

Development of Bristol Airport to Accommodate 12 Million Passengers per Annum

Consultation Feedback Report



Report for

Bristol Airport

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Bristol Airport 12 mppa Consultation Feedback Report

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1. Introduction

1.1 Purpose of the report

- 1.1.1 This Consultation Feedback Report (CFR) has been prepared by Wood Environment and Infrastructure Solutions on behalf of Bristol Airport Limited (Bristol Airport). It presents an overview of the pre-application consultation undertaken in support of a planning application for the development of Bristol Airport to accommodate 12 million passengers per annum (mppa). This covered public consultation on the "Master Plan Consultation – Stage II Development Proposals" between 14th May 2018 and 6th July 2018 which included Bristol Airport's proposals for a 12mppa capacity airport. This report considers the feedback related to the 12mppa proposals.
- 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 planning application to North Somerset Council (NSC) for these proposals.

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 Bristol Airport's approach to consultation and how the consultation complies with its Consultation Strategy (see 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 statutory 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 – provides 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 consenting route for the 12 mppa 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 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. Passenger numbers exceeded 8 mppa in 2017 and leading low cost, charter and full-service airlines current fly from the airport to more than 120 destinations across 34 countries.
- 2.2.2 In 2011, Bristol Airport received planning approval for the works required to create an airport capable of serving 10 mppa. Since being granted this permission, it has invested significantly in upgrading facilities and infrastructure at the airport.
- 2.2.3 Bristol Airport currently forecast that passenger demand will reach 10 mppa by 2021, beyond which passenger traffic is projected to rise further to 15 mppa by 2035 and 20 mppa by the mid-2040s. In the context of the national need for additional airport capacity and in response to projected passenger growth, a new Master Plan is currently being prepared that will set out a strategy for phased growth to meet the forecast level of passenger demand. The broad approach for the Master Plan was set out in an initial discussion document, 'Your Airport, your views', which was subject to public consultation between November 2017 and January 2018.
- 2.2.4 As part of the phased approach to meeting passenger demand, and to ensure that projected passenger growth beyond 2021 can be accommodated, Bristol Airport is seeking planning permission from North Somerset Council for an initial phase of growth beyond the current cap of 10 mppa to 12 mppa. This will allow for growth up to the mid-2020s.
- 2.2.5 The key components of the development proposals to accommodate an increase in passenger numbers to 12 mppa, and for which planning permission is being sought are:
- Extensions to the terminal building on its west and southern sides and a canopy over the forecourt of the main terminal building;
 - Erection of a new east walkway and pier with vertical circulation cores, pre-board zones and a 5m high acoustic timber fence;
 - Construction of a new service yard directly north of the western walkway;
 - Car parking including erection of a multi-storey car park (MSCP) providing approximately 2,150 spaces (Phase 3) and wind turbines atop, extension to the Silver Zone car park to provide approximately 2,700 spaces (Phase 2) and year-round use of the existing Silver Zone car park extension (Phase 1);
 - Surface access improvements including enhancements to the A38 between the main airport access roundabout and West Lane and an improved internal road system with gyratory and internal surface car parking;

- Enhancements to airside infrastructure including construction of a new eastern taxiway link and taxiway widening (and fillets) to the southern edge of Taxiway GOLF; and
- Operational changes including retention of an annualised cap of 4,000 night flights between the hours of 23:30 and 06:00, albeit with the removal of the current caps on the number of night-time flights during the British Summer and Winter Seasons respectively, and revisions to the use of aircraft stand numbers 38 and 39 so that they operate under the same terms as stands 34-37.

2.3 Consultation Strategy

2.3.1 Prior to the Consultation, the airport produced a Consultation Strategy in 2018 which set out how it intends to consult people. The Strategy set out plans for a single stage of consultation alongside the Stage II Master Plan consultation.

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

- The local community, statutory consultees, the wider public and all those with an interest in the expansion of Bristol Airport were notified and consulted and given opportunities to influence the proposals;
- The consultation is comprehensive whilst also being transparent and accessible; and
- The consultation complies with the North Somerset Statement of Community Involvement and best practice consultation requirements.

2.3.3 Table 2.1 below sets out the commitments contained within the airport's Consultation Strategy together with evidence to demonstrate how the 12 mppa Consultation met these.

Table 2.1 Consultation Strategy Proposals

Ref	Consultation Strategy Proposal	How this has been met
1	In addition to a formal period of consultation on our proposals, there will be a programme of pre-application engagement with local communities and stakeholders that will provide a forum for briefing on, and discussion about, the application	Prior to the consultation pre-application engagement was undertaken with local communities and stakeholders to brief them on the application and the forthcoming consultation. Further details of the engagement undertaken are provided in Chapter 3.
2	We have agreed to undertake an Environmental Impact Assessment (EIA) and will undertake technical discussions with key consultees including Council officers to define its scope.	Consultation with statutory bodies and other relevant organisations has been undertaken as part of the EIA process and in preparing supporting documentation. An Environmental Statement (ES) has been prepared and is submitted as part of the application. In accordance with good practice, a Scoping Report was prepared to identify the potential likely significant environmental effects of the Proposed Development and seek views on the proposed approach to the assessment of these effects. By following the full EIA process, Bristol Airport Limited (BAL) has ensured that any potentially significant effects on the environment resulting from the expansion of Bristol Airport to accommodate 12 mppa are considered and, where appropriate, mitigated.

Ref	Consultation Strategy Proposal	How this has been met
3	Consultation will take place over an eight week period between 14th May 2018 and 6th July 2018	The consultation commenced on 14th May and closed at midnight on 6th July 2018.
4	We will consult with the statutory consultees listed at Appendix B to the Consultation Strategy.	At the start of consultation all statutory consultees detailed in the Consultation Strategy were contacted by letter and provided with a copy of the consultation materials. A full list of the statutory 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 a copy of the consultation materials.
6	All properties within the expansion zone will be contacted with notification of the consultation.	All properties and businesses within the expansion zone were contacted by letter at the start of the consultation, provided with the dates of consultation and details of where to find more information.
7	Consultees within the potentially affected zone and buffer zone will be sent a direct mail and will be informed of the consultation through a range of methods including advertising (on-line and local press), social media and posters in community locations.	<p>All properties and businesses within the potentially affected zone and buffer zone were contacted by letter at the start of the consultation, provided with the dates of consultation and details of where to find more information.</p> <p>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</p>
8	We will consult the wider stakeholders listed at Appendix C of the Consultation Strategy	At the start of consultation all wider consultees detailed in the Consultation Strategy were contacted by letter and provided with a copy of the consultation materials. A full list of the wider consultees contacted is presented at Appendix C.
9	The Master Plan consultation document will include a distinct chapter on our 12 mppa proposals	<p>Section 5 of the Consultation document (Bristol Airport: phased evolution) was specific to the 12 mppa proposals and provided the following information:</p> <ul style="list-style-type: none"> • The background to the proposals; • A description of the proposed development including a site plan and drawings; and • A summary of the key issues and opportunities associated with the proposals
10	Specific consultation questions will be provided to seek views on the 12 mppa proposals	The consultation included four specific questions on the 12 mppa proposals. These were detailed in the Consultation Booklet and within the Feedback Form.

Ref	Consultation Strategy Proposal	How this has been met
11	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.
12	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	<p>The dedicated project website included downloadable versions of all consultation documentation and details of consultation exhibitions.</p> <p>The website was signposted in all consultation literature and adverts.</p>
13	The website will meet best practice standards in terms of accessibility and usability and will enable people to submit their comments online via a feedback form.	An online feedback form with five questions was made available for consultees to complete from the outset of the consultation.
14	At the start of consultation, the airport information line (0800 915 9892) will be resourced to deal with questions relating to the proposals	From the start of consultation, a dedicated information line was available, with responses provided to all enquiries within 10 working days.
15	We will hold public exhibitions in risk assessed and where possible in Disability Discrimination Act 1995 (DDA) complaint and accessible venues which are known to the local community	New exhibition venues were risk assessed and where possible community / village halls were utilised.
16	Exhibitions opening hours will be timed to enable to greatest number of people to attend, extending beyond normal working hours into the early evening, with some events held at the weekend.	In total 20 public exhibitions were held on weekdays and weekends during the consultation. The majority of the weekday events were open from 4.00pm to 8.00pm (with the exception of the Old School Room at Chew Magna and the University of South Wales, Newport which both ran from 4.00pm to 6.00pm). Weekend events took place from 10.00 to 14.00.
17	We will make the consultation documents available for inspection at North Somerset Council's and adjoining local authority offices for the duration of the consultation	Hard copies of the consultation materials were made available for inspection at North Somerset, Bristol, Bath and North East Somerset and South Gloucestershire local authority offices for the duration of the consultation.
18	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.	Static unmanned information points were provided for the duration of the consultation within the airport and other locations throughout the consultation zone where people gather such as public buildings (libraries and council offices). Further details of the information point locations are provided in Chapter 3.
19	We will produce a non-technical document which will set the narrative summarising the 12 mppa and Master Plan	The consultation document 'Your airport: your views. Towards 2050 Master Plan Consultation – Stage II Development

Ref	Consultation Strategy Proposal	How this has been met
	proposals which will be made available on our website, at public exhibitions and at document inspection locations.	<p>Proposals and Options (May 2018) was made available on the project website, at exhibitions and at inspection locations.</p> <p>The document was produced in clear non-technical language to ensure accessibility and contained details of the background to the project, how feedback received to date had been taken into account and the plans for growth (including the first step of this growth to 12 mppa).</p>
20	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 website	<p>An online and hard copy feedback form with nine questions was made available for consultees to complete from the outset of the consultation.</p> <p>Hard copy forms could be returned using the FREEPOST BRS Consultation address.</p>
21	We will publish a consultation summary in Welsh for consultation events in Wales which will also be available online	A Welsh translated summary of the Your Airport your views: Towards 2050 consultation document was produced and made available for download on the project website and at the consultation event on 15 June at the University of South Wales, Newport Campus.
22	We will provide a translation service on request using Language Line	A language line service was available on request for the duration of the consultation.
23	We will use a number of methods prior to and during the consultation to publicise our proposals and ensure that all consultees are given the opportunity to find out more and take part in the consultation by attending exhibitions or reviewing pre-application materials on the website	<p>Details of the consultation were widely advertised in local media, on local and regional websites and on social media.</p> <p>Further details of this are set out in Chapter 3.</p>
24	Following consultation, a Consultation Feedback Report will be produced and published	This consultation feedback report summarises the feedback received in relation to the 12 mppa Consultation and explains how it has influenced the planning application to North Somerset Council.

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 We visited a number of Parish Councils between February 2018 and the end of consultation, including Long Ashton, Cheddar, Churchill, Brockley, Congresbury, Yatton, Cleeve, Barrow Gurney and Dundry. Members of the team provided an update on the first consultation and the upcoming second round.

3.3 Pre-application consultation

- 3.3.1 Regular pre-application meetings with North Somerset Council have been held throughout the preparation of the planning application for the Project. The meetings have been used to discuss BAL's expansion proposals and in particular to:
- discuss the scope of assessments to be undertaken in support of the planning application including in relation to the EIA, transport and economic impacts;
 - consider the key planning issues and discuss possible mitigation measures including the obligations that form the Section 106 Agreement Heads of Terms; and
 - provide feedback on the pre-application consultation process.
- 3.3.2 A Member's briefing was also held on 4th June 2018 which involved a site visit. A further briefing was undertaken on 18 November 2018. Both briefings provided an opportunity for BAL to present and discuss its proposals.

3.4 EIA consultation

- 3.4.1 Consultation with statutory bodies and other relevant organisations has been undertaken as part of the EIA process and in preparing supporting documentation. This has included consultation on the scope of the assessments and ongoing discussions relating to emerging findings.
- 3.4.2 In accordance with good practice, a Scoping Report^[1] was prepared to identify the potential likely significant environmental effects of the Project and seek views on the proposed approach to the assessment of these effects. The Scoping Report was issued to NSC 20th June 2018, together with a request for a scoping opinion under Regulation 15 of the EIA Regulations (Town and Country Planning (Environmental Impact Assessment) Regulations 2017). NSC's scoping opinion was subsequently adopted on 6th August 2018. In accordance with the approach set out in the Scoping

^[1] Wood (2018) *Development of Bristol Airport to Accommodate 12 Million Passengers Per Annum - Environmental Impact Assessment: Scoping Report*.

Report, which has been revised to take into account NSC's scoping opinion, an ES has been prepared and is submitted as part of the application. This includes an assessment of the likely significant environmental effects of the Proposed Development, leading to a conclusion about which effects are assessed as being significant. Further detail is provided in Chapter 4 of the ES.

3.5 Purpose of the consultation

3.5.1 The overarching aim of the consultation was to gather views from the local community, statutory consultees, the wider public and all those with an interest in the expansion of the airport about the proposals for the growth of the airport to 12 mppa.

3.5.2 The consultation sought feedback on:

- the overall plans for increasing the airport's capacity from 10 mppa to 12 mppa;
- the highway improvements proposed to the A38 as well as other opportunities to improve public transport and other access to the airport;
- how the effects of the proposals on the environment and local communities should be managed; and
- opportunities to enhance the local area as part of the proposals.

3.6 When did the consultation take place

3.6.1 Consultation took place over an eight-week period between Monday 14th May and Friday 6th July 2018.

3.7 Consultation zone

3.7.1 As the 12 mppa proposals form part of the wider Stage II Consultation on the Master Plan, the same Consultation Zone was adopted. This comprises three defined zones: the expansion zone; potentially affected zone; and buffer zone. This was to ensure that the consultation was clear and accessible and that all those who responded to the Stage 1 Master Plan consultation and that have an interest in the airport's longer-term growth had the opportunity to comment on the proposals.

3.7.2 The following three consultation zones were adopted:

Expansion zone

3.7.3 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.

Potentially affected zone

3.7.4 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

- 3.7.5 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.

Who was consulted

Statutory consultees

- 3.7.6 To ensure that statutory consultees were only contacted once in relation to both the 12 mppa Consultation and the Stage II Master Plan Consultation, consultees identified from Schedule 1 to the Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009 (the APFP Regulations) were contacted. Consultees included:
- North Somerset Council – 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 statutory consultees, including those with a statutory function such as Historic England, Highways England, Natural England and the Environment Agency.
 - Parish Councils.
 - Landowners – all known landowners in areas directly affected by potential land use changes.

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

Local communities

- 3.7.8 Local community consultees were defined as:
- Individuals, owners/occupiers, businesses and groups based or living in the consultation zone defined above;
 - Individuals who are users of the airport or visitors to it (e.g. workers/passengers);
 - Voluntary organisations (including residents' associations);
 - Faith communities;
 - Schools and colleges in the vicinity of the airport; and
 - Local hospitals, care homes and private healthcare organisations in the vicinity of the airport.

Wider consultees

- 3.7.9 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 included:
- Local bodies and technical consultees such as local Wildlife Trusts, the National Trust and the Royal Society for the Protection of Birds (RSPB);
 - Additional local authorities that are not host or neighbouring authorities but have expressed an interest in the proposals; and
 - Ward Councillors and MPs in the relevant areas.
- 3.7.10 A full list of the wider organisations contacted is presented at Appendix C and a full list of MPs contacted is presented at Appendix D.

Consultation method

Consultation materials

- 3.7.11 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.

Letter

- 3.7.12 A letter notifying consultees about the consultation was issued to everyone in the Consultation Zone (expansion, potentially affected, and buffer zones) at the start of the consultation. This provided recipients with details of where more information could be found and how feedback could be provided.

Your airport: your views Towards 2050

- 3.7.13 '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 progress and next steps in relation to the development of the Master Plan;
 - The feedback received from the Stage 1 consultation;
 - The progress made and further work required in relation to five key areas of the Master Plan: aviation, economic impact, green belt; sustainable growth and surface access.
 - The decisions made with respect to the immediate and longer-term development plans;
 - Proposals for enabling growth to 12mppa; and
 - Where further information could be found and how feedback could be provided.
- 3.7.14 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 E.

Consultation Feedback Report

- 3.7.15 This report was produced Wood on behalf of Bristol Airport and presents an overview of the Stage 1 consultation undertaken and the feedback received from statutory consultees, members of the

public and wider consultees. The report also sets out Bristol Airport's response to the feedback received and explains where and how they have influenced the Master Plan for the airport's future expansion.

Feedback form

- 3.7.16 A feedback form was provided for anyone wishing to respond to the consultation. The feedback form contained a single question on the Master Plan and four questions on the 12mppa proposals. The form was capable of being completed on-line via the website.

Consultation website

- 3.7.17 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.
- 3.7.18 The website also included a link to the online feedback form.
- 3.7.19 During the consultation the website received 21,822 unique visitors.

Notification of consultees

Letter to consultees

- 3.7.20 At the start of the consultation all properties and businesses within the Consultation Zone received a letter providing details of the consultation and explaining how to get involved and where more information could be found. Over 30,000 letters were sent.
- 3.7.21 A letter was also sent to the statutory 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 consultation document.

Email alert

- 3.7.22 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 over 800,000 individuals in the UK and across the world and can be found at Appendix F.

Advertising and publicity

Press release

- 3.7.23 A press release to announce the launch of consultation was issued on 14 May 2018. This press release was circulated to local and regional print, broadcast and online media.

Newspaper and online advertisements

- 3.7.24 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 3.1.
- 3.7.25 Table 3.1 – Details of newspaper advertising and publicity

Table 3.1 Details of newspaper advertising and publicity

Publication	Circulation Figures
South Wales Argus	9,769
Bristol Post	15,271
Bath Chronicle	8,587
Nailsea, Clevedon and Portishead Times	34,149
Weston, Worle and Somerset Mercury	9,967
Chew Valley Gazette	14,500
Somerset Gazette	11,145

Social media

3.7.26 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.

