

Minutes

Meeting of London Luton Airport Consultative Committee

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

Members

Mr J Bailey	Chairman
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
Mr P Hack	LLA Branch – TGWU
Mr M Holden	Breachwood Green Society
Cllr B Jennings	Buckinghamshire County Council
Mr G Lachlan	BBGA Operators (substitute)
Mr T Lee	Thomson Airways
Cllr B Lloyd	Hertfordshire County Council
Cllr M Muir	North Hertfordshire District Council
Cllr M Patson	Stevenage Borough Council
Cllr J Shardlow	St Albans District Council
Cllr Dr I Reay	Dacorum Borough Council
Mr H Richardson	LLA Transport Forum/Surface Access Working Group
Cllr P Swaisland	Bedfordshire County Council
Mr G Twiss	PAIN
Mr M Nidd	LLATVCC (substitute)
Cllr R Webb	BALC

Officers Representing

Mr P Bylo	St Albans District Council
Mr S Earles	LLAO (GM Planning & Corporate Social Responsibility)
Mrs K Goodman	LLAO (Airfield Environment Officer)
Mr J Hulme	Luton Borough Council
Mr R Hiscock	Aylesbury Vale District Council
Mr G Jones	LLAO (Managing Director);
Mr R Koller	Bedfordshire County Council
Mr R Monck	Hertfordshire County Council (substitute)
Mr M Nahvi	South Bedfordshire District Council
Ms W Rousell	Luton Borough Council (Planning)
Mr N Thompson	LLAO (Airfield Environment Manager)
Mr S Turner	Bureau Veritas (Consultant to LLAO)
Ms L Wood	Dacorum Borough Council

Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

1 Apologies for absence and substitution.

1.1 Apologies for absence were received from:

Mr S Bailes (Hertfordshire County Council) - substitute Mr R Monck; Cllr R Berry (South Bedfordshire District Council); Cllr N Brook (Hertfordshire County Council), Ms C Danby (Stevenage Borough Council); Mr A Divney (LLAO Community Relations Executive); Rev. M Banfield (Airport Chaplain); Mr G Joy (DHL Freight Operator); Mr T King (BBGA) - substitute Mr G Lachlan; Ms N Raper (LLAO Marketing Director); Cllr D Rowlands (Buckinghamshire County Council); Cllr B Sadler (Bedfordshire County Council); Mrs C Smart (Chamber of Commerce); Cllr Sir B Stanier (Aylesbury Vale District Council); Mr H Thomas (easyJet); Mr B Webb (LLATVCC)) - substitute Mr M Nidd; Ms R Jones (Buckinghamshire County Council); Mr A Judge (LLAO Operations Director); Mr S Young (North Hertfordshire District Council).

Cllr B Jennings informed that her apologies had not been recorded for the October 2008 meeting.

1.2 The Chairman welcomed members to the meeting, and informed that Cllr Hussain has been appointed as the second member for Luton Borough Council.

1.3 The Chairman updated on membership matters. Resignation has been received from Mid Beds Council which has been accepted. The Secretary has been asked to write a letter accepting their resignation and informing them that they still owe the subscription for 2008.

1.4 At the last meeting it had been agreed to invite the new Central Bedfordshire "Local Authority?" to be a member from April 2009. It was agreed to write to Central Bedfordshire again to inform them of the resignation of Mid Bedfordshire and to suggest they should decide if they want one or two seats on the Committee.

**Administ-
rator**

2. Minutes and matters arising from LLACC Meeting 13 October 2008

2.1 Item 2.12 – It was noted that item 2.12 did not reflect the discussion of the meeting in that suggestion was made that monies for community projects should not just be spent in Luton but also in Hertfordshire and the surrounding areas. The Committee was advised that the criteria for selection of a community project would be published before the next meeting, but emphasised that people can apply irrespective of geographic area.

