

## Minutes

Monday 11 October 2010 – 13.00hrs. Putteridge Bury Conference Centre

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### Members

Mr M Routledge	Chairman
Cllr D Bowater	Central Bedfordshire Council
Cllr N Brook	Hertfordshire County Council
Cllr M Dolling	Luton Borough Council
Cllr Dr R Egan	Central Bedfordshire Council
Cllr J Gledhill	Bedfordshire Association of Town & Parish Councils
Mr M Holden	Breachwood Green Society
Mr T Lee	Airline Operators
Cllr B Lloyd	Hertfordshire County Council
Cllr M Muir	Vice Chairman - North Hertfordshire District Council
Cllr A Pawle	St Albans District Council
Cllr D Taylor	Luton Borough Council
Mr G Twiss	PAIN
Mr B Webb	LLATVCC
Mr R Wood	LADACAN (substitute)

### Officers Representing

Mr C Briggs	St Albans District Council
Ms C Danby	Stevenage Borough Council
Ms K Godliman	LLAOL (GM Passenger Services)
Mrs K Goodman	LLAOL (Airfield Environment Officer)
Mr R Hiscock	Aylesbury Vale District Council
Mr N Horton	LLAOL (GM Projects & Development)
Mr J Hulme	Luton Borough Council
Mr G Jones	LLAOL (Managing Director)
Mr R Koukkoullis	LLAOL (GM airfield Operations)
Mr M Nahvi	Central Bedfordshire Council
Ms W Rousell	Luton Borough Council (Planning)
Mr N Thompson	LLAOL (Operations Director)

### Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

### Action

#### 1 Apologies for absence and substitution.

##### 1.1 Apologies for absence were received from:

Mr J Davis - LADACAN  
 Mr P Dawson - NATS  
 Mr P Hack - LLA Branch – TGWU  
 Mr G Joy – Freight Operators

**Action**

- Cllr J Lloyd – Stevenage Borough Council
- Cllr B Jennings – Buckinghamshire County Council,
- Mr G Lachlan - BBGA Operators;
- Dr I Reay – Dacorum Borough Council
- Cllr D Rowlands – Buckinghamshire County Council
- Mrs C Smart – Chamber of Commerce
- Cllr Sir B Stanier - Aylesbury Vale District Council
- Mr H Thomas – easyJet;
- Cllr R Webb - BALC

**2. Minutes and matters arising from LLACC Meeting 12 July 2010**

- 2.1 Item 3.7 – Delete last sentence
- 2.2 Comment was noted that Beziers has now been included on the list.
- 2.3 The Committee accepted the Minutes of the LLACC Meeting of 12 July 2010 as an accurate and true record, subject to the required changes and agreed for the Chairman to sign them. **Chairman**
- 2.4 Item 2.9 – The Chairman confirmed that the first meeting of the Working Group to look at the future role of Luton in the Air Transport White Paper and the possible demands for increased volume along with commercial, marketing and environmental activity took place in July. The Working Group has requested more detail from the Airport regarding limiting factors and are waiting their response.
- 2.5 Item 3.13 – The Chairman advised that the FLOPC takes place every 6 months and that the last meeting was attended by the Vice Chairman.
- 2.6 Item 5.10 – Comment was raised that the results of the Economic Impact Study had not been seen by the Committee. Members were advised that the document was available via the LBC Website and forms part of a wider LBC Economic Study and is not specific to Luton Airport.
- 2.7 Item 6.5 – the Chairman advised that lengthy discussion regarding the AMR took place at the last NTSC meeting.
- 2.8 Item 8.3 – LLAOL advised that they were currently content with their position regarding the SE England Airports task force and were happy being represented by the AOA.

**3.0 Notes of Noise & Track Sub Committee Report 6 September 2010**

- 3.1 Item 3 point 3 – Correction 38 should read 156 decrease to 125.
- 3.2 Night noise and the increase in night-time noise contour were discussed, there was no particular reason noted for the increase and it was agreed that this would be looked at further at the next NTSC meeting.
- 3.3 Concerns were raised by members regarding the increase and suggested that until night noise is taken seriously at LLAOL noise issues will only increase. LLAOL stressed that night noise is taken very seriously and that Luton has one of the lowest night noise levels in the country.