3.7.27 During the consultation the Facebook post of 14 May 2018 reached 6,983 people. The Twitter video received 1,100 views.

Advertising at the airport

3.7.28 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 the terminal information point where visitors could pick up a copy of the 'Your airport: your views Towards 2050' document.

Public information points

3.7.29 To raise awareness of the consultation, copies of the consultation document were made available at the following twenty public information points where consultation material could be acquired.

Table 3.2 Public information points

Venue
North Somerset Council Office
Somerset County Council Office
Mendip District Council Office
Sedgemoor Council Office
Bath & North East Somerset Council Office

Venue
South Gloucestershire Council Offices
Yatton Library
Portishead Library
Nailsea Library
Long Ashton Library
Congresbury Community Library
Clevedon Library
Weston-super Mare Library
Wroughton Memorial Hall
Felton Village Hall
Bishopsworth Library
Redhill Village Hall
Chew Stoke Inn
Winford Village Hall
Backwell WI Hall

Consultation events

- 3.7.30 A total of 20 public consultation events took place during the consultation (see Table 3.2). 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. Following feedback received during the Stage 1 Master Plan consultation events were held in Newport, South Wales and Taunton. Notices of the public consultation events were given on the project website, and advertised in local media.
- 3.7.31 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 G.
- 3.7.32 All published consultation materials were available at the exhibitions for members of the public to take away.
- 3.7.33 The exhibitions were held at the following locations and times:

Table 3.3 Details of consultation events

Venue	Date	Time	Attendees
Hampton by Hilton Hotel (Bristol Airport)	Wednesday 16 May	4pm–8pm	17

Venue	Date	Time	Attendees
Dundry Village Hall, Crabtree Lane, Dundry BS41 8LN	Saturday 19 May	10am-2pm	10
Yate Parish Hall, Station Road, Yate BS37 4PQ	Monday 21 May	4pm-8pm	4
Backwell WI Hall, Backwell BS48 3QW	Wednesday 23 May	4pm-8pm	19
Wrighton Village Hall, Silver Street, Wrighton BS40 5QL	Thursday 24 May	4pm-8pm	12
Winter Gardens, Weston Super Mare	Tuesday 29 May	4pm-6pm	0
Hangstone Pavilion, Yatton, BS49 4HS	Wednesday 30 May	4pm-8pm	12
Felton Village Hall, West Lane, Felton BS40 9UP	Friday 1 June	4pm-8pm	52
Cleeve Village Hall, 2 Cleeve Hill Rd, Cleeve, Bristol BS49 4PG	Tuesday 5 June	4pm-8pm	21
The Old School Room, South Parade, Chew Magna BS40 8SH	Thursday 7 June	4pm-6pm	24
Guildhall, Bath, BA1 5AW	Friday 8 June	4pm-6pm	4
Clevedon Council House, 42-44 Old Street Clevedon BS21 6BU	Wednesday 13 June	4pm-8pm	10
Old School Rooms, Station Rd, Congresbury, Bristol BS49 5DY	Thursday 14 June	4pm-8pm	10
University of South Wales, Newport Campus, Usk Way, Newport NP20 2BP	Friday 15 June	4pm-6pm	6
Portishead Town Hall, Folk Hall, 95 High St, Portishead, Bristol BS20 6PR	Tuesday 19 June	4pm-8pm	3
Taunton Conference centre, Somerset College, Wellington Rd, Taunton TA1 5AX	Wednesday 20 June	4pm-6pm	1
Barrow Gurney Hall, Barrow Gurney	Friday 22 June	4pm-8pm	11
Churchill Memorial Hall Ladymead Lane, Churchill	Tuesday 26 June	4pm-8pm	16
Filwood Community Centre, Barnstaple Rd, Bristol BS4 1JP	Friday 29 June	4pm-8pm	7
Hampton by Hilton Hotel (Bristol Airport)	Saturday 30 June	10am-2pm	10

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:

- an electronic feedback form was available on the project website and was prompted on the homepage.
- by writing to the freepost address at BRS Consultation FREEPOST; or
- by sending an email to future@bristolairport.com;

4.2.2 Assistance with the completion of the feedback form was available by calling the freephone number 0800 915 9892.

4.3 Feedback received

4.3.1 During the consultation period, a total of 971 pieces of feedback were received. These comprised:

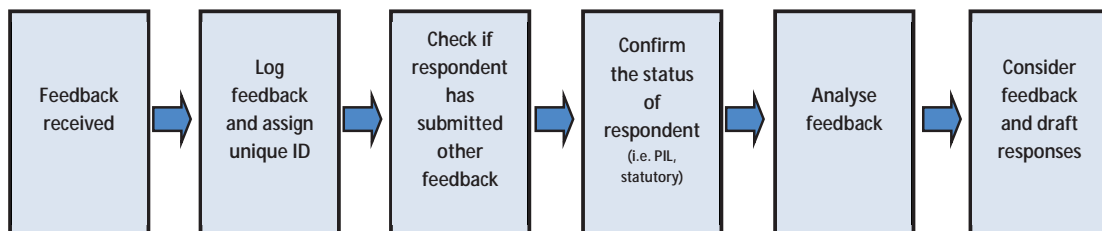
- Hard copy feedback forms – 26;
- Online feedback forms – 893; and
- Emails and letters – 52.

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

4.4 Data processing

4.4.1 All representations received during the consultation (14 May to 6 July 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 6th July 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 Wood 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 73 detailed topics.

Table 4.1 Analysis Coding Framework Themes

Themes
Airfield Design
Alternatives
Car Parks
Consultation
Destinations
Environment
Expansion
Information
Need for Expansion
Passenger Experience
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 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 summaries the representations received from prescribed consultees. Bristol Airport's response to the representations from all parties, including prescribed consultees, is presented in Chapter 8 of this report.
- 5.1.2 The most frequent topics raised by prescribed consultees were Surface Access and Environment which combined accounted for approximately 66% of all the issues raised. This was followed by socio-economics which accounted for a 17% of the issues raised.
- 5.1.3 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 material representations from local authorities about airfield design.

Parish Councils

- 5.2.2 In their representation, Backwell Parish Council commented that improved passenger footways would be welcomed as part of the 12 mppa proposals.

Other Prescribed Consultees

- 5.2.3 There were no material representations from other prescribed consultees about airfield design.

5.3 Alternatives

- 5.3.1 There were no material representations from local authorities, Parish Councils or other prescribed consultees about alternatives.

5.4 Car Parks

Local Authorities

- 5.4.1 Bath & North East Somerset Council and North Somerset Council suggested that Park & Ride facilities should be explored as part of the proposals.

Parish Councils

- 5.4.2 Nailsea Town Council asked whether a taxi waiting area could be provided as part of the 12 mppa proposals and suggested that *"more efficient and user-friendly drop off and collection points"* were needed.

- 5.4.3 Cleeve Parish Council requested that more multi storey car parks should be brought forward to avoid cars parking in local streets near to the airport and to avoid the use of further Green Belt land for parking.
- 5.4.4 Dundry Parish Council and Backwell Parish Council raised similar concerns about airport users parking on local streets. Dundry Parish Council commented that *"this is likely to become an increasing problem with higher numbers of passengers"* and Backwell Parish Council suggested that increasing the capacity of car parks at the airport would help to address this concern.
- 5.4.5 Stowey Sutton Parish Council commented that the airport should consider supporting car park sites outside the green belt to make the parking market more competitive.
- 5.4.6 Backwell Parish Council suggested that parking charges should be reviewed to encourage travellers to park at the airport rather than offsite.

Other Prescribed Consultees

- 5.4.7 There were no material representations from other prescribed consultees about car parks.

5.5 Consultation

Local Authorities

- 5.5.1 North Somerset Council commented that the consultation makes limited reference at this stage to the impact of aircraft noise and emissions and requested more details on this as the master planning process evolves. Notwithstanding this, they thanked the airport for the consulting them and commented they looked forward to working closely with the airport as the planning process evolved.
- 5.5.2 Sedgemoor District Council also thanked the airport for the opportunity to provide comments on the expansion proposals.

Parish Councils

- 5.5.3 Backwell Parish Council expressed concern that local residents had only heard about consultation events the day before. They requested greater advance notice of future consultation events and briefing sessions.
- 5.5.4 Chew Magna Parish Council raised concern that consulting on both the 12 mppa proposals and the masterplan was confusing.

Other Prescribed Consultees

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

5.6 Destinations

- 5.6.1 There were no material representations from local authorities, Parish Councils or other prescribed consultees about destinations.

5.7 Environment

- 5.7.1 Issues relating to the environment were the most frequently raised topic by prescribed consultees alongside surface access comments.

Local Authorities

- 5.7.2 Bath and North East Somerset Council (B&NES) identified a series of matters that the 12 mppa application should address. This included:

- how noise emissions arising from expansion will be minimised;
- how the proposals will deal with any flooding issues;
- if air quality impacts are found to affect B&NES, either directly or indirectly, these should be minimised;
- any increase in CO2 emissions should be minimised;
- that energy consumption should be a key consideration in the scheme's design; and
- any impacts on designated sites within B&NES should be mitigated "especially the Chew Valley Special Area of Conservation and Special Protection Area".

- 5.7.3 North Somerset Council commented that they welcomed the acknowledgement in Bristol Airport's documentation of the importance given to managing landscape impact and wildlife habitats. They also commented that the appropriate mechanism to address the application of Green Belt policy would be the 'Issues and Options' of the new local plan for the area which will be consulted on shortly.

Parish Councils

- 5.7.4 Representations from parish councils relating to the environment covered a diverse range of issues. However, the following main themes emerged from the feedback:

- comments on noise;
- requests for a ban on night flights or to not change existing night flights;
- comments on flight paths and take off direction;
- comments on the overall environmental effect of the proposals;
- comments on the need for environmental improvements;
- comments about the effects of the proposals on the landscape including comments about the Green Belt;
- comments about the effects on biodiversity;
- comments about litter affecting the environment;
- concerns about effects on air quality; and
- concerns about light pollution.

- 5.7.5 Numerous representations were made which expressed concerns about noise. Parish Councils including Chew Stoke, Long Ashton, Wraxall and Backwell Parish Council commented that the

- proposed increase in passenger numbers could lead to increased noise levels and that there was little mitigation shown which would address noise levels.
- 5.7.6 Norton Malreward Parish Council commented that they would like to see more noise monitoring performed under flight paths to enable objective assessments of noise on the local environment to be undertaken.
- 5.7.7 Norton Malreward Parish Council also called for quieter aircraft to be used and suggested that the airport could achieve this by making it mandatory that airlines only use modern, quieter planes or incentivise airlines to make such a move by *"having a differential charging structure that penalises excessively noisy aircraft"*. Cleeve Parish Council also called for the use of quieter planes and asked for them to be in place at the 10 mppa stage. Stowey Parish Council made a similar point asking how many of the new, quieter aircraft will be in place at the 10 mppa stage.
- 5.7.8 Stowey Parish Council requested a night time ban on flights and Cleeve and Chew Magna Parish Council objected to any changes to existing nights flights.
- 5.7.9 Saltford Parish Council requested that any plans to expand flight paths over their area should ensure that inbound flight paths are moved from *"flying over residential areas to over green fields"*.
- 5.7.10 Norton Malreward Parish Council called for airlines to utilise technology that enabled planes to avoid having to take off into the wind thereby minimising the effect on local residents under flight paths that are affected by the wind direction.
- 5.7.11 Butcombe Parish Council commented that the proposals were incompatible with environmental enhancement.
- 5.7.12 Wraxall and Failand Parish Council raised concern about the environmental effect of an extra 2 mppa on the road network. Dundry Parish Council commented that investment in the environment and local communities needs to be increased, including villages further beyond the airport such as Dundry. They requested that these plans are clearly set out prior to expansion.
- 5.7.13 Backwell Parish Council requested that any further expansion into the Green Belt must meet the requirements of the NPPF. Nailsea Town Council expressed support for a review of the Green Belt. Long Ashton Parish Council objected to loss of Green Belt land to accommodate further expansion.
- 5.7.14 Chew Magna queried why the administrative block is bigger than originally approved and why it has been moved from the west side of the airport and placed in the Green Belt on the south side. They requested that the airport obtain full planning permission for its relocation accompanied by an environmental impact assessment.
- 5.7.15 Backwell Parish Council also requested that the airport work to improve its biodiversity and wildlife habitats through *"natural planting of appropriate tree types to take place especially with the changes to aircraft parking aprons and potential increase in number of departures/arrivals"*.
- 5.7.16 Brockley Parish Council raised concern that light and noise pollution would harm populations of bats including at Brockley Hall which they highlighted was a SSSI. Stowey Sutton Parish Council were concerned that wildlife and biodiversity will be compromised by further expansion of the airport. They commented that the LED system used at the airport is *"particularly harmful to bats as it is white light"*. Long Ashton Parish Council commented that there was a *"tendency for the airport to remove hedgerow and to replace it by fencing, which has a negative effect on local biodiversity"*.
- 5.7.17 Stowey Parish Council and Backwell Parish Council raised concerns about litter being deposited by users of the airport. Stowey Parish Council called for the litter collection to be expanded beyond the immediate areas around the airport including into Brockley Combe. Backwell Parish Council

requested *“an annual fund should also be allocated to deal with the clean-up of the mess that is left behind by the bigger unauthorised off site car parking operators”*.

- 5.7.18 A number of parish councils, including Brockley, Butcombe, Dundry and Stowey Parish raised concern about the effects of the proposals on air quality and pollution.
- 5.7.19 Concerns were raised by parish councils that the proposals would lead to increased light pollution. This included comments from Brockley Parish Council and Backwell Parish Council who commented on the effects of light pollution on wildlife and comments from Chew Stoke Parish Council which requested a *“review of existing and future light pollution levels to mitigate the amount of light pollution into the local countryside”*.

Other Prescribed Consultees

- 5.7.20 There were no material representations from other prescribed consultees about the environment.

5.8 Expansion

Local Authorities

- 5.8.1 Sedgemoor District Council commented that they *“strongly support the principle of a well-considered and phased approach to the growth of Bristol Airport, to the benefit of the regional economy and in alignment with the Government’s Industrial Strategy and the Airports National Policy Statement”*.
- 5.8.2 Somerset County Council *“support the aspirations of the airport and the potential economic growth for the region that expansion may bring”*.

Parish Councils

- 5.8.3 Butcombe Parish Council commented that it was inappropriate and *“premature”* to submit the application ahead of the Master Plan being finalised and fully consulted on.

Other Prescribed Consultees

- 5.8.4 There were no material representations from other prescribed consultees about general expansion matters.

5.9 Information

Local Authorities

- 5.9.1 B&NES requested that the 12 mppa application should include information on how any adverse impacts from the proposals on future large-scale areas of growth proposed through the Draft Joint Spatial Plan (Strategic Development Locations), particularly those nearest the airport, can be successfully mitigated.

Parish Councils

- 5.9.2 Backwell Parish Council requested more information on the proposed multi-storey car park and how the airport proposed to screen it.

- 5.9.3 Parish councils made a number of comments about the public safety zones. For example, Stowey Parish Council requested *"a detailed explanation on how public safety zone areas will be impacted on by all growth scenarios but particularly to 12 mppa and the implications for Felton Common"*. Cleeve Parish Council requested to be kept informed of any changes to the Public Safety Zone in their village.
- 5.9.4 Norton Malreward Parish Council requested more information on the decision making process used by the airport to *"to determine the direction of take off and landing"*.
- 5.9.5 Stowey Parish Council indicated that more information should have been provided on how the proposals would address the effects of *"more air and ground noise, increased congestion on all surrounding roads, increased lighting, loss of green belt and green fields"*. Stowey Parish Council also called for more information on additional increases in air transport movements which should include *"general aviation and helicopters"*.
- 5.9.6 Burrington Parish Council asked for more evidence and information on a range of topics including sources of future growth of passenger numbers, evidence of the demand for the growth proposed and details about projected traffic growth. They concluded that the airport should provide much more information including an Environmental Impact Assessment and Transport Impact Assessment before a planning application for 12 mppa is considered by North Somerset Council.

Other Prescribed Consultees

- 5.9.7 There were no material representations from other prescribed consultees about information requests.

5.10 Need

Local Authorities

- 5.10.1 There were no material representations from local authorities about need.

Parish Councils

- 5.10.2 Wraxall and Failand Parish Council called for the government to improve flight availability from Cardiff to minimise the need for so many cars to cross the Severn Bridge many of which then continued their journey to the airport though Failand.

Other Prescribed Consultees

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

5.11 Passenger Experience

Local Authorities

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

Parish Councils

- 5.11.2 Nailsea Town Council requested that no alcohol be sold before 11am.

Other Prescribed Consultees

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

5.12 Socio Economics

- 5.12.1 Issues relating to socio-economics were the third most frequently raised topic by prescribed consultees after environment and surface access comments.

Local Authorities

- 5.12.2 B&NES Council highlighted that the boundary of their administrative area is located at its closest point just 500m from the airport. As a result, the expansion proposals have the potential to impact upon the communities within their district. They therefore requested that any adverse effects on the existing communities resulting from the scheme, in particular the rural areas to the west of the District, Chew Valley and its environs, are suitably addressed.
- 5.12.3 North Somerset Council highlighted the airport has a vital role in developing air links to and from the region and its importance as a key strategic infrastructure employment location is already recognised in the emerging Joint Spatial Plan for the West of England. They also comment that the expansion proposals will bring direct employment opportunities through the delivery of jobs, for example, in the expanded terminal and airfield facilities as well as indirectly through the *"agglomeration potential of a regional hub airport and the attractiveness for business growth and inward investment"*. However, they request that infrastructure investment is needed to avoid an unreasonable burden on local communities.
- 5.12.4 Somerset County Council comment they wish to ensure that *"potential adverse impacts of development on our communities is mitigated and managed"*.

