

Minutes

Meeting of London Luton Airport Consultative Committee

Monday 12 October 2009 – 13.00hrs. Putteridge Bury Conference Centre

Members

Mr M Routledge	Chairman
Ms L Blue	Buckinghamshire Association of Local Councils (substitute)
Cllr N Brook	Hertfordshire County Council
Cllr N Clements	Hertfordshire Association of Town & Parish Councils
Dr J Davis	LADACAN
Mr P Dawson	NATS
Cllr M Dolling	Luton Borough Council
Cllr J Gledhill	Bedfordshire Association of Town & Parish Councils
Cllr Dr R Egan	Central Bedfordshire Council
Mr M Holden	Breachwood Green Society
Cllr M Muir	North Hertfordshire District Council
Cllr Dr I Reay	Dacorum Borough Council
Cllr D Rowlands	Buckinghamshire County Council
Cllr Sir B Stanier	Aylesbury Vale District Council
Mr H Thomas	Easyjet
Mr B Webb	LLATVCC
Mr J Wilkinson	PAIN (substitute)

Officers Representing

Mr P Bylo	St Albans District Council
Ms C Danby	Stevenage Borough Council
Mr S Earles	LLAO (GM Planning & Corporate Social Responsibility)
Mrs K Goodman	LLAO (Airfield Environment Officer)
Mr R Hiscock	Aylesbury Vale District Council
Mr G Jones	LLAO (Managing Director)
Mr G Lachlan	Business & GA Operator
Mrs J Lloyd	LLAO (Sales & Marketing Manager)
Mr M Nahvi	Central Bedfordshire Council
Ms W Rousell	Luton Borough Council (Planning)
Mr N Thompson	LLAO (Interim Operations Director)
Mr E Weston	Bureau Veritas
Ms L Wood	Dacorum Borough Council

Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator
Ms N Ramsbottom	Committee Secretary

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To be approved at the next meeting on 4 January 2010

		Action
1	Apologies for absence and substitution.	
1.1	Apologies for absence were received from: Cllr D Bowater (Central Bedfordshire Council); Cllr D Cullen (Stevenage Borough Council), Ms C Danby (Stevenage Borough Council), Mr P Hack (LLA Branch – TGWU) Mr P Hewett (Freight Airline Representative), Cllr B Jennings (Buckinghamshire County Council), Mr T Lee (Thomson Airways), Cllr B Lloyd (Hertfordshire County Council), Mr H Richardson (Airport Transport Forum), Cllr J Shardlow (St Albans Borough Council), Mrs C Smart (Chamber of Commerce), Cllr D Taylor (Luton Borough Council), Mr G Twiss (PAIN), Cllr R Webb (BALC), Mr S Young (North Hertfordshire County Council).	
2.	Minutes and matters arising from LLACC Meeting 13 July 2009	
2.1	Item 3.7 – to read “further noted”, not “further suggested”	
2.2	Item 4.8 – it was suggested that the £1 charge to use the drop off zone should be donated to the Pasque Hospice.	
2.3	Item 2.4 – LLAO to follow up and invite EWRL to present at a future meeting.	LLAO
2.4	Item 2.5 – the additional paragraph has been inserted into the minutes.	LLAO
2.5	Item 3.5 – Information still awaited from LLAO.	LLAO
2.6	Item 3.6 – Concern was expressed that the phrase “It was noted...until 2010” did not imply any action regarding night flying schedules and was not definitive enough. – to be covered under Agenda Item 8.	
2.7	Item 4.4 – the DfT Economic Regulation briefing took place and was attended by the Chairman and Vice-Chairman.	
2.8	Item 4.14 – Members were advised that there are currently 175 registered members in the car share scheme, with 15 new members registering each month.	
2.9	Item 4.15 – the Surface Access Strategy plan has been received by all members	
2.10	Item 15.1 – the next LLACC meeting with take place on 4 th January 2010, not 11 th January 2010 as stated.	
2.11	The Committee accepted the Minutes for the LLACC meeting of 13 July 2009 as an accurate and true record, subject to the required changes and agreed for the Chairman to sign them.	Chairman

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Action**3.0 Notes of Noise & Track Sub Committee 21 September 2009**

3.1 The accuracy of departure track keeping was discussed. The Chairman noted that the NTSC had agreed to refer the issue to the Flight Operations Committee for a view on track keeping and vectoring issues before discussing the issue further.

3.2 Concerns were raised regarding the ratios for Day/Night flight movements and suggested that this figure be 11% not 10%. It was **agreed** that the Noise Consultant would re-examine these figures and report back to the next meeting.

LLAO/JC

Note of action: The Noise Consultant has confirmed the 10% figure is correct.

