an origin or destination in South Wales and First have announced that they will operate a regular Greyhound coach service connecting Bristol Airport with the University of West of England, Newport, Cardiff and Swansea to commence in March 2013. The inclusion of a stop at the University of the West of England provides a direct public transport link to the Northern Fringe of Bristol.

44. The market in Devon, Cornwall and Somerset is more dispersed than South Wales and the prospects for direct public transport services in the next five years are less promising. Bristol Airport will continue to work with operators to review the feasibility of a service and encourage its operation on a commercial basis. Previous work in this area has identified the opportunity to run a service from Exeter to Bristol Airport, via Taunton and Junction 21 of the M5 but to date the start up risk has proved to be too great for operators. The opportunity will be reviewed in the light of experience with the service to South Wales.

Integration of public transport services with the Rapid Transit network

45. Firm proposals for the integration of airport public transport services with the Bus Rapid Transit network will be developed once the West of England authorities have finalised the operating specification for the system and detailed journey times are available. It is anticipated that the Flyer Airport Express will use the South Bristol Link and Ashton Vale to Temple Meads sections of the Rapid Transit network when the SBL is completed. Selected airport services would continue to use the A38 for the journey into Bristol to ensure that access to the airport is maintained for Bedminster. The combined operation would provide up to eight services per hour between Bristol and the airport depending on demand and performance against targets.
46. The Flyer would use the Ashton Vale transit route around the city centre, continuing to prioritise access to Temple Meads. An anti-clockwise circuit of the centre is most likely. Express services would not divert into Clifton and the need for dedicated services to serve this part of the city will be reviewed against demand and the availability of connecting public transport services. It is likely that a more efficient Flyer service, suiting the majority of passengers, can be provided by serving Clifton and other parts of the city with connecting services with simple and attractive through ticketing with other operators.
47. Interchange facilities between the Flyer and the Hengrove to North Fringe rapid transit service will be available in Bristol city centre.
48. Bus services to Bath will use the South Bristol Link to the east of the A38. Travellers from South Bristol will also be able to connect with the Flyer services by taking the SBL Rapid Transit service to the Long Ashton Park and Ride interchange.
49. At this stage we consider that the needs of airport passengers in terms of vehicle design and comfort are different from those of the more regular commuter users of the Rapid Transit System. Therefore it is proposed that the airport services using the system are operated as a separate dedicated airport operation, rather than extending the core Rapid Transit services to the airport.

Other surface access developments

50. Other proposed surface access developments which could facilitate improved access to Bristol Airport over the next five years include:
 - Great Western Mainline Electrification which will improve the frequency of inter-city trains on the mainline between Bristol, Cardiff and London which will assist with access from Swindon, Wiltshire and the upper Thames Valley.
 - Redevelopment of Bristol Temple Meads Station which provides the opportunity to improve the booking hall, retail and catering facilities and the departure and arrival experience for rail travellers. In conjunction with the work to develop the Bristol Temple Quarter Enterprise Zone there is an opportunity to address the current difficulties with congestion on the Temple Meads forecourt which creates significant difficulties for the Airport Flyer service whilst it approaches the station bus stop. The proposals to relocate the public transport interchange to Temple Quarter will also provide easier access and egress to the station avoiding some of the current proliferation of traffic lights around Temple Circus. We will seek

improvements to the access the station and the provision of information in conjunction with Network Rail and the future Great Western franchise train operator.

- The Greater Bristol Metro which provides an opportunity to develop increased use of the rail network for air passengers travelling to and from the West of England through Bristol Airport.
- The Bath and Weston Major Project packages which will provide improved bus priority measures within Bath and Weston-super-Mare.

Information provision

51. The main source of public transport and surface access information is the Bristol Airport website, which provides detailed travel information and links to journey planning tools, including the travelwest.info website which is a useful resource for journey planning within the West of England. Tickets for the Flyer Airport Express can also be purchased through the website which will continue to be developed and improved. Journey planning and ticket information is also available through the National Rail, the Trainline, train operating company websites and National Express.
52. The Flyer service is integrated into the West of England bus information system and realtime departure information is available at the Bristol Airport passenger terminal building and selected other bus stops. We will continue to work with the West of England authorities to develop and improve this system and explore ways of making the information readily available to passengers at their home or workplace and through smartphones.
53. Assistance for passengers and ticket sales at Bristol Airport is provided by the customer service host at the kiosk on the airport forecourt.
54. Flyer departure times are displayed on the train departure displays at Bristol Temple Meads station. Further detailed information is available at the Flyer bus stop. A screen is being installed at the airport passenger terminal bus stop with train departure times and platforms. We will seek to improve the signage, information and facilities at the station in conjunction with new Great Western franchise train operator when appointed.