Parish Councils

- 5.12.5 Cleeve Parish Council commented that any increase in night flights will reduce respite. As a result, they suggested that a compensation package is required to address this. This request was echoed by Stowey Parish Council.
- 5.12.6 Backwell Parish Council raised concerns about the effect on local residents' lives as a result of the loss of homes, increased traffic on Downside Road and the inadequate capacity of the road network to accommodate traffic around the airport.
- 5.12.7 Norton Malreward Parish Council requested that the airport make it mandatory for contractors carrying out the expansion works to offer apprenticeships to local people to ensure the socio-economic benefits of the proposals are maximised for the local area. They went on to request that the airport maximise the use of local supply chains to increase opportunities for economic benefits to be felt locally. Dundry Parish Council expressed a similar view stating that *"local businesses should benefit from expansion"*.
- 5.12.8 Other suggestions about maximising jobs for local people as part of the proposals included calls from Backwell Parish Council to *"build on Bristol's heritage and background in aerospace and/or advanced engineering skills"* in order to deliver good quality, high paid jobs.
- 5.12.9 Stowey Parish Council considered that the expansion proposals are bad for the economy. They went on to comment that they will respond on economic issues at the planning application stage.

- 5.12.10 Brockley Parish Council raised concern that the increase in passenger numbers would have a harmful impact on communities surrounding the airport. Long Ashton Parish Council made a similar point stating that they *"cannot see how the expansion of the airport can provide opportunities to enhance the local area"*.
- 5.12.11 The economic benefit of the airport was recognised by Nailsea Town Council who commented that "expansion will increase local employment opportunities". They suggested that in order to maximise the opportunity to enhance the area *"contributions to enhance the surrounding areas"* should be provided by the airport and access to the airport should be improved.

Other Prescribed Consultees

- 5.12.12 There were no material representations from other prescribed consultees about socio-economics.

5.13 Surface Access

- 5.13.1 Issues relating to the surface access were the most frequently raised topic by prescribed consultees alongside environment comments.

Local Authorities

- 5.13.2 B&NES Council highlight that the 12 mppa expansion proposals should address capacity issues on the highway network surrounding the airport in order to accommodate the increased pressure from additional traffic particularly on the B3130 around Chew Magna and surrounding area.
- 5.13.3 Sedgemoor District Council expressed concern that the airport's plans for road improvements did not include proposals for junction 22 of the M5 or the A38 south of the airport. They went on to indicate that this should be considered with the Transport Assessment to support the upcoming 12 mppa planning application and more broadly within the Airport Surface Access Strategy. From a socio-economic perspective they also emphasise that connectivity to the airport will be vital for the delivery of growth sites in their area such as the Huntspill Energy Park.
- 5.13.4 North Somerset Council comment that *"improvement of surface access to the airport will be fundamental."* They also emphasise that any plans for future expansion need to be seen in the wider context of the strategic growth proposals in the Joint Spatial Plan and Joint Transport Study, and in particular, links from the A38 to the M5 and wider network.
- 5.13.5 North Somerset Council also highlight the need to maximise modal shift away from accessing the airport by car.
- 5.13.6 Somerset County Council comment that their main concern is regarding the surface access to the sites, particularly with regard to the A38 and M5. They are pleased that this is *"recognised within the proposals and look forward to seeing the Surface Access Strategy when available for consultation"*. They also comment that they wish to ensure that *"where possible infrastructure provision has wider benefits for strategic connectivity for settlements such as Bridgwater and Taunton by road and rail"*. They conclude that they look forward to working *"in close collaboration with regard to the Bristol and South West Economic Link (BSWEL)"*.

Parish Councils

- 5.13.7 Representations from parish councils relating to surface access covered a diverse range of issues.

- 5.13.8 A number of parish councils including Norton Malreward Parish Council, Wraxall and Failand Parish Council and Chew Stoke Parish Council raised concerns that the proposals would result in increased traffic flows through narrow country lanes and local roads. Norton Malreward suggested that significant improvements to major routes that serve the airport were needed and Chew Stoke Parish Council called for *the development of "transport infrastructure along the main arterial routes to the airport to avoid increased traffic movements overflowing onto local minor roads"*.
- 5.13.9 Long Ashton Parish Council raised concern that the South Bristol Link road had not alleviated traffic levels. They highlighted that traffic was still queuing in the Yanley Lane area similar to before the South Bristol Link opened and this would be made worse by an increase in passenger numbers.
- 5.13.10 To ensure that roads serving the airport were kept in a good state of repair, Norton Malreward suggested the airport should contribute to the maintenance of local highways *"where it can be demonstrated that there is a significant degree of usage for airport traffic"*.
- 5.13.11 Cleve Parish Council also commented that the airport should pay for junction and road improvements in the vicinity of the airport. They stated, *"Bristol Airport must fund the improvements to the A38 at Downside Road and West Lane as it is directly related to a private developer and not related to housing and other development"*. Stowey Sutton Parish Council made a very similar point in their representation.
- 5.13.12 Backwell Parish Council called for enhancements to the A38 to reduce the impact of airport traffic on local roads. They expressed some reservations about the impact of proposed additional lights at the West Lane junction and did not support proposals that required the acquisition of residential properties on Downside Road. Stowey Parish Council commented that improvements to the A38 at Downside Road and West Lane should take account of cyclists particularly given the popularity of Brockley Combe for cyclists.
- 5.13.13 Flax Bourton Parish Council commented they were supportive of improvements to the A38 as this would take traffic away from the A370 which they considered was at capacity.
- 5.13.14 A number of parish councils including Backwell Parish Council and Nailsea Town Council suggested that public transport should be enhanced. They both commented that this should include provision for taxis. For example, Backwell Parish Council specifically commented that this should include provision for taxis with a facility for *"non airport concession taxis to be able to wait to pick up their pre booked fares. This will alleviate the current situation of taxis waiting in lay-bys along A38 and local roads before going into the airport"*.
- 5.13.15 Nailsea Town Council also called for more extensive public transport options particularly for current and future employees travelling from Backwell and Nailsea. They also suggested that a rear access be developed into the airport.
- 5.13.16 On the topic of public transport, Long Ashton Parish Council commented that the Bristol Airport Flyer does not serve local villages which means that the residents can only get to the airport by car.
- 5.13.17 Backwell Parish Council welcomed the proposal for a public transport interchange and requested that funding should be in place to deliver transport infrastructure improvements before expansion occurs. A number of other parish councils made similar requests. This included Norton Malreward Parish Council who stated that any passenger growth approval should be subject to an acceptable travel/infrastructure plan being in place and Barrow Gurney Parish Council commented that *"there should be no further increase beyond the existing planning limit until a new effective Surface Access Strategy is agreed and implemented!"*. Cleve Parish Council stated that *"Surface access improvements should be delivered before growth commences after 10 mppa"*. Brockley Parish Council made a similar request.

- 5.13.18 Barrow Gurney Parish Council expressed concern that the airport's aim to achieve significant modal split does not appear to be *"within the scope of the currently proposed expansion to 12 mppa but only by the mid-2030s by which time the consultation says demand could rise to 15 mppa"*.
- 5.13.19 Backwell Parish Council comment that improved signs are needed which would be particularly welcomed by drivers who are new to the airport.

Other Prescribed Consultees

- 5.13.20 Network Rail commented that they are keen to work with the airport to deliver improved rail connectivity between the rail network and the airport *"with short, medium, and longer term interventions - and to articulate new ways in which rail could support the growth plans and future requirements of the airport"*.
- 5.13.21 Highways England comment that to facilitate the proposed growth, access to the airport needs to be improved adequately with any impact on the strategic road network minimised and mitigated appropriately. They welcome the proposed solution by the airport to improve connectivity by providing a multi-modal transport system, increased public transport and sustainable travel choices. They comment that they are pleased to be involved in the Bristol South West Economic Link Study which is considering improved connectivity from Bristol Airport. In specific reference to the 12 mppa proposals they comment that as a statutory consultee it would be *"inappropriate for Highways England to provide comments on the proposals as part of this wider consultation, but they recognise the phased approach to the Airport growth strategy"*. They highlight that they are engaging with the airport in pre-application discussions regarding highways and transport matters and they welcome continued engagement. They conclude that they are *"generally content with the direction of travel and general approach"* the airport was taking in its development.

5.14 Technology

Local Authorities

- 5.14.1 There were no material representations from local authorities about technology.

Parish Councils

- 5.14.2 Backwell Parish Council commented that the expansion proposals provided an opportunity to for the use of renewable energy sources in the design of the terminal in order to further lessen the environmental impact of the airport.

Other Prescribed Consultees

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

5.15 Terminal Design

Local Authorities

- 5.15.1 North Somerset Council commented that they welcomed the acknowledgement in Bristol Airport's documentation of the importance given to good design and sustainable construction.

Parish Councils

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

Other Prescribed Consultees

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

6. Representations from Local Communities

6.1 Introduction

- 6.1.1 This chapter summarises the representations received from local communities. Bristol Airport's response to the representations from all parties, including local communities, is presented 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 members of the local community was Surface Access. This accounted for 20% of the issues raised which was markedly more than any other topic. This was followed by both environment and expansion which combined accounted for approximately 35% of 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 interaction between the airfield and the terminals.
- 6.2.2 A number of representations requested that the runway be extended. Some respondents put forward suggestions of how to achieve this including undergrounding the A38 into a tunnel to enable the runway to be extended over the top. Others asked whether the runway could be expanded by reorganising onsite space or extending the runway within the existing boundaries of the site.
- 6.2.3 Respondents also requested direct access points between aircraft and the terminal for passengers. Comments on this issue included *"consideration must also be given to some air bridges. It is not a pleasant experience boarding or disembarking planes in the wind & rain"* and *"1 air bridge from gate to aircraft. At the moment I feel like one of the crew walking out to the aircraft"*.
- 6.2.4 One respondent also commented that the airport's focus is expanding to the north of the airfield *"yet it is the south where there is room, indeed room on your own property to make many improvements"*. The respondent went on to request that the airport avoid compulsory purchases as part of their proposals.

6.3 Alternatives

- 6.3.1 Suggestions for alternative locations for the airport were received which included general comments such as *"one has to ask why the airport is not at Filton, at the junction of the M4/M5, and not far from the mainline rail network"* alongside suggestions that the airport should be further to the south.
- 6.3.2 Other representations included the suggestion that Bristol Airport should *"take over Exeter airport and reduce the distances travelled by private car each year"* and that *"there should be a cost Vs benefits analysis of options available, including a complete relocation of the airport"*.

6.4 Car Parks

6.4.1 Issues about car parking fell into four broad themes:

- design;
- drop off and waiting areas;
- parking discounts; and
- comments about the benefits of more parking versus less parking.

6.4.2 On the theme of design, representations ranged from specific comments about the parking bays, such as *"the long-term car park is poorly surfaced, and the spaces too tight"*, through to suggestions that car bridges and under passes should be considered to provide a link between the parking areas and the terminal and to keep pedestrians and traffic away from each other.

6.4.3 Numerous representations were submitted about the drop off area and need for improved waiting zones. These included requests for drop off to be free, enlarged and made available for all types of users not just the general public. Others suggestions included *"a call-forward or waiting area for taxis (to remove anti-social parking in the area)"*, *"a holding compound"* for taxis and people collecting passengers, and car parks should be further from the airport *"which means less cars on the A38 -similar to the private arrangements at Heathrow / Gatwick"*. A number of private hire transfer companies called for improvements to taxi and private hire vehicle waiting areas.

6.4.4 There were calls for passengers to be given discounts if they regularly used the car parks or for discounts for drivers using hybrid/electric cars. For respondents living closer to airport there were requests for free parking for longer periods than 20 minutes to enable local residents to use the shops in the airport.

6.4.5 Broader comments related to requests for more parking as part of the 12 mppa proposals or suggestions that parking should be reduced. It was highlighted that car parking leads to the *"encouragement of reliance on cars"* and that its reduction would encourage the use of public transport.

6.5 Consultation

6.5.1 Requests were made for more consultation venues to be used in the future. Suggestions included Bristol City Centre, Kingswood (in South Gloucestershire) and further afield in Yeovil and South Somerset. Others called for events to be advertised more widely and with more advanced notice.

6.5.2 Respondents sought clarity on how the airport would take views into account and how they would influence the proposals. One respondent also highlighted that consulting on the proposals for 12 mppa application at the same time as the Master Plan was confusing.

6.6 Destinations

6.6.1 Representations were submitted calling for more flights. This included domestic flights within the UK, flights to Europe and further afield including North Africa and Middle East and long haul destinations including the USA and China.

6.6.2 Other respondents asked whether the airport could encourage budget airlines to operate services from Bristol: *"persuade airlines such as Ryanair to add Bristol to their list of airport bases"*. However,

others wanted more services operated by premium airlines with one commenting *"please not just budget airlines"*.

- 6.6.3 Linked to the topic of destinations were comments about the cost of flights from Bristol. This included comments that *"I do not Like flying into Bristol Airport and avoid it if possible. Flights are expensive"* and *"low cost flights are no longer available at high demand periods"*.

6.7 Environment

- 6.7.1 Issues relating to the environment were the second most frequently raised topic by the local community alongside comments about expansion.
- 6.7.2 They covered a wide range of themes extending from effects on wildlife and habitats, through to noise concerns, comments about air quality, effects on the landscape around the airport and calls for the airport to minimise waste in its future plans.
- 6.7.3 The effects on wildlife and habitats and designated sites raised concerns about the effects of increased emissions harming designated sites and species, such as:
- "The increase in aircraft and vehicle movements has a potential to change vegetation composition due to elevated NOx deposition impacting on the North Somerset and Mendips SAC and neighbouring SSSI's and affect biodiversity"*.
- 6.7.4 Respondents also queried what measures Bristol Airport will put in place to improve biodiversity under the proposals. Others called for more tree planting around the airport to provide habitat for wildlife and the introduction of wildlife corridors.
- 6.7.5 A large number of representations were concerned with noise effects from the proposed expansion. These covered a diverse range of topics including general concerns about increased noise, through to concerns about night flights, calls for a ban on night flights and requests for the use of quieter planes.
- 6.7.6 Respondents felt that increases in flights would not be compatible with a wide range of legislation including the Climate Change Act and policies in the Joint Spatial Plan related to reducing greenhouse gas emissions.
- 6.7.7 Numerous representations expressed concerns that the proposals will erode the rural landscape and negatively affect the Mendip Hills AONB. One respondent commented *"don't encroach further to south as airport can be seen from Mendips"* whilst another was concerned that the airports plans would cause light pollution harming the landscape and the Mendip AONB.
- 6.7.8 Within the airport and its immediate environs there were requests for trees and hedges to be planted. *"Ensure the airport remains well landscaped, with plenty of trees in the area"*. Another respondent commented that *"landscape improvement schemes either around the perimeter and/or within a 10 mile radius would be positive"*.
- 6.7.9 A number of representations requested more recycling facilities in the airport and for the airport to limit the use of plastics. *"Reduce plastic disposables and packaging within the airport"*.

6.8 Expansion

- 6.8.1 Issues relating to the expansion were the second most frequently raised topic by the local community alongside comments about the environment.

- 6.8.2 Representations for and against the expansion of the airport were received. Common themes against expansion included the need for the Master Plan to be finalised first and the need for the airport to handle existing passenger numbers sufficiently before expanding. Others felt the airport should not expand as it *“frequently breaks the rules and allows planes to fly in and out in the night and early morning”*.
- 6.8.3 Comments in favour of expansion were often caveated on infrastructure being in place before expansion occurred. For example, *“Totally in favour of increasing capacity but first by ensuring that the transport infrastructure can cope”*. Others were concerned that expansion would lead to the airport losing its charm and becoming less user friendly.
- 6.8.4 A number of respondents also requested that it went beyond the 12 mppa proposals. This was illustrated in representations that stated: *“Good, but aim for 20 million”, “Not big enough. Plan for 16 million”* and the plans for 12 mppa are *“Insufficient. Please aim for more as this will provide a greater incentive to more airlines to fly out of Bristol, which in turn will increase passenger numbers”*.

6.9 Information

- 6.9.1 Requests for further information included more detail on the environmental effects of the proposals, details on surface access effects and more information on the economic benefits of the proposals. For example one respondent commented: *“There is little mitigation shown on how to address the effects of more air and ground noise, increased congestion on all surrounding roads, increased lighting, loss of green belt and green fields”*. Another respondent called for more information *“to demonstrate the economic benefits of expansion to local economy”*
- 6.9.2 A number of representations requested details on growth figures, for example: *“I would like to see your research re. the anticipated growth in passenger numbers”*.
- 6.9.3 Others requested details on proposed flying hours *“what would your flying hours being limited to?”*.
- 6.9.4 Others queried aircraft spaces at the airport, flight times and flight paths: *“new flights paths need to be clearly advised & frequency made known”*.
- 6.9.5 There were calls for more information on movements including how this relates to general aviation: *“A full explanation of additional increase in air transport movements is required including general aviation and helicopters”*.
- 6.9.6 Other information requests included calls for more details on how the Green Belt would be affected by the proposals, more information on longer term expansion and queries about how the local area would be enhanced.

