



2019 BMAA Membership Survey

The purpose of this survey has been to gauge how well members think that the BMAA is being run and look for areas, or specifics, where we, the staff, the contractors and Council, might do better.

This survey of BMAA members was conducted on-line between 2nd October 2019 and 16th October 2019. The survey was officially closed at 0900 on 16th October. Three membership numbers were drawn at random by an independent person, Mr David G Hood. MC. of Deddington, to receive a complimentary membership renewal which was offered as an incentive to respond. The numbers were 12716, 9447, 144F.

Total valid responses by membership number 329. Invalid responses without a membership number 10.

For background, during the time of the survey the BMAA staff consisted of 6 full time employees and 3 contractors for one day a week as Bookkeeper, Flight Safety and Training Liaison Officer and Marketing and Promotion Coordinator. There are 8 members of the BMAA Council who are volunteers with the role of determining strategy and policy. The magazine and electronic newsletter are edited and published on a contractual basis.

As at the end of September 2019 there were 3951 members of the BMAA and the aircraft fleet requiring technical services was in the region of 1700.

The survey asks for some opinions, comments and suggestions. The responses have been set out in this report in the order they were set. Where multiple responses were the same or very similar only a representative example has been included. Other responses have been grouped and we have tried to honestly answer questions and respond to comment. Responses and comments have been provided by all those staff, contractors and volunteers listed above.

We hope that you find this a useful response.

Geoff Weighell

CE BMAA

Content

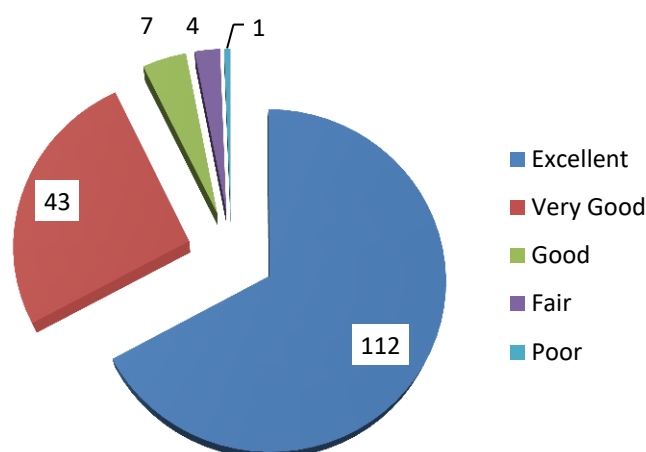
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BMAA Technical Services

Question 1

If you have used BMAA Technical Office services within the last year we would like you to rate how well you thought they did in helping you out.

Technical Office Service Levels



There were 167 responses, rating between Excellent and Poor.

Text responses, where written, from members who answered Fair or Poor

- I asked for a recommendation of Fire extinguisher and did not receive an answer.
[There has been a miscommunication in the office here. We received an email which was shared internally for comment but ended up with no one actually answering it. Apologies.](#)
- Rob Mott has been extremely helpful and a credit to BMAA. However it is now four weeks since submitting all the final documents to obtain the Permit to Fly and it has still not been issued.
[This has now been completed. The application was fairly complex including an aircraft type not experienced before and a complex modification. The work also coincided with a change in staff. No excuse, just the reason.](#)
- I submitted a Mod application which took a month to process.
[Because this was a standard minor modification allowing the aircraft to fly during the processing period it was not given priority, but did not result in loss of ability to fly. The loss of a key staff member in August has led to some delays for which we apologise. We have been able to appoint a new member of staff starting in January 2020 which will help bring response rates back to normal.](#)

A selection of other text responses from members to the Technical Office

- Would like more technical articles in the magazine. This may be covered later in the survey. Good support from the tech office.
[We are taking steps with the Editor to expand the technical articles in BMAA publications.](#)

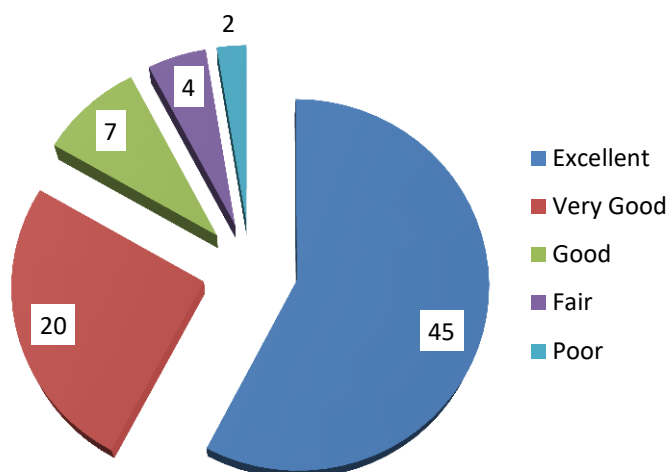
- Update the "Where is my paperwork" information more frequently
We have been going through some changes to the database which updates the Permit section of "Where is my Paperwork" automatically. That is now complete and so updates are in real time. We realise how important this feature is and endeavour to keep it updated at all times.
- Once a modification is approved that should be made available to the membership so it can be copied
Although on the face of it a good idea each one-off modification can be quite complex and individual to the particular aircraft and therefore not viable just to copy.
- My query was about an exhaust for a Quantum - solution was a new stainless exhaust AND a new radiator. Maybe a Q&A section for common (or about to be common) issues like this?
Thanks for the feedback. We will review how we make information through Technical Information Leaflets (TIL) available.
- Excellent efficiency with regard to turn around times, keep up the good work!
- Great member support and always happy to offer prompt advice
- I have requested assistance in the past and always found the tech team excellent and professional.
- I have used the Technical Office in the past and found them to be excellent.
- Met on various occasions and found the team knowledgeable and approachable
- They are very supportive to the Inspector community
- A good fast response to queries
- A very professional team, extremely helpful attitude to solving problems.
- Been a big help allowing me to repair EV97 downpipes.
- Thanks for the encouragement when I spoke with you about SDR at Popham
- The office provided a helpful and informative response to my telephone queries, a prompt response to my email enquiry and an immediate return of my Permit to Fly Certificate. The team are a credit to our sport and administrators everywhere.

Pilot Licensing

Question 2

If you have used BMAA NPPL services within the last year we would like you to rate how well you thought we did in helping you out.

NPPL Office service level



There were 78 responses, rating between Excellent and Poor.

Text responses, where written, from members who answered Fair or Poor

- Over officious on minor form errors that could easily be corrected in house.
- An infamously inappropriate level of scrutiny - down to a comma or dash!
- I honestly feel you are gold plating even by CAA standards. They have happily corrected minor errors themselves after clarification with no charge whereas you are insisting on returned forms and penalty charges.

Every effort is made to process applications as they are presented. Sometimes we can, with written consent from the applicant, correct minor errors or omissions. However, some applications have multiple errors including things such as missed flight exercises, out of date examinations, flight with non-instructors, GST with lapsed examiners and sometimes illegible applications so that the entire application has to be rejected and resubmitted after the multiple errors have been corrected. The BMAA levies an additional fee on reapplication because the work is doubled. The BMAA publishes a check sheet for all applications that can be used before submission to avoid returns. Very few full returns have been made.

- I enquired about renewing my Radio licence but was passed to various people who did not know where I could get this done (my licence does not have English language level included as it was issued in 2009)

Until recently the BMAA had no experience with radio licensing, which is outside the scope of our licensing approval. We have recommended that enquirers contact CAA for

information. We now have a volunteer who is able to answer questions such as these and refer enquirers to him.

- Was given the incorrect fee for a rating change, and also didn't include Fedex return of logbooks, so all in all I had 3 phone calls from the CAA to sort out the problems. Several fee change problems have arisen recently because the CAA has changed fees, or policy related to fees, without making the BMAA aware. We have subsequently agreed a routine contact meeting with CAA to ensure that such changes are passed on to us before members find difficulties. We do not publish the Fedex fee as this is not mandatory.
- I asked which instructor had a tail-wheel microlight for differences training but was told you were not allowed to disclose this information. This seems to have been an error based upon a misunderstanding of GDPR. We used to publish a list of tailwheel instructors supplied by a member on the old BMAA website. We will be reviving such a list.

A selection of other text responses from members to the NPPL Office

- Daily updates of the 'Where's my paperwork' page would be good. My license update came back before the page was updated. This is usually done daily but for a short period there was an error with the file on the website that we were not aware of. This has now been corrected.
- I approached the BMAA to learn which airfield in Scotland had an NPPL(M) examiner - but the BMAA was not able to provide that information. I found this very strange indeed, as the NPPL licensing authority. The CAA published a list of Examiners on their website. However, it doesn't list the place where the Examiner conducts tests. We have asked for further details to be able to answer such queries however the CAA says that GDPR prevents them giving us that information. We are in discussions to get this changed.
- Need to gain authority to issue FRTOL on new license. This is something that during discussion with the CAA we have been advised cannot happen. It is an OFCOM decision. However we are challenging that view.
- One or two things need fixing around NPPLs - ability to do name and address changes and issue FRTOLs but I'm sure they'll be got into place. The ability to issue licences without the CAA wait is a big plus. Changes to name/address etc. have had to be done by the CAA as they are entries to their database to which we do not have access. However these changes don't prevent a licence holder from flying whilst the changes are made. Recently we have been told that we can make changes to licenses issued by the BMAA.
- Why do we need to renew it? Apparently in France the licence is for life. A car licence is for life (until 70) There is no evidence to show that renewing the licence has any effect on safety. The NPPL is a lifetime licence. Only the medical declaration needs to be made at the age 70 and thereafter every 3 years.
- Excellent that it's now in house with small or non-existent delays.
- Exceptional licensing performance
- Far better to deal with than the CAA directly who are dreadful!