**Action**

- 3.4 LLAO further stated that the increase correlated to 1 to 1.5 movements a day and this could be a GA aircraft or simply an inbound aircraft coming in slightly earlier than scheduled. LLAOL reiterated that there had been no systematic change implemented by the airport.
- 3.5 CDA statistics were noted by members and that Luton's achievement of 90% of all arrivals was seen as an impressive improvement and is far better than many other airports. The figures provided over the last 3 months showed the continued effort by NATS and airlines to achieve compliance.
- 3.6 Members noted that there were no noise violations during the daytime and 4 night-time violations. All the violations, which exceeded the new Night Noise Policy thresholds, were made by A300 aircraft.
- 3.7 The number of complaints decreased from 241 for the last second quarter to 187 in the same period this year. The number of complainants was also down from 148 last second quarter to 94 this year.
- 3.8 Following publication of the AMR for 2009 many points were raised by LADACAN. These were addressed by LLAO and LBC.
- 3.9 Lengthy discussion took place regards future publication of the AMR. It was debated whether the document might become web based or distributed via a CD. LLAOL stated that they were reluctant to change the work that had been carried out over a number of years. The Committee were also of the same view not to change the process of the document. LBC advised that due to the costs associated with the printing and distribution of the document it would be unlikely that they would produce future documents in a paper format. LLAO agreed for the next publication of the AMR to supply hard copies to those on the current distribution who required a printed copy of the document.
- 3.10 The Committee were advised that work is ongoing with NATS, Airlines and Pilots over the departures from Luton. At the last FLOPSC meeting it was reported that simulation work had been undertaken by easyJet to improve track-keeping for Runway 26 departures to Clacton/Dover/Delting. LLAOL expressed their thanks to easyJet for the time and money spent on both the Airbus and Boeing simulators.
- 3.11 Members were advised of the introduction of a GA Pilots Guide which was designed to help reduce noise effects at Luton. The guide highlighted hot points for Luton and would be especially useful to non- regular users.
- 3.12 The Chairman advised that no UK airport had yet had their Noise Action Plan approved. LLAOL confirmed that they had modified their Plan and were also still awaiting formal approval from Government.
- 3.13 The 2012 Olympics were briefly discussed and LLAOL advised that they were represented on the Government Committee which had been set up to look at how airports would cope with increased air travel related to the Olympics.
- 3.14 Following the disparity between CAA and LLAOL statistics, LLAOL advised that although the same database is used by both, differences do occur between the published statistics due to different classifications adopted by the CAA.

**LLAOL**

**Action**

**4. Passenger Services Sub Committee Report 8 September 2010**

- 4.1 The Chairman advised that an in depth briefing was given relating to correspondence received and the current position of complaints received by the airport.
- 4.2 LLAOL updated on in the improvement to the drop off zone with the installation of handrails along the roadway to improve road safety and of the new enforcement procedures around the terminal roundabout that are now in place.
- 4.3 A number of new initiatives to improve the Terminal Building had commenced and included redecoration, lighting enhancements and seat refurbishment.
- 4.4 The UKBA gave an overview on initiatives to improve the inbound passenger experience and speed up the immigration process along with new procedures that were being trialled.
- 4.5 The PSSC reviewed communication from UKACCS which were relevant to members. Members noted in particular the intension for air passenger representation to remain with the Air Transport Users Council. It is likely that ACC's will be asked to take a more active role in passenger representation.