6.10 Need

- 6.10.1 Representations included questions about why the airport needed to expand. One respondent considered that the airport was *“large enough already, there is no need to increase the capacity”*. Another commented *“the airport is hugely profitable, doing so well, why do you need to expand?”*. Others questioned whether Bristol Airport’s plans were needed given the proposals for a 3rd runway at Heathrow.
- 6.10.2 There were calls for other regional airports to expand, rather than Bristol, and these included Bournemouth, Cardiff, Exeter, Newquay and Plymouth. These were often qualified with further statements suggesting *“it is better to increase the capacity of smaller airports in the area (Cardiff, Exeter, Plymouth, Newquay) to distribute the benefits and burdens of air travel”* and *“let Exeter and*

Cardiff airports absorb some of this natural demand, it's better spread out than funnelled into one bottleneck".

6.11 Passenger Experience

6.11.1 Representations about passenger experience fall into the following broad themes:

- Improved supporting facilities;
- construction concerns;
- additional facilities;
- the operation of services in light of the increased passenger numbers;
- the impact of Brexit on airport operations; and
- charges.

6.11.2 Representations about improved support facilities included suggestions about where to site car rental facilities as well as calls for more hotel accommodation. One respondent commented:

"In winter, or when flights are arriving late at night or leaving early in the morning there is little or no decent overnight accommodation for passengers near the airport. Why not build an airport hotel on site? Most large airports have a hotel or two at the airport".

6.11.3 Other suggestions included *"There should be a welcoming lounge at Temple Mead station train station to allow The Flyer passengers to wait comfortably. It's all part of the travel from Bristol experience".*

6.11.4 Some respondents expressed concerns about disruption during construction. This included requests that disruption to airport operations be kept to a minimum during planned upgrades/improvements.

6.11.5 Requests for additional facilities focussed on terminal improvements such as more seating, improved toilet areas, more and improved restaurants, provision of more shops and *"more children orientated experiences"*. A small number of representations also requested a picnic area and public viewing point or highlighted that improved facilities should be in place before the 12 mppa expansion takes place.

6.11.6 A number of representations raised concern that increased passenger numbers will lead to overcrowding and long waiting times. A particular concern was the ability of security and baggage reclaim to be able to cope with the proposed expansion. Examples of these concerns included *"With an increase in passenger numbers the baggage reclaim must be speeded up"* and *"the baggage reclaim is something that's been an eternal issue with Bristol, it's dead slow"*.

6.11.7 Others raised concern about the ability of immigration /security control to be able to process increased passenger numbers. One respondent commented that immigration was *"great in the quieter periods but when you land 6 planes at peak times the one zone isn't up to the job"*, whilst another stated *"I feel that waiting times at security and at passport control are frequently unfit for purpose. Increased passenger numbers demand further substantial improvements"*.

6.11.8 Often linked to the speed of passing through security check-in or immigration, were calls for more staff and improved customer service/orientated staff.

6.11.9 The potential effects of Brexit were raised by respondents. Some saw Brexit as an opportunity for the airport to support the economy post 2019. Others were worried it would hinder the airport:

"I am very concerned about the impact Brexit may have on any plans Bristol Airport may have. The likely implementation of visas, 'hard' border controls will inevitably increase the length of time passengers will have to spend in the airport. There is already quite a pressure on lounge space and finding seats at certain times of day/year. Increasing passenger numbers and the added delays will only increase this".

- 6.11.10 Representations about charges related to the cost of trolleys and plastic bags, improved Wi-Fi and information boards and signage were also received.

6.12 Socio-economics

- 6.12.1 Representations from the local community relating to socio-economics fell into the following themes:
- effects on quality of life;
 - funds for local community projects and schemes;
 - the extent of the economic benefit of the proposals;
 - opportunities to support local services and local jobs; and
 - housing.
- 6.12.2 Numerous representations were submitted which expressed general concern that expansion would have a negative effect on the quality of life of local residents. This is summed up by one respondent who commented that *"Further expansion makes it impossible to maintain the current quality of life for residents surrounding the airport"*.
- 6.12.3 There were calls for funds to be made available for a range of purposes. This included that the community fund should be extended over a wider area to minimise noise effects from aircraft and airport operations. Others suggested grants to support local projects: *"put something of value back into the local communities - grants/ projects/ sponsorships and awards would be appreciated as a way of offsetting inconvenience and impact"*. Some respondents suggested that the airport could offer educational opportunities as a way of supporting the local community: *"provide environmental and engineering education days for schools"* and *"allow tours of your premises and sleepovers (for the Brownies). Let the Brownies help with environmental projects"*.
- 6.12.4 Representations questioned the economic benefits of expansion. For example, *"Bristol Airport is principally used by passengers on leisure travel which is an economic negative for the country's finances. Growth of the airport will make this situation worse"*.
- 6.12.5 Some respondents suggested the 12 mppa expansion could provide an opportunity for *"service station, local shops and facilities to benefit both airport users as well as local communities affected"*. Others called for the airport to support local businesses through *"a food court that supports local growers and businesses"*.
- 6.12.6 Respondents submitted comments about the implications for local jobs and employment. These included queries about how the airport would ensure local people benefitted from jobs. Some suggested that the airport's employment approach should build on Bristol's heritage in aerospace and advanced engineering to deliver good quality, high paid jobs for residents in North Somerset and south Bristol.
- 6.12.7 A small number of comments suggested that the expansion plans could provide an incentive to build more housing in the local area. This could be to *"accommodate the extra staff required"* or

provide *"additional affordable housing...if people know they are getting a good deal as reduced houses and cost vs living close to an airport"*.

6.13 Surface Access

- 6.13.1 Issues relating to the surface access were the most frequently raised topic by local communities.
- 6.13.2 These covered a diverse range of issues which can be grouped under the following themes:
- comments on roads;
 - comments about access arrangements;
 - comments on public transport;
 - concerns about traffic particularly on local country roads;
 - queries about funding for the proposals; and
 - alternative transport suggestions.
- 6.13.3 Representations related to roads included requests for the South Bristol Link road to be expanded to improve journey times to the airport and a direct access to the motorway network. Others called for bypasses to be constructed to avoid local towns and more direct links to the wider transport network such as the A4 to be provided. A large number of representations commented that the A38 needed strategic improvement including an upgrade to a dual carriageway. Others commented that more details were needed on the airport's plans for road improvements beyond the focus of the A38.
- 6.13.4 Comments about access arrangements included requests for a dedicated/priority lane on roads approaching the airport. Others requested that the airport prevent construction vehicles/fuel tankers and large vehicles from using Downside Road as *"there is not enough room for a bus and lorry to pass each other and the road is frequently blocked at pinch points"*. Others called for the access point from Downside Road *"to be de-restricted or another open access point be created"*. There was also support for a second access point into the airport with a respondent commenting the *"airport needs another entrance away from A38, as A38 is already at maximum capacity"*.
- 6.13.5 Numerous representations were made about extending public transport services. Some respondents requested the transport interchange approved under the 2011 planning permission should be implemented before permission is provided for the 12 mppa proposals and there were frequent calls for any transport infrastructure to be in place before the 12 mppa expansion occurs.
- 6.13.6 There were also specific requests to improve bus and coach services to the airport. This included the airport working with National Express to operate a service to the airport and requests for the Airport Flyer service to be free.
- 6.13.7 Suggestions were put forward that a park & ride/park & fly facility should be provided as part of the 12 mppa proposals. Others suggested that the transport options for the 12 mppa proposals should link in with the metrobus systems.
- 6.13.8 The introduction of a shuttle service operating from a wide variety of locations including Bristol City Centre, Bristol Parkway, and villages around the airport was a popular suggestion.
- 6.13.9 On the topic of traffic, respondents raised concern that local roads were becoming shortcuts. An example of this was: *"Airport expansion creates more traffic. This is a particular problem on the narrow and inadequate roads which are used in the absence of proper road infrastructure"*. The level

of traffic in the Chew Valley was a particular concern for some respondents. Queries were raised asking what research the airport had done to reduce traffic on local lanes and resolve this.

- 6.13.10 A number of respondents queried who will be responsible for funding the changes to the A38. Respondents felt that the airport should fund these improvements rather than the taxpayer *“as it is the airport expansion that drives the necessity for infrastructure change”*.
- 6.13.11 Respondents also suggested that consideration be given to a range of alternative transport options including cable cars, trams, funicular railways and hyperloop systems. A *“Heli-link”* was also suggested which would use helicopters to provide links to stations and transport hubs thereby easing congestion on local roads.

6.14 Technology

- 6.14.1 A number of respondents supported the use of more modern vehicle technologies. This included suggestions that public transport vehicles serving the airport should adopt green technologies such as *“an electric shuttle bus from Nailsea and Backwell”* and requests for vehicle charging points. Other suggestions included a call for all landside and airside vehicles to be *“either solar powered or liquid gas”*. One respondent also suggested that the airport should *“encourage alternatives to fossil fuels for plane travel”*.
- 6.14.2 The uptake of renewable energy technologies on the airport site, and as part of the terminal designs, was supported by some respondents. For example one respondent commented that *“consider means of generating renewable energy on site - PV on the many rooftops, wind turbine(s) among terminal buildings or off flight paths locally”*, whilst another suggested *“ground source heating pumps across the site & buildings (pipes under the runway?), & photovoltaic cells solar panels/tiles as the roof material”*.
- 6.14.3 The need to reduce waste and to use sustainable products and materials were other suggestions put forward.

6.15 Terminal Design

- 6.15.1 Representations about Terminal Design fell into the following themes:
- external changes;
 - improved movement through the airport; and
 - improved access to aircraft.
- 6.15.2 Representations requested improvements to external waiting areas outside the terminals. This was summed up by one respondent who commented:
- “improve the terminal outside waiting facilities!! There are none!! No signs for the Falcon coaches nor coverings from the frequent wind and driving rain for any of the passengers travelling outwards on coaches/buses!”*.
- 6.15.3 A number of respondents requested the internal access arrangements related to both departures and arrivals be improved. Comments related to departures included *“I have now to walk further and further within the airport between different checks etc. And most particularly my flights always seem to be from gates 22 to 24 and also on return. The walking is a great put off”*. An example of comments about problems on arrival was *“my one bugbear with Bristol Airport is from landing to*

getting to passport control....if landing at the far stand to the airport the walk, especially with hand luggage is a nightmare of corridors and stairs....no level access and no travellers".

- 6.15.4 The lack of travellers was also a regular concern associated with terminal design. *"Urgent consideration should be given to the installation of travellers in the existing set up. With the increasing distance between the departure lounges and the embarkation gates this will present an ever increasing requirement and will further enhance the passenger experience. It is something which should be undertaken sooner rather than later".*
- 6.15.5 Representations were also received which requested improved access to planes and that improvements should focus on improving *"facilities for passengers first"* before focusing on other changes and enhancements.

7. Representations from Wider Consultees

7.1 Introduction

7.1.1 This chapter summarises the representations received from wider consultees. Bristol Airport's response to the representations from all parties, including wider consultees is presented in Chapter 8 of this report.

7.1.2 The following wider consultees responded to the consultation:

- Avon Fire & Rescue;
- Backwell Residents Association;
- Bath Chamber of Commerce;
- Bristol Airport Parking Communities Group;
- Business West;
- Chew Valley Chamber of Commerce;
- Churchill and Langford Residents Action Group (CALRAG);
- the Campaign to Protect Rural England (CPRE);
- Devon County Council;
- Equality and Human Rights Commission;
- Friends of the Earth;
- Hft (a charity supporting people with learning disabilities);
- James Heappey MP;
- Mendip Gliding Club;
- Parish Councils Airports Association (PCAA);
- Pill Ward Councillor;
- South Bristol Business;
- the South West Region of the Chartered Institute of Logistics and Transport;
- the South West Transport Network;
- the Mendip Society;
- Tui; and
- Welsh Government.

7.1.3 The most frequent topics raised by wider consultees were Surface Access and Environment which combined accounted for approximately 66% of all the issues raised. This was followed by socio-economics which accounted for approximately 17% of the issues raised.

7.2 Airfield Design

- 7.2.1 South Bristol Business supported development north of the runway.

7.3 Alternatives

- 7.3.1 There were no material representations from wider consultees about alternatives.

7.4 Car Parks

- 7.4.1 The PCAA suggested that underground car parks should be used and multi storey car parks be constructed.
- 7.4.2 The Mendip Society asked if the car parks could incorporate *“appropriate tree and shrub planting / native species hedgerows to break up views over large expanses of surface car parking”*.
- 7.4.3 Bristol Airport Parking Communities Group expressed concern that any parking increases at the airport will create an *“even more intolerable situation”*. They called for North Somerset Council, in partnership with Bristol Airport and the local community, to deliver a *“Supplementary Planning Document for Airport Parking to compliment the emerging North Somerset Council Local Plan and the West of England Joint Spatial and Transport Plans”*.
- 7.4.4 A number of private hire transfer companies requested the creation of a Taxi / Minibus drop off point which could not be used by members of the general public.

7.5 Consultation

- 7.5.1 The PCAA expressed concern that their previous requests for more information on the effects of the proposals on residents and the environment had not been answered in the latest stage of consultation. They also criticised the navigability of the consultation website and raised concern that consulting on both the 12 mppa proposals and the masterplan was confusing.
- 7.5.2 The Campaign for the Protection of Rural England (CPRE) considered that asking questions about the 12 mppa process was misleading given that the airport's aspirations are to go beyond this point to 20 mppa.
- 7.5.3 The Equality and Human Rights Commission referred to the Public Sector Equality Duty (PSED) and commented that it must be complied with as part of the planning process.
- 7.5.4 South Bristol Business supported the consultation undertaken by Bristol Airport. They stated, *“We once again, applaud a quality, highly professional Consultation Document prepared to support the proposition, which reasonably cannot be other than generally viewed as an acceptable document”*.
- 7.5.5 Mendip Gliding Club highlighted that improved aircraft routes from the south may impact on the activities of Mendip Gliding Club. They commented that they would welcome *“early engagement in any plans as was successfully achieved some 10 years ago when the current airspace was created”*.

7.6 Destinations

- 7.6.1 Business West emphasised that international connectivity could be enhanced further with additional connections beyond Europe.

- 7.6.2 Bath Chamber of Commerce raised a similar point stating they believe there *“is more scope to market the airport as a genuine gateway to the rest of the world by encouraging more use of European hub airports, such as Paris or Amsterdam”*.

7.7 Environment

- 7.7.1 Issues relating to the environment were the most frequently raised topic by wider consultees alongside surface access comments.
- 7.7.2 The PCAA and CPRE expressed concern that the expansion will lead to increased emissions. They suggested that this could have negative effects on designated ecology sites and objected to the proposals on a number of environmental grounds including that it harms the green belt, leads to light pollution, compromises wildlife and biodiversity.
- 7.7.3 CPRE also objected to the proposal to release further areas of Green Belt to accommodate airport growth. Business West supported a comprehensive review of the Green Belt around the airport and the aim to *“have all airport operational and related land released from the Green Belt designation”*. South Bristol Business made a similar point stating *“modification of green belt boundaries essential if Bristol Airport status as Key Strategic Infrastructure Employment Location is to have any real increasing meaning”*. The Mendip Society raised concern that the proposals could have negative effects on views from the Mendip Hills AONB. They called for extensive screening and landscaping to minimise these effects.
- 7.7.4 Noise concerns were raised by wider consultees including the PCAA with calls for a ban on night flights. A councillor for the Pill Ward of North Somerset called for the use quieter aircraft and no night flights. They also asked the airport to consider the environmental impact of aviation.
- 7.7.5 Devon County Council commented that given the scale of the plans any potential adverse effects of the development on the environment needed mitigating.

7.8 Expansion

- 7.8.1 Friends of the Earth called for expansion to be abandoned due to the *“effects on local communities and the environment, both locally and globally”*.
- 7.8.2 The PCAA queried how the proposals will take into account strategic plans including the Joint Spatial Plan and North Somerset Council Local Plan given that these are yet to be adopted. CALRAG also made a similar point requesting that *“proposal should form part of the West of England Joint Spatial Plan and Joint Transport Study. It should be the subject of the same Public Examination. It is such an integral part of the West of England strategic planning process that it cannot be considered in isolation”*
- 7.8.3 A councillor for the Pill Ward of North Somerset commented that the airport should not expand as *“the airport is overly dependent on cars to transport passengers and staff and there is no viable mass transit option in place”*.

7.9 Information

- 7.9.1 CPRE requested additional information on traffic forecasts, infrastructure proposals, impacts on the environment and local people and independent economic forecasting and growth rates.

- 7.9.2 CALRAG requested more information on where passengers are likely to come from and the type of transport infrastructure they will use to get them to the airport.

7.10 Need

- 7.10.1 The Welsh Government commented that Bristol Airport has an ambitious vision for future growth which outlines the huge demand for Air travel in the future in South Wales. They commented that Cardiff Airport shares this vision and will look to utilise the growth to develop the Master Plan for Cardiff Airport.
- 7.10.2 A councillor for the Pill Ward of North Somerset suggested that *“other regional airports”* should meet the need for more air travel.

7.11 Passenger Experience

- 7.11.1 There were no material representations from wider consultees about passenger experience.

