

Minutes

Monday 11th April 2011 – 13.00hrs. Putteridge Bury Conference Centre

Members

Mr M Routledge	Chairman
Mrs G Clark	NATS Luton
Cllr M Dolling	Luton Borough Council
Cllr Dr R Egan	Central Bedfordshire Council
Cllr J Gledhill	Bedfordshire Association of Town & Parish Councils
Mr P Hack	LLA Branch – TGWU
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
Mr M Nidd	LLATVCC
Cllr A Pawle	St Albans District Council
Cllr 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
Cllr R Webb	BALC
Mr R Wood	LADACAN (substitute)

Officers Representing

Mr C Briggs	St Albans District Council
Mr R Hiscock	Aylesbury Vale District Council
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 J Shearman	LLAOL (Environmental Policy Executive)
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:

Cllr D Bowater – Central Bedfordshire Council
 Cllr N Brook – Hertfordshire County Council
 Mr J Davis – LADACAN
 Cllr Mrs B Jennings – Buckinghamshire County Council

Mr G Joy - Freight Airline Representative
 Cllr Mrs J Lloyd - Stevenage Borough Council
 Mrs K Goodman - LLAOL (Airfield Environment Officer)
 Ms R Jones - Buckinghamshire County Council
 Mr G Twiss - PAIN
 Mr B Webb- LLATVCC
 Ms L Wood - Dacorum Borough Council

2. Minutes and matters arising from LLACC Meeting 17 January 2011

- 2.1 Item 3.4 – to include increase in night movements predominately due to Luton based aircraft landing early.
- 2.2 Item 2.3 – LBC advised that they would follow up to ensure a link was available on the LBC website to the Economic Impact Study.
- 2.3 Item 2.5 – LLAOL advised that there was currently no further update available. **LBC**
 A member of the Committee highlighted that the importance of the proposed Busway and in particular any discussion regarding the feeder routes including those to the airport. The Chairman suggested that this was not necessarily an issue for LLACC and suggested that the matter is raised with LBC outside this meeting.
- 2.4 Item 3.3 – The Chairman advised that discussion took place at the last NTSC meeting against the Draft Noise Action Plan. LLAOL advised that the only update was that Stephen Turner would be looking at all the Noise Action Plans within his new role, LLAOL added that is was very frustrating that there has still been no communication a year after the documents has been submitted. The Chairman advised that once the plan has been adopted the NTSC will monitor the implementation and the effects of the plan.
- 2.5 Item 7.2 the Chairman advised that following LLACC’s response to the CAA on the Scoping Study a full document has now been published and included the detail on the Air Passenger Duty and the reformation of the Air Transport Users Council.
- 2.6 The Chairman referred to the Future of Aviation Study and the Development of a sustainable framework and suggested that it was a scoping document rather than proposal. September is the deadline for the Scoping Document. The main part of the document will require consultation by March 2012.
- 2.7 It was recognised that the Air Passenger Duty is not something the airport would engage in, there are a number of options for changing balance of payments , the airport will respond directly. The Chairman enquired if it would be helpful for LLACC to also respond. LLAOL stated that it is likely that there will only be a small number of responses received and therefore is worth commenting on. The Chairman suggested that he investigate further and circulate out to members a draft response for comment. **Chairman**
- 2.8 The Minutes from the 17th January 11 were approved subject to changes as above and signed.

