LLACC LONDON LUTON AIRPORT CONSULTATIVE COMMITTEE

Minutes

Meeting of London Luton Airport Consultative Committee
Monday 12th April 2010 – 13.00hrs. Putteridge Bury Conference Centre

Members

Mr M Routledge	Chairman
Cllr N Brook	Hertfordshire County Council
Cllr N Clements	Hertfordshire Association of Town & Parish Councils;
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 G Joy	Freight Operators
Mr T Lee	Airline Operators
Cllr B Lloyd	Hertfordshire County Council
Cllr M Muir	Vice Chairman - North Hertfordshire District Council
Mr H Richardson	Airport Transport Forum
Dr I Reay	Dacorum Borough Council
Cllr D Rowlands	Buckinghamshire County Council
Cllr Sir B Stanier	Aylesbury Vale District Council
Mrs C Smart	Chamber of Commerce
Mr G Twiss	PAIN
Mr B Webb	LLATVCC
Cllr R Webb	BALC
Mr R Wood	LADACAN (substitute)

Officers Representing

Mr C Briggs	St Albans District Council
Ms C Danby	Stevenage Borough Council
Mrs K Goodman	LLAO (Airfield Environment Officer)
Mr R Hiscock	Aylesbury Vale District Council
Mr G Jones	LLAO (Managing Director)
Ms R Jones	Buckinghamshire County Council
Mr R Koukkoullis	LLAO (GM Airfield Operations)
Mrs J Lloyd	LLAO (Sales & Marketing Manager)
Ms W Rousell	Luton Borough Council (Planning)
Mr N Thompson	LLAO (Operations Director)
Ms L Wood	Dacorum Borough Council
Mr S Young	North Herts District Council

Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

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The Chairman opened the meeting and extended welcome to the 3 members from Thanet Council who were observing proceedings.

1 Apologies for absence and substitution.

1.1 Apologies for absence were received from:

Cllr D Cullen - Stevenage Borough Council, Dr J Davis – LADACAN (substitute Mr R Wood), Mr P Dawson – NATS, Cllr M Dolling – LBC; Cllr B Jennings – Buckinghamshire County Council, Mr T King - BBGA Operators; Mr R Monk – Hertfordshire County Council, Cllr J Shardlow – St Albans District Council, Cllr D Taylor - Luton Borough Council, Mr H Thomas – easyJet; Ms L Wood – Dacorum Borough Council.

2. Minutes and matters arising from LLACC Meeting 4 January 2010

2.1 List of attendees for 4.1.10 – to include G Twiss and remove from apologies.

2.1 Item 2.5 – LLAO confirmed that they still plan for EWRL to give a presentation to members, and once arranged will include on the agenda. **LLAO**

2.2 2.15 – The Chairman referred to the proposal from the DfT to review Consultative Committee guidelines and felt that the update of the LLACC Constitution should wait until the new Guidelines have been issued to allow for any proposed changes from the DfT to be included into the revised Constitution. **Agreed**

2.3 Item 3.5 – Flying on the edge of the initial westerly departure swathe – The Chairman informed that this had not yet been tabled formally at NTSC as he wanted to table first at the next Flight Ops Committee scheduled to take place on the 22nd April and then bring to the next NTSC meeting in June.

2.4 Item 3.9 – Comment was made regarding the NNP and that full LLACC members were not given the opportunity to comment on the LLACC response prior to it being sent to LLAO albeit that it had been agreed at the last meeting in January for the NTSC members to review and comment on the policy on LLACC's behalf. The Chairman informed that it has been his intention at the outset for the NTSC to formally review the NNP and request LLAO to consider LLACC's comments for inclusion into their final version of the NNP.

2.5 Item 4.6 – the Chairman confirmed that he had rewritten LLACC's formal response to the Noise Action Plan as requested at the January meeting and submitted the response before the closing date of the 17th January.

2.6 Item 5.14 – Members were reminded to promote the Community Trust Fund within their own communities.

2.7 Item 7.2 – the Chairman confirmed that an invitation has been sent to the Disability Resource Centre to ask if they wanted to sit on the newly formed Passenger Service Sub Committee.

2.8 Item 8.2 – The Chairman confirmed that he had responded to DfT Consultation

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on updating the regulatory framework for aviation. A copy of the response form has been included within the correspondence papers.

2.9 Item 9.1 – Remains outstanding. **Chairman**

2.10 The Committee accepted the Minutes for the LLACC meeting of 4 January 2010 as an accurate and true record, subject to the required changes and **agreed** for the Chairman to sign them. **Chairman**

3.0 Notes of Noise & Track Sub Committee Report 8 March 2010

3.1 The Committee acknowledged the summary report and the key facts of the latest Quarterly Environment Report.

3.2 Members noted that the total number of passengers, traffic movements and Cargo were all down for the period in question, year on year.

3.3 It was noted that the airport and NATS continued to work to improve CDA compliance achievement rates. It was further noted that daytime levels of achievement continue to show good results whilst night time remain slightly lower. Clarification was given to members regarding the process followed for CDA compliance.

3.4 Members awaited further details on the Departure Code of Practice that is expected within the next few months.

3.5 Questions were raised following local concerns about a perceived new departure route from Luton. LLAO confirmed that there was no new departure route at Luton.