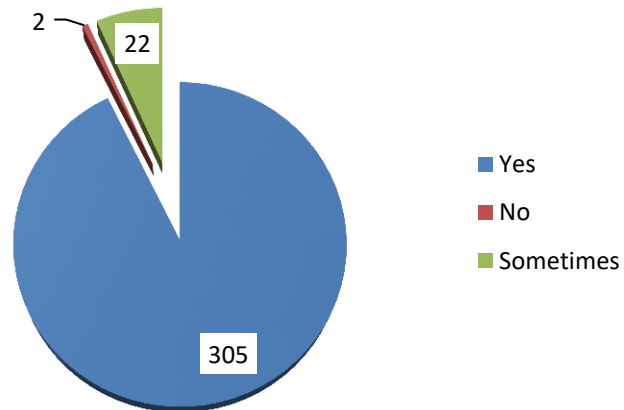
- Having had student pass their GST applications have been processed quickly and without hassle. If there has been a query a phone call usually has sorted the issue. It does take time to sort the application our end but I found reading Aaron's list of mistakes makes me double check things.
- A model for any member-oriented institution
- Achieved my licence a year ago. Throughout the application process I received excellent communications and updates.
- In 2016 they were helpful and supportive with my NPPL application (then to the CAA).
- They processed my application and returned within a week !! Fantastic service.
- Very helpful with guidance on the requirements for the addition of RT licensing.
- Well done! Student got his licence back in 24 hours the other day. Roll on FRTOL issuing too!

Flight Safety

Question 3

Do you read the Safety section of Microlight Flying Magazine?

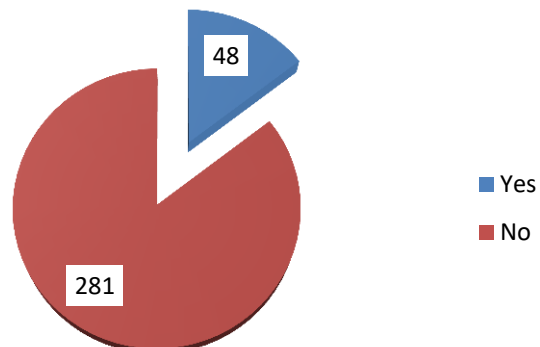
Readers of Safety Section in MF



Question 4

Have you been to a BMAA hosted Flight Safety event?

Attended a BMAA Safety Event



Please tell us if you think there is anything else we can do to promote safer flying.

BMAA Flight Training Liaison and Safety Officer John Teesdale's response to comments from members' survey.

Firstly, I would like to thank all members who took the time and trouble to respond. It's really gratifying to know that so many members are truly interested in improving safety.

I have arranged the comments into groups, my responses are in blue

Satisfied customers

- Flight Safety has to be the BMAA's top priority - ahead of all else by a massive country mile. The focus has to be individual members taking full responsible for their own actions. Our goal must be ZERO accidents and incidents. Our excellent magazine is best placed to promote Flight Safety through the essential process of continuously drip-feeding the important core messages. John Teesdale is doing a great job of communicating these messages and has already raised the profile of Flight Safety to a new level. But the process is like painting the Forth Road Bridge; i.e. never ending.
- Safety section of Microlight Flying Magazine is very helpful and the additional leaflets sent with the Magazine (e.g. five seconds to impact by UK AIRPROX BOARD)
- The BMAA provides excellent safety information and support
- Continue to publish articles in microlight flyer
- Please continue with this excellent service
- I think it's all pretty well covered. Pilots seem to know the danger areas.
- Basically, as much information as possible - it will never go wrong
Well thank you, it's good to know that we're doing something right! But it's also clear we can do much more.

Follow-on courses/continuation training/Wings Award Scheme

- Think the new BMAA Strip Skills diploma started in my club is a great idea
- To organise advanced training.
- Continue with schemes that drive safety after qualifying.
- After obtaining an NPPL offer enhancement courses to build confidence in a guided safe encounters with instructors/inspectors etc.
- Make bronze, silver and gold affordable, to get gold you would need to be a millionaire
- Wings award is a good start, but progressing beyond bronze seems difficult
- More local safety events - promote Wings more

At the BMAA, we firmly believe that post-qualification continuation training has a huge potential to reduce accidents and improve safety. The Wings Scheme in conjunction with BMAA Courses is designed to make this fun, rewarding and meaningful.

The Strip Skills course perhaps has the greatest potential of all, since this is targeted at the 70% of all our accidents, which happen at difficult or demanding strips, to pilots who do not possess the knowledge or skills to tackle them safely. I urge every BMAA member pilot who does not regularly operate out of a small farm or private strip to take this training. It could at least save you embarrassment and a lot of money; it could save your life.

Currency/Revalidations/Refresher Training

- As an Instructor, I see the main issue with flight safety being Pilots lacking in currency. Anything which can be done to improve this would be most welcomed, perhaps mentoring or groups to encourage safe and challenging flying.
- Urge pilots to fly often, every take-off and landing is good practice
- Just keep reminding pilots of their obligations re air law and keeping themselves up date with their revalidation's etc. Those that have to have a check flight on revalidation should be encouraged to discuss or practice things they are unsure of. I find most just think it's something they have to do without thought of using the hour to their advantage. Maybe some posters about safety sent out as not all are readers of the mag.
- One issue we get at ***** is the fact some microlight pilots are not used to licensed airfields and their procedures leave a little or in some cases a lot to be desired.
- Keep reinforcing that the safe approach is always overhead and not directly into the circuit
[Flying currency is of course vitally important and I agree that too many pilots do not either understand or accept that skills are perishable and deteriorate faster than you think. We regularly urge pilots to take refresher training in addition to the biennial instructor check ride and always after a lay-off from flying.](#)

On-line aids/You Tube etc.

- Make available on-line multimedia training courses. Get 3-axis and flexwing microlights included in the new Microsoft Flight Sim along with some safety training for use with them.
- perhaps produce an App with various news and operational things relevant to the BMAA plus regular safety and airmanship questions
- More you tube videos directly from the BMAA about safety and flying.
- Produce video's / links covering all parts of the microlight flying syllabus.
[On-line/You Tube is not my strongest area but I can see it is the way to go and we have people at BMAA who are good with this medium. I will pass on these thoughts and try to get something moving.](#)

Students/ab-initio Training

- Maybe anything geared to student pilots
[With regard to student pilots, I have recently started a "student pilot tips" section within the safety feature in MF.](#)

Publishing of accident reports

- Air more dirty washing so we can all learn
- Most flying magazines publish details of recent aircraft accidents/incidents. It would be an aid to improving safety if the BMAA published microlight accident reports with relevant safety comments.
- An annual print of all current and new safety tips etc.
- Analysis of accidents, and what could be done to prevent their reoccurrence. This could be hosted within *MF* magazine.

- Publicise AAIB reports - I find them essential and salutary reading
We do study carefully the accident reports, statistics and trends. Where we can see a way to fix the problem, we do something about it, e.g. the Strip Skills course.
We also publish periodic and annual accident statistics (See May 2019 *MF*) with recommendations.
The AAIB reports are published on the AAIB website. These are often notified, usually with a link, in *eMF*. There simply isn't space in *MF* to reproduce them all.

Did I tell you about the time.....?

- All pilots have many safety related stories to tell to help others. Could an anonymous incident reporting system be made easily available? We haven't got enough time to make & learn from every mistake in our flying career.
- Continue to encourage pilots to share safety related experiences.
- Maybe a 'I learned about flying from that' feature in the mag.
- Mistakes happen, we can all learn if we share those experiences
- Would an 'Almost, Nearly' feature in the mag be a good idea? Pilots tell of their near misses, silly errors etc.
- Practical ideas from experienced pilots
This has been addressed from the November 2019 issue of *MF*

Infringements

- More information on avoiding infringements
- Having attended several GASCo/NATS evenings at Barton, the common theme re safety issues has been airspace infringements. The data proves that it is the lack of use (even when suitably equipped) by aircraft, of GPS and GPS enabled Nav hardware and software that could be a game-changer here. I've written and emailed the CAA numerous times (without so much as an acknowledgement) stating the above and suggesting mandating the use of GPS enabled equipment in UK airspace to radically reduce infringements. Even the simplest smartphone will run apps that offer airspace awareness these days, without the need to spend hundreds of pounds on iPads etc., and infringement excuses are getting rather weak when the affordable technological answers are available to all. Maybe the BMAA could promote this.
- I worry a bit about whether the CAA is taking a less 'just culture' approach to airspace infringement and we need to keep an eye on this. I've no personal experience of infringing and it could just be a small number of unhappy infringers making a lot of noise on the Internet.
We published two major features on avoiding infringements recently in *MF*. Firstly the "Take 2" Initiative in April 2018 and then using Moving map GPS in Dec 2018.
Nevertheless, infringements are still on the increase and we will do all we can to educate our members to avoid infringements.
Behind the scenes, BMAA are represented on several national groups who are trying hard to change the size and amount of controlled airspace (some of which is unnecessary) in order to reduce the chance of infringing.
The internet comments are largely uninformed. Of the 1300 plus infringements in 2019 very

few were subject to licensing action or prosecution. A visit to the AIS website page will show how the vast majority of cases have been dealt with by letter alone and gives reasons why further action may have been appropriate. This is the link to that page.