7.12 Socio-economics

- 7.12.1 Issues relating to socio-economics were the third most frequently raised topic by wider consultees after environment and surface access comments.
- 7.12.2 The CPRE questioned the economic benefit of the airport commenting that it *“contributes to a huge ‘tourism deficit’ with more money spent on holiday abroad by people living here than foreigners spend here on holidays”*.
- 7.12.3 However, several wider consultees, including Business West and Devon County Council, highlighted the importance of the airport to the regional economy due to the connectivity it provides. For example, Business West stated, *“Bristol Airport is one of the West of England’s critical pieces of transport and economic infrastructure, which adds real value to the region and is a crucial element in the city region’s international connectivity.”*
- 7.12.4 Chew Valley Chamber of Commerce suggested the airport could work with local businesses to provide goods and services in a long term sustainable manner.
- 7.12.5 Devon County Council commented that given the scale of the plans any potential adverse effects of the development on affected communities needed mitigating.
- 7.12.6 South Bristol Business called on the airport to bring forward a business hub proposal at the airport at the earliest opportunity. They also ask that this goes beyond serving aerospace centric businesses to include general business and employment creation.
- 7.12.7 Tui comment that it is important that airport infrastructure improvements are delivered in a cost-effective manner without undue cost burden on airlines and travelling passengers.

7.13 Surface Access

- 7.13.1 Issues relating to surface access were the most frequently raised topic by wider consultees alongside environment comments.
- 7.13.2 The PCAA requested that the transport interchange functions for both travellers and the public.

- "A sustainable transport hub has to include the wider public and allow for car parking for the wider public to access other areas and should not just be for passengers to and from the airport".*
- 7.13.3 James Heappey MP made a similar suggestion, indicating that it could act as a transport hub to enable local residents to take the bus to the airport from points in South Somerset before connecting on to bus services heading north into Bristol. He also called for improvements to the A38 and Junction 22 of the M5 as part of the proposals.
- 7.13.4 They PCAA requested that the airport fund *"improvements to the A38 at Downside Road and West Lane"*. A councillor for the Pill Ward of North Somerset also put forward a suggestion for the enhancement of the A38 stating *"in the short term you should ensure that traffic on A38 that is not destined for airport can travel on unhindered by, for example, grade separating the entrance"*. Chew Valley Chamber of Commerce also requested improvements to the A38 as they are concerned about increasing levels of traffic through the Chew Valley. They also suggested that signage should be used to keep more traffic on "A" roads rather than on unsuitable local roads.
- 7.13.5 Backwell Residents Association also referred to the effects on Downside Road and its residents. They commented that an increase from the current 8mppa to 12mppa seems likely to cause an increase in surface access requirements which would have a negative effect on residents. They requested that *"These issues should be given high priority in the airport's surface access/ transport discussions with North Somerset Council"*.
- 7.13.6 Friends of the Earth called for no new roads to be built as part of the expansion due to the proposals being incompatible with UK, regional and local climate change commitments.
- 7.13.7 CPRE commented that building more roads, and providing more parking, would be counterproductive. They cited the South Bristol Link as a case in point which is *"is regularly already at capacity or over capacity."* CPRE also made reference to the integrated transport interchange under the airport planning consent of 2011 which they consider *"should be fulfilled before further applications are made or granted"*.
- 7.13.8 The Bath Chamber of Commerce called for *"the completion of the South Bristol link road as far as the Hicks Gate roundabout in Keynsham, which would give traffic from the area around Bath a much more direct link to the Airport without having to travel on the unsuitable country roads of the Chew Valley"*. They also requested *"improvements far beyond the A38"*. A number of organisations called for a light rail or tram option. This included the South West Transport Network, the South West Region of Chartered Institute of Logistics and Transport, CPRE and CALRAG.
- 7.13.9 Devon County Council commented that providing a suitable surface access to the airport presented a significant challenge, particularly for travel from the south of the region, and there were limited alternatives to using a private car. They were therefore pleased this concern would be addressed in the surface access strategy in due course. They also called for improvements to *"multi-modal access to the airport and also ensuring that wider benefits for strategic connectivity throughout the South West are also secured"*.
- 7.13.10 The Pill Ward North Somerset Councillor raised concern that increasing the number of passengers at the airport will increase road traffic.
- 7.13.11 Tui comment that *"Having a variety of public transportation methods in conjunction with an efficient road network for those driving to the airport, is imperative"*.

7.14 Technology

- 7.14.1 There were no material representations from wider consultees about technology.

7.15 Terminal Design

- 7.15.1 Hft noted that Bristol Airport already has a fairly high level of accessibility for disabled passengers and that the CAA highlight Bristol as an example of best practice. They requested that future designs and plans for the airport continue to consider the needs of users with learning difficulties, include the creation of a quiet area and champion assisted travel.
- 7.15.2 Avon Fire & Rescue Service requested that fire service vehicle access, personnel access and facilities must remain at the forefront of the design of the 12 mppa expansion.
- 7.15.3 Tui emphasise that it is important that Bristol Airport develops an airport that is not only fit for the future in term of size and capacity but also "*in technological advancement, operations and customer experience*".

8. Bristol Airport's Regard to the 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 8.1 Airfield Design Issues and Responses

Issue	Prescribed Consultees	Parish Council	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport provide an extended runway to attract more airlines, to facilitate a greater range of destinations and compete better with other regional airports?			✓		It is not currently in Bristol Airport's plans to extend the runway.
Can direct access between the terminal and aircrafts for arrival and departure flights be included as part of the 12 mppa proposals i.e. air bridges?			✓		It is not currently proposed to build any air bridges, however there is existing capability to provide this should there be sufficient need. The eastern walkway will provide an increased number of 'contact' stands.
Request for improved passenger footways at the airport gateway.		✓			Pedestrian footways are included as part of the design for the proposed A38 highway improvements.
Can the runway be extended within the boundaries of the current airport site?			✓		It is not currently in Bristol Airport's plans to extend the runway.
Has Bristol Airport considered expanding in the south only for the 12 mppa proposals?			✓		Expansion to the south for future growth was considered as part of the Master Plan.
Has Bristol Airport considered the design			✓		For the purposes of the 12mppa planning application, it

Issue	Prescribed Consultees	Parish Council	Local Community	Wider	Bristol Airport's Response
approach adopted by other airports including LHR T5 of annex terminals with transport links between them?					is proposed to extend the existing terminal. The Master Plan considers whether 'satellite' airside terminals such as at Heathrow might be appropriate in the longer term.
Has Bristol Airport considered undergrounding the A38 in a tunnel to enable the runway to be extended over the top?			✓		It is not currently in Bristol Airport's plans to extend the runway.
Can Bristol Airport minimise use of new land and compulsory purchases to deliver the 12 mppa proposals?			✓		Compulsory purchase is not the preferred approach for the limited amount of land needed to support the highway improvements at the A38 /Downside Road junction.
What steps will Bristol Airport take to improve the building design and landscape of the airport as part of the 12 mppa proposals?			✓		The proposed design is explained in the accompanying Design and Access Statement.
Will there be sufficient stands to accommodate seasonal night service activities in the 12 mppa proposals?			✓		Yes, which is why aircraft stands are not part of the Proposed Development within the 12mppa planning application.

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 8.2 Alternatives Issues and Responses

Issue	Prescribed Consultees	Parish Council	Local Community	Wider	Bristol Airport's Response
Has Bristol Airport considered becoming the regional airport for Wales?			✓		Bristol Airport already serves South Wales with approximately 20% of our passengers coming from that region.
Instead of expanding, why can't Bristol Airport use Exeter Airport as well?			✓		UK airports are predominantly privately owned and operate in a competitive market. Exeter Airport is assumed to continue to grow in the future.

Issue	Prescribed Consultees	Parish Council	Local Community	Wider	Bristol Airport's Response
What is the cost benefit analysis of Bristol Airport remaining in the same location?			✓		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 the Master Plan process.
Why can't Bristol Airport relocate to Filton?			✓		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.
Why can't Bristol Airport relocate to another area with better public transport links and flatter land?			✓		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.

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 8.3 Car Parks Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
A Park&Ride facility should be fully explored.	✓		✓		This has been considered in the Parking Strategy.
As part of the expansion proposals can covered walkways be provided in the car parks?			✓		The consented Multi-storey car parks and the proposed third multi-storey car park will allow for pedestrian travel under cover and a pedestrian bridge link will provide a covered link to the terminal building.
Can a taxi waiting area be provided as part of the 12 mppa proposals?		✓	✓	✓	BAL is committed to provide a dedicated taxi waiting area at or near the airport. These measures will come forward separately alongside proposals to improve parking enforcement in local villages.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport improve the design and quality of the car parks as part of the proposals including the provision of larger bays, enhancements to parking surfaces and improved security measures?			✓	✓	The consented and proposed Multi-Storey Car Parks will include a number of enhancements to surfaces, technology and lighting.
Can parking charges be reduced at the airport? This would have a range of benefits including encouraging 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 need to encourage passengers to use public transport.
Can planting be used in the car parks to improve their appearance of the car parks?			✓		There is existing landscaping and further landscaping proposed as part of the 12mppa planning application.
Can the airport improve signage to the Silver Zone car park?			✓		BAL to review signage based on this comment.
Can the airport allow private hire vehicles and taxis to access the car parks as part of the 12mppa proposals?			✓	✓	All private hire vehicles and taxis are able to access all of our car parks. We also operate a separate contract for taxis which allows the contract holder to operate directly from the forecourt adjacent to the Terminal as well as the car parks, in exchange for a guaranteed level of service. This approach ensures sufficient service coverage at all times for customers.
Can the airport increase the frequency and number of buses to the Silver Zone car park and introduce a bus lane to connect to the terminal?			✓		BAL regularly reviews the frequency of its bus timetable to ensure minimum waiting times for the Silver Zone and will consider the suggestion about a dedicated bus lane.
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.
Can the airport provide a free parking area for those waiting for delayed/late flights?			✓		The Airport Surface Access Strategy will include measures to address concerns around local on-street parking demand on local roads. This would

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
					include how we accommodate parking for delayed/late flights.
Can the airport take steps to support residential parking zones in the local villages to prevent illegal parking by airport customers?			✓		Yes, an updated Airport Surface Access Strategy would include measures to be delivered in partnership with NSC and The Police. These measures will come forward separately but could be agreed in conjunction with the 12mppa proposals.
Can the drop off and pick up area be located closer to the terminal entrance, enlarged, made free and allow all types of vehicles to use it, including licensed airport transfer companies?			✓	✓	The drop-off car park is to be sited on the consented multi-storey car park. This will provide a closer, covered and more direct link to the Terminal. An updated Airport Surface Access Strategy will include a full review of the management of drop-off and pick-up activity.
Can the frequency and number of buses to the Silver Zone car park be increased?			✓		Provision of car park shuttle buses will be regularly reviewed to ensure levels of service are maintained as staff and passenger use grows.
Can the number plate recognition system for car parks be upgraded as part of the 12 mppa proposals to deal with personalised number plates?			✓		We will continue to work with our suppliers and IT support to ensure that the number plate recognition system for our car parks is as efficient as possible.
Concern about the use of additional land for parking as part of the 12mppa proposals.			✓		The quantum of car parking is discussed in the Planning Statement and the Environmental Statement, which will be submitted to NSC and available to public viewing online.
Concern that the existing car parks are located too far from the terminal for passengers with limited mobility. What can the airport do to address this?				✓	We work with disability groups to ensure current operations and future developments meet the needs of all passengers. Blue badge spaces are provided in convenient locations where possible.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Ensure 12 mppa proposals include for car parking competition and Council does not create a conflict of interest between need for expansion and its role as car parks licensing authority.			✓		Analysis of car parking and the local market is included within the Transport Assessment.
Has the airport considered providing a "Bronze zone" parking area off the A370?			✓		Off site parking locations have been considered in the Parking Strategy that will be submitted to NSC.
Has the airport considered providing bridges and underpasses from the car parks as a means to gain access to the terminals?			✓		The consented Multi-storey car parks and the proposed third multi-storey car park will allow for pedestrian travel under cover and the pedestrian bridge link will provide a covered link to the terminal building.
Has the airport considered working with B&Bs and hotels to increase the amount of off-site parking available to travellers?			✓		This would not be included within the 12mppa proposals. However, through consultation with NSC, a wide range of parking solutions are being considered as part of the potential longer-term growth.
Improvement is needed for access to car parking facilities by private hire vehicles, as part of the 12mppa proposals.				✓	All private hire vehicles can access all of our car parks, including for drop-off and pick-up.
More multi storey car parks should be used and delivered before expansion and further planning applications are considered.		✓	✓		There is planning permission for 2no. multi-storey car parks, with the first phase already constructed. A third multi storey car park forms part of the 12mppa planning application proposals. However, it should be noted that there is also considerable demand for surface level low-cost parking.
Request for car parks and a drop off zone to be off-site and further away, outside the Green Belt and linked via buses or rail to the airport to reduce traffic on local roads including the A38.		✓	✓		Off site parking has been considered in the Parking Strategy, which will be submitted to NSC as part of the planning application.
Request for more and improved parking facilities as part of the 12 mppa proposals.			✓	✓	The 12mppa proposals include new and improved parking facilities. Details are included within the Planning Statement and Transport Assessment.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Request that staff parking is not moved to the south side of the airport.			✓		Staff car parking moved to the southside as of September 2018 and this will remain in this location in the future.
Request to reduce the capacity of car parks in order to reduce reliance on cars, encourage more people to use public transport and reduce number of cars travelling to the airport.			✓		The use of public transport is promoted as part of the Airport's Surface Access Strategy and will form part of a comprehensive package of investment to support the 12mppa planning application. The supporting documentation for the 12mppa planning application identifies that additional parking will be required.
Suggestion that a proportion of the growth of parking income is earmarked for an additional park and ride, zero fees for electric vehicles and to fund investment in public transport.			✓		An updated Airport Surface Access Strategy will set out proposals and our approach to balancing car parking with the promotion of sustainable modes of travel. Significant investment is planned to further improve public transport. This will include consideration of public transport and future technologies including electric vehicles and autonomy.
Suggestion that more onsite parking will help to reduce offsite parking which negatively effects local residents.		✓			This is explained in the accompanying Planning Statement and Parking Demand Report.
What measures can Bristol Airport put in place to get people to the long stay car park when it is snowing?			✓		We are able to respond to weather incidents such as snow and ice using our on-site equipment and support.
What steps can the airport take to prevent unregulated car parks, offsite parking on farms and fields around the airport and travellers parking in local villages?	✓	✓	✓	✓	The Airport Surface Access Strategy will include measures to be delivered in partnership with NSC and The Police to help reduce on-street parking demand on local roads and illegal parking sites. These measures will come forward separately but could be agreed in conjunction with the 12mppa proposals.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Why can't underground car parks be provided?			✓		This option is not part of the current proposals due to cost and the suitability of the site (located on an aquifer).
Would the airport support local communities through measures including free buses to airport, free taxis, fast pass access, sourcing local products and free parking to enable local residents to use the shops in the airport?			✓		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. Discounted travel on airport bus services is also available to local residents.

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 8.4 Consultation Issues and Responses

Issue	Prescribed Consultees	Parish Council	Local Community	Wider	Bristol Airport's Response
Did Bristol Airport consider that combining the consultation on 12 mppa and the masterplan will be confusing and not reflect a true picture of people's views on each?	✓		✓	✓	The 12mppa proposals form the first phase of growth as part of the Master Plan. Consulting in this manner provides a clear approach to development both in the short to medium term as well as the long term. Bristol Airport have considered all the responses received during the consultation to assist in refining both the 12 mppa proposals and the Master Plan proposals.
How will the 12 mppa expansion proposals take into account other local strategic plans e.g. Joint Spatial Plan, NSC Local Plan, Bristol South West Economic Link, WECA A38 Corridor Study?				✓	All planning policy, including emerging plans, have been taken into account and addressed as part of the proposals. The response to these documents is fully addressed in the accompanying Planning Statement.
Request for future consultation exhibitions to be held in a wider selection of locations. Can locations such as Bristol city centre, Yeovil, South Somerset, Kingswood be included?		✓			The latest round of exhibitions for the Master Plan was held in 20 locations in addition to 13 exhibitions held for the first round. Combined, this covered a wide geographical area as well as local communities, including Bristol City Centre, South Bristol, North Bristol

Issue	Prescribed Consultees	Parish Council	Local Community	Wider	Bristol Airport's Response
					(Yate), Taunton and South Wales. The planning application will be subject to further consultation once submitted.
Request that consultation events are publicised widely and that all potentially affected local residents are communicated directly with and formally notified in advance of future consultations.		✓	✓		Prior to this consultation, 30,000 letters were sent to householders in local communities. In addition, the consultation was advertised through local newspapers, our website and social media.

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 8.5 Destinations Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Does Bristol Airport have plans to attract new budget and premium airlines?			✓		We regularly engage with existing and potential airline customers to explore new route opportunities.
Does Bristol Airport have plans to bring back low cost flights during school holidays?			✓		Airlines are responsible for setting fares which are subject to supply and demand. Demand for flights to popular leisure destinations is typically highest during the summer holiday period.
Does Bristol Airport have plans to review morning flight scheduling during peak holiday periods in order to reduce travel congestion?			✓		While 'off peak' flying is actively encouraged, airlines typically operate early morning departures to maximize the utilisation of aircraft. This schedule also responds to the needs of business passengers who are often able to do a full day's business at their destination before returning later the same evening. Significant investment has been made over recent years to reduce congestion in the terminal, and any new infrastructure will be developed with peak capacity in mind.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Has Bristol Airport considered extending the runway in order to facilitate larger planes and a greater variety of destinations?			✓		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. A runway extension is not currently in our plans.
What plans do Bristol Airport have for increasing flights to long haul destinations including North America and global airport hubs?			✓	✓	Long-haul charter flights have operated during the summer to destinations including the USA, Mexico and the Dominican Republic since May 2017. Previously, a daily scheduled service to New York operated between 2005 and 2010. Securing the return of a transatlantic service remains a priority. We regularly engage with existing and potential airline customers to explore new route opportunities.
What plans do Bristol Airport have for increasing the number of UK destinations it serves?			✓		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 if demand for a destination is shown to exist.
What plans do Bristol Airport have to increase both the number of flights, and number of destinations?			✓	✓	We regularly engage with existing and potential airline customers to explore new route opportunities.
What plans do Bristol Airport have to increase short haul flights, including to Europe and North Africa			✓		We regularly engage with existing and potential airline customers to explore new route opportunities. Europe will continue to be a focus for both new destinations, but also greater frequency to support business travel further.
What plans do Bristol Airport have to increase the number of business flights?	✓		✓		We regularly engage with existing and potential airline customers to explore new route opportunities. New routes and

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
					higher frequencies will be attractive for business travellers.
Will the 12 mppa proposals help to lower the cost of flights?			✓		Airlines are responsible for setting fares which are subject to supply and demand.