Targets for increasing journeys made to the airport by public transport by passengers

55. The proposed targets for increasing public transport use by passengers over the next five years are as follows:
 - To achieve growth in passenger numbers on the Airport Flyer Express that exceeds the growth in air passengers at Bristol Airport consistent with achieving a target of 15% of air passengers using public transport at 10 million passengers per annum and a minimum annual growth rate of 30% more than the annual rate of air passenger growth;
 - To secure successful and sustainable regular bus services serving Bath and South Wales;
 - To review the feasibility of operating commercial services to Weston-super-Mare and Devon with potential operators;

- To secure growth in passengers using the 121 local bus service; and
- To maintain the National Express 404 and 406 services which call at Bristol Airport.

56. An Action Plan to secure the above will be developed and implemented in conjunction with the Airport Transport Forum. Targets will be reviewed annually based on actual passenger numbers and public transport achievements. If at any times it appears that the 15% target may not be achieved the action plan will be adjusted and appropriate remedial measures implemented to address the shortfall.

Other measures

Staff Travel Plan

57. Bristol Airport operates a Staff Travel Plan which seeks to encourage modal shift away from driving alone towards car sharing, use of public transport and cycling. It sets a target to reduce single occupancy car use to 75% of airport staff compared with a 2009 baseline of 87%.

Car park management

58. There are no provisions for electric vehicle charging in the Bristol Airport car parks and at present there is no evidence of a demand for such facilities. This situation will be kept under review in conjunction with initiatives to promote the use of electric vehicles elsewhere in the West of England.

Local Community Concessionary Fare Scheme

59. A local community concessionary fare scheme has been implemented providing residents living within BS40, BS48 and BS49 postcodes a 50% discount on the published Flyer fares.

Implementation

60. Bristol Airport's surface access strategy is to be read in conjunction with the Joint Local Transport Plan prepared by North Somerset, Bristol, Bath and North East Somerset and South Gloucestershire Councils. The successful delivery of the strategy and targets relies on a partnership between the members of the Airport Transport Forum, which currently includes representatives from:

- Bristol Airport Ltd
- Bristol Airport Consultative Committee
- First Great Western
- First Avon and Somerset, and First Bristol (bus operator)
- Bristol City Council
- Bath and North East Somerset Council
- North Somerset Council
- Winford Parish Council
- Avon Local Councils Association

61. The success of the strategy will be measured using the following performance indicators:

- Number of passengers and staff using public transport
- Public transport service frequency and number of destinations served
- Public transport punctuality against published timetables; and
- Data relating to staff travel mode choice.

62. The Airport Transport Forum will continue to meet on a bi-annual basis and an annual progress report will be prepared setting out performance against targets and key performance indicators. The Public Transport Steering Group with North Somerset Council will act as a sub-group to the Forum and will also meet on a bi-annual basis. The Airport Transport Forum and any affected local community stakeholders will be consulted before any recommendations of the Public Transport Steering Group regarding public transport services are implemented.

Appendix A

Bristol Airport Limited – Section 106 Agreement dated 16 February 2011

Code of Practice for the official taxi operator for the Airport appointed by Bristol Airport Limited

Planning obligation

1. The planning obligation is set out at paragraph 13 of Part 1 of the Fourth Schedule to the Section 106 Agreement which states as follows:

(BAL hereby covenants with the Council) To produce a code of practice within six months of the Commencement of Development for any hackney carriage group or private hire vehicle operator appointed by BAL as the official taxi operator for the Airport where such hackney carriage or private hire vehicles under the control of that group or operator are dropping off or picking up customers from the Airport. Such code of practice shall be prepared in consultation with the Council and the hackney carriage group or private hire vehicle operator and shall set out service standards, targets contained in the ASAS and measures to reduce or avoid the use of the B3130 through Barrow Gurney. BAL shall use reasonable endeavours to ensure compliance with the said code of practice by drivers of the hackney carriages or private hire vehicles appointed as the official taxi operator for the Airport.

Surface Access Strategy

2. Bristol Airport has an obligation to its passengers to ensure that onward travel arrangements are readily available throughout the operating hours of the Airport. This is achieved through the provision of public transport, car hire facilities and the appointment of a dedicated airport taxi operator.
3. The Transport Assessment included in the Environmental Statement submitted in support of planning application 09/P/1020/OT2 assumed that the modal share attributable to taxis for passenger journeys to the Airport would remain constant at 15%.
4. The official private hire operator for Bristol Airport is currently Checker Cars who began operating in April 2008 under a concession arrangement. Their contract for this service runs until 31 March 2015. The private hire concession operates to strict service standards set by Bristol Airport Limited in the concession agreement, the objective of which is to ensure that private hire vehicles are readily available to passengers 24 hours a day. The service level agreement covers issues such as the availability of private hire, quality of vehicles, maximum waiting time, minimum number of licensed vehicles available and driver standards.
5. Checker Cars is the sole private hire operator authorised to provide a private hire car service taking bookings at the Airport from persons travelling to or from the Airport. This does not prevent external companies from operating at the Airport as long as they have been pre-booked by customers. The Airport byelaws, however, prevent any person from causing or permitting a taxi to be available for hire or loading passengers at the Airport unless authorised in writing to do so by Bristol Airport Limited.

