

WYCOMBE AIR PARK JOINT CONSULTATIVE COMMITTEE

**MINUTES OF A MEETING HELD ON
12th December, 2022**

PRESENT

Mr M Harris	Chairman
Mr A Anderson- Brown	Director, AAA
Mr J Bonham	General Manager, WAP
Councillor N Dunn	Great Marlow Parish Council
Mr J Brydon	Sands Residents' Association
Mr B Tranter	Booker Common & Woods Protection Society
Mr C Goss	Claymoor Park Residents' Association

(0 members of the public in attendance)

1. The Chairman, M Harris welcomed all to the December meeting of the JCC.
2. **Apologies for Absence**
Apologies had been received from J Jackson, D Barnes, A Mann, T Hill, R Martyn, N Phillips and B Coakley.
3. **Minutes of the meeting held on 3rd October, 2022**
The minutes of 3rd October, 2022 were tabled and agreed as an accurate record of the meeting.
4. **Matters Arising**
There were no matters arising.
5. **Update from the Working Group**
The Chairman advised that the group had met last week. It had been a reasonably short meeting as there had been little that could be considered contentious. The majority of matters would in any case be raised when the meeting reviewed the statistics and complaints report that had been tabled. A Brown added that as there had been little to discuss, it had been agreed that going forward, a date would be pencilled in and if there were items that needed discussion it would take place. The Chairman was pleased that this point had been reached.

As the movement and complaints report had been discussed at the Working Group, M Harris considered this should be tabled at this point. J Bonham did not intend to work through all the graphs as overall what stood out was that movements had reduced as had noise complaints and he hoped that this was reflected from the floor. Noise abatement had been heavily monitored by the air park and by addressing any noise complaints that had arisen within a 5 day period had resolved much of the disquiet from the public's perspective. In addition, this had allowed air park management to communicate with any errant pilots straight away and re-educate them if they had transgressed from the prescribed route. J Bonham added that he considered that all of the base owners at the air park were very clear on the noise abatement zone. The main issue had been the large helicopter which had been flying continuously in October for some 10-14 days. This was a private owned helicopter which had been rented out to a French company who were taking data from the aircraft to build a simulator for that type of helicopter. As a result there had been some unusual flying profiles although the air park had been proactive in that different circuits and extended circuits had been used. The two test pilots had also been very well briefed by both A Brown and he beforehand as to

where the noise abatement zone and tracks were. J Bonham also advised that he had been proactive in advising those regular complainers in advance that this helicopter would be making such flights and that there could be unusual altitudes observed.

J Brydon advised that he had spoken to the tower to advise that an aircraft was in the wrong place and he reported that this had been quickly corrected. One email also received a prompt response. However, a further email detailing time, date etc resulted in no record being found. Generally though, he reported a marked improvement in responses. J Bonham advised that it had been made very clear to the operational team that noise abatement was a priority for the air park. Things were trending in the right way; matters were taken seriously and the air park would continue to educate pilots when they did go wrong.

Turning to complaints, during October & November 30 complaints had been received and the percentage responded to within 5 days had been 90%. 25 related to helicopters and 5 to fixed wing. J Bonham also advised that the total complaints made by two individuals totalled 56% of all complaints. The Chairman asked for a point of clarification as to what "90% responded to" had meant. J Bonham advised that all complaints were funnelled through the website, which asked for a variety of information and which was then passed to the operational team. With that information the air park was able to look back to see which aircraft the complaint related to, its time, pilot and track, from which it could be determined whether the complaint was valid or not. An email response was then sent back to the complainant confirming that it was a valid complaint and what had been undertaken as a result, or that it was not and explaining the reason for that conclusion. This 90% figure therefore related to live follow up and resolution rather than any automated response. The Chairman remarked that this was a huge improvement.

C Goss enquired if there were any different measures in place for the two specific complainants responsible for over half of the complaints referred to above. A Brown advised that the air park was comfortable with the complainants venting using the on-line system rather than ringing the air park. That said, on occasion they did call and J Bonham had been superb at allowing them to talk freely, which often took the sting out of any potential situation. A Brown added the providing they remained polite to staff, he had no issue. J Bonham confirmed that all complaints were taken seriously and responded to. All pilots were now fully aware of the air park's expectations of them and if they did go wrong, management were very direct with them.

6. Community Matters

M Harris advised that this matter had arisen as a result of discussions at the Working Group. There were a number of community periodicals and Parish newsletters in circulation and a proposal had been made that the air park composed some content regarding what it did, who could use it, things that took place and the option of respite days for important events so that this could be published. J Bonham confirmed that would be possible and this was welcomed by all as a positive step. There was a request for a general, balanced article, which also included any problems and their resolutions, should there be any. The air park agreed to provide some narrative and email it out using the JCC circulation list and members could then ensure this landed with the right people. Such an article had the potential to reach a substantial number of people and could provide some good p.r.

Action – A Brown/J Bonham

7. AOB

A Brown advised that the air park would again be hosting the Elite Show on 19/20 May 2023. He explained that this was a private flyer event, lifestyle event and golfing event, which aimed to bring people with similar interests together. Whilst there was general aviation stuff on show, there were also cars, jacuzzies, snooker tables etc as well. This event was open to the public via tickets. This event was fast becoming the premier golfing show in the country with a number of suppliers attending selling their wares.

8. Date of Next Meeting

The date of the next JCC would be 27th February 2022 at 6.30 pm at the air park.

The meeting closed at 6.55 pm.

Future Dates were confirmed as:

26th June 2023

19th September 2023

14th December 2023