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 8.6 Environment Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Concern that the 12mppa proposals will have negative effects on the environment.		✓	✓		The 12mppa planning application will include a rigorous Environment Assessment, demonstrating BAL's approach to seek to limit the environmental effects associated with our growth plans and to mitigate where necessary.
What measures will Bristol Airport put into place to provide respite and minimise noise effects on local communities, associated with the 12mppa proposals?	✓	✓	✓	✓	Bristol Airport has consulted on a new Noise Action Plan. This will be published once approved by DEFRA. Our longer term approach to minimising noise will be considered in our Sustainable Growth Strategy, which will be published in 2019. The 12mppa planning application will be accompanied by proposals to mitigate and compensate for any noise impacts.
How will Bristol Airport monitor and assess noise impacts arising from the 12mppa proposals?		✓	✓	✓	Bristol Airport continuously monitors aircraft noise using both permanent and temporary noise monitors. The results are regularly presented to the Airport Consultative Committee and will also be reported to NSC.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
What measures will Bristol Airport put into place to minimise night time flights and associated noise impacts on local communities for the 12mppa proposals?			✓	✓	The 12mppa will be accompanied by proposals to mitigate and compensate for any noise impacts. Bristol Airport has also consulted on a new Noise Action Plan. This will be published once approved by DEFRA. Our longer term approach to minimising noise will be considered in our Sustainable Growth Strategy, which will be published in 2019.
What environmental and local community improvements will Bristol Airport be implementing as part of the 12mppa proposals?		✓	✓		The airport is offering an improved noise insulation scheme as part of the proposals, alongside a comprehensive package of wider environmental mitigation measures. Additionally, it will improve the existing Community Fund scheme.
Can Bristol Airport provide more information on targets for the introduction of quieter aircraft, types of aircraft and associated noise levels for the growth beyond 10mppa?		✓	✓	✓	This will be present as part of the Noise Chapter as part of the Environmental Statement for the 12 mppa application.
Concern that reliance on technology for quieter aircraft will not be effective at reducing noise impacts from the 12mppa proposals.		✓			Already the airport has an A320 NEO operated by easyjet. The application forecasts the uptake of this and the Boeing 737 – MAX to increase as fleets are modernised.
Bristol Airport should introduce a ban on night flights for the 12mppa proposals.		✓	✓	✓	We recognise night flights can impact residential areas. This is why we manage accordingly against the strict controls the airport has in place today and are seeking no increase in the annual number of night flights.
Concern that there will be increased air pollution and greenhouse gases arising from the 12mppa proposals. What measures will the airport put in place to improve air quality and minimise the effects of atmospheric emissions from aircraft, road transport and other sources?	✓	✓	✓	✓	The 12mppa planning application includes a package of mitigation measures including renewable energy, EV charging and electric vehicles. It is also proposed that the level of monitoring of emissions is increased and reported to NSC and the Airport Consultative Committee. As part of the Master Plan process we are currently formulating a

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
					Sustainable Growth Strategy (to be published in 2019) which will set out our approach to controlling emissions. Bristol Airport is also committed to becoming a carbon neutral airport by 2030.
Concern that under the 12mppa proposals the airport and transport infrastructure will expand into the Green Belt and countryside. How will Bristol Airport compensate for the loss of landscapes and habitats?		✓	✓	✓	A full assessment of the potential impact on landscape and local habitats will be contained within the Environmental Statement that will be submitted to NSC. Mitigation plans will also be set out in the planning documents.
Concern that increased greenhouse gas emissions associated with the 12mppa proposals will inhibit the UK's ability to meet carbon reduction targets. How will Bristol Airport help to ensure national and regional climate change targets are met?	✓		✓	✓	The 12mppa Environmental Statement will include an assessment of greenhouse gas emissions, and outline proposed mitigation.
Supportive of Bristol Airport's plans under the 12mppa proposals for sustainable growth and implementation of environmental standards.		✓	✓	✓	Noted
Supportive of Bristol Airport's plans to review options for development in the Green Belt under the 12mppa proposals.		✓			Noted
Concern that submission of a planning application for the 12mppa proposals does not align with the timing of other regional strategic plans. Can Bristol Airport coordinate its proposals with public consultation on other regional strategic plans?	✓			✓	Our approach to the timing of the planning application was set out in the latest Master Plan consultation 'Development Proposals and Options'. This is the first phase of the Master Plan with longer term proposals feeding into emerging planning policy. BAL will seek to time any future consultations with other policy consultation dates in mind.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
What measures will Bristol Airport implement to prevent impacts from the 12mppa proposals on local bat populations?	✓		✓	✓	An assessment on the potential impact of the 12mppa Proposed Development will be detailed in the accompanying Environmental Statement, with mitigation plans to be brought forward as appropriate.
Concern that increased atmospheric pollution related to the 12 mppa proposals will harm biodiversity and protected species in the local area.	✓		✓	✓	Any potential impact and if necessary, mitigation, is detailed in the 12mppa Environmental Statement.
Concern that development of the airport and supporting infrastructure will have a negative effect on the area's rural landscape. What measures will Bristol Airport put in place to limit visual impacts under the 12mppa proposals?		✓	✓	✓	Any potential impact on landscape is assessed as part of the accompanying 12mppa Environmental Statement.
Concern that the 12mppa proposals will have negative effects on wildlife and habitats. What measures will Bristol Airport put in place to improve biodiversity under the 12mppa proposals?		✓	✓	✓	Any potential impact, and if necessary, mitigation, is detailed in the accompanying 12mppa Environmental Statement.
What measures will Bristol Airport put into place to reduce light pollution associated with the 12mppa proposals?	✓	✓	✓	✓	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. A Lighting Strategy will be prepared and submitted as part of the 12mppa planning application, and lighting impacts are considered in the Environmental Statement.
Supportive of Bristol Airport's plans to use more		✓			Noted

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
fuel efficient aircraft under the 12mppa proposals.					
How will Bristol Airport manage surface water and flooding under the 12mppa proposals?	✓		✓		We currently undertake extensive ground water monitoring and reporting with regulators on regular basis. This will also be considered in the 12mppa Environmental Statement.
How will Bristol Airport prevent negative effects from the 12mppa proposals on designated sites?	✓		✓		This will be detailed within the accompanying 12mppa Environmental Statement.
Concern that airport expansion under the 12mppa proposals is not sustainable.			✓	✓	The approach to make best use of the current site is considered to be a sustainable approach. All sustainability topics are considered in the 12mppa Environmental Statement.
How will flight navigation technology be used to minimise aircraft noise impacts and avoid residential areas under the 12mppa proposals?		✓	✓		The airport can grow to 12 mppa without the need of airspace change proposals however the airport will be reviewing its use of airspace as part of a separate process governed by the Civil Aviation Authority and the Department for Transport.
Concern that the 12mppa proposals will have a negative effect on the Mendip Hills AONB.			✓	✓	Any impact on landscape is assessed as part of the accompanying 12mppa Environmental Statement.
Concern that the 12mppa proposals will lead to increased traffic on routes to the airport. How will Bristol Airport improve transport infrastructure to minimise the environmental effects from additional road transport?			✓		Any impact on the local highway network is assessed as part of the accompanying Transport Assessment and Environmental Statement. A comprehensive package of surface access improvements, including public transport, is proposed to support the 12mppa planning application.
What long term monitoring of control measures will be in place to demonstrate that the 12mppa proposals have implemented good practice with respect to			✓		Through the development process we will report progress to the Bristol Airport Consultative Committee and through our Annual Operations Monitoring Report and to NSC.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
environmental regulations and guidelines?					
Concern about the impact of the 12mppa proposals on house, property and land values. What compensation is available for impacts to property values?			✓		The 1973 Planning & Compensation Act provides existing protection for impacts on property value due to physical development. However, BAL intends to set out its property policy in relation to property and compensation during 2019.
How will noise limits be defined and enforced in planning permission for the 12mppa proposals?			✓		All noise requirements will be addressed through conditions as part of a successful planning application.
How will Bristol Airport improve the control of noise impacts from helicopters and other small aircraft using the airport, under the 12mppa proposals?			✓		It is not expected that this will be controlled as part of the 12mppa planning application process.
What measures will Bristol Airport put in place to become carbon neutral under the 12mppa proposals?			✓		Bristol Airport is committed to becoming a carbon neutral airport by 2030 and will publish a new Sustainable Growth Strategy in 2019.
Concern regarding the loss of valuable agricultural land for food security under the 12mppa proposals.			✓		The impact of any loss of agricultural land is assessed as part of the 12mppa Environmental Statement.
Will the use of electric aircraft be considered as part of the measures to minimise atmospheric emissions relating to the 12mppa proposals?			✓		Electric aircraft is emerging technology and therefore it has not been featured as part of the 12mppa proposal forecasts. However, newer, quieter and more fuel efficient aircraft such as the Boeing 737 – Max and the A320 NEO are featured in the forecasts.
What measures will Bristol Airport put in place to minimise waste and improve the use of material resources under the 12mppa proposals?			✓		As part of the 12mppa planning application the airport is working towards BREAAAM excellent standards which include challenging targets for waste reduction.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Will Bristol Airport work with experts to minimise environmental and community impacts from relating to the 12mppa proposals?			✓		Yes. Bristol Airport has appointed a team of experts in a range of technical disciplines to assess the impacts of the proposals and develop a comprehensive package of measures that mitigate the impacts and seek to enhance the benefits.
What measures will Bristol Airport put in place prior to construction, to mitigate environmental effects of the 12mppa proposals?			✓		This is detailed within the accompanying Environmental Statement. There will be a series of planning conditions and / or planning obligations attached to any planning approval which will detail any such measures, including those that are required in advance of the Proposed Development.
Concern that consideration of environmental and community effects will inhibit implementation of infrastructure improvements for the 12mppa proposals.			✓		Noted
Will Bristol Airport consider the use of tree and hedgerow planting to mitigate environmental impacts arising from the 12mppa proposals?		✓	✓		Yes, this is included as part of the proposals and is detailed within the accompanying 12mppa Environmental Statement and associated mitigation plans.
Concern regarding the impact of the 12mppa proposals on historic buildings.			✓		Any impact on the historic environment is assessed as part of the 12mppa Environmental Statement.
What measures can Bristol Airport put into place as part of the 12 mppa proposals 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.
How will Bristol Airport demonstrate that consultation feedback on measures to reduce environmental impacts is incorporated into 12mppa proposals?			✓		

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Concern that measures to manage environmental effects arising from the 12mppa proposals will not be effective due to cost, time and ability to implement.			✓		BAL will put forward a package of mitigation measures it feels are appropriate and affordable alongside the 12mppa planning application.
Will Bristol Airport consider charging airlines to encourage the use of quieter and less polluting aircraft under the 12mppa proposals?			✓		BAL already has charges in place of this nature, and has committed to review these again in its latest Noise Action Plan.

8.8 Expansion

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

Table 8.7 Expansion Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Additional capacity should be incorporated into the 12 mppa proposals as the current estimate may be conservative.			✓		The forecasts for growth up to 12mppa have been independently validated and are an accurate forecast. Any growth beyond will be considered in future planning applications.
Support for the 12 mppa proposals subject to infrastructure being in place to support it and before passenger numbers increase.			✓		This has been noted and will be considered by North Somerset Council once the planning application has been submitted.
Expansion should not take place until the masterplan is finalised.			✓		The Master Plan looks at a longer term view and will continue to be developed in parallel with the planning application. The 12mppa proposals are a first phase of the Master Plan.
Expansion should only take place on existing airport land. The site is too small to be expanded and it already encroaches into the countryside.			✓		The 12mppa planning application seeks to make best use of the existing site with limited development beyond the existing site.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
The airport should not be expanded as rules governing flight times are already frequently broken.			✓		There are a number of planning conditions relating to flight operations in the existing 10mmpa planning permission. Bristol Airport complies with these planning conditions. Planning conditions will also be applied to future planning consents by NSC.
Opposes expansion as the airport cannot handle the current number of passengers and existing services should be addressed first.			✓		The 12mmpa application includes proposals to improve existing facilities which will help to enhance the level of service across the airport.
Respondents are concerned that the small, friendly, local feel and charm of the airport which is easy to use, will be lost.			✓		Bristol Airport recognises its unique sense of place and high level of customer service and this will continue to form a key component of design and expansion plans going forward.

8.9 Information

8.9.1 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	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport provide more information about how the greenbelt and community areas will be affected by the 12 mppa proposals?			✓		Any potential impact on the Green Belt and local communities will be addressed comprehensively as part of the supporting information for the planning application.
Can Bristol Airport provide more information about how the local area will be enhanced by the 12 mppa expansion proposals?			✓		Enhancements to the local area are varied and are addressed as part of the supporting information for the planning application.
Can Bristol Airport provide more information about the economic benefits of the 12 mppa expansion proposals?			✓		This is addressed fully in the 12mmpa Economic Impact Assessment and in the Environmental Statement.
Can Bristol Airport provide more information about the effects of 12 mppa expansion proposals on				✓	This is addressed fully in the accompanying Economic Impact Assessment.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
employment space, employment provision, specific sectors, research and development?					
Can Bristol Airport provide more information about the environmental impact of 12 mppa expansion proposals e.g. on habitat loss, pollution, noise pollution, light pollution, dark skies, biodiversity and landscape character and what measures will be taken to reduce this?			✓	✓	This is addressed fully in the accompanying Environmental Statement.
Can Bristol Airport provide more information about the impact of 12 mppa expansion proposals on roads, traffic and public transport?		✓	✓		This is addressed fully in the accompanying Transport Assessment and the Environmental Statement.
Can Bristol Airport provide more information about the proposed multi-storey car parks?		✓			There is one multi-storey car park proposed as part of the 12mppa planning application which will provide circa 2,150 spaces. This is proposed in outline at this stage with some detail provided as part of the accompanying Design and Access Statement.
Can Bristol Airport provide more information about whether flight costs would increase to help fund the 12 mppa expansion?			✓		Bristol Airport is already home to two of the largest low fares airlines in Europe. Fares are set by airlines based on a range of factors. Investment in future development of the airport will be funded through shareholder investment and operating profits.
Can Bristol Airport provide more information and supporting research on the anticipated growth in passenger numbers?			✓	✓	This is provided as part of the supporting information for the 12mppa planning application and forecasts have been independently validated.
Can Bristol Airport provide more information on flying hours, including any limits and night flights?			✓		Any proposed changes to existing operations are explained fully in the Planning Statement and Environmental Statement.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport provide more information on how additional aircraft spaces will meet the increased passenger numbers under the 12 mppa expansion proposals?			✓		The 12mppa planning application does not include any new aircraft stands.
Can Bristol Airport provide more information on how public safety areas will be impacted by all growth scenarios?		✓			There are not anticipated to be any changes to Public Safety Zones as a result of the proposed development.
Can Bristol Airport provide more information on independent economic growth forecasts, including the potential impact of Brexit, used to inform the 12 mppa proposals?				✓	This is fully explained in the accompanying Economic Impact Assessment and the forecasts have also been independently validated.
Can Bristol Airport provide more information on the direction that planes take off and land?		✓			This is detailed within the Annual Operations Monitoring Report which is published on our website.
Can Bristol Airport provide more information on the increased number of flights under the 12 mppa expansion proposals including in relation to increased passenger numbers, new flight paths, new flight times, general aviation and helicopters?		✓	✓		Any changes to existing restrictions are detailed within the accompanying Environmental Statement and Planning Statement.
Request for Airport to demonstrate how adverse impacts of expansion on Draft Joint Spatial Plan can be mitigated	✓				All planning policies (including those that are emerging policies) have been considered in the accompanying Planning Statement.
Please provide information on where airport users travel from?			✓		This is fully explained in the accompanying Transport Assessment.
Will Bristol Airport provide further detail on its sustainability approach?				✓	As part of the Master Plan process we are currently formulating a Sustainable Growth Strategy. This will set out our approach to controlling emissions and minimising noise. The 12mppa planning documents also set out the significant package of measures in relation to sustainability.

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 8.9 Need Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Expansion is not needed as the current need is already met by the airport.			✓	✓	The need for expansion is explained in the Planning Statement and Environmental Statement which accompany the planning application.
How will the planned expansion help Bristol Airport compete with other regional airports?			✓		The proposed expansion will provide the opportunities for airlines to bring forward more destinations thereby competing with other regional airports.
If Bristol Airport is currently profitable, why does it need to expand further?			✓		The need for expansion is explained in the Planning Statement and Environmental Statement which accompany the planning application.
Why doesn't Bristol Airport anticipate and plan for larger numbers than 12 mppa, including in order to attract more airlines?			✓		Growth beyond 12mppa is being considered as part of the Master Plan. The need for 12mppa is explained in the Planning Statement and Environmental Statement which accompany the planning application.
Is the expansion of Bristol Airport needed when London Heathrow is planning to build a third runway?			✓		The need for expansion is explained in the Planning Statement and Environmental Statement which accompany the planning application, but forecasts assume that the third runway will be delivered at Heathrow.
Bristol Airport is big enough and should not serve the south west region. Other airports in the south west and south wales should also be expanded.			✓		The need for expansion is explained in the Planning Statement and Environmental Statement which accompany the planning application. It should be noted that it is assumed that other airports in the south west continue to grow also.