**5. London Luton Airport Reports**

**5a Managing Directors Report**

- 5.1 LLAO confirmed that the position for General Manager for Marketing at Luton had been filled and Oliver Jaycock joined the company on 5/11/10.
- 5.2 LLAOL stated the importance of the UKBA trials (the first in the UK) that are currently being run at Luton. The trials will allow passengers to pass through the immigration process much more quickly.
- 5.3 The ASQ results for Q2 2010 demonstrate an improvement in scores when compared to the same period for 2009.
- 5.4 LLAOL stated that they had invested in both capital improvements and a new cleaning contractor to improve the general ambiance of the Terminal Building.
- 5.5 Members noted the customer service complaints for the period June to August and noted that the largest category for complaint concerned airlines/ground handlers and trolley charging. LLAOL informed that they had objected to the increase in trolley charge.
- 5.6 The passenger activity for late summer was down compared with the same period in 2009, however September saw an increase in aircraft activity for the first time in 20 months.
- 5.7 Members were advised that NATs have informed the Airport that a revised consultation is imminent in relation to TC North.
- 5.8 Detail was requested by one Committee member regarding the Concession Agreement with LBC and specifically the detail of the break clause. LLAO informed that the document was commercially confidential and not for the public domain but explained the general nature of the break clause..

**Action**

**5b Quarterly Planning, Surface Access Report and Corporate Social Responsibility report**

5.9 Members noted the report.

5.10 Members were advised that a number of enhancements to vehicle and pedestrian access have taken place. A number of enforcement notices have been issued to drivers who have used the facility inappropriately.

5.11 Members noted that the airport will close the runway for two nights in November for their annual maintenance programme on Taxiways and Runway.

5.12 LLAOL have registered as a full participant with the Governments Carbon Reduction Commitment Energy Efficiency Scheme.

5.8 LLAOL informed that the total waste produced by the business had fallen significantly during 2010 and they had been able to sustain its recycling levels at 21%. However, LLAOL aim to improve recycling still further and had increased their target to 25% by the end of the year. Some members felt that LLAOL's target was low compared to some local authorities.

**5c Economic Report**

Members noted the report

**6 Luton Borough Council Report**

6.1 Members noted the report.

6.2 Members acknowledged that discussion would be taking place regarding interacting feeder routes into the Busway. Arriva would be discussing with LLAOL how the Busway could help transit the general public into and out of the airport more easily.

**7. Correspondence received since 12 July 2010**

7.1 LLACC members noted the correspondence.

7.2 It was generally accepted that the level of correspondence being disseminated and in the reading file was well balanced.

**8. Annual General Meeting**

8.1 No new nominations were received for the position of Vice Chairman. Cllr Muir was re-elected as Vice Chairman.

8.2 Application for Membership and Resignations

No new applications have been received for membership to the LLACC. Mr Richardson has resigned from the Committee leaving the position vacant. The Chairman does not intend to seek a replacement.

Members were content that the current membership list is accurate.

**Action**

8.3 Election of members for NTSC

Members accepted that the NTSC is a technical committee and should have the appropriate members to best represent the committee and to ensure a spread of interested parties across the group.

There were no objections with the current membership to be taken forward for a further year.

8.4 Membership of the PSSC

Members were content with the current membership status.

8.5 Financial contributions

The Chairman gave his rationale for the recommended increase in financial contributions to £752 for the coming year. It was noted that the contributions were exclusively used to support the LLACC Noise Consultant.

Discussions ensued and it was eventually agreed that the contribution to be set at a more acceptable figure of £700 per Local Authority member due to increased demand to cut costs from Local Authorities. It was recognised that the forecast total contribution would, at some stage, not cover the current level of support from the Noise Consultant. This situation would be exacerbated if Local Authorities decided to reduce the number of authority members on the Committee.

LLAO stressed that the LLACC was essential to the airport and while not wishing to compromise the independence of the Committee felt that they could make good any future shortfall in funds. This would ensure that the Committee could continue to have the services and advice of the independent Noise Consultant. Following further debate, LLAO again reiterated that they did not want to compromise the Independence of the LLACC but would provide up to £5000 per year if required. The Chairman thanked LLAOL and accepted the offer.

8.6 Date of Next Meetings

Members noted the dates of forthcoming meetings.

8.7 Constitution update:

Members agreed to wait for the DfT's new guidelines before proceeding with any Constitution updates.

**9. Any Other Business**

9.1 No other business was discussed and the meeting closed.

**10. Date of Future LLACC Meetings**

10.1 Monday 17 January 2011 at 13.00  
Monday 11 April 2011 at 13.00  
Monday 11 July 2011 at 13.00

