

## Minutes

### Meeting of London Luton Airport Consultative Committee

Monday 14 July 2008 – 13.00hrs. Putteridge Bury Conference Centre

#### Members

Mr J Bailey	Chairman
Cllr B Lloyd	Vice Chairman – Hertfordshire County Council
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
Mr M Holden	Breachwood Green Society
Mr G Joy	DHL Freight Operator
Mr T Lee	Thomsonfly
Cllr M Muir	North Hertfordshire District Council
Mr M Nidd	LLATVCC (substitute)
Cllr B Pawle	St Albans District Council
Cllr Dr I Reay	Dacorum Borough Council
Mr H Richardson	LLA Transport Forum/Surface Access Working Group
Cllr D Rowlands	Buckinghamshire County Council
Cllr B Sadler	Bedfordshire County Council
Cllr Sir B Stanier	Aylesbury Vale District Council
Cllr P Swaisland	Bedfordshire County Council
Mr H Thomas	easyJet
Mr G Twiss	PAIN
Cllr R Webb	Buckinghamshire Association of Local Councils

#### 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 J Hulme	Luton Borough Council
Mr R Hiscock	Aylesbury Vale District Council
Ms P Khimasia	Mid Bedfordshire District Council
Mr R Koller	Bedfordshire County Council
Ms R Jones	Buckinghamshire County Council
Mr A Judge	LLAO (Operations Director)
Mr R Monck	Hertfordshire County Council (substitute)
Ms W Rousell	Luton Borough Council (Planning)
Mr N Thompson	LLAO (Airfield Environment Manager)
Mr S Turner	Bureau Veritas
Mr S Williams	Stevenage Borough Council
Ms L Wood	Dacorum Borough Council
Mr S Young	North Hertfordshire District Council



system for fining airlines that are off-track, LLAO felt it was premature with the potential TC North flight routes changes. It was **agreed** that it be referred to the NTSC to review further and to examine the Topsonic system that records such irregularities.

**NTSC**

2.7 Item 4.4 – Following the Chairman’s confirmation of his letter to the Minister for Borders and Immigration LLAO were asked if there has been a reduction in the delays of passengers through immigration. Confirmation was given that UKBA has set a target timescales of 25 minutes for European nationals and 45 minutes for passengers from outside Europe passing through immigration, but that LLAO wanted a quicker service to be provided.

2.8 It was questioned why there are so many flights landing around midnight and later. It was explained that when delays occur during the day this has a knock on effect for the later arriving aircraft. It was explained that long delays are not conducive for the airport and every effort is being made to ensure smooth operation with more staff available and mitigation in place. For example, an extra person operates in the tower purely as a Ground Movement Planner during the early morning peak to help the first wave of movements depart on time and therefore reduce any initial knock on effect. It is also something that could improve under the Single European Sky proposals as it affects the whole of Europe.

2.9 The Committee accepted the Minutes, for the LLACC meeting of 14 April 2008, as an accurate and true record and **agreed** for the Chairman to sign them.

**Chairman**

### **3 Minutes of the Noise & Track Sub Committee (NTSC) 16 June 2008**

3.1 A summary of the key facts (Annex A) and recommendations from NTSC to LLACC on the Quarterly Environment Report (January, February and March 2008) were accepted by members.

3.2 A suggestion was made to swap agenda items 4a and 4c to allow the Environment Report to run consecutively with agenda item 3. The Chairman **agreed** to consider this request.

**Chairman**

3.3 Item 2.2 – Concern was raised that navigation through the LLAO website to access the complaints section was not as simple as indicated in previous minutes. It was suggested that when people are disturbed by a noise event during the middle of the night they expect access to the complaints area to be easy. The Chairman **agreed** to review the process again in discussion with LLAO.

**Chairman**

3.4 It was noted that the CDA figures were at variance with other airports, particularly the differences between the day and night ratio. NATS reiterated their disappointment with the low night time percentage at Luton and **agreed** that they will continue to look at ways to address the situation.

**NATS**

3.5 It was noted that, despite the reduction in the number of complaints and number of complainants, the number of events eliciting a complaint remain similar to last year. LLAO reported that the majority are still being received from 3 or 4 people, the same people being consistent over a number of years. LLAO explained that every effort is made to discuss concerns with these few individuals and they are usually invited to the Airport to examine the noise and track keeping system, which is often declined.