3.3 Item 3.5 – It was suggested that details of aircraft types could be included in the information Key Facts given to the LLACC in order to identify the noisiest aircraft. This information is available in other reports and it was **agreed** that it would be included in future reports to the full committee.

LLAO/JC**4a Managing Directors Report**

4.1 The Managing Director offered his congratulations to Neil Thompson on his appointment as Interim Operations Director.

4.2 The Managing Director referred to the two charts measuring queue time management and giving more clarity of the passenger experience. Members were advised that the Directors review the charts weekly to identify any anomalies. It was hoped that members felt that these reports were of use.

4.3 Immigration – Software for installation of five automated immigration gates has been completed; this should lead to improvements in processing times but is dependant on passports being fitted with microchip technology.

4.4 Members were advised of the proposed new process for monitoring and recording Customer Services and Complaints. It is expected that the new process will come into effect from the 1st January 2010 giving time for any training requirement. The Committee were asked to note that the new process did not relate to noise complaints.

4.5 Some members raised concerns regarding the proposed reply process with standard reply letters sent within 24 hours of receipt and a follow up letter detailing the specific action taken within 28 days; it was felt that 28 days was too long. LLAO advised that the timescale of complaint resolution can vary due to the nature of the complaint, for example sometimes CCTV footage needs to be examined. Complaints are categorised and relatively few are complicated thus LLAO **agreed** to reduce the 28 day response time to 14 days.

LLAO

4.6 A comment was raised about access to managers during the night-time period for those wishing to raise a complaint in person. LLAO confirmed that they have Managers on duty 24/7. It was further suggested by the Committee that Duty Managers should be issued with PDA's in order to take details of any complaints immediately. LLAO **undertook** to give this consideration.

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Action

4.7 Airport Access – members were advised that over 1,000 cars a day are now using the free drop off area in the Mid Term Car Park. However serious congestion is still being experienced between 05.00 and 07.00hrs daily. LLAO have confirmed that they have commissioned an independent highways study to ascertain how journey times between J10A and the airport terminal can be improved. The results of the study are expected before the end of the year and it was **agreed** they will be presented at a subsequent LLACC meeting.

LLAO

4.8 LLAO informed members that funds have been set aside to address access problems during 2010. Two potential solutions previously put forward for testing have so far been only partially successful. Members welcomed this and it was agreed that any actions to overcome the present problems would be fully embraced by members.

4.9 Members further suggested that the first hour's parking should also be given free in the short-term car park as it was suggested that the wait for buses for the mid term car park can take passengers over the hour and liable for extra charges. LLAO confirmed that buses run every 10 minutes to the Mid Term Car Park.

4.10 Questions were raised regarding changes in access to the Drop Off Zone next to the Terminal building as this now gives preference to taxis, with others who are dropping off passengers or collecting passengers having no access to the area. Passengers now have to walk much further and are exposed to inclement weather conditions. Members suggested that the area should be covered.

LLAO confirmed that adjacent to the set down area there are covered walkways to and from the Terminal and that all taxis drivers using the area next to the terminal have to get security clearance to enter that area.

4.11 Further concerns were raised by members regarding passengers being dropped off on the roundabout close to the Terminal building causing disruption to traffic flow and potential accident. LLAO confirmed that it was exploring options for parking enforcement on the roundabout. A recent study showed that up to 50 drop offs/collections were occurring on the roundabout per hour and that on occasion cars have been seen parked on the roundabout. LLAO confirmed that they are monitoring the area together with the police.

4.12 The Committee were advised that passenger and aircraft activity have been much reduced across the UK with the cargo business being particularly affected. There appeared to be no significant improvement expected in 2010. Members asked if the Ryanair online booking facility has affected business at Luton. LLAO reported that there had been no marked effect, with numbers only slightly down on last year.

4.13 Members noted that General Aviation (GA) traffic numbers were down and it was suggested that this could partly be due to the removal of UKBA pre-clearance facilities at Luton for GA traffic at Luton. Members noted that the UKBA controls at Luton appeared to be particularly severe, more so than at any other airport. LLAO confirmed that they are in continual discussions with UKBA regarding queues in passport control and **agreed** to report progress.

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Action**4b Quarterly Planning, Surface Access Report and Corporate Social Responsibility report**

- 4.14 LLAO gave details of the financial donations that had been distributed to various groups within the Community Trust Fund Project.
- 4.15 Members questioned the impact of the proposed expansion of East Luton on the number of households within the LLAO noise contours. LLAO confirmed that the appropriate consultations and representations were made; however, the expansion is currently conceptual. Once Luton Borough Council has confirmed the way forward LLAO will, in turn review impact levels in more detail.
- 4.16 LLAO **agreed** to supply its noise contours, on request, should local authorities want this information to inform their deliberations on the East of Luton development proposals.