<https://airspace-safety.com/facts-stats-and-incidents/>

Airprox

- We used to get a copy of Air Prox. incidents, I found these very helpful. Again, there is not enough space in *MF* to reproduce the Airprox reports. When new reports or summaries are published, we try to include a link in *eMF*, but you can always access the reports on line. This is the link to the Airprox Board website.
<https://www.airproxboard.org.uk/home/>

We published a major work on avoiding the Airprox in *MF* Aug 2018.

Safety events/evenings

- Look at further courses or talks.
- Events in N of England. Perth is probably further from Blackpool than the Bullring!
- For me, I think have small events in the non-central areas of the country.
- Get round to the Microlight clubs and offer short presentations
- Attendance/talks at flying club evenings (e.g. Cheshire flyers 3rd Monday of the month)
- attended a GASCO Safety event at Dundee airport, not sure if that was co-hosted by BMAA
- But I have been to LAA hosted safety events-only because they have been on my home airfield.
- haven't been to a safety event for a long time
- I go to the CAA/LAA safety evenings bcos I live out in the sticks
- I have been unlucky with my availability for safety events, keep organising them and I will try harder.
- Possibly more local seminars that are accessible to all around the UK
- Workshops and events, online learning
- More Activity in the North West of England
- There are never any events in South Wales
- I would like to see more safety events in Northern Ireland
- Promote GASCO events more.
[Representatives from BMAA will happily travel to anywhere in the UK to present talks to clubs or groups of clubs on the BMAA, Safety, the Wings Scheme or anything you want to do with Microlight flying. Just invite us please.](#)

Safety Oriented Technology

- Do articles in magazine on mobile phone or other electronic flight safety devices e.g. Airbus, EasyVFR etc.. and keep promoting their use. Also engage with the CAA to get them to open their minds to the use of mobile ICT for conspicuity. It would be possible to transmit data from flight tracking apps to the mobile network thence to ATC, if the CAA looks into this concept
- Encourage dinosaurs to use GPS (SkyDemon preferred)

- Encourage electronic conspicuity in all its forms
- Encourage more people to fly with ADSB out and Pilot aware.
- Keep providing interesting on flight safety planning. Are there any portable devices that track live aircraft movements similar to pilot aware that can be used by pilots who hire aircraft?
- Mandate ADSB out
- Promote Pilot Aware, we are using it a lot plus we are now installing a ground station so gliders can be seen.
- Discounted membership to (e.g.) SkyDemon
- More info/tips on how to use the various GPS nav.aids e.g. SkyDemon, Airbox etc. How to use some of the more intricate things they can do.
- Pilots seem to be relying more and more on electronics rather than looking out of the screens!
- Recommend the best EC product for new purchasers
[We have published articles on the various types of EC on the market, but it changes so fast! I will pass on these comments to our Tech Office and ask them to consider writing more features as requested.](#)

Radiotelephony

- *MF* mag does well. The radio tips are especially welcome
- Both the Safety Section and the event are/were excellent. Encouraging everyone to use their radios properly and not to use the microlight freq and sometimes safety com as chatter lines would be welcome.
- Promote the (correct) use of radio, even just listening vastly improves safety IMHO
- Include the Radio Telephony (FRTOL) license or at least an appropriate relevant subset of it within the NPPL(M) syllabus. In practice pilots have to use radio without being taught. Instructors are actively discouraging transponder use due to punitive CAA penalties if an error is made. This is counter-productive and unsatisfactory. Move the technology on beyond AM radio and transponders. Everyone is carrying a phone or tablet or both or more than one, on WhatsApp and so on. Having to attach clipboards to my knee and write stuff down is like the 1950s. Why not link apps to gps and send pilots relevant information direct to their navigation devices. The starter end of aviation is where the sport should be being developed. Deregulate more at that end.
[The current Microlight Syllabus does not require RT training. This is considered to be a matter of choice for the individual. However, having a radio offers significant benefits to the pilot, both by enhancing safety and access to aerodromes and airspace. Any pilot using the RT must have a licence and should want to be able to “do it properly” as a matter of pride. RT courses are widely available at many schools. This is also a BMAA Course which can be used as a credit on the Wings Scheme.](#)
[Any instructor, or pilot, not turning on a transponder in flight is breaking the law. If fitted their use is mandatory. Transponders can improve flight safety by helping create a known traffic environment as well as making it simpler to get ATC help or when crossing controlled airspace.](#)

ATC

- Promote contact & visits between local microlight clubs/groups and their local ATC units.

We do promote visits. Most ATC units are pleased to show pilots how things work “at the sharp end”. Any Club or School can contact their local ATC to arrange a visit. Look out for the “Visit an ATC Day” in April 2020. Such a visit will also count as a credit on the Wings Scheme.

Technical/Maintenance

- More about the importance of why we should maintain our aircraft. Do some videos on what to look for on microlight aircraft, signs of problems on engines. Just some basic self-help videos tell owners about maintenance schedules, why we have a MOR system, as the average pilot is only interested in flying and believes their aircraft will fly for ever.
- the standard of owner’s aircraft maintenance appears to be getting worse, perhaps something to bring the standards up would help
- Some technical articles in your magazine on safety.
- The engineering section in the mag is rather smaller than the equivalent in the LAA mag... I'd like to see it expanded a bit, to cover more lessons learned and more about common inspection issues, etc.
- Flying tips from Flexwing/Fixedwing manufactures flight testers.

SSDR/Sub 70

- Maybe the odd safety article aimed at SSDR and sub 70kg owners who are possibly more likely to do their own maintenance and mods.
- Rethink parts of the dereg process so that an un-airworthy aircraft cannot just be declared SSDR without an initial airworthiness certificate. It is happening!

[I will pass on these comments to our Tech Office, thank you.](#)

Quizzes

- The Quiz in the Magazine is great, there should be more of this sort of thing.
- The quizzes are excellent and help keep me abreast with safety issues

[Well done quizmaster Lawrence Bell – keep them coming!](#)

Non-tech ideas

- Cockpit crib cards are a way to hold key information that can be quickly referenced
- Flyers/laminated cards in the magazine, email messaging

[Thank you. These are all good ideas.](#)

Other

- I think the BMAA magazine sometimes tends to promote the idea of boozy fly in barbeque evenings, (obviously great fun), then flying out next morning. I don't recall ever seeing any warnings about flying next day still having what could be high levels of alcohol in one's system. I have mentioned it to you before, but no mention has ever been made. Maybe you

will recall my warning when there is an incident regarding a flyer still being over the limit the morning after.

- Make the Training Committee more representative of the industry. Who are they? Who elects them?
- I'm newly qualified so probably too early for me to say
- Hard one, don't know

Thanks for these. Regarding the "boozy fly in BBQ evenings", pilots as adults must accept responsibility for their own actions. We all know the rules.

The Training Committee is made up from the most experienced instructors within BMAA who give up their time voluntarily to assist in improving and developing training matters such as the Syllabus and the ground examinations. Suitably experienced instructors who wish to join the TC and are happy to give up their time are invited to apply to BMAA.

Summary

During my two years in post as Flight Training Liaison and Safety Officer I've wondered at times if I was trying to push too much Safety information down members' throats, to the point where they were sick of it. I'm pleased to say, this survey proves that is not so and you want more of it! That's great news and I will be delighted to respond.

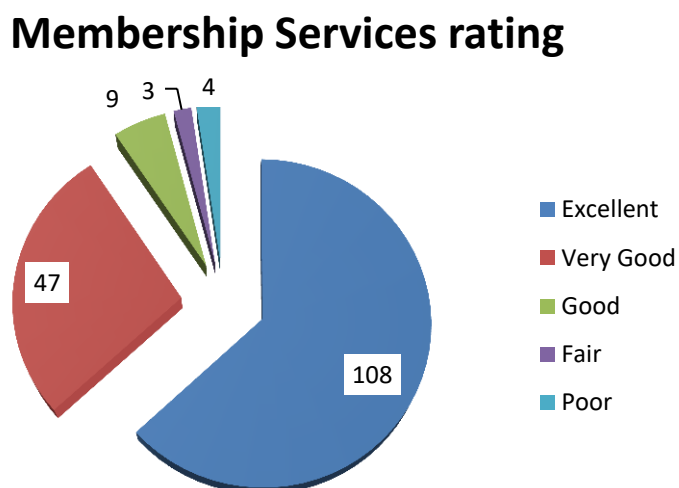
Thank you, John Teesdale,

BMAA membership Services

Question 5

If you have used the BMAA membership services within the last year we would like you to rate how well we did in helping you out.