2.2 The name of Hertfordshire County Council substitute should read Cllr Teresa Heritage.

2.3 Item 2.5 – It was noted that late arriving aircraft should be considered as part of any review of night noise policy.

2.4 Item 2.6 – It was requested that further consideration should be given to viewing the NTSC Minutes and the Environment Report together.

		Action
2.5	Item 2.9 – The Committee was reminded that people are disturbed by night noise albeit that the contours are still within those set by the planning permission.	
2.7	Item 3.6 – A concern was expressed that the figures used for the analysis of late arriving aircraft differed from those given in the quarterly report. The Committee were informed that the figures for the analysis were for 1 June to 31 August whereas the quarterly report was for 1 July to 30 September. It was agreed that Jeff Charles would prepare a table for the next NTSC to show figures from the quarterly reports for the last two years for comparison.	JC
2.6	Item 3.9 – Some members felt that the use of the wording ‘professional complainant’ was not appropriate. It was agreed to delete it from the minutes.	Administ- rator
2.8	Item 4.8 – It was questioned how growth from 5m to 10m passengers has taken place if only small scale changes are allowed within the permitted development rights. The Committee was advised that the planning permission is not linked to passenger throughput. It is the prerogative of LLAOL to choose how to operate the airport to meet demand, within the terms of the planning permission. Luton is no different to any other airport	
2.9	Item 4.8 – The first sentence should be amended to read – The Committee was advised that permitted development rights for all airports do not allow additional developments that increase passenger capacity.	Administ- rator
2.10	Item 4.16 – LLAO advised that the Service Level Agreement received from UKBA is inadequate and that they would not be accepting it although the service being supplied has improved.	
2.11	Item 11.3 – The Chairman confirmed that letters have been sent to the unitary authorities inviting them to apply for membership, but as yet no responses have been received.	
2.12	The Committee accepted the Minutes for the LLACC meeting of 13 October 2008 as an accurate and true record (subject to the changes noted above) and agreed for the Chairman to sign them.	Chairman
3.	Minutes of Noise & Track Sub Committee 1 December 2008	
3.1	A summary of the key facts (Annex A) and recommendations from LLAO’s Quarterly Environment Report (July, August and September 2008) was accepted by members. It was agreed that in future Annex A would be the sole report from NTSC on the Quarterly Report.	Administ- rator and JC
3.2	Item 2.1 – The protocol of what documents should be included on the LLACC website needs to be clarified and but it was agreed that draft minutes should be included, suitably qualified that changes may occur.	Administ- rator
3.3	Items 2.6/2.7 – The Committee was advised that those attending the NATS workshop had been told that they were not looking at the Bovingdon Hold in their air space change proposal and that the economic downturn has reduced traffic levels. LLAO advised that that a review of the Bovingdon Hold was never within the scope of the consultation and the airspace changes are required by Luton Airport regardless of any temporary decrease in aircraft movements in the TMA.	
3.4	Suggestion was made by members that a keen eye should be kept on load	

		Action
	factors and that planes should be full when flying.	
3.5	Members agreed that the number of new complainants should be included in Annex A for the future.	JC
3.6	The Committee expressed concern about the number of individuals (63) who had complained for the first time. The Committee was advised that the majority of first time complainants receive an in-depth information pack and are generally happy with the information received and do not complain again.	
3.8	It was felt that although first time complainants are significant, second and third time complainants should be treated with no less importance than the first timers. LLAO confirmed that all complainants are treated the same irrespective of how many times they have complained, however new complainants do receive the information pack which is not necessary when reporting additional complaints.	
3.9	In relation to new complainants it was recognised that many different factors can trigger their complaint, i.e. recently moved to the area, changes in personal circumstances etc.	
3.10	The 66% increase in night disturbance from the same period last year was also cited as a concern. Some Committee members considered that allowing the night noise contour to increase significantly over the last five years to be a disgrace and that the airport management should not have allowed this to happen.	
3.11	The Chairman informed that a special meeting to review Night Noise Policy has been arranged for NTSC members on the 27 January. Members were advised that LLAO have supplied the meeting room but will not be attending the meeting nor providing secretarial support.	
3.12	Some members of the Committee felt that the last review of the Night Noise Policy was superficial, with no fundamental changes, and that the next review should be more significant. The aim of the special NTSC meeting should be to provide advice to the next meeting of LLACC on suggested policies, including night time CDA adherence and a clearer definition of night time period, in line with other UK airports.	NTSC
3.13	In taking this forward NTSC was asked to recognise the impact on the airline community and to take into account the processes that need to take place before implementation of any policy.	NTSC
3.14	LLAO stated that within the development of the Master Plan it will seek to set a night noise policy for the future development of the airport and therefore 2009 was not the appropriate year to start the review.	
3.15	LLAO informed that the current night policy will be extended to 2010, however they will not ignore constructive suggestions for the next review. They will stand by their decision and hope to manage the expectations of all the stakeholders.	

