

**GEORGE BEST BELFAST CITY AIRPORT FORUM**  
**Minutes of Meeting No 99**  
**Held on Tuesday 30 January 2024 at 7.30pm**  
**VENUE: Conference Room 1, BCA**

**Attendees:**

Mark Doherty (MD)	Belfast Harbour Commissioners
Carol Edwards (CE)	Forum Chair
Kathy Graham (KG)	Deputy Forum Chair
David Courtenay (DC)	Department for Infrastructure
Alan Andrews (AA)	Hollywood Residents' Association
Michelle Hatfield (MH)	Belfast City Airport
Councillor Pdraig Donnelly (PD)	Belfast City Council
Michelle Kelly (MK)	Consumer Council
Daniel V McCaughan (DM)	Cultra Residents' Association

**In Attendance:**

Ian Nuttall (IN)	Belfast City Airport
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**1. APOLOGIES AND OPENING REMARKS**

Apologies were received from -

Councillor David Rossiter	Ards and North Down Borough Council
Councillor Davy Douglas	Belfast City Council
Alderman Alan Graham	Ards and North Down Borough Council
David McCambley	Belfast City Council

**2. MINUTES OF PREVIOUS MEETING**

Members agreed that the minutes represented an accurate record of the meeting held on 6 September 2023.

**3. MATTERS ARISING**

CE referred to the Glossary of Terms which had been circulated for the benefit of new Members to the Forum, asking Members to suggest additions to the Glossary as appropriate.

MK asked for an update on the request made by Richard Williams at the previous meeting for details of complaints received by BCA. IN explained that Judith Davis, Head of Operations, has picked this up directly with Richard.

MK asked if data would be available from the customer satisfaction buttons system used in the Airport. MH indicated that it may be possible to provide anonymised data.

CE asked if contact was being made with those members who have not recently attended, to establish if they wish to remain on the Forum. IN confirmed that this was under way.

**Action** – IN, MH

#### **4. RECRUITMENT OF COMMUNITY GROUPS**

IN explained that, after further consideration, the recent application from the management committee of an apartment building in East Belfast had been rejected on the basis that the organisation could not be considered representative of the wider local community. However, the organisation in question has been advised to consider liaising with the Short Strand Community Forum which has recently been approached regarding possible membership; IN to follow up.

Members suggested the possibility of identifying possible new members through Eastside Awards; MH to follow up to assess potential.

PD offered to speak to Councillor Douglas about the possibility of contacting residents' groups in his electoral area.

**Action** – IN, MH, PD

#### **5. AIRPORT DIRECTOR'S REPORT**

MH presented a report including the following key points:

##### *2023 Year End Summary*

- 1.06m departing passengers in 2023
- Strong year for all airline partners with expansion on several routes
- Extensions past 21:30 were down 20% on 2022 and down 30% against 2019
- UK's most punctual airport for three consecutive quarters (first nine months) of 2023
- Winner of AOA Health & Safety Award
- Extensive work on sustainability strategy development.

##### *Community Engagement*

- Air Ambulance selected as new Charity of the Year
- BCA principal sponsor of Eastside Awards for eighth consecutive year
- Launched year five of Ignite Young Leadership Programme
- Autism in the Air initiative to commence spring 2024
- Successful graduation of five apprentice firefighters in November; excellent response to this January's Highflyers recruitment drive.

Members were provided with a paper detailing the above points.

Following questions from Members regarding the improvement of a rail link, MH highlighted ongoing discussions between BCA, Translink and other stakeholders on project feasibility as well as engagement with DfI Permanent Secretary Denis McMahon on the issue of connectivity with the Airport. CE suggested that including Translink on the Forum could assist with stakeholder engagement.

DM asked if the Airport ran a programme for nervous flyers. MH responded that there was no programme at present but indicated that the Airport had ambitions to develop a sensory room

in the terminal for passengers with disabilities such as autism, dementia or cognitive impairment who would benefit from such an environment.

Responding to a question from MK, MH confirmed that whilst delays were expected at a number of other airports, at BCA installation of the new Standard 3 security arrangements is on track.

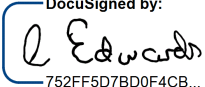
**Action – IN**

**6. AOB**

None.

**7. DATE OF NEXT MEETING**

Date to be confirmed.

Signed: 752FF5D7BD0F4CB...

Date: 21-03-2024 | 13:03 GMT

Carol Edwards, Forum Chair