3.6 Concerns were raised relating to 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. Suggestion was made for the Committee to look at various scenarios and to map out what the committee's response might be in this situation. LLAO confirmed that they have a model which enables them to look at blocks of capacity and levels of demand and implication on certain areas and would be happy to share information to carryout a hypothetical modelling process.
Action: The Committee felt that due to the scale of the proposed work and to be productive a Working Party should be formed to take the process forward. The Chairman agreed that if the airport operator was willing to share part of the modelling process that members should inform the LLACC administrator if they would like to be part of the Working Group. **Chairman**

3.7 Comments were raised regarding the reduction of 33% in the Night Noise contour area, it was felt that the various changes in aircraft mix contributed to the reduction. Suggestion was made to further identify the noisier aircraft to reduce noise levels further still. It was suggested the airlines could be asked to review their schedule timings.

3.8 Members noted the value of the NTSC and PSSC meetings and suggested that, in future notes to the full LLACC, attendance lists of the groups should be included.

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3.8 Following the implementation of the Night Noise Policy Issue 8 and LLACC's response to the Policy reassurance was sought that, with the possible future changes to TCN which may have an impact on Luton in the future, an interim review of the policy would take place. LLAO **confirmed** that they have committed to carry out an interim review of the Policy in October 2012.

3.9 Concerns were expressed by some members that the new NNP Issue 8 did not address the current or future night noise problems and until these issues were addressed they considered the policy to be of no value.

3.10 The Chairman reiterated that LLAO carried out a thorough consultation with LLACC members and have included many of their suggestions within the Policy.

4. **Passenger Services Sub Committee Report 17 March 2010**

4.1 The Chairman informed that LLAO gave a brief update of the passenger complaints process and discussed alternative ways on how verbal complaints can be recorded.

4.2 The UKBA member informed that they have their own complaints process and further discussions ensued on how they could operate in unison with LLAO to ensure all complaints are recorded on one system.

4.3 LLAO agreed to supply report statistics on complaints by category to allow the group to focus their attention and specific areas of concern.

4.4 The Chairman reiterated that the Committee's role was to assist the Airport and get involved in improving passenger facilities for the future.

4.5 Concerns were raised by some members regarding the lack of seating for passengers in the gate areas; it was felt that the seating was entirely inadequate for the amount of passengers, especially within the piers whilst waiting to board aircraft. It was suggested that provision for more seating should be made and the Airport should apply for additional seating within future planning consent.

5. London Luton Airport Reports

5a Managing Directors Report

5.1 The Committee conveyed their congratulations to NT on his new position as Operations Director.

5.2 Members were advised Simon Earles has moved on to take up a more senior role at Heathrow Airport as Head of Surface Access and that a search was underway for his replacement.

5.3 The Committee were advised that from an operational perspective problems had been experienced in retrieving reports from Real Time on queue data because of faulty sensors in the early part of the winter; therefore Central Search queue data in the MD's report did not cover the whole of the period.

5.4 LLAO informed that due to recent strike action by the Border Agency

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passengers were held up in the arrivals area for significant periods of time. However, LLAO were working with the UKBA to promote the Automated Clearance Gates which will help reduce queue times.

5.5 The Committee were advised that the winter had been particularly difficult due to the significant snow fall and winter weather conditions. However LLAO performance through these winter conditions was substantially better than in previous years and this was noted favourably by the airlines.

5.6 The Q4 Customer Satisfaction Survey results for 2009 have demonstrated significant improvement in passenger satisfaction from 3.22 to 3.60 in the overall score.

5.7 138 pieces of written correspondence were received within the first two months of the year. The majority of the correspondence related to enquires (79%) with complaints at 20% and compliments at 1%

5.8 The Committee were advised that the on time performance data is taken direct from the CAA website.

5.9 LLAO informed that whilst forecast data indicates some return of demand for the European market the UK aviation sector is still in recovery.

5.10 For Luton there are now 6 Operators flying to Israel, additional capacity has also been seen from destinations operated by Thomson and Blue Air.

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

5.11 LLAO confirmed that they have been working with URS to address the issues of vehicle access to the airport and now have information covering a variety of days and times from which LLAO hope to gain an understanding of what the reasons are.

5.12 LLAO informed that although they had given URS a brief to resolve the problems for Summer 2010 it was now apparent that LLAO will be unable to fix these problems in the timescale. Any solution would probably require major changes to the roads, particularly around the short and mid term car parks. The Committee accepted that this was a very big issue with wider implications that need to be resolved over time.

5c Economic Report

5.15 Members noted the report.

6 Luton Borough Council Report

6.1 The Committee were advised of a proposed development for a 124 bedroom hotel at the Blush House site on Airport Way.

6.2 LBC informed that the Annual Monitoring Report was in its final stages and will be published shortly

6.3 Junction 10a – The Committee noted that there were a number of options

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being reviewed following proposals by respondents to the public consultation last summer and that changes to the design of the scheme could necessitate further consultation.

6.4 Members acknowledged that to secure further funding for the scheme local businesses have lobbied Government for finance as it is a key concern to people in the area.

6.5 Concerns were raised as to whether there had been a 3rd Party Risk Assessment carried out for the proposed Northern Entrance to Luton Airport Parkway Station as this is close to the edge of the Public Safety Zone and is an important planning issue.

7. Correspondence received since 4 January 2010

7.1 The Chairman referred to the list of correspondence and informed that he had included an information paper on the Costs and Benefits of Aviation-based Tourism that had been received before the last meeting.

8. Any Other Business

8.1 No other business was discussed and the meeting closed.

9. Date of Future LLACC Meetings

9.1 Monday 12 July 2010 at 13.00
Monday 11 October 2010 at 13.00

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