- 3.6 Concerns were raised regarding the increase in the night contour area along with night movements, with it being noted that people still remain very disturbed by night noise, even though the contour remains well within the planning limits.
- 3.7 Clarification was given on arrivals movements being included with the noise contours. **NTSC**  
LLAO **agreed** to supply a previously circulated briefing note on noise contour production to the next meeting of NTSC.
- 3.7 Item 3.6 of the minutes – MD80's should read MD83's
- 3.8 LLAO advised that the reported noise violation resulted from the ad hoc charter flights for a Champions League football match.
- 4 London Luton Airport Reports:**
- 4a Managing Director's Report**
- 4.1 Clarification was sought regarding the definition of 'on time departure' – this refers to the scheduled time of aircraft arriving on stand and departing from stand, not the actual time of an aircraft arriving and departing.
- 4.2 The Committee requested that a copy of the CAA definition regarding 'on time' arrivals and departure be included in the minutes. (attached as Annex A) also available at: <http://www.caa.co.uk/application.aspx?catid=33&pagetype=65&appid=11&mode=list&type=search&search=punctuality> **LLAO**
- 4.3 The Committee were asked whether the NTSC should review the statistics of late arrivals that push into the night period and requested more data to be made available to them. The Committee were advised that all airlines look at delay statistics down to the smallest detail and it would be a huge task for NTSC to take on. It was **agreed** that a brief overview should be included on the agenda for the next NTSC **NTSC**
- 4.4 Reference was made to the proposed introduction of trolley charging from 26th July and whether there would be concessions for PRMs and families with young children. The Committee were advised that PRMs can request assistance at any time as they transit through the airport.  
**Post meeting note:** LLAO has confirmed that trolley charges will apply to all passengers.
- 4b Quarterly Planning & Development , Surface Access & Corporate Social Responsibility Report**
- 4.5 Concern was expressed that the employee travel survey shows over 3,000 employees that live in Luton travel to work by car.
- 4.6 LLAO advised that from the list of priorities there is focus on how employees travel to work; from 21 July a web-based employee car share scheme will be introduced. A suggestion was made that LLAO should consider subsidising bus travel. **LLAO**
- 4.7 The Committee noted the wide range of projects being supported under the Community Engagement Strategy and looked forward to that growing over time.
- 4.8 LLAO advised that a new airport surface access strategy will be published by the end of 2008 and reported to the Committee.

#### **4c Quarterly Environment Report**

4.9 Taken with Agenda Item 3

#### **4d Quarterly Economic Report**

4.1 The Committee were advised that the higher figures in March are due, in part, to  
0 Easter falling early.

4.1 A member advised that the Hertfordshire Air Ambulance will be going public in  
1 October this year.

#### **5 Luton Borough Council Reports**

5.1 The reminder of the policy content of the Regional Spatial Strategy for the East of England (RSS) and the Milton Keynes Sub Regional Strategy was welcomed by the Committee.

5.2 Members of the LLACC were made aware of the Surface Access issues being experienced in the area.

#### **6 Master Plan Update**

6.1 The Master Plan update was covered in the Managing Director's report

#### **7 Consultation on Proposed Airspace Changes, TC North**

7.1 The Chairman confirmed that the LLACC response to the TC North consultation had been sent (hard copy and CD) and that he had checked it had been received. It was not sent via the NATS website as there were constraints on the size of any document and a requirement that certain leading questions had to be answered.

7.2 The results of the consultation are still being reviewed by NATS and will be published in a post consultation report.

**Post meeting note:** The post consultation report was published on the NATS website on 22 July 2008.

#### **8. Implementation of New Powers under the Civil Aviation Act 2006 – Consultation from the Department for Transport**

8.1 The Chairman informed that the LLACC had been asked by the DfT to comment on how the Airport has used the new powers of the Civil Aviation Act 2006 that allow controls to be imposed on noise and emissions. The DfT had agreed to extend the deadline for a response to the 31 July 2008.

8.2 The Chairman introduced the draft response that had been produced by a small working group that met on 16 June 2008. He thanked the group for their assistance.

8.3 Various suggestions were made to improve the detailed wording and it was **agreed** that the Chairman would update the report and send it to the DfT. It was also **agreed** that the working group's comments should be sent to LLAO.

**Post meeting note:** The report has been submitted and a copy of the final version can be sent to any Member on request.