6. Being based at the Airport, Checker Cars have the opportunity to use the same private hire vehicle for both arriving and departing passengers, by combining two jobs. The service uses seven seater Ford Galaxies and Ford Focus ECOnetic estate cars. The vehicle fleet provides limited opportunities for vehicle sharing.
7. The primary objective of the Bristol Airport Surface Access Strategy is to increase the modal share of air passengers travelling to and from the Airport by public transport to 15% when the Airport achieves an air passenger throughput of 10 million passengers per annum through the procurement of improved public transport services to and from the Airport. The Strategy does not promote an increase in mode share by passengers travelling by Hackney carriages and Private Hire Vehicles. It does, however, seek to promote increased efficiency in the airport licensed vehicle operation by combining outward and inward journeys and use of licensed vehicle sharing.
8. The Code of Practice sets out service standards for the Airport Private Hire Operator and vehicle and driver standards. It promotes a high standard of driving which seeks to minimise the impacts of traffic on the local community, whilst maintaining a high level of customer service and value for passengers.

Service Standards

9. Checker Cars will aim to achieve the following service standards:
 - Make available the required number of vehicles for the private hire operation needed to meet the service standards set out in this Code of Practice;
 - The vehicles shall be delivered new to the private hire operator, to a specification agreed with Bristol Airport Limited. The vehicle fleet will be standardised around a limited number of vehicle types as required to meet operational requirements (currently Ford Galaxies, Ford Focus Estates and eight seater minibuses). Vehicle livery will be standardised across the fleet and all vehicles will display company branding as agreed with the local licensing authority.
 - Vehicles will be kept clean and presentable at all times. All vehicles will be designated as non-smoking. The vehicles shall have no bodywork damage.
 - All drivers employed by the operator will present a smart and tidy appearance. Authorised ID will be worn in accordance with drivers licences issued by the local authority.
 - Drivers will undergo NVQ 2 courses and be qualified to Level 2 N/SVQ in Road Passenger Vehicle Driving (Private Hire Vehicles and Chauffeurs) within six months of commencing work.
 - The booking office at Bristol Airport will be manned at all times (365 days a year, 24 hours a day).

- 95% of customers will be picked within five minutes of their scheduled pick up time (inbound) or within five minutes of their arrival at the booking office (outbound).
- Passengers will be offered a licensed vehicle sharing service to reduce waiting times when travelling to similar destinations;

Targets

10. Checker Cars will work to achieve the following targets:

- To continue to promote the airport licensed vehicle service to reduce the overall number of vehicle journeys undertaken by passengers to and from the airport by avoiding cars travelling empty.
- To source and use the most fuel efficient and environmentally friendly vehicles appropriate to their work at Bristol Airport
- To increase the occupancy of the their licensed vehicles by 5% by 2015 (compared with 2011) by increasing the proportion of passengers carried inbound to the Airport.

Measures to reduce or avoid the use of the B3130 through Barrow Gurney

11. Checker Cars and their drivers will:

- Make a positive effort to avoid Barrow Gurney, except as a route for local traffic to or from the adjacent areas of North Somerset, when an alternative route will not have a significantly detrimental effect on their passengers' journey time;
- Endeavour to use the A38 as the route to and from Bristol, the M4 and the M5, except when there is traffic disruption or when no significant advantage is gained by using the A370 and the route through Barrow Gurney, providing that customers using Checker Cars shall not be placed at a disadvantage compared with those using other private hire operators;
- When using the road through Barrow Gurney, use their influence positively to ensure that all other traffic obeys the 20mph speed limit and to drive with regard to the environment;
- Pay scrupulous regard to the potentially negative effects of road traffic on the villages and their residents around the airport;
- Vary their routes to population centres where available through the local roads and villages, particularly at peak times of congestion;
- Use their experience, presence on the roads and their communication systems to alert other drivers to potential traffic congestion problems and thereby avoid and not add to them;

- Develop, where helpful, relationships with neighbouring communities to promote a greater understanding of the issues around access to the airport and environmental concerns;
- Be respectful of residents when passing through villages and when picking up or waiting for passengers, particularly in the early hours of the morning and during weekends and Bank Holidays; and

Monitoring

12. Checker Cars will

- Provide a contact address and telephone number (available on the side of vehicles) for members of the community to call to report a car which they believe is not following the Code of Practice; and
- Meet with Bristol Airport and representatives of North Somerset Council on a regular basis to review the Code, its effectiveness and any feedback received.

13. Bristol Airport Limited will write to the Clerk of Barrow Gurney Parish Council requesting any difficulties with the enforcement of the Code of Practice should be reported to the Bristol Airport Community Relations Manager.