- 3.16 The increasing number of night flights was raised as a concern by members when reviewing the numbers against Heathrow and Stansted which have far fewer night flights and are much bigger airports. Members were reminded by LLAO that LLA typically has a similar number of night movements to Heathrow and less than both Stansted and Gatwick.

4a Managing Directors Report

- 4.1 2008 was a good year for Luton which was the largest growing airport in the UK, finishing the year with between 10.3 and 10.4m passengers transiting the airport. However 2009 will be extraordinarily challenging and much more demanding.
- 4.2 The Committee was advised that Neil Thompson will be taking on the senior role of General Manager, Business Compliance and Fire which also covers Health & Safety and Emergency Planning. Congratulations were extended to him by the Committee.
- 4.3 Immigration – LLAO briefed the Committee on how the figures are currently derived and that they will be rolling out the same system as used for security to immigration by using blue tooth technology. This will record passengers entering the terminal and measure the time taken to the baggage reclaim area.
- 4.4 LLAO informed that delays in the handling of passengers with reduced mobility is disappointing and although they have improved gradually over the winter months they impact on the on time performance figures. The situation will be closely monitored over the next three months.
- 4.5 Recurring complaints – disappointment was noted regarding the lack of information for August and September in relation to disability issues. LLAO advised that there has been a change in provider during this period but would endeavour to supply the reports. However LLAO confirmed that there had been some recent improvement in this area.
- 4.6 LLAO confirmed that the new Priority Lane service will not slow down the traditional process through security search.

LLAO

4b Quarterly Planning, Environment Management & Surface Access Report

- 4.7 LLAO informed that the closing date for the Airport Surface Access Strategy is now 27th February and not 13th February as reported.
- 4.8 An invitation was extended to all voting members of the Committee to the London Luton Airport Community Celebration on Thursday 29 January. The event will showcase the airport's successes during 2008 and will also set out their priorities and commitments for 2009.
- 4.9 Two supplementary reports were circulated. The first identified that the East of England Regional Economic Strategy (RES) sets out a vision, targets and priorities to 2031. The second reported that the Joint Economic Development Strategy for Bedfordshire and Luton had been launched in September 2008. It was **agreed** that both reports would be included on the agenda for the next meeting so as to discuss the implications for London Luton Airport.
- 4.10 The improvements to the Central Terminal Area have caused some localised disruption during construction. However the behaviour of people is very

LLAO

Action

concerning (e.g. vehicles stopping on the roundabout). To deal with these concerns LLAO have taken on the services of a behavioural psychologist to give a better understanding of why people behave in this manner and how to deal with the situation. Proposals so far are to take away some of the disabled signs, move the zebra crossing and make some further small changes. LLAO advised that they would welcome suggestions of further solutions as physical abuse is being directed to persons policing the area.