3.0 Noise & Track Sub Committee Meeting 9 March 2011

- 3.1 The Chairman advised that the airport presented their normal quarterly report for the period October to December 2010 to NTSC members which highlighted:

- Aircraft movements had increased by 4%
- Passenger statistics had also increased by 2% for the period
- CDA continues to improve resulting in 87% compliance
- The noise monitor results show that the majority of departures still remain roughly the same within the 70-76dB noise bands
- There were 8 noise violations during the night time period, 6 of which were due to lowering of the night time violation limit

- 3.2 The Chairman stated that the purpose of reducing the night noise limit was to encourage operators with older aircraft to operate during the day and not at night. The number of older generation aircraft continue to be reduced. The Chairman stated that LLACC should continue to track moving forward.
- 3.3 The Chairman advised that the NTSC spend time discussing the Noise Action Plan albeit that no formal approval has yet been received from DEFRA.
- 3.4 Reference was made to the new noise abatement measures within the plan and it was noted that LLAOL had already implemented or were progressing many of these.
- 3.5 LLAOL updated on the TopWeb online function which will allow the general public to be able to view radar tracks of arriving and departing aircraft from Luton on the internet. Verification process is currently being carried out and the system should become live very soon.
- 3.6 LLAOL advised that the mobile monitoring unit is being calibrated and will be ready for deployment in the surround community very shortly. Some areas have already been suggested as locations for the unit to be deployed, however access, security and presence of other noise sources need to be taken into account.
- 3.7 It was noted that night time activity appeared to be increasing during the 06.00 to 07.00 period. LLAOL advised that airlines try to achieve as far as possible on time arrivals, however there are many factors involved why this is always achievable. LLAOL agreed to continue monitoring the situation and give updates at future NTSC meetings.
- 3.8 LLAOL advised that they had been in contact with DAP regarding results of the simulation work carried out by easyJet. NATS await the procedures being developed by easyJet and once they have been reviewed NATS will commence with the trial which is fully supported by DAP. The trial is expected to last between 3 and 6 months to help improve track keeping within the NPR corridor on the 2nd turn of the Clacton/Dover/Detling flight route.
- 3.9 Reference was made to the reduction of complaints received and it was suggested by members that the complainants eventually succumb to complaint fatigue and give up complaining although this does not mean they are satisfied.
- 3.10 Members made reference to the ongoing issues regarding the first westerly turn on departure which has been the subject raised at NTSC meetings for a long time. The perception is that the departure route was changed in 2006 and more and more flights appear to be flying directly over south Luton. It is believed that by moving the track by a few 100m's would make a great deal of difference and would put aircraft back to where they were in 2001. LLAOL advised members that the published route had not changed. The SID is the

original route published but is now a digital image and not a scanned image. LLAOL stated that they continue to work very closely with airline operators at FLOPC and where possible are doing what they can to encourage aircraft to fly closer to the centre line.

4. Passenger Services Sub Committee 9 March 2010 - Verbal Report

- 4.1 The Chairman informed that there were no formal actions from the last meeting.
- 4.2 The Chairman advised members that the last PSSC meeting was a tour of the terminal building along with a number of other areas. The tour was found to be very helpful to those attending and members were impressed with the number of changes already made highlighting further the importance of the PSSC and how feedback from the meetings is received by the airport management team and their willingness to take on board suggestions made by the Committee.
- 4.3 Disappointment was expressed on the numbers of members attending the tour especially as the invite was extended to the full Committee.
- 4.4 The Chairman advised that he had written to Simon Evans of the Air Transport Users Council regarding mandatory tick boxes for PRM assistance at airport when booking flights. The ATUC has advised that they have forwarded the correspondence to ABTA who have responded and have advised that they are working on some best practice guidance. The Chairman advised that he would raise the issue again at the Annual Liaison Committee in June. LLAOL stated that pre-advising is now becoming a big issue and suspect that the CAA will press the EU on the point.
- 4.5 Questions were raised by members why the free parking time in the mid-term car park reduced to 30mins. LLAOL advised this was a decision taken by the Car Park Operator who actually wanted to remove the free time completely and not LLAOL. The reason for reducing the time was because only a small proportion of vehicles (6%) stayed beyond 45 minutes. These vehicles are generally taxis and other valet car parking companies who appear to be abusing the system.