There were 171 responses, rating between Excellent and Poor.



Text responses, where written, from members who answered Fair or Poor

- Our membership was not happy to be forced to all join the BMAA just to have the aircraft Permitted.
[The decision to require all owners of aircraft within the BMAA fleet to be members of the BMAA to access technical services was taken by the BMAA Council in order to spread the cost of running the BMAA over all those that benefit from its work. It was notable that large syndicates were formed with just one member being a BMAA member, yet all the pilots benefiting from the work of the association paid for by the members.](#)
- By how much has the membership grown since the mandatory Group member enrolment?
[In 2019 there was a 5.3% increase in total membership, with around 200 joining as syndicate members.](#)
- Poor quality experience in renewing permit online. It's not a intuitive or very well designed GUI resulting in more than one attempt to achieve success.
[We will look at that again as we review the website and its functions.](#)
- The council doesn't interact with the members so members do not really have proper contact with the association.
[Members of the Council write each month in MF to tell members what they are doing on behalf of members. Council members and employees are always willing to visit clubs to tell members what is going on and hear their views. Please just invite us.](#)

- You are NOT attracting enough young members spend some money and go to more shows . You will find a list in the showmans directory.
During 2018 we took the decision to increase our outreach programme and have planned for a further two years of engagement. However, the BMAA does not have a bottomless pocket and what we can spend on promotion is limited by funds available, even a local show can cost a lot to attend. We do encourage members to assist by helping out and being part of the event which can reduce costs.
- Having just renewed my passport online, I couldn't believe just how simple the process was. Even easier than renewing my BMAA membership! I know the BMAA process is already pretty simple and straightforward but, as they say, there's always room for improvement, e.g. a simple email message requesting a YES /NO response to: Do you want to renew your membership? Also, I recently updated my email address on the member's section of the BMAA website. This required multiple password entries which took 3 attempts to get it right. I was left with the impression that our website is still 'a wee bit clunky' when compared to other sites I've used. These are minor points; best described as observations rather than complaints.
We do send an email reminder to all members ahead of their membership expiry. If they pay by Direct Debit there is nothing else to be done, we just take payment and send you confirmation. There is only be one password now for the BMAA members' area and to amend your membership.

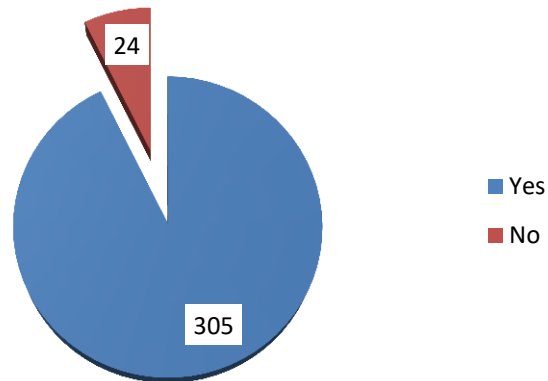
Is there anything else that you would to say to the Membership team?

- Always courteous and respond promptly
- Always prompt with an answer, always friendly and helpful.
- Great communication over several platforms
- Having moved to Penang, just want to say thanks to the team in helping me change address
- I have always found them to be quick and helpful
- I have been more than happy with the team .When I have had a problem they have been excellent.
- Keep publicising the membership benefits to members to reinforce what is being done, key stats - a dashboard of what is happening to keep awareness high
- Let my membership lapse a couple of times but turned out not to be a problem. Whoever mans the desk/phone is superb.
- Like the rest of the BMAA team always pleasant to deal with and prompt in responding
- Membership renewal was painless, wholeheartedly agree that all syndicate members are included.
- The staff side of the association is first class.
- They have always been very helpful when I have called in at the office
- Well done at being so unbelievably quick.

Question 6

Do you feel that you are aware of the work being done on your behalf by the BMAA Council?

Awareness of Council Activity



Please tell us how and where we could improve this communication.

- Bring back 'abridged minutes' in the magazine, and an easier link (via News?) to the council minutes online.
[This is happening.](#)
- Publish all the minutes of meetings
[They are published on the website.](#)
- Have answered No as not certain I know what everyone is doing. If that is being communicated in the magazine then I'm not necessarily taking it in! And I'm an end to end reader
- I only say No as after being a member for 6 years and a BMAA inspector for 1 year I still don't know what they actually do! I'm not having a go at them simply airing my thoughts
- I would not necessarily expect to know presuming that the information would be seamlessly channelled through staff.
- I'm more aware this year because of the BMAA / LAA co-operation / merger talks. The Q&A at the LAA rally was a good idea.
- Just general updates which will show members you are working and stop some of the moaning
- Perhaps through the local branches/clubs and Chairman's address each month
- There is work going on and bits are published from time to time in the magazine but there is nowhere to find what is currently being worked on (the entire list) and the progress of each. I don't necessarily care that much (although it would be handy to always be able to find a current summary) but I'm just answering the question asked.
- "Any member should have a say in Council meetings" and "Don't know, only member for flying not interested In politics"

We encourage members to communicate directly with members of the Council who are their elected representatives. We appreciate that not every member wants to be part of the Board that runs the BMAA, but if you have a point to make please bring it to the attention of a Board member who can represent you at a meeting. Running the BMAA has very little to do with politics, it is about keeping an oversight of the work that the staff are doing on behalf of the members and steering the association in an agreed direction.

Please give any examples of where you think Council communications have been poor.

- Better than it was, the magazine does a good job.
- First class rubbish in communication skills.
- I personally think we could have better communicated the rationale behind the mandatory membership for syndicate members which I strongly support. I believe there should have been more emphasis on the excellent, wider work undertaken on behalf of the community (and the many examples of success) utilising microlight pilots Facebook grp etc. - we needed to reach out to those who were not yet members as well as highlighting the rationale to existing members in the magazine.
- More information on 600kg category.
- On the whole things are improving. I think that after the P&M demise we might look at how we would deal with supply problems for members along the lines of a plan like the CAA's Operation Matterhorn, but without getting into bailing the company out or the association supplying bits. When a manufacturer goes bust, at the very minimum I expect a "how to" on the orphaned system.
- Strategic planning needs to be clearer with long term aims clear, what is the modern vision for the BMAA which decisions can be tested and verified against
- There have been too many *faite acclomplis* ...not enough consultation.

There is obviously a need for improvement of communication between those running the BMAA and the wider membership.

We do put the Council meeting Minutes on the BMAA website for all members to read. You can find them in pre-approved form in the BMAA – Governance section. You will need to be logged into the site. We haven't published an extract in the magazine for some time, but will now do so again.

The **Dedicated** area of the magazine is written by members of staff and each month one of the Council members. Sometimes due to the position within the magazine the articles do get missed. We are taking steps to make the position more prominent.

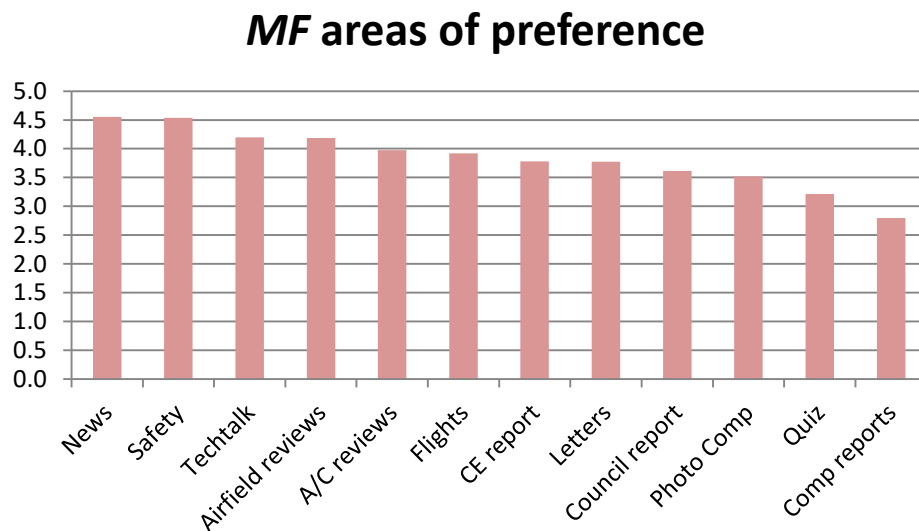
We have opened a Facebook group for members. This is monitored by some staff and Council members. The old Forum is still running, but the Facebook group seems to be more active.

Sometimes there is very little to say, or very little that can be said, about a particular issue. The discussions with the LAA for instance are proving to be quite lengthy and until we are able to answer the many questions that members will want an answer to before they take part in a future vote there is little point in saying anything. It's not a secret, just no agreements to ask opinion on.

Question 7

How you rate Microlight Flying Magazine

The chart below shows members' ratings for the various sections of the magazine.



There were many comments from members that have been grouped below. Geoff Hill, the Editor, has commented.