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 8.10 Passenger Experience Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport cease charging for trolleys?			✓		We regularly review our charges for the wide range of optional services we provide for passengers.
Can Bristol Airport consider improving facilities for those with learning disabilities?				✓	These facilities will continue to be developed and Bristol Airport is open to specific suggestions on how our facilities might be improved for those with learning difficulties.
Can Bristol Airport ensure onward travel information is displayed clearly at arrivals and on the airport website, including public transport links and road closures?			✓		Improvements to onward travel information is planned both in the short term and on completion of the new public transport interchange.
Can Bristol Airport improve the hotel offer on site and close to the airport?			✓		The existing on-site hotel has planning approval to extend by 50 rooms.
Can Bristol Airport increase its support and promotion of local businesses, organisations, employees and local produce at the airport?			✓	✓	Yes, this will continue to be developed. Bristol Airport is holding its inaugural 'Meet the Buyer' event in January 2019 with a view to developing opportunities for local businesses from the airport's catchment.
Can Bristol Airport introduce more seating as part of the expansion?			✓		Currently we have over 1,000 seats for general use in the terminal. The proposed extensions to the Terminal as part of the 12mppa planning application will incorporate additional seating.
Can Bristol Airport provide a picnic area at the airport as part of the 12 mppa proposals?			✓		Once the existing kerbside forecourt is relocated to the new Public Transport Interchange, this provides the opportunity for a public plaza. The exact design of the plaza is still to be developed.
Can Bristol Airport provide a public viewing platform at the airport as part of the 12 mppa proposals?			✓		We will review if there are any options for providing such a facility during the Master Plan process.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport schedule flights during limited hours?			✓		Bristol Airport already has planning conditions in place relating to night movement restrictions.
Can Bristol Airport spread the range of flights throughout the day to avoid a concentration of flights in the early morning and late at night?			✓		While 'off peak' flying is actively encouraged, airlines typically operate early morning departures to maximize the utilisation of aircraft. This schedule also responds to the needs of business passengers who are often able to do a full day's business at their destination before returning later the same evening. Significant investment has been made over recent years to reduce congestion in the terminal, and any new infrastructure will be developed with peak capacity in mind.
Can car rental facilities be located in the multi-storey car park to provide ease of access with the terminal, as part of the 12mppa proposals?			✓		The Car Rental facility is planned for relocation and will move to the Southside of the airport in 2019. There will be kiosks as part of the consented Public Transport Interchange located on a new Multi-Storey Car Park. These elements are already approved and do not form part of the 12mppa planning application.
Can passenger facilities be improved before the 12 mppa expansion takes place?			✓		Passenger facilities will continue to be improved prior to and as part of the 12mppa proposals.
High speed Wi-Fi should be available to passengers throughout all areas of the airport.			✓		Wi-Fi is available for up to two hours free of charge in the terminal. We regularly review service levels and will continue to invest in facilities for passengers.
How will Bristol Airport enhance passenger facilities under the 12 mppa proposals throughout the terminal, at check-in, in the departure lounge, shops, restaurants, toilets and at the gates?			✓		The 12mppa planning application includes proposals to extend the existing terminal. This will provide enhanced facilities throughout the passenger journey. This is fully addressed in the accompanying Design and Access Statement.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
How will Bristol Airport ensure efficient operations to prevent overcrowding and long waiting times externally and internally with increased passenger numbers?			✓		The 12mppa planning application includes proposals to extend the existing terminal. This will provide enhanced facilities throughout the passenger journey. This is fully addressed in the accompanying Design and Access Statement.
How will Bristol Airport ensure sufficient staff numbers and a high standard of customer service throughout the airport under the 12 mppa proposals?			✓		Bristol Airport will continue to ensure a high standard of customer service and continually reviews staffing numbers to support this high standard.
How will Bristol Airport improve the children's area at the airport as part of the 12 mppa proposals?			✓		A number of initiatives have been introduced to help keep younger travellers entertained, including the issue of stickers at security and activity books during periods of delay and disruption. However, there are currently no plans to include a dedicated children's play area in the terminal.
How will Bristol Airport improve the efficiency of check-in, security, passport control, immigration and baggage reclaim facilities under the 12mppa proposals?			✓	✓	The 12mppa planning application includes proposals to extend the existing terminal. This will provide enhanced facilities throughout the passenger journey. This is fully addressed in the accompanying Design and Access Statement.
How will local residents and the general public be consulted and kept informed throughout construction of 12 mppa infrastructure and new travel routes?			✓		There will be updates provided in 'Your Airport' which is distributed to 11,750 households in the villages within close proximity to the Airport.
What measures can Bristol Airport take to improve the punctuality of flights as part of the 12 mppa proposals?			✓		Bristol Airport works with partners including airlines, ground handlers and the air navigation services provider, NATS, to continuously improve operational efficiency. Improvement to the airfield infrastructure included in the planning application will be instrumental in helping to achieve this.
What plans does Bristol Airport have to alleviate the possible impact of Brexit on			✓		Bristol Airport works closely with Border Force and is being kept informed of contingency

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
waiting times at passport control and immigration?					planning for different Brexit scenarios.
Has the airport considered providing a lounge at Bristol Temple Meads to allow Flyer passengers to wait comfortably before boarding a bus to the airport?			✓		This is not part of the 12mppa planning application. However, improvements to surface access generally will continue to be developed.

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 8.11 Socio-economic Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
12 mppa proposals should make further investment in local community and expand the Community Fund to include affected villages/towns such Dundry, Wrington, Yatton and Congresbury.			✓		<p>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.</p> <p>Mitigation proposals for local communities will come forward through Section 106 planning obligations, including a review of the existing Community Fund.</p>
A compensation package should be offered to local residents affected by the proposals.			✓		Bristol Airport is committed to a review of the existing noise insulation scheme and these proposals will be set out in the 12mppa planning application.
Can Bristol Airport provide educational trips for local schools as part of the expansion plans?			✓		Educational school visits already take place and will continue to do so. Please contact the community team at the airport if you are a school that wishes to arrange a visit.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can the airport avoid the need to make compulsory purchases?			✓		The preferred approach is to avoid compulsory purchases where possible.
Concern that area covered and funding for noise insulation grants is insufficient. What compensation will be provided to local residents and business for noise impacts arising from the 12mppa proposals?		✓	✓		As part of the 12mppa the airport will seek to provide mitigation for those significantly affected by airport noise. As part of this the Noise Insulation Scheme will be reviewed.
Concern that 12 mppa proposals will not deliver economic benefits particularly as the expansion encourages UK residents to travel abroad which will not be matched by foreign tourists visiting the region.		✓	✓		The economic benefits associated with the 12mppa proposals are fully detailed within the accompanying Economic Impact Assessment.
Concern that economic aspects of the proposals are based on assumptions with no means of examining information which reduces confidence in the economic benefits the airport consider will arise.				✓	The economic benefits associated with the 12mppa proposals are fully detailed within the accompanying Economic Impact Assessment.
Concern that increased traffic congestion under the 12mppa proposals will reduce the economic viability of expansion.				✓	Any traffic impacts related to the 12mppa planning application are fully detailed within the accompanying Transport Assessment and Environmental Statement.
Concern that political and economic uncertainty could undermine the ambitious objectives of expansion.				✓	Noted.
Concern that the proposal will affect local communities and their quality of life.	✓	✓	✓	✓	Any impact on local communities across a range of topics is addressed within the accompanying Environmental Statement.
Has the airport considered creating facilities for both airport users and locals such as service station with local shops? This might be welcomed as a form mitigation for the 12 mppa expansion proposals.			✓		The airport provides access for local residents to use landside shops. Free short-stay car parking is provided for those residents who qualify for the scheme.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
How will Bristol Airport ensure local people benefit from new jobs created at the airport? Has the airport considered apprenticeships and partnering with local education facilities to help support this?		✓	✓	✓	Yes and this is detailed within the accompanying Economic Impact Assessment. Bristol Airport is also proposing a Skills and Employment Plan as part of its Section 106 obligations.
How will the proposals benefit the south west?			✓	✓	The economic benefits are set out within the accompanying Economic Impact Assessment. In addition, there are other benefits associated with a growing regional airport, including more destinations, improved facilities and improved surface access.
Request that significantly more S106 monies are spent making local improvements, rather than those in the wider North Somerset area.			✓		This has been noted. The Section 106 obligations will be developed with North Somerset Council throughout the determination period of the planning application.
Request that the airport gives back to the local community, through grants/projects/sponsorships and awards etc.			✓		Approximately £200,000 was available in funding for local projects and good causes in 2018. More details can be found on the Bristol Airport web site, and the existing Community Fund will be reviewed in the context of the 12mppa planning application.
Request that the employment approach builds on Bristol's heritage in aerospace and delivers good quality, high paid jobs.		✓	✓		Noted.
Request that there must be no change to the airport's current operating hours, under the 12mppa proposals.			✓		Noted. It is not proposed that any changes are made to the airport's operational hours in the 12mppa planning application.
Suggestion that additional housing, including affordable housing units, could be built close to the			✓		There is not any housing as part of the 12mppa planning application.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
airport as benefit for airport employees.					
The proposals should support and promote employment of those with learning disabilities.				✓	This is noted and will feed into the Skills and Employment Plan which is proposed as part of the Section 106 planning obligations.
There should be restrictions on the number of flights permitted in one day and have respite periods for local communities.			✓		Any changes to existing restrictions on aircraft movements will be fully detailed as part of the planning application and subject to planning conditions. However, it should be noted that Bristol Airport is not proposing any new restrictions relating to the number of daily aircraft.
What long term monitoring of control measures will be in place for effects on local communities, with respect to the 12mpps proposals?				✓	Bristol Airport already produces an Annual Operations Monitoring Report which is available on our website. Further improvements are proposed to both the monitoring of aircraft noise and air quality as part of the 12mpps planning application.
What measures can Bristol Airport put into place to support local businesses?	✓	✓	✓	✓	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. In January 2019, Bristol Airport will be hosting its first 'Meet the Buyer' event to encourage more business between airport suppliers and local businesses from the airport's catchment.

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 8.12 Surface Access Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
A credible transport plan is needed before permitting expansion to 12 mppa.			✓		Please see the Transport Assessment and Draft Workplace Travel Plan for our approach to transport.
A multi-modal transport link is required for the current airport operation.			✓		Please see our Transport Assessment for our approach to transport as part of the 12mppa development, including a comprehensive package of public transport improvements. Beyond the proposals within the 12mppa planning application, the BSWEL study and the Airport Surface Access Strategy consider strategic transport improvements as part of potential longer-term growth at the airport.
A shuttle bus from locations including Bristol, Nailsea and Backwell should be considered as part of the 12mppa proposals.			✓		The Airport Surface Access Strategy will identify measures to improve public transport connections to the airport, which Bristol Airport expects to form part of a Section 106 Agreement with NSC. Significant investment has also been made in recent years in improving local bus services.
As part of the 12 mppa proposals a link to the metrobus system is needed.			✓		The Bristol Flyer express bus service successfully integrated with the Metrobus Network in October 2018. Further plans will also be considered as part of the Airport Surface Access Strategy.
As part of the 12 mppa proposals a request for public transport to be coordinated with both early departures and late arrivals.			✓		The Airport Surface Access Strategy will identify measures to improve public transport connections to the airport. Significant investment has also been made in recent years in improving local bus services, including extra funding for early morning services (e.g. A2). See the Transport Assessment

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
					for details of public transport measures to be provided as part of the 12mppa development.
As part of the 12 mppa proposals can a train station/rail link/mass transit system be provided?			✓	✓	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. This does not form part of the 12mpp proposals.
As part of the 12 mppa proposals can the internal access roads be improved?			✓		Yes, please refer to the plans.
As part of the 12 mppa proposals what measures can Bristol Airport implement to reduce traffic and vehicle emissions?		✓	✓	✓	Details are included within the Transport Assessment for the 12mppa application. Further measures will also be included within the Airport Surface Access Strategy and the Sustainable Growth Strategy, both to be finalised in 2019.
As part of the 12 mppa proposals, the South Bristol Link road needs to be completed from the airport through to the Hicks Gate roundabout in Keynsham.			✓	✓	We will work with local authority and other stakeholder partners to bring forward major transport schemes which would support connectivity to the airport and wider region. Details would be explored as part of the BSWEL study and as part of the Airport Surface Access Strategy.
As part of the 12 mppa proposals, what measures can Bristol Airport put in place to avoid traffic using local roads and local villages? Could diversions be used?		✓	✓	✓	Please refer to the Transport Assessment accompanying the 12mppa application.
As part of the 12mppa proposals improved contingency plans are needed to maintain access from the M5 in case of incidents causing motorway closures.			✓		Please refer to the Transport Assessment accompanying the 12mppa application. Developing further network

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
					resilience is also a key feature of the BSWEL study.
Bus lanes should be provided as part of the 12 mppa proposals.			✓		Please refer to the Transport Assessment accompanying the 12mppa application. Proposals for developing further network improvements, including bus lanes, would be included as part of the BSWEL study and the Airport Surface Access Strategy.
Can a bus terminal be provided as part of the 12 mppa proposals?			✓		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 10mppa.
Can a cable car be provided as part of the proposals from trains stations including Backwell and Bristol Temple Meads?			✓		Future strategic transport improvements are being considered and developed as part of the BSWEL study. Bristol Airport is not aware that these strategic studies are considering cable car as a viable option for mass transit in this corridor.
Can a direct or improved access to the M4/M5/M32 be created, ideally a dual carriageway, and improvements made to junction 21 and 22 of the M5 as part of the 12 mppa proposals?	✓		✓	✓	Future strategic transport improvements are being considered and developed as part of the BSWEL study. Details of future strategic transport improvements and aspirations would also be included within the Airport Surface Access Strategy.
Can a tram/monorail/funicular/underground link be provided as part of the 12 mppa proposals?			✓	✓	Future strategic transport improvements are being considered and developed as part of the BSWEL study. Details of future strategic transport improvements and aspirations would also be included within the Airport Surface Access Strategy.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can access be improved from both the south and the north of the airport?			✓		Future strategic transport improvements are being considered and developed as part of the BSWEL study. Details of future strategic transport improvements and aspirations would also be included within the Airport Surface Access Strategy. Highways improvements are planned in the 12mppa planning application and are set out in a number of the planning documents.
Can Bristol Airport improve public transport services from the nearest train station?			✓		Future strategic transport improvements are being considered and developed as part of the BSWEL study. Details of future strategic transport improvements and aspirations would also be included within the Airport Surface Access Strategy. Bristol Airport is committed to improve connections between key stations and the airport.
Can Bristol Airport improve signage and lane designations on both access roads into airport and approach roads from further afield?		✓	✓		Yes, we will address this point with the relevant highway authorities.
Can Bristol Airport invest in transport systems before expanding the capacity of car parks?			✓		See the 12mppa Transport Assessment, which will be supported by a comprehensive package of improvements to public transport.
Can expansion be achieved given the road, rail and access limitations at the airport?				✓	Yes. See the accompanying Transport Assessment which sets out the analysis, which will be supported by a comprehensive package of improvements to public transport and local roads. .
Can public transport be expanded under the 12mppa proposals including services for local communities and all towns	✓	✓	✓	✓	Please see the Transport Assessment which includes proposals for public transport improvements.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
with a population over 10,000?					
Can the airport contribute to the maintenance and upkeep of local highways given the amount of airport traffic that use these roads?		✓	✓		Please see proposals for transport within the Transport Assessment. Appropriate mitigation will be decided by NSC as part of the application process.
Can the airport encourage National Express to run a service to the airport?			✓		National Express already operate coach services from Bristol Airport. We will continue to work with our transport partners to support and develop the coach network, and may offer kick start funding for new routes as part of the package of public transport measures to assist with this.
Can the airport get transport infrastructure in place before the 12 mppa expansion occurs?		✓	✓	✓	Yes, details are included within the Transport Assessment, and Bristol Airport continues to invest in transport, with £3m invested in new Flyer buses in 2018 alone.
Can the airport offer a discount of public transport including the making the airport flyer free?		✓	✓		Discounts are already in place for staff members wishing to travel on the flyer. Discounts and free travel offers are also available to local residents through our local concession scheme.
Can the airport prevent construction, fuel tankers and large vehicles from using Downside Road as it causes blockages?			✓		Yes. Construction vehicles will not be permitted to use Downside Road under the Draft Construction Environmental Management Plan which will be submitted as part of the 12mppa planning application.
Can the airport set up a transfer service that is bookable and costs less than travellers driving and parking at the airport?			✓		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 the airport support the delivery of bypasses to avoid urban areas and villages like Yatton and Bristol thereby improving travel times to the airport?			✓		Future strategic transport improvements are being considered and developed as part of the BSWEL study. Details of future strategic transport improvements and aspirations would also be included within