5. London Luton Airport Reports

5a Managing Directors Report

- 5.1 LLAOL advised that the new Commercial Director - Rupert Lawrie started employment today (11.4.11). He has a strong retail background albeit not airports. The management team look forward to working with him.
- 5.2 LLAOL updated on the Senior Manager in Security Michael Clark who joined the company in mid March.
- 5.3 LLAOL are in the final stages of shorting listing candidates for the Senior Manager with responsibility for Health and Safety this is a new role at the airport which will emphasises the importance of safety at the airport.
- 5.4 Members were advised that locations have now been identified for the blue tooth monitoring which will give full results of the queuing time experience by passengers. LLAOL advised that some security queues are still being experienced, this is due in part to passengers checking-in at home which can

lead to passengers arriving as late as the last 45 minutes before their flight.

- 5.5 LLAOL informed that they have now found a way to adding a tenth security lane in the security search area which will help keep queues to a minimum.
- 5.6 The Committee were advised that although the PRM service has seen a year on year improvement in delivery of the service, the year 2 financial proposal submitted by Mitie has been rejected by the AOC and will therefore be retendered.
- 5.7 LLAOL informed that the UK Border Agency continue to operate Smart Zone Two airlines are primarily involved in the process and have seen good transaction time per flight of 8-9 minutes. The trial has been seen by the UKBA as successful and is to be rolled out to other airports.
- 5.8 Members were advised that ASQ results had improve by 7.5% compared with last year.
- 5.9 LLAOL informed that a return in growth has been seen and it is anticipated to be between 5% and 7% and is in line with the majority of the major UK airports.
- 5.10 A member made reference to the PRM contract and as a regular user of the facility made comment regarding the quality of equipment, in particular the wheelchairs which do not have luggage carriers and suggested that this should be a consideration when reviewing the next contract.

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

- 5.11 Airport Transport Forum - LLAOL advised members that the Forum have agreed associated terms of reference and timescales for Airport Surface Access Strategy (ASAS).
- 5.12 Item 3.3 Members were advised that a technical note is to be produced throughout the year and will be combined and put forward for ASAS to be published in early 2012.
- 5.13 LLAOL advised that they would be working in collaboration with British Gas for Business to conduct a 3 year Carbon Management Plan and will revisit the original work LLAOL completed with the Carbon Trust.
- 5.14 Members were advised that under the new waste management contract between LLAOL and the waste contractor Cawleys initial recycling levels has increased significantly. A detailed explanation was given to members on the various initiatives being adopted.
- 5.15 LLAOL informed that at the recent meeting of the Air Transport Forum it was suggested that representation from LLACC would be greatly received as it was felt important to have LLACC involved with the consultation processes through a member being a part of the Airport Transport Forum. The agreed Committee to consider the request. LLAOL to contact the Chairman.

LLAOL

5c Economic Report

- 5.16 The report was noted by members.
- 5.17 Members further noted the continued growth of Wizz Air, and that Monarch

Airlines have confirmed that they will be adding a fifth based aircraft for Summer 11. Further reference was made to Aer Arann, and their intension to move the majority of their flights from Luton to Southend. Aer Arann have recent been brought by the Stobart Group.

- 5.18 Social Media - LLAOL informed that they continue to build the airports profile with online forums which link back to the Airports website. LLAOL informed that the Luton City bid is be supported by social media.

6 Luton Borough Council Report

- 6.1 LBC advised that since the report a Planning Application has been received for a lay-by for the Car Hire facility.

- 6.2 Members noted the report.

7. Correspondence received since 17 March 2011

- 7.1 Correspondence was noted by members.

8. Any Other Business

- 8.1 Members enquired about the 2012 Olympics and if Luton where involved in any of the plans. LLAOL advised that they were involve with the Olympic Planning Group, LLAOL added that it is likely that the whole of the South of the UK will be level 3 coordinated leading up to and throughout the period of the Games.

- 8.2 No other business was discussed and the meeting closed.

10. Date of Future LLACC Meetings

- 10.1 NTSC – 6 June 2011 @ 14.00
PSSC – 1 June 2011 @ 14.00
LLACC – 4 July 2011 @13.00