Engineering

- It's a very good monthly magazine given the size of the membership.
- It's a great read. Could maybe do with slightly longer / more detailed engineering / safety section, as per previous question.
- More technical information. The LAA magazine is especially good at giving comprehensive technical information. Accident reports. More articles about flying skills. Updates on changes to air law and regulations.
- More tech reviews, for example, of equipment and accessories.
- During the last year more technical articles were published but it seems that these are now diminishing. This is an example of the long standing variability of content in Microlight Flying. This is perhaps reflected in the title of the magazine which seems to be more about the pilot exploits than the microlight aeroplanes and the technology associated with them. The current format seems to be appreciated by the BMAA members so it may be I have a different interest to the majority.
- More articles on SDR and sub 70 would be good. Reviews/flight tests etc.
- More tech and safety stuff. More reviews of older machines too as they are the sort of aircraft I'm likely to fly. Like the Q&A articles which I think generally have been Instructors? The LAA do a good Meet the Member section which I enjoy.

[Techtalk and Safety are now much more prominent than before. No room to run full accident reports, but John Teesdale covers them in Safety and in his new planned ILAFFT](#)

series in which readers write about what they learned from incidents or accidents. Updates to air law and regulations are always covered in news.

Airfields

- would be nice to have more articles on new grass strip fly ins
- When did you last mention Ince Blundell airfield and our amazing coastline in Lancashire/Merseyside?! Oh, and the characters too!
- not enough airfield reviews, more items on maybe nav and things to do once just gained license

We run an Airfield of the Month feature every issue from April to October. Steve Uzochukwu has just done a two-part series on nav and electronic conspicuity. Touring Tips and AOTM are useful for places to go after you're qualified, as is the BMAA Wings scheme and courses such as Strip Skills, all of which we've covered.

Product reviews

- I'd like to see more product reviews. For a start occasionally we need to buy stuff and so it's good to have a review handy, but secondly if you review stuff then there's a good chance someone might think "I want that" and buy one, which should benefit the manufacturer/seller. Perhaps I ought to do some reviews to get some free stuff!

I have asked readers, as well as Paul, Merv, Steve and Lawrence Bell for product reviews, and we've had a few. I'll repeat the call.

Wings

- Reports on the award scheme (bronze, silver etc.) would be of interest since I would consider trying to achieve at least bronze.

This is now to be a regular feature of *MF* (GW)

Syndicates

- The cost of maintaining your own aircraft is an area I have not seen covered in by BMAA magazine and any advice on how to save money. Personally I am interested in Ikarus C42A. We have run two or three pieces on forming and running a syndicate. I'll ask Paul, who did one, to revisit the idea for newer members who didn't read it first time around.

Aboard

- I would like to read more about microlighting worldwide and not just in UK. Fair point. I'll keep an eye out for stuff which is interesting to all, both for *MF* and *eMF*, where we do have more worldwide material already.

Avgas

- I think the Editorial touch is at a perfect level for the magazine
- I find the AVGAS section wastes the opportunity to communicate important information and valuable opinions by using a rather fatuous style, e.g. in October's magazine we had to plough through a lot of stuff about the frog and ferret, ham sandwiches and chocolate digestives before we got to the point: the proposed merger! I still haven't worked out what

the message was, but frankly got a bit bored before I even got that far. The equivalent columns in Flyer and Pilot magazine do this a lot better.

- Excellent & professional magazine, with the right balance of humour.
- Geoff Hill brings the editorial together very well.
- I do enjoy the humour, so much better than the LAA magazine ;-)
- Very good publication, particularly like the editors introduction, and some of the more contentious pieces (like the one about taking children flying)
- Not nearly as good as the contemporary LAA magazine. Too many grinning idiots cheerfully giving a thumbs up, all comes across as a bit amateur. Geoff Hill's editorials are quite entertaining once one tunes in to his style.
- Keep up the good work - The LAA have much to learn from you!
- Love the editor's piece at the beginning. The yearly statistical report on accidents is excellent ... factual and without BS. Very useful.

Entitled to their opinion, but feedback on Avgas is invariably positive, and I think editorial which just list contents of the issue are pointless. I do deal with serious issues where needed.

Fixed v Flex

- Why is the winner of the photo competition usually a flexwing?
Because those are the best pics we get, usually, a flex being a better photo platform.
- I fly a flexwing so my interest is more about flexwing adventures and flight testing but I do read *MF* front to back and enjoy it.
- Seems to have a bias towards 3 axis but then I suppose the majority of BMAA members fly fixed wing so I can understand this bias.
No bias, just a reflection of the fact that 75% of members are now fixed-wing pilots; and this is balanced by the fact that flex pics get more coverage in the photo comp.

Printed v Digital

- Microlight Flying remains great. The closest equivalent membership magazine I can think of (British Canoeing) was never as good and stopped a printed publication soon after I joined - I read it when printed, but have not done since it was delivered electronically. Please keep it going - don't succumb to the digitisation of everything - far easier to read a paper magazine on the train, on the toilet, in bed and much easier to pass on to others. That being said, the archives online are also helpful.
- The magazine needs to go and the money saved, goes into reducing membership fees. It needs to be digital.

Print and Publishing

- Please seriously consider every 2 months instead of monthly. They 'pile up'; it would save an environmental hit and save you a lot of money. I'd be surprised if anyone would object. Worth considering.
- Please increase the font size. I get magazines from 4 other activity groups and *MF* has the smallest font.

- Is monthly too much? I'd probably read more if it was less frequent!
- Why not sell to the public. I notice people who come along for trial flights and their families like to have a look through the mag.
[We've dealt with this before. Not financially feasible.](#)

Representation

- Must do more politically in alliance with other aviation groups
[The BMAA does work closely with other aviation groups. Ongoing work is reported by the CE in each issue. \(GW\)](#)

Flying trips

- I would like to see more reports of airfields being a 'new' flyer looking to extend my range.
- More 'how to' details in accounts of flying trips, e.g. how trip was planned, nav / radio planning issues, info on choosing fuel stops.
[Folks who write in about trips usually include this, but I'll keep an eye on it.](#)

Members

- I would like to see more young people and women flying so feel it would be useful to include material relevant to their interests.
- More coverage on young people and why they fly.
[Amanda Lord has been very good about sending stuff like this, and anything I spot on Facebook groups about young people flying, I get emailed to me for MF.](#)

Quiz

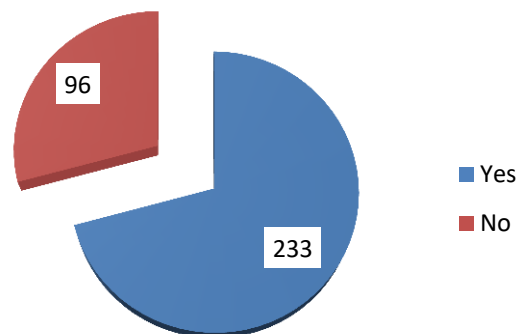
- I love it. My marks for the quiz are mainly because some questions seem a bit theoretical; maybe they are exam questions but for example knowing what is called anabatic wind makes no difference in practice, the effects of it does.
[I'll pass on the quiz comments to Lawrence.](#)

As well as these specific comments there were many just showing their support for the magazine.

A selection:

- Love reading every month, and also like the on-line videos
- Look forward every month to it dropping through the letterbox.
- Keep up the good work!
- It's excellent - keep up good work.
- Interesting informative enjoyable

Do you subscribe to eMF



Do you have any comments on eMF that you would like to pass on to the editorial team?

- Geoff et al. Having just signed up and browsed I'm rather kicking myself for losing sight of this rich mine of inspiring goodies.
- Great format and some truly surprising articles.
- Great links to members and other videos
- Great way to see all the photo competition photos. Great to get links to videos
- I rarely even look at it - it's either in the mag or will have been posted in one of the facebook groups.
- I read this when published but tend to home in on Not Microlighting But Flying section.
- I really like this monthly email, especially the links to YouTube items which are usually excellent, and I wouldn't have seen otherwise
- I think it complements *MF* very effectively
- Just used link above to subscribe
- Perhaps fewer 'jockey' video clips which I don't watch anyway
- Really brilliant. Love the links to Youtube videos.
- Unlike the magazine, I find it far harder to get round to reading eMF; it just drops behind other emails. Then again, I do get a bumper harvest when I get to it. It's a great addition to the printed publication.

Generally eMF is well received as a compliment, but not an alternative, to printed *MF*

General comments not covered above.

All these comments have been read and noted.