4.11 The Committee advised that high profile penalty notices may help resolve some of the problems being experienced.

4.12 LLAO informed that they would prepare a full report on their Environmental Management System and Policy for the next meeting. However in the meantime the Community Engagement Strategy Annual Report, which is being launched on the 29 January, will report more on LLAO's commitments.

LLAO

4c. Quarterly Environment Report

4.13 Taken with Agenda Item 3

4d. Quarterly Economic Report

4.14 Positive comment was made regarding the Help Desk facility for PRM passengers in respect of size, location and signage. LLAO informed that the demand for this service has doubled since being introduced with 85% usage of the facility not pre advised.

5. Luton Borough Council Report

5.1 Questions were raised regarding the consent for Ocean Sky Aviation Limited and the temporary buildings. The Committee was advised that Ocean Sky is a similar operator to Harrods who used to occupy the building. Notification had been sent to all those members of LLACC who had requested notification of planning applications.

5.2 The Local Development Framework is likely to be published for consultation after March, with the aim to submit to the Secretary of State later in 2009. The Plan will identify areas for housing and economic growth. The Committee was advised that the airport constraints have been factored in throughout. Any implications from the Airport's Master Plan will need to be considered in an area action plan.

5.3 The Committee was advised the new link road to the airport did open before Christmas, albeit not in its full state.

6. Master Plan Update

The Master Plan update was covered in the Managing Directors Report.

7. Current Topics

7.1 The Chairman advised on the several items of general interest not covered in other reports.

7.2 The Committee noted the contents of the report.

8. Report by the DfT: Public experience of and attitudes to air travel

8.1 The Committee noted the report.

9.0 Surface Access Strategy

9.1 The Chairman enquired whether members wanted to prepare a comprehensive LLACC response or to respond individually. It was **agreed** that members would encourage their organisations to respond directly to the consultation. In addition it was **agreed** that the following points should be made for LLAO to consider.

All

LLAO

9.2 Section 3 should include reference to the DfT Guidance on Surface Access Strategies.

9.3 Section 4 shows the public transport uses as being both 30% and 34% in 2007. LLAO informed that the published CAA data (30%) is weighted whereas LLAO prefer to use the unweighted figure of 34%. It was **agreed** that this difference will be explained in the final document and data used will be consistent throughout.

9.4 Future targets proposed in section 6 were debated by members, in particular to increase the proportion of air passengers travelling to and from London Luton Airport by public transport from 34% in 2007 to 38% or above by 2011. The Committee suggested that 38% would not be stretching enough and suggested that a higher figure should be considered by LLAO.

9.5 Suggestions to deter passengers arriving by car were made by the Committee which included increasing car parking fees and reducing car parking facilities.

9.6 The Committee was advised that many areas are not connected to the airport by public transport compared to some of the other London airports. There is a need to keep a balance between the use of public transport and the Airport's commercial interests.

9.10 LLAO informed that that they believed that the targets set were stretching and will need a significant amount of imagination to achieve.

9.11 To reduce the proportion of employees travelling to and from the airport by car from 84% to below 60% they will be encouraged to use car share schemes, public transport and to use more environmentally friendly vehicles. Members suggested the use of shared taxis should be considered.

9.12 LLAO requested that if members were aware of any other initiatives that could be used to forward their suggestions to the General Manager Planning & Corporate Social Responsibility.

All

10. Correspondence received since 13 October 2008

10.1 The correspondence was noted by members.

11. Any other Business

11.1 Silent Aircraft Initiative – LLAO informed that the project being carried out by Cambridge University had now finished.

Action

11.2 No other business was discussed and the meeting closed at 16.50hrs.

12. Dates and time of future meetings:

14.1 LLACC

Monday 6 April 2009 at 1.00pm (13 April is Easter Monday)

Monday 13 July 2009 at 1.00pm

Monday 12 October 2009 1.00pm

All to note

NTSC

Monday 9 March 2009 at 2.00pm

Monday 8 June 2009 at 2.00pm

Monday 14 September 2009 at 2.00pm