**Chairman**

8.4 The Committee felt that there were now several issues that needed to be considered by the Night Noise Policy Working Group (NNPWG) and suggested the group be

reformed. LLAO advised that this would be considered later in the year due to the current policy expiring in April 2009.

LLAO

## 9 Consultation on Draft Code of practice “Access to Air Travel for Disabled Persons and Persons with Reduced Mobility”

- 9.1 The Committee were advised that a response had been submitted to the DfT prior to the 23 June 2008 deadline, based on the Vice Chairman’s Report.
- 9.2 LLAO confirmed that all arrangements are in place ready to commence their new responsibility on 26 July 2008 and that they will be providing a service as required by the Code of Practice.
- 9.3 Concerns were raised regarding the location of the Information Desk for PRMs, and whether it would be a fixed or mobile location as disabled and PRM’s need to know where to go, how it will be manned and where help provision is provided.  
**Post meeting note:** The new desk is the first set on the bank of desks formerly used by the tour reps, next to Game Grid in the first corridor leading to the check-in desks. It is a fixed desk and will be staffed by Interserve 24 hours a day unless there are no arrivals or departures for the next 3 hours.
- 9.4 Members were advised that as soon as the desks were operational any interested members could be invited to view the arrangements in place.
- 9.5 A suggestion was made that the location of the Help Desk is added to the airport website.

## 10 UKACCS Annual Meeting

- 10.1 The Chairman informed that his report covers a summary of all the issues discussed at the last meeting of the Liaison Group.
- 10.2 Para 12 – It was noted that the DfT has commissioned additional work from the CAA on ANASE. It should be ready during the autumn and will be the subject of consultation.
- 10.3 Hosting the 2009 meeting. It had been suggested that London Luton Airport should defer hosting the meeting for a year, however this may result in moving some way down the list.

## 11 Annual Monitoring Report

- 11.1 The Committee recognised the significant amount of work that is required for the production of the AMR to ensure that the document is factual and informative. The Chairman asked the Committee to consider the content of the report and offer any suggestions to be considered for future years.
- 11.2 It was suggested that the Community Engagement Strategy, and how the programme is progressing, should be included. It was **agreed** that this would be included in the 2008 AMR.
- 11.3 It has been past practice for the Executive Summary of the AMR to be written by the LLACC’s Noise Advisor. It was now felt that, as the document is factual and not a Consultative Committee report, the summary should no longer be written by the Noise Advisor. LBC and LLAO **agreed** to write the Executive Summary in future reports.

LLAO

LBC/LLAO

11. The Committee enquired as to the protocols of waste collection and disposal from  
4 aircraft and were advised that airlines generally make their own arrangements. Some  
is double bagged by the cleaning companies and some have their waste separated off  
site. The procedures vary enormously from airline to airline, and the airport does not  
have any direct control. LLAO does have its own waste control protocol throughout  
the business. The Committee noted that the Community Engagement Strategy  
included a commitment to publish a waste management strategy and to work with the  
Airport's business partners to minimise waste and increase recycling.

11. It was noted that the AMR shows employment at the airport and nearby has risen from  
5 7,700 in 2006 to 8,800 in 2007. The inclusion of the TUI figures within the  
employment section was questioned as their location is adjacent to, but not on, the  
Airport site. The Committee recognised that the proximity of the airport for TUI was  
one of the prime reasons in their decision to relocate their head office to Luton, and  
they are an airport related business. It was **agreed** that in future AMRs an explanation  
should be given of any major changes in employment levels that can be attributed to  
firms moving in or out.

**LBC**

## **12 Correspondence received since 14 April 2008**

12. The correspondence was noted.

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12. The Chairman referred to the letter regarding TC North and agreed that any meeting  
2 with NATS that might be arranged should be attended by a small group from NTSC  
who had been most involved in putting the response together.

**Chairman**

## **13 Any other Business**

13. No other business was discussed and the meeting closed at 16.10hrs.

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## **14 Dates and time of future meetings:**

14. LLACC

1 Monday 13 October 2008 at 1.00pm

Monday 12 January 2009 at 1.00pm

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

**All to note**

NTSC

Monday 15 September 2008 at 2.00pm

Monday 1 December 2008 at 2.00pm

Monday 9 March 2009 at 2.00pm

**NOTE:** The next meeting is the AGM at which the Vice Chairman will be elected. Please forward any nominations, using the enclosed form, to the Secretariat by 29 September 2008.

## **Annexes A**