Satisfied members –There were many responses from members satisfied with what they currently get from their association. Some of these below

- Happy with things!
- I am very very happy with the work you guys do. For me it's the speed at which our permits are processed, usually same day, resulting in more airtime. I am very worried that if you merge with the LAA we will lose this excellent service. Please make sure the speed of this service is not lost.
- I am very pleased with the BMAA, their staff and support. I hope that we (the BMAA) can stay ahead of the game by using CD's as a means of supporting the microlight flight training programme we are hoping our younger generation will want to step into. The "youngsters" are into technology.
- I am still a PUT but find info that you supply and the knowledge base that you encourage especially beneficial.
- It is difficult to please everybody but I have always found the service helpful and friendly. The work you do on our behalf sometimes goes unnoticed so thank you for all you do for microlighting and promoting our passion/sport.
- Interested to see what benefits/detriment a merge with LAA will bring...
- "I am happy with the BMAA however as a member living in France, I often have to phone the office as my magazine does not arrive !!!!!
- Keep up the good work !"
- I am generally pretty happy.... you do a good job in most areas.
- Keep up the good work. I was impressed by the BMAA/LAA video at Popham, gave a great insight to the future. It's not going to be easy, too many diehards, as ever!!!!
- "Keep up the good work. Can't be easy at times. Keep engaging with the LAA. Probably sensible that we look to merge.
- Keep trying hard to encourage new people to come into micro lighting and keep pushing to get young people into microlight flying...or whatever we'll call it if we merge with the LAA's"
- I think you're doing a great job. I love your publications, and you have a good presence on social platforms. Whenever there is any news to announce, I usually hear it from several of your platforms, which is great. I have a PPL, but love all about flying which is why I remain a member of BMAA. You produce some very interesting info all professional delivered. Love it!
- I think you are doing a great job just need to meet and greet folk at Microlighting events more that may lead to more proactive activity
- I think the whole team is doing good work
- Happy with everything
- I think the BMAA does an excellent job for its members. I was unable to answer some questions as the end of the sentences were not visible on my PC laptop.
- I think the BMAA has steadily improved in the last few years long may it continue
- Greatly appreciate what you are doing
- Great to have an active BMAA

- I think everyone works hard for our benefit, thanks
- I think BMAA is one (possibly the best) of the best GA Aviation organisations
- Great setup thanks and personally, I think a merger with the LAA (of which I'm also a member) would be a good thing for both organisations.
- Given the relatively small size of the membership, I get an overall impression that the BMAA successfully represent/cover a wide range of areas relevant to microlight flying.
- Would like to say many thanks to you all for the help and support in this sport
- I also appreciate the work you have done and do for our hobby which ultimately keeps us all in the air. Thank you. "
- A Scottish office please
- I realise that most of the members are in the south of the country but it would be nice to have something in the far North, say Inverness or even Orkney!
- I'm relatively new to microlight flying and don't know everything that the BMAA does but I do have the feeling that they are there for me and they have my back. So thank you for the work you do.
- I am happy with the way its run at the moment. No complaints.
- Whilst I intend to maintain my Microlight rating on my NPPL (A) I working to obtain a SSEA rating as I have a share in a Group A a/c. For that reason, it may appear that I am disinterested in some of the BMAA offers and efforts but that is definitely not the case. Please keep up the good work.
- Very happy, thank you.
- I still believe that what the BMAA manage to do with scarce resources is incredible! Everyone who flies a microlight in the UK is indebted to you and the moaners really haven't got a clue. Well done to you all!
- I sent off my permit application late last night. Within 2 hours of your office starting I received my Permit. Top marks to the staff. Thank you.
- I think that overall that the BMAA does a good job in representing its members and promoting microlighting from SDR flexwings right through to the top of the range fixed wing aircrafts. I think that MF and eMF magazines are brilliant publications with a great editor. My only concern going forward is that if we do merge with the LAA, that we may lose our identity, with the focus being on the heavier fixed wing form of aviation and the humble affordable two seater and SDR flex wings may be forgotten. Also MF magazine would not survive in its current form in larger organisation and would take on a more serious identity, which would be a real shame.
- Very happy with the service I've received as a long time member.
- I have always been happy with the BMAA. The true range/value of services for the fee are becoming more recognised. I suspect that you face greater change and challenge than is generally recognised. Thank you for acting for me. "
- The work that you all do, normally goes un-noticed. I for one, totally appreciate everything that you all do, If it wasn't for you all, we would not exist. a Very big thank you
- The BMAA team do a great job keep the good work
- Thanks and keep up the good work!
- Keep clear lines of communications to the members
- I've only been a member for a fairly short time and so far very happy with BMAA

- I've always found everyone supportive and helpful, either over the phone or in person at a show. Thank you for promoting the sport.
- "It's all working well for me but still keep on top of the ever changing regulations & airspace grabbing as you are our first line of defence.
- So far my limited experience of BMAA has been very good. In particular the speed in dealing with questions and license. Many thanks.
- Secondly, keep up the good work!
- In general I'm very happy with the BMAA. One of the few associations where I know that I get real value for my contributions. The magazine alone is worth the fees.
- On the whole excellent service
- Overall I'm very happy with what I get for my membership. Thank You"
- BMAA is an excellent organisation. It has just the right degree of control and responsiveness to keep its members flying, informed and safe. I recently visited a site where aircraft are built and repaired. BMAA aircraft are in and out with minimal delay and bureaucracy. LAA aircraft languish for months while the arduous LAA processes are ground out. If we were to merge, I very much hope BMAA model of control prevails.
- Keep up the good work and with the merger!
- Keep up the good work
- Keep up the good work
- Keep the talks going on the proposed merger with the LAA
- Keep pushing for the 600kg and the acceptance in the UK of aircraft from certain EU countries or America without all the current obstacles
- Keep it up and thank you
- Keep doing what you do and look after members interests in safety skills and airspace"
- Thank you for the work to secure the flying of those of us with P&M aircraft. I am optimistic based on what I know so far. I support the principle of closer links with the LAA. The LSA Class will be important to me personally, and has potentially large impacts for both lighter and heavier weight sectors. Thank you for acting for us, and keeping us up to date.

BMAA/LAA Merger - There is a very diverse view on the principle of a BMAA/LAA merger even before any actual detail of how it might work has been agreed and consulted on.

- Don't merge you're fine as you are.
- I, once again, see that there is discussion around "merger" with the LAA. I cannot support this, two very different types of organisations and merger will see elements that are unique the BMAA and Microlights under served at best, or more likely lost.
- I would like to see the BMAA and LAA amalgamate with sub sections within a common association. I am a member of both and fly both types.
- Full Merger with the LAA
- I think the BMAA and LAA merger would be a good thing
- Merge with the LAA.
- When we join with the LAA will we pursue a 3rd party insurance cover inclusion with the membership fee like the BHPA?

- There are many ways a merger with the LAA makes sense, but the BMAA is the one with ab initio training experience - and needs to keep up support for schools. The BMAA tech team also has a far better reputation for speed than the LAA. So well done. This should not be a merger of equals; it should be a merger of the best from both groups.
- Thumbs up for 600kg and LAA /BMAA
- The BMAA and the LAA should merge
- I strongly support a merger of the BMAA and the LAA and hope that this can support Sport and Leisure flying in the UK.
- Pursue the amalgamation with LAA but please retain the MF format and content at all costs. It has been the primary communication instrument with the membership for many years and we cannot lose that format. Also retain the efficiency, dedication and 'can do' attitude of the BMAA staff & council.
- Please merge with the LAA
- I appreciate the need for a larger voice on Aviation, but that should be there anyway by working together. Please remain independent, I feel the BMAA will be marginalised by a merger. If you think not then the steps being taken by the BMAA to forcefully prevent this should be communicated to the membership
- I look forward to the BMAA merging with the LAA which I am sure will benefit members of both organisations.
- I prefer to be a member of the BMAA given a choice, so don't be too hasty to merge with the LAA, unless it is to the greater good of all concerned.
- "I love the BMAA but my C42 is registered with the LAA so it probably doesn't make sense to be in both or have two organisations with such an overlap, so bring on the merger :-)
- I am very wary of the proposal to merge with the LAA. I joined the BMAA this year, having explored the attitudes of both organisations, and been much more impressed by the BMAA. There are some good people in the LAA, but there are also some who seem to have a very negative attitude, particularly with concepts like SSDR. As someone who recently made a deliberate decision to join the BMAA, all I would say is "Please don't let us down"...
- Please don't let the LAA swallow us whole, I fly microlights by choice to escape over regulation, let's continue to push for that freedom
- My head says the possible merger with the LAA is good in principle and in theory makes sense but my heart says we may lose the fun side of what we all love to do. Baby steps are the advice from the North East.
- I don't know if a merger with the LAA would be beneficial for the flexwing group I am happy the way it is good service and good MF magazine
- I appreciate there are talks about an ongoing merger. For many years I would not have been in favour of this but as I see commercial pressures really putting pressures on recreational flying I would urge the team to come together as a combine to a merged organisation that is supportive of the causes of all recreational flyers whether microlighting or GA. As I see it there are commercial pressures but also the need for average age of recreational flyers to decrease that we have a sustainable future.
- An early merger with the LAA.
- Just keep up the good work, I'm also looking forward to the merger with the LAA as this can only be a good thing for our sport.