LLAO**4c Economic Report**

- 4.18 On the one hand, concerns were raised regarding statements made about future job creation prospects should passengers numbers significantly increase. It was suggested that statements such as “1,000 extra jobs per 1m extra passengers” were exaggerated and that job growth would now stagnate. On the other hand, the beneficial economic impact of the aviation sector was recognised in a number of publications.

5 Luton Borough Council Report

- 5.1 LBC advised that the proposed Vauxhall Trailer Park development went to the Development Control Committee on 30 September where it was recommended for refusal. However, the Development Control Members were minded to approve and decided to re-table the issue for their 21 October meeting when further discussion could take place and objectors be permitted to speak.

6 Noise Action Plan

- 6.1 LLAO launched the consultation for the Draft Noise Action Plan on 28th September. The consultation will run for 16 weeks and will close on 17th January 2010. Hard copies of the plan have been sent to all members by post. The Committee were advised of the tight timescales due to DEFRA refusing to extend submissions beyond end of January 2010. In order to facilitate the process, Committee Members **agreed** to forward their own organisations' views on the Draft as early as possible.
- 6.2 The Committee were advised that a pre-consultation meeting took place with a Noise Action Plan Working Group held on 5th August. LLAO thanked attendees who participated in a lively debate.
- 6.3 A draft pre-consultation document was subsequently submitted to the NTSC and advertisements were placed locally inviting interested parties to public exhibitions as part on the consultation process. LLAO stated that they were happy to meet with key stakeholders and community representatives to discuss the draft NAP. The NAP and Executive Summary are available on the

Members**DRAFT**

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Action

LLAO and LLACC websites. Copies of the Executive Summary were distributed at the end of the meeting.

- 6.4 The Committee noted that the report remains in draft format until approved by DEFRA.
- 6.5 LLAO informed that they have followed the guidance given by DEFRA in structuring the report and have taken on board the comments made by members thus far. The intention was to build upon the comments received through the consultation process.
- 6.6 Members welcomed the Draft NAP and agreed that it was well produced but some questioned the stakeholders' ability to digest what in some areas was a highly technical and specialised report.
- 6.7 Members raised concerns that the NAP does not specifically address the issue of night flights and noise, a major area of concern, and merely points to the need to agree a night noise policy. LLAO advised that this would be addressed in the forthcoming Night Noise Policy Review and LLAO did not want to undermine this process.
- 6.8 Members asked if it was feasible that LLAO would, at any time, introduce a night time flying policy with an operating curfew. LLAO informed that they have a 24hour operating licence, in line with the other major London airports.
- 6.9 Concerns were raised regarding point 25 of the plan, and suggested that LLAO should be firmer with airlines operating with marginally compliant aircraft and give them 18 months to obtain replacements and phase out older aircraft. LLAO stated that most airlines use modern aircraft although some ad hoc and cargo operators may still use older aircraft on occasions.
- 6.10 The Committee noted that the report contained too much use of the words such as "voluntary" and "monitoring" and not enough detail of specific actions and that to "discourage" noisy aircraft is not a definitive action, but to enforce high landing charges could be a way to ensure that operators do not use noisy aircraft. Item 51 was welcomed but recognised that most of the comments were not defined enough.
- 6.11 The Chairman summed up this Item by congratulating the LLAO on a well produced document which would prove a useful foundation for the consultation period. He noted it compared very favourably with similar Plans issued by other major airports and while much of the action proposed was already in hand there were new ideas too. He noted that some Members felt the need for more definitive actions to curtail the impact of aircraft noise and **agreed** he would table the NAP for further discussion at the next NTSC when initial responses to the consultation should be available.

Chairman

7 Regional Economic Strategy and Economic Strategy for Bedfordshire and Luton – Report by LLAO

- 7.1 LLAO presented a report to members.
- 7.2 Members questioned if the RES contained facts regarding the money lost to the local economy by UK residents travelling abroad versus the number of

DRAFT

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Action

passengers coming into the UK.

- 7.3 It was suggested that sustainable development was tied into job creation and the airport was a key part of this, as it played an important role in job creation and a core role in the local economy.

8 Programme of Work for 2010

- 8.1 The Chairman suggested it would be helpful to look ahead at the work of the Committee over the next year and consider the issues to be raised. Some items were already in train but there were others that the Committee might like to address.

- 8.2 The Noise Action Plan is to be completed in January 2010.

- 8.3 The Night Noise Policy needed to be completed by 1st April 2010. LLAO confirmed that the NTSC would review the Policy possibly re-convening a working group.