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
					the Airport Surface Access Strategy.
Can the expansion to 12 mppa be achieved without expanding roads and highways and instead focusing on public transport improvements?			✓		It is important that transport is improved as part of the planning application. With this mind, local highways improvements form part of the 12mppa planning application and it will be accompanied by a comprehensive package of public transport measures.
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.
Concern that a rail link or enhanced road links will have significant environmental effects.			✓		A rail link is not proposed as part of the 12mppa planning application.
Concern that achieving significant modal split for surface access is not proposed in the 12 mppa proposals and instead will only come into effect in the mid-2030s.		✓			Bristol Airport will set ambitious and realistic targets for public transport use for both passengers and employees as part of the 12mppa planning application and this is considered in the Transport Assessment.
Concern that people using the airport are dumping their cars in local areas and using the Airport flyer to reach the airport. What can the airport do to prevent this?			✓		We will continue to monitor use of the Flyer service and are working with relevant stakeholders on the options for parking enforcement in local villages.
Concern that rerouting of the Bristol Flyer bus service via Metrobus Long Ashton route will impact passengers and staff travelling to/from Redcliffe/Bedminster/Bedminster Down. Could a new			✓		A new service via Bedminster was launched in October 2018.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
route from north Bristol that travels through the city centre then on to Bedminster Down alleviate this?					
Concern that the surface access proposals will not be sufficient to meet requirements of the 12mppa proposals and lead to further congestion.			✓	✓	See proposals as set out within the Transport Assessment. Bristol Airport has brought forward local highway improvements and a comprehensive package of public transport improvements as part of the 12mppa planning application.
Has a priority/dedicated lane for airport traffic been considered for roads approaching the airport?			✓		These options will be considered as part of the Airport Surface Access Strategy and the wider BSWEL Study (led by NSC), but do not form part of the 12mppa planning application.
Has Bristol Airport considered the use of Heli-link as means to ease congestion?			✓		This has not been considered by Bristol Airport.
Has Bristol Airport considered bringing forward access arrangements that avoid going through the centre of Bristol, as part of the 12mppa proposals?			✓		Future strategic transport improvements are being considered and developed as part of the Joint Transport Study, including orbital links for Bristol.
Has Bristol Airport considered measures to discourage single car journeys to and from the airport?			✓		This will form a central part of our Airport Surface Access Strategy. We will also encourage employees to car share or use other modes of transport as part of our updated Workplace Travel Plan, building on incentives already offered for public transport. A new employee car share scheme was launched in September 2018.
Has Bristol Airport considered providing a second access road/access junction as part of the 12			✓		No such proposals are included within our 12mppa application.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
mppa proposals including de-restricting the Downside Road entrance?					
Has Bristol Airport examined the use of hyperloop technology as a transport solution?			✓		No, Bristol Airport has not examined the use of hyperloop technology.
Has the airport considered constructing a tunnel for the A38 to minimise the effect on the existing road network?			✓		No, Bristol Airport has not considered this and it does not form part of the 12mppa planning application proposals.
Has the airport considered producing advice on the best route to travel to the airport?			✓		These details are included on our website.
Has the airport considered providing a park and ride/park and fly facility, including linking it to the airport via a monorail, as part of the 12 mppa proposals?			✓	✓	Off site parking is considered in Parking Strategy, which forms part of the 12mppa planning application submission. However, a monorail has not been considered. The BSWEL Study (led by NSC) is considering strategic improvements between the M5 and the South Bristol Link.
Has the airport considered traffic safety in developing their plans for 12 mppa?		✓	✓		Yes, details are included within the Transport Assessment.
There should be more traffic calming measures and a review of recent changes including the introduction of traffic lights on the West Lane junction and the no right turn to Brockley.		✓	✓		We are bringing forward proposals local highway improvements as part of a planning application, which include the signalisation of West Lane. This will improve the operation of this junction for all road users.
How will Bristol Airport fund the transport infrastructure for the 12 mppa proposals? Any funding should be in place before expansion takes place.		✓		✓	Bristol Airport is proposing a significant package of investment in transport improvements (road and public transport) to support the 12mppa planning application.
If a railway is proposed consultation on the best route is needed.			✓		Bristol Airport agrees with this statement.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Provision should be made for cycle paths and cycling facilities including cycle racks and bike lock up areas as part of the 12 mppa proposals.			✓	✓	Bristol Airport continues to improve the facilities available for walking and cycling, and will include further investment as part of the package of measures planned to accompany the 12mppa development proposals.
Public transport links and surface access improvements to local towns and wider South West region and Wales need to be improved as part of the 12 mppa proposals, including enhanced bus services.	✓		✓	✓	See the Transport Assessment for details of proposed public transport improvements to be delivered as part of the 12mppa application. Future strategic transport improvements are also being considered and would also be included within the Airport Surface Access Strategy.
Request that Bristol Airport should fulfil the integrated transport network agreed under the airport planning consent of 2011, under the 12mppa proposals.				✓	Bristol Airport continues to build out the remaining phases of the 10mppa planning consent and will include further measures to improve public transport as part of the 12mppa application.
Request that under the 12mppa proposals, the airport invests in measures to ensure there is no net increase in airport related road traffic.				✓	See the Transport Assessment, which sets out the impacts associated with traffic. The 12mppa application also sets out the significant package of measures which will improve public transport.
Request to prevent parking at the Airport Tavern, due to problems caused by vehicles entering and exiting it onto the A38.			✓		This is a matter for NSC, but the proposed improvements for the A38/Downside Road would see the entrance to the Airport Tavern moved to a location on Downside Road to assist the safe and efficient operation of the junction.
Road improvements are essential as part of 12 mppa proposals to limit impact of increased passenger numbers on local roads. What are the airport's plans for the wider road network		✓	✓	✓	See the Transport Assessment accompanying the planning application for 12mppa. A package of measures is proposed to mitigate any impact on local roads.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
including beyond the focus of the A38?					
Support for the transport interchange and suggestion that it should not simply serve air travellers but act as a hub providing connections onto other services and urban centres.			✓	✓	Bristol Airport is committed to develop public transport facilities and services that can provide benefit for the wider community.
Taxi services need to be improved including an end to the taxi monopoly and the provision of a dedicated offsite waiting area.		✓	✓	✓	Taxis and private hire vehicles are able to access all of our car parks, including drop-off and pick-up. However, we also operate a concession contract with a taxi company which also allows the contract holder to access the Terminal Forecourt in exchange for a guaranteed level of service throughout the day. This ensures a minimum standard level for passengers.
The A38 corridor needs strategic improvement including an upgrade to a dual carriageway and enhancement to the access to the airport.		✓	✓	✓	The 12mppa planning application includes proposals to improve the airport roundabout egress onto the A38 and the A38/Downside Road/West Lane junctions. Beyond the 12mppa proposals, Bristol Airport is supporting the NSC-led BSWEL Study (Bristol South West Economic Link study) which is considering strategic transport improvements between the M5 and the South Bristol Link.
The airport should implement the transport interchange approved under the 2011 planning approval before development consent is provided for the 12 mppa proposals.				✓	This is agreed.
Can a more direct route for the shuttle bus from the silver zone car park to the airport be found?			✓		This is under consideration and would be included within our Airport Surface Access Strategy.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
There should be no expansion until the JSP provides positive and formal conclusions and there is a formal surface access strategy in place.			✓		An updated Airport Surface Access Strategy will be prepared by Bristol Airport.
Under the 12mppa proposals the cost of improvements to the A38 at Downside Road and West Lane, and other highway proposals, should be the responsibility of the airport and not rely on public funds.			✓	✓	This would be agreed with the highway authority through a S106 Planning Agreement.
What measures are Bristol going to take to improve public transport links and surface access to the airport?		✓	✓		Details would be included within the 12mppa Transport Assessment, and agreed Section 106 Agreement and complemented by an updated Airport Surface Access Strategy
What measures can Bristol Airport take to stop people parking illegally and blocking roads around the airport?			✓		We will work in partnership with NSC, The Police and other stakeholders to bring forward a package of measures to reduce the impact of parking on local roads.
What measures could airports put in place to reduce and ensure speed limits are enforced or lowered on approach roads to 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.
Could the airport directly fund the police to monitor speed limits?			✓		Setting and enforcing speed limits on local highways are the responsibility of the local highway authority and the police.
What research has the airport done into the feasibility and practicality of A38 improvements?			✓		The proposed local highway improvements that form part of the 12mppa Proposed Development have been subject to detailed simulation modelling and considered in the Transport Assessment.

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
What research has the airport done into the public's public transport preferences?			✓		Future strategic transport improvements are being considered and developed as part of the BSWEL study. Details of future strategic transport improvements and aspirations would also be included within the Airport Surface Access Strategy, taking into account views of public preferences.
What steps can Bristol Airport take to better publicise existing transport links, including services between Weston Super Mare and the airport.			✓		Bristol Airport continuously reviews its promotion of public transport services, including the proactive marketing.
What steps can Bristol Airport take to encourage public transport providers to provide services that are designed for people who have learning difficulties?				✓	We will continue to work in partnership with our public transport providers and will identify and implement measures to assist where possible.
What steps can the airport take to ensure that highways improvements do not inconvenience passengers?			✓		The timing and phasing of highway improvements will be carefully planned in order to minimise disruption, and work outside peaks where possible. Details will be included within highway management plans as part of any works and will be agreed with NSC as highway authority.
Whilst upgrades to the A38 should not be missed, they should not come at the expense of the acquisition of houses along Downside Road.		✓			This comment is noted.
Why doesn't the Airport Flyer use the new link road instead of the slow route through Bedminster and along the A38?			✓		The Airport Flyer was rerouted in October 2018 to use the new Metrobus infrastructure, accessed via the South Bristol Link.
Would the airport support the setting up of a community taxi service?			✓		Yes, this and other options for public transport improvements would be included within the Airport Surface Access Strategy.

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 8.13 Technology Issues and Responses

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can renewable energy be installed on site as part of the 12 mppa proposals including solar farms?			✓		Renewable energy is included as part of the proposals and this is detailed within the accompanying Design and Access Statement.
Has Bristol Airport considered using solar powered or liquid gas vehicles both landside and airside as part of the 12 mppa proposals?			✓		The Airport is currently looking at the use of Electrical Vehicles and charging options, but solar and liquid gas vehicles have not been considered as part of the 12mppa planning application.
How will Bristol Airport encourage the use of fossil fuel alternatives for air travel and the use of more modern planes to improve energy efficiency?			✓		Bristol Airport will incentive airlines to update their fleets in accordance with the airport's Quota Count Scheme, and review its charging structure periodically with a view to incentivise quieter and more efficient aircraft.
How will Bristol Airport encourage the use of sustainable products and materials throughout its operations as part of the 12 mppa proposal?			✓		Bristol Airport will be adopting a Construction Environment Management Plan and, when appointing associated contractors to undertake works for 12 mppa such procurement elements will be incentivised especially as the airport seeks a 'Very Good' striving 'Excellent' status under BREEAM.
How will Bristol Airport ensure efficient operations in terms of flight use i.e. full flights?			✓		Encouraging greater efficiencies is desirable, and Bristol Airport will work with airline partners to achieve this objective. The airport will support this by ensuring the facilities and onward travel options enhance the passenger experience, making Bristol Airport an airport of choice.
How will Bristol Airport improve its use of technology in preparation for the planned increased in passengers?			✓		Technological innovation is important to the airport. Passenger facing technological improvements are already in progress with self-service check in, bag drop and border force passport control scanning facilities which will be further introduced as part of the 12mppa. In addition, as part of

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
					the 12mppa the airport is continuing to reduce energy consumption by introducing renewables. Further information is available in the accompanying Design and Access Statement.
How will Bristol Airport minimise waste, encourage recycling and reduce single use plastic as part of the 12 mppa proposal?			✓		As part of the 12mppa the airport will be working in accordance with BREEAM standards. Further information is available in the accompanying Design and Access Statement.
What measures can Bristol Airport take to improve sustainability generally both for aircraft, airport operations and transport links to the airport?			✓		The 12mppa planning application includes a comprehensive package of measures that seeks to mitigate impacts and enhance the sustainability performance of the airport. A new Sustainable Growth Strategy will be published in 2019.
What renewable technologies/energy will Bristol Airport use as part of the 12 mppa proposal?		✓	✓	✓	To reach our 15% renewables target the airport is seeking to introduce several onsite renewable technologies.
What sustainability targets and technological improvements does Bristol Airport have in place for the planned expansion and beyond?			✓	✓	The airport is currently developing its Sustainable Growth Strategy in order to drive improvements. For 12mppa the airport is seeking to reduce water consumption by 40% and provide 15% of its energy usage from onsite renewables. Further information is available in the accompanying Design and Access Statement.
Will an electric shuttle bus be provided between Bristol Airport and Nailsea and Backwell?			✓		We are open to considering all transport modes which could enhance surface access.
Will electric car charging points and electric car			✓		Yes, electric vehicle charging points will be included as part

Issue	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
rental be provided at Bristol Airport?					of the 12mppa proposals. There are no current plans for electric car rental at Bristol Airport, but we will continue to work with partners on this.
Will electric or low carbon public transport links be provided to Bristol Airport e.g. public transport, Bristol Temple Meads shuttle, taxis, rental cars and all airport vehicles?			✓		We are open to considering all transport modes which could enhance surface access.
Request that significantly more S106 monies are spent making local improvements, rather than those in the wider North Somerset area.			✓		Bristol Airport is proposing a comprehensive package of measures as part of the 12mppa planning application that will support communities around the airport, including a new Community Fund.

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 8.14 Terminal Design Issues and Responses

Representation/IRR	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport improve the external waiting area, including covering pedestrian areas e.g. from the terminal to multi-storey car parks, coach and bus stops, airport car parks, embarkation and for disembarkation of planes?			✓		<p>There is planning permission in place under the 10mppa consent to provide enhanced facilities, including a new Multi-Storey Car Park with a Public Transport Interchange on the top floor. This will be linked to the Terminal via a pedestrian bridge link. Moving the existing forecourt outside the Terminal also allows a Public Plaza to be developed. The 12mppa planning application includes a new canopy over the public plaza.</p> <p>The 12mppa planning application also includes a new walkway with passenger travellers.</p> <p>The design of these elements are set out within the accompanying Design and Access Statement.</p>

Representation/IRR	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
Can Bristol Airport provide bridge/tunnel access rather than buses to and from aircrafts?			✓		The 12mppa planning application includes a new eastern walkway which will increase the number of aircraft stands that do not require coaching.
Can Bristol Airport provide more travellers and connection bridges inside the terminal and externally from car parks, with fewer stairs, as part of the 12 mppa proposals?			✓		It is the intention to bring forward travellers in the new eastern walkway. There are not any air bridges currently proposed.
Can the airport get terminal design changes in place before the 12 mppa expansion occurs?			✓		Bristol Airport has phased improvements to the Terminal, including building out the final phases of the 10mppa planning approval. This will continue as part of the 12mppa planning application.
How will Bristol Airport ensure efficient operations at passport control and throughout the airport with increased passenger numbers?			✓		The 12mppa planning application includes terminal extensions which will improve these facilities.
How will Bristol Airport improve access to aircraft stands as part of the 12 mppa proposals?			✓		A new eastern walkway is proposed as part of the 12mppa planning application.
How will Bristol Airport improve passenger journey times through the airport terminal, from gate to aircraft, and from aircraft to passport control as part of the 12 mppa proposals?			✓		Passenger journey times are already a significant consideration in our infrastructure planning. We will continue to enhance the customer journey in our plans, with additional capacity in central search, departures and immigration forming part of the 12mppa planning application.
How will Bristol Airport improve the efficiency of the baggage reclaim facility under the 12mppa proposals?			✓		An extension to the baggage hall is included as part of the 12mppa proposals.
What are Bristol Airport's plans for larger and enhanced check-in, security, departures (including increased seating) and arrival facilities as part of the 12 mppa proposals?			✓		Extensions to the terminal are proposed and these are set out in detail in the 12mppa planning application documents, but include extensions to the west and south of the terminal.
What measures will Bristol Airport implement for people requiring special assistance, including the elderly, to ensure that facilities are as efficient as possible and accessible to all in			✓		This is detailed within the accompanying Design and Access Statement.

Representation/IRR	Prescribed Consultees	Parish Councils	Local Community	Wider	Bristol Airport's Response
all weather, as part of the 12 mppa proposals?					

9. Conclusions and Next Steps

- 9.1.1 In total 971 representations were received during the consultation, the majority of which were received from members of the local community. The representations received have been analysed and this analysis and the response to the issues raised are addressed in this report.
- 9.1.2 The main issues raised by consultees related to the topics of surface access, the environment and socio economics.
- 9.1.3 Issues raised about surface access included concerns about the impact of increased traffic on Downside Road with a number of consultees stating that BAL should seek to enhance the capacity of the road network (including the A38, local roads and links to/from the A38 and M5) in order to accommodate additional traffic around the airport. A large number of consultees also stated that public transport services to the airport should be enhanced in order to maximise modal shift away from the private car and that consideration should be given to, for example, linkages to the Metrobus system, the introduction of a shuttle service from locations including Bristol city centre and Bristol Parkway and provision for cyclists.
- 9.1.4 Issues raised about the environment covered a wide range of topics which included concerns about effects on wildlife and habitats, noise concerns, comments about air quality and the effects of the proposals on the landscape including the Green Belt and the AONB.
- 9.1.5 Issues raised about socio-economics included the important role that Bristol Airport plays in the local and regional economy and that the expansion proposals would deliver both direct and indirect employment opportunities. In this regard, several respondents indicated that BAL should ensure that the benefits of expansion are felt locally (for example, through the use of the local supply chains and apprenticeships). However, some consultees questioned the economic benefits of expansion stating that airport growth would result in expenditure by tourists being exported.
- 9.1.6 Responses to the consultation have helped to refine BAL's proposals for development of the airport to 12 mppa. In particular, they have informed the proposed obligations and commitments that comprise the Section 106 Agreement Heads of Terms and which, broadly, seek to manage and mitigate the adverse impacts of the Project and enhance the benefits of expansion.