- Join up with LAA. United we stand etc.
- I hope the LAA works out for both of you.
- The BMAA must be open and transparent as it is a members' organisation. Our seat at the negotiation table must not be given up lightly to appease those who favour the weight increase to 600kg. Life is not always about higher, faster, further. The term microlight is still misunderstood by most people so should we look to rebrand the organisation so it is positively identified as including all powered flying machines in the weight category. Thank you for SDDR you get my support.
- "The big issue at the moment is how we can benefit from the proposed co-operation / merger with the LAA, and whether that has any disadvantages such as one seat at the table with the CAA when there previously were two. At the lighter end the BHPA has an involvement with sub-70s and SSDRs, and some of our members are joining the BHPA to use their insurance. It's been thought in the past that the BMAA was unable to arrange insurance for its members because it doesn't have the numbers - maybe that could change in the new organisation.
- Looking forward to the Merger with LAA and the 600 weight limit coming in
- I support the 600kg weight upgrade. I support the merger with the LAA but think if that goes ahead there should be written into the merger document a vote say 3 years after the merger taken from members before the merger to determine if it should continue or the BMAA split off again.
- Joining forces with the LAA will be a positive step forward in securing the future of (microlight/sport) recreational flying. To steal a Boris statement ""we're better and stronger together"". Let's get on with it."
- If you are joining up with the LAA do not let XXXXXXXXXXXXX have the control he has now.
- If the BMAA can join forces with the LAA it should give all of us more influence in guiding our flying in a successful direction.
- "Following the discussion regarding the merger with LAA with interest, attended the briefing/discussion at Perth Airport recently and also viewed the video from the LAA rally and am very much inclined to be in favour of this proposal. I would like to see some form of protection for the interests of both organisation's members built into the Standing Orders so that the ruling body (Committee) has to consist of equal numbers between the interests of Microlight & Light aircraft. I say this with full appreciation of the difficulties that can arise in getting members to volunteer for this commitment. This could possibly be made easier by the use of technology like video conferencing to allow members from further afield to consider volunteering their time. There are also tools like ""Convene"" board management software. (<https://www.azeusconvene.co.uk/en/digital-meeting-board-platform-and-app>)
- I fly microlight and GA and I'm thinking of building an LAA kit. I want us to be strong in fighting airfield and airspace closures, so I support a merger with the LAA.

Communication – We have tried to improve communication with members and are mindful of the importance going forward.

- Embrace social media to ensure that if not at an event you can be there and get a strong feel for it, content and feeds that bring the events to life for pilots who don't or can't attend -

news of current events is often after the event and is already dated, Twitter / FB / Instagram need to be linked and integrated to appeal to a wider audience with high quality photos which sell our sport - recent you tube of LAA / BMAA discussion was the right way to go and open and transparent

- When we do have something to say you don't listen so I don't bother anymore.
- "When I talk to microlight pilots at fields (OK mostly in Essex) I find most of them consider BMAA membership a necessity for permit to fly and that's it. Several don't even read their copy of MF, so communication through that doesn't help, and they don't do forums and Facebook. Maybe find a way to encourage volunteers to be local membership contacts - for their area, not just their club or school.
- I have no complaints. For me, the BMAA is doing all it needs to. Representation, innovation, communication, marketing
- Remember it's a Members organisation. Listen to the members, operate open and fairly. Represent the members. Don't create hurdles for members. Encourage members to have a greater say in the direction of the assoc.
- While at it, as more older types are becoming orphaned (I declare an interest) there needs to be more support, somehow, for members owning these types to enable them easier access to materials and acceptable repairs. This is especially true of older factory built types which are now all-but obsolete for training purposes (again I declare an interest). I fly a Thruster TST. If nothing else - how about reinvigorating the Type Godfathers and Tech Team lists."
- to be able to find more in the way of contacts for parts and spares for older microlights

Wings – the Wings award launched in 2019 has generally received good feedback. We are constantly reviewing the comments to improve the scheme, but it largely achieves what it sets out to do, encouraging improved safety through education and better skills.

- The Wings Awards scheme is administratively difficult. This year i have flown to France, Belgium, Germany, Isle of Man and other UK locations. None have been recorded in the manner you require because others have not been available when needed to log the flights. A less cumbersome route is required.
- The wings awards are great, but the difficult bit is finding suitable courses, although I note from the webpage there are more now so my second factor will come into play - precision landing practice - every competition I've tried to do this year has been rained off! Not much the BMAA can do about that. That being said, I'm going on a GASCo Met Office weather course later this week - it would be nice if that counted.
- I've really enjoyed getting my Bronze Wings, and planning my Silver. Keep publicising it, I am sure that it will aid enjoyment and retention.

Fees – Money always raises responses. We are very aware that money spent on a hobby has to take second place to other everyday living costs. We try to be as economic as possible and look for best value in all spending. Unlike other flying associations we don't have many thousands of pounds in the bank or even aim to make a positive margin each year.

- The fees that the BMAA charge must be reduced across the board, Also the bursary award and the aircraft instruction. The only way to get younger people flying is to reduce costs. As it is now, it is a privileged sport of the more affluent.
- Cost of annual Permit for my Quik 912 seems extortionate! Otherwise, MF and service seems excellent.
- I think that the membership should be consulted before our money is spent or allocated to things such as bursaries and competitions etc.
- Apart from cheaper fees, not a lot I can think of right now!
- Looking at the last few years as i said before membership and other fees are on an upward trend and some parts of microlights need more help ! < if have vision > stop emptying the pockets of members :
- Look at entry level flying, costs are escalating, how to start without costing an arm and a leg, what are good second hand buys etc.
- And why does it cost so much to register the permit? (cars don't)."

The permit fee helps to cover the cost of maintaining the Technical Office. It doesn't just cover the time it takes to process the application. We try to manage our costs to give members the best value that we can.

Courses – BMAA Courses were started for inspectors and then widened to take in other aviation subjects for members. As time permits we are trying to expand our courses.

- The BMAA training courses are great, I wish there were more subjects
- The BMAA FRTOL course does not go far enough. At the very least you should walk away with a pass in the written exam - and an incentive to complete the practical within a year!
- "Re: last question. Courses seem to be based in the south. I'm aware most members are probably based in that area but feel a bit left out up here in the North.
- Radio courses
- I hadn't heard of the 'flying abroad' course. Can't remember seeing it in the mag.
- I would like to see a wider range of BMAA courses if possible
- It isn't your fault I'm not planning on going on one of your courses, I just live out in the sticks and can't get to one in a sensible amount of time.
- I would like to attend a flexwing rigging course
- There has to be a certification scheme that recognises the training courses that flyers attend. These courses should include:
 - Airmanship skills. A simple test in a 2 seater of ability to fly a sub70 trike.
 - Stripping and inspecting a wing. Includes how to maintain log books and you get your own Bettometer.
 - Managing an engine failure. Includes field types etc.
 - NOTAMS and airspace avoidance.
 Most of this is within the BMAA knowledge base and some of the courses could count towards the NPPL course giving the young hopefuls (who just wanna buy a second-hand sub70trike and have a go) some direction."

Consultations – Some of the work done on behalf of members leads to public consultations. We try to make members aware of these and the BMAA's policy view so that members can provide a personal response. Notification is within the magazine and the website.

- On things like airspace changes and other CAA consultations BMAA needs to continue to keep members informed and ensure they know what they can do to help."
- Regular updates on 600kg proposal. A survey to gauge support would be very useful
- When will the 450kg MTOW be raised

Staffing – Obviously even with the comments from satisfied members we don't please everyone.

- Technical services must be better staffed
- Salaries transparency. Some charities now losing support due to grossly inflated salaries, e.g. CEO. If major post salaries clear then people will feel re-assured they are commensurate to member expectations.
- Nothing I haven't said before. Replace the chief exec. I actually don't have too many beefs with the BMAA at the moment but that's because I'm only using them for permits. Roger P is always jolly helpful on tech stuff.

Promotion – We have taken measures to improve promotion and the rise in membership during 2018/19 has been partly down to this.

- Promote the sport to younger people. See Triumph Motorbikes promotional video!! Remove the bikes and insert Microlights.
- Overall I think the BMAA does an excellent job for us. I like the ethos which doesn't have the nose in the air attitude sometimes apparent with other organisations. MF also strikes the right balance with humour and doesn't take itself too seriously. It's the only magazine where I always read the editor's front piece - other publications are a little boring in comparison.
- Offer landing vouchers (Maybe a stipulation of being airfield of the month) and/or promote reciprocal landing schemes between airfields to help encourage more cross country flying & member interaction.
- I think the BMAA needs to be looking at ways to make microlight flying more accessible to young people and women.
- Occasional pod cast / short video clip from the council on big issues - makes it much more personal and don't need anything beyond a decent phone. The potential LAA merger video from the LAA rally was great! Oh and well done to Amanda and the team for hard work in publicising microlighting with the new guide to microlighting and taking the smart stand and sim to events :)
- "Continue to promote our sport in a proactive way and invest in increasing the membership,
- Not very impressed, if that's what this is all about. I have always felt the us and them band wagon with this type of businesses
"Not enough time to put it all down. The most important points are
Promotion,promotion,promotion
microlighting is meant to be affordable powered aviation. Keep it that way
Buy some land, build an airfield and get rid of Deddington office

Utilise your greatest asset , the enthusiasm and skills of the members
try an use a bit more imagination to increase membership numbers and reduce
average age.

stop the relentless price rises that are so called ratified by council. My prices have
stayed the same for the last 8 years.....

Let's have a new chief executive."

- No get carried away with heavier more expensive flying machines no matter how glamorous that may seem

Representation – The BMAA's initial reason for existence was to represent the members' interests and it continues to do so in all fields.

- Many flexwing pilots would like to see more enthusiasm for challenging archaic planning restrictions
- I visited the BMAA trailer at Wycome Park earlier in the year and waited for 20 minutes to speak to Geoff (nobody else could help) who was chatting to someone who he clearly knew. In the end I left without speaking to him.
- "I think the BMAA needs to have a medium term plan for affordable two seaters, especially flex wings post 600kg. Whilst it has been made plain to me that there is no scope for change to Section S or the production/manufacturing approvals required for permitted aircraft, we need to think about the long term viability of affordable aviation.