LLAO & Chairman

- 8.4 LLAO confirmed that earlier versions of the NNP had been prepared after consultation with LLACC and NTSC, rather than full public consultation. It was felt that the NTSC Members would represent the views of their organisations and constituencies and that full public consultation would delay the implementation of any new policy.

- 8.5 It was noted that the LLACC meeting in July had agreed that a review of the LLACC Constitution needed to be undertaken for completion by October 2010. It was **agreed** that the Chairman would contact members to reform a Constitution WG to bring forward a revised Constitution. See Item 10.7 below.

Chairman

- 8.6 The Committee were reminded that it had been previously agreed that a Passenger Services Sub-Committee would be a useful addition. Members agreed that this group would need to have a clear brief to avoid getting bogged down in trivial issues. It was **agreed** that the Chairman would circulate terms of reference for the group and invite interested members to join.

Chairman

- 8.7 LLAO advised that their annual Emergency Exercise was taking place at the airport on 4th November and an open invitation was issued for any interested parties to observe. Members were requested to contact the Committee Administrator for details, if interested.

Members

- 8.8 Summing up the Chairman welcomed the Committee's agreement to take forward the work as planned but noted that there were other topics which the Members might wish to engage with (such as broader environmental impact) over the course of the year. It was clear that the consensus view was to deal with such items as they arose.

9 Correspondence sent and received since 13th July 2009

- 9.1 Noted by members.

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Action**10 Annual General Meeting****i. Election of Vice Chairman**

10.1 The Chairman thanked in his absence Cllr Bernard Lloyd for his dedicated work as Vice Chairman and reminded Members of the requirement to elect a new Vice Chairman each year. No nominations had been received by the Secretary prior to the meeting and thus the floor was open for nominations.

10.2 Two proposals were received from the floor: Cllr Nigel Brook proposed by Cllr David Rowlands and Cllr Michael Muir proposed by Cllr Nigel Brook. Following short debate Cllr Michael Muir of North Herts District Council was seconded by Cllr David Rowlands and elected as Vice Chairman of the London Luton Airport Consultative Committee until the Annual Meeting in October 2010.

ii Applications for Membership

10.3 Short discussion ensued regarding membership numbers. It was **agreed** that membership should remain the same for 2010/2011.

iii Election of members for NTSC

10.4 The NTSC was formed by 10 members from the full LLACC. As a result of local authority changes there were currently 9 members with membership from Central Bedfordshire Council being assumed as one rather than 2. Central Bedfordshire Council agreed to confirm their membership status. Until then the tenth place on the NTSC would be held vacant. In discussion it was agreed that should Central Bedfordshire not wish to take up the additional place the NTSC should reduce to 9 LLACC members. Subsequently it was noted that following his election as Vice Chairman Cllr Muir would hold an additional position on the NTSC and thus his previous position would be vacant. It was suggested that the previous Vice Chairman, Cllr Lloyd, might wish to take up this vacancy and it was **agreed** that the Chairman would write to Cllr Lloyd accordingly. **CBC**

Chairman**iv. Finance of Noise Consultant**

10.5 The Chairman noted that while this Item was titled Finance of the Noise Consultant it was actually about membership subscriptions in the round which were predominantly used to finance the consultant. He advised that the Committee needed to agree the subscriptions for next year. Members noted that financial contributions are currently met by the represented Local Authorities. The Chairman suggested that the membership fee for next year be increased to £760.00 per membership advising that this level of income would just sustain the current level of consultancy service. This was agreed and seconded as the membership fee for 2010. South Bedfordshire District Council has previously acted as Treasurer for the Committee and it was suggested that as their successor, Central Bedfordshire Council be asked to continue in this role.

Afternote: Central Bedfordshire Council have written to the Chairman about relinquishing the Treasurer's role at the end of the FY.

Chairman**DRAFT**

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Action

v. Date of Future LLACC and NTSC Meetings

10.6 LLACC

Monday 04 January 2010 at 13.00
 Monday 12 April 2010 at 13.00
 Monday 12 July 2010 at 13.00
 Monday 11 October 2010 at 13.00

NTSC

Monday 14 December 2009 at 14.00
 Monday 08 March 2010 at 14.00
 Monday 14 June 2010 at 14.00
 Monday 13 September at 14.00

vi. Constitution Addendum

10.7 A Working Group was suggested to agree the LLACC Constitution addendum amendments. The Chairman **agreed** to look at the administration of the previous working group and requested that any willing volunteers please make themselves known to the Committee Administrator.

**Chairman/
All**

11 Any Other Business

11.1 Congratulations were conveyed to the Chairman for successfully completing his first meeting.

11.2 The Chairman returned his thanks and closed the meeting at 15.15hrs.