Clubs and encouragement - Some schools and clubs are thriving, partly due to the effort put in by the people running them. In the early days of microlight flying there was a better club spirit, which encouraged participation. We encourage clubs to do their part in promotion and developing links with other microlighters.

- I would like to see more contact between clubs with a view to each hosting one another for a weekend of camping and friendly competition. If Rob at Over Farm can organise and host the Franglais Friendly week why can't we do it for each other?
- "I'm pleased more is happening on the marketing front. My view is that our flying schools need all the help they can get to increase the number of students coming through the door. What can we learn from the more successful schools that can be shared with those struggling to make a living? I suspect a more coordinated and professional approach to marketing at a local level (partially supported by the BMAA) will be necessary to revitalize our sport. Also, encouraging the creation of a local 'club environment' (assisted by the BMAA and flying schools) will help student pilots to feel 'more at home' and be able to share the fun and experience of our sport with more experienced pilots. I'm a member of the Wessex Hang Gliding and Paragliding Club and the LAA Wessex Strut, both of which are growing steadily. And both are closely associated with local flying schools. Once established, local clubs become a central feature for promoting our flying activities: fly-outs and friendly competitions, as well as social activities. Many new pilots are likely to become disillusioned and drift away if we do not welcome them into our fold. In summary, it's my view that flying schools and their associated flying clubs are the essential elements for the future of our sport.

Technical services

- I just wondered why you have not embraced tech more like sorting an app for permit / check flight. like car mot electronic. The app could check out details and if any problems then flag up to tech team. I am sure this would save a lot of hours hard work and it could instantly send permit by email?
- I would like foreign aircraft certifications to be accepted in UK so we can have a larger choice of aircraft to fly.
- I fly a blade what is the future for them ?? With no factory support
- Allow issue of Permit without forcing membership.
- I've had some great flying this year (47hrs) but have faced plenty of technical challenges on the way. Thankfully the BMAA sent out a Safety Bulletin that we managed to action straight away, but we have had plenty of other hiccups that have impacted on flying time i.e. replacing wing tank filler cap seals with a non-Viton type rubber, which resulted in contamination of the fuel and having to remove both wing tanks from the aircraft (a big job!). The magazine could consider having a "don't do this" or "I learnt from my mistakes" section to enable others to be aware of some pitfalls of maintenance. I believe this could help with increasing the number of pilots, membership of the BMAA and aircraft types available to purchase. The market appears very limited and expensive. On a good note thank you to all at the BMAA for all they do."

Insurance

- I know this has been raised before but Insurance Services similar to what the BHPA offer would be a benefit
- An insurance scheme similar to the BHPA.

It would be great to be able to offer flight insurance as part of the BMAA membership. However, as much as we have tried to start a scheme like the one run by the BHPA we don't have sufficient numbers to be able to make it work. It is not for want of trying.

Back to basics

- We need a SSDR/Sub 70 Champion at Board level. A solo, Minimal Flying zealot who will drive forward the sport with events, fly-outs and comps but with a parasitic safety and training agenda i.e. ""it is all about the fun . . . but here's the safety stuff"".
- Give support to Sub70 pilots, they could increase membership numbers.
- "I would like the BMAA / Manufacturers to look into making available more 'old school' type e.g. tube / fabric aircraft for the market. There are very few aircraft in a budget for a pilot to own their aircraft especially from new, even if several pilots clubbed together you are still talking of several to tens of thousands of pounds. Looking at the second hand market the current prices of aircraft around 10+ years are affordable, but the aircraft are aging. If I was starting to look into learning to fly microlight's the price of getting an aircraft could well put me off.
- Get back to basics. Encourage simpler, more basic microlights so that more people can afford them.
- Affordable aviation now for two seaters is the paramotor trikes available in most of Europe for figures around the £16,000 mark. This is a huge growth area but not one compatible with

the shackles of Section S. This is a potential membership growth area for us, if we can work out a financially viable way of them being legally flown in the UK, or if we miss the boat, as the BHGA and PFA did by ignoring microlights all those years ago, another association could spring up to service the only big growth area in aviation in our part of the world. "

Instruction

- Currently my NPPL is not valid as I had some unfortunate experiences with instructors that put me off microlight flying. I do have a part built microlight aeroplane but the inspection process seemed haphazard so it remains unfinished. I am a member of a flying club maintaining an LAA aeroplane for family member. I would like to return to flying but am reluctant to engage with the process of getting my licence validated. Earlier this year I did a trial flight with the view to upgrading my licence to group A. The main point of this exercise was an attempt to find an instructor I had confidence in. In fairness I need to point out that I am hearing impaired (use hearing aids) which requires an instructor that understands this problem. The person who originally taught me to fly understood this and the person I did my GST with was excellent. Unfortunately both have given up BMAA instruction.
- Do like the idea of pilot coaching as offered by the LAA
- Encourage more flexwing pilots to become instructors before the current field retire!
- Bursary should not have a age!
- I feel, as an instructor, we do not receive enough routine information about changes in regulation, air law, EASA regulations, licensing regulations. It would be helpful if a monthly update is produced giving this information.
- I would like to see the biannual check flight become a voluntary option as I believe there is no support for this from a safety aspect
- I think the BMAA should have a code of ethics and professional practice for their affiliate flying schools and independent instructors, to protect the public and raise the profile of the Microlighting flying. I say this because I have had experience, direct and indirect, of practice that is not good towards women and I have felt that there is no structure above the schools to deal with these situations as there is no support for us students. This has led me to stop my pilot training and my involvement in bringing in more women in the sport as I don't feel there is a fair and ethical system to protect students and minorities and guide the professional standards.

Magazine – The magazine responses were covered elsewhere, but these are just a few more

- Could the magazine include more on tech subjects with maybe a set of different built progress reviews, challenges and issues encountered. It's always great to learn from others experiences. Example could be: wiring a dashboard, pitot/static, break set up, adjusting control cable tension, wiring electric trims, calibrating EFIS or/and instruments, pressure testing fuel lines, ...
- BMAA Microlight Flying Mag twice monthly
- To have Microlight flying magazine as a digital option. I use the Readly app, if we were on that there could be a wider audience. I don't know the logistics of it but it may be something to look at.

- I propose that there be a section within the magazine for BMAA Training Clubs to provide a regular update their training activities and achievements
- More tech news and equipment reviews - possibly less club news
- I would like to ask for more practical basic examples e.g. correct filling of logbooks, filing of photos, 'how I learned from that', pre-flight etc. check lists, actual stories of 'how I dealt with my engine failure, trip one step out of my comfort zone etc...' starting my first build etc. etc.
- I am a student pilot and whilst reading about/learning from the accounts from experienced pilots, possibly a few more training related articles would be helpful and more inclusive
- Too many 'stories' - not enough technical - e.g. meteorology; aerodynamics; more aggressive response to CAA and NATS continue covering the latest aviation developments
- Again, items to inspire student pilots. Places in Uk and abroad to look forward to, for e.g. More flexwing info please. Cameras and their safe use etc.
- As mentioned before, Lightweight stuff, flex and three axis for all us SDR types. I started on a Skycraft Scout back in 84 so vintage stuff also, then it's up to the likes of members like me to submit more stuff.

Media

- Forum access needs simplifying for us old folk who are not so computer savvy
- Provide an area for aircraft sales and recommendations when buying a second hand aircraft. Personally I found that AFORS is used by most pilots to check for aircraft, syndicate share etc.. Sales. Surely doing this as part of the BMAA service would benefit a wider audience.

AGM

- Structure the AGM to ensure that it is more worthwhile, maybe use Popham in the mid-morning for drop ins and questions and discussion sessions to ensure that the main AGM is not hijacked by minor points, could be especially prudent around merger discussions

The staff are always available during the Popham Microlight Trade Fair to answer questions from members. Please make a point of visiting the BMAA stand at the show.

Shows and Events

- "Bring back the flying Show (i.e. Telford venue), if at all possible.
- Rotate the AGM/Spring Show (Popham) to other airfields around the country on an annual basis, so to be more accessible to flyers in the north!
- Need a few BMAA regional monkeys/teddy bears that people can fly in collect and take somewhere else for the next challenge. There used to be something similar on the Microlight Forum - the Forum Monkey but it died out when it went somewhere and was lost or no-one could get hold of anyone. That seemed to get pilots interested in doing something. I know from my own point of view I would like a reason to go further afield rather than bumble aimlessly locally.
- As much communication as possible, especially tech and safety. An events / fly-ins on-line calendar on Facebook that is available and up to date for all to see. Encourage airfields to submit their dates and what is going on to help promote get togethers. Sometimes the information is too late to get organized.

Survey – The survey was run to get feedback, and it has certainly succeeded. Thanks to all who responded.

- Publish a summary of this survey with the key points and trends and hopefully celebrate the positive feedback "
- better questionnaires for one and as a very new member with about 9 hours so far between GA and 3 axis it would be nice to get some articles that explain what some of the others are talking about.