

Minutes

Monday 17 January 2011 – 13.00hrs. Putteridge Bury Conference Centre

Members

Mr M Routledge	Chairman
Cllr D Bowater	Central Bedfordshire Council
Cllr N Brook	Hertfordshire County Council
Cllr M Dolling	Luton Borough Council
Cllr J Gledhill	Bedfordshire Association of Town & Parish Councils
Mr M Holden	Breachwood Green Society
Mr G Joy	Freight Airline Representative
Mr T Lee	Airline Operators
Cllr B Lloyd	Hertfordshire County Council
Cllr Mrs J Lloyd	Stevenage Borough 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
Mr G Twiss	PAIN
Cllr R Webb	BALC
Mr R Wood	LADACAN (substitute)

Officers Representing

Mr C Briggs	St Albans District Council
Mrs K Goodman	LLAOL (Airfield Environment Officer)
Mr R Hiscock	Aylesbury Vale District Council
Mr G Jones	LLAOL (Managing Director)
Ms R Jones	Buckinghamshire County Council
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)
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 J Davis – LADACAN
 Ms C Danby - Stevenage Borough Council
 Mr P Dawson – NATS
 Cllr Dr R Egan - Central Bedfordshire Council
 Mr P Hack - LLA Branch – TGWU
 Mr J Hulme – Luton Borough Council
 Cllr B Jennings – Buckinghamshire County Council,
 Mr R Koukkoullis - LLAOL (GM Airfield Operations)
 Mr G Lachlan - BBGA Operators;
 Cllr Sir B Stanier - Aylesbury Vale District Council
 Cllr D Taylor - Luton Borough Council
 Mr H Thomas – easyJet;
 Mr B Webb- LLATVCC
 Mr S Young - North Herts Council

2. Minutes and matters arising from LLACC Meeting 11 October 2010

2.1 Item 3.3 - LLAOL reiterated that Luton has the lowest noise violation limit in the country.

2.2 Item 3.8 - Delete the words 'and discussed'.

2.3 Item 2.6 – Comment was made regarding the location of the Economic Impact Study on the LBC website WR to supply link.

2.4 Item 3.9 – LLAOL informed that there were still a few outstanding issues regarding the publication of the next AMR but they would be resolved.

2.5 Item 6.2 – The Committee enquired on the progress regarding the feeder routes onto the Busway. LLAOL advised that no progress had been made due to sickness of key personnel. The Chairman asked that a verbal update be prepared for the PSSC.

LLAOL

2.6 The Minutes from the last 11 October were approved subject to changes as above and signed.

3.0 Noise & Track Sub Committee Verbal Report

3.1 The Chairman advised that due to the inclement weather conditions during December the meeting scheduled for the 20th December was postponed. The meeting was held immediately before the LLACC meeting on 17th January.

3.2 The Chairman gave a brief of the meeting and informed that it was very productive in respect of night noise issues and departure routes (both westerly and easterly operations). The airport presented their normal quarterly report for the period July to September 2010, which highlighted:

- Slight increase in night time activity.
- Much improved night CDA compliance and continuing excellent results for daytime.
- 6 night-time violations were recorded during the quarter – primarily due to the drop in the Night Noise Policy threshold.
- Members were advised that the number of complainants had decreased, however a slight increase had been noticed in complaints.
- Government approval was still awaited regarding the Noise Action Plan.
- LLAOL advised that the new Mobile Noise Monitor was now commissioned and would be ready for use in the Spring, following a full testing programme.
- NTSC members were advised that following work on the Topsonic system to complete a server upgrade, the TopWeb online function would be set up on the airport website allowing flight track data for LLAO operations to be available online albeit that the data would not be live.
- Members were informed that the work on the Departure Code of Practice for Luton was nearing completion. The intention of the document was to detail key points whilst keeping the document small and readable. Pilots would be issued the booklet with their briefing pack.

3.3 Noise Action Plan – The Chairman stated that the final version of the Noise Action Plan submitted to Government had an action list of approximately 52 items which were to be monitored by the NTSC on behalf of the Committee. The Chairman suggested that at the next NTSC meeting they would review the draft list and monitor any progress. **Chairman**

3.4 Total aircraft movements for the period were down, however night movements for the period were slightly up on last year. Concern was raised by members regarding the increase in night movements when daytime movements had decreased, suggesting that the increase in night movements in the shoulder period is predominately due to non Luton based aircraft landing early. Further, inconclusive, discussion ensued regarding the potential for restricting the number of night movements.

4. **Passenger Services Sub Committee 14 December 2010 - Verbal Report**

4.1 Members reviewed the data relating to correspondence and complaints. During the period under (August-October) almost 2.7 million passengers had used the airport. 148 complaints had been received of which the main categories were security (31), road access and the drop off zone (19) and immigration (18). The complaints about immigration spiked in October after 2 months of very modest levels of complaint. All but 2 complaints had been resolved within the 14 day target.

4.2 LLAOL updated on Surface Access issues and advised that the number of enforcement notices had dropped off considerably as the system began to take effect. LLAOL also advised that they intend to almost halve the number of road signs on Airport Way and target them better. It was noted that the free parking for 30 minutes in the mid-term car park should be clearly highlighted.

4.3 The Committee debated at some length the potential for improving information about bus connections at the Airport. Real time updating of buses was available but needed buy-in by all the bus companies to be effective. There

were also potential improvements to be made to the bus waiting area and the drop off point which was affected by the security bollards. LLAOL agreed to review and engage with bus operators

- 4.4 LLAOL updated the PSSC on several new initiatives to improve the Terminal building, all were welcomed by the Committee. The new cleaning contractor was receiving good reviews and had seemingly had a very positive impact on the passenger experience. The Committee agreed to start the next meeting with a tour of the Terminal to see at first hand the improvements.
- 4.5 The Committee noted the significant improvements that had been made to PRM facilities at the Airport and felt that Luton must now rate as a very user friendly airport for the PRM community. It was noted that many of the changes had been simple and that Cllr Egan was to be thanked for her useful interventions.
- 4.6 The Committee reviewed recent e-mails from the UK ACCS relevant to the PSSC and in particular noted a report on the disruption caused by passengers who failed to show up at the gate on time. There was discussion about how steps could be taken at Luton Airport to keep these occurrences to a minimum. LLAOL undertook to review procedures and inform the PSSC subsequently if any changes were deemed appropriate

5. London Luton Airport Reports

5a Managing Directors Report

- 5.1 GJ updated the Committee regarding the current position in respect of the Commercial Manager and advised that the existing team would continue to oversee the commercial activity for the foreseeable future.
- 5.2 GJ updated on the Blue Tooth reporting system and informed that both immigration and security data was not currently available due to a combination of software upgrades hardware reconfigurations to address concerns about data quality. However it was noted that the general position regarding queue lengths remains unchanged.
- 5.3 GJ referred to the marked improvements in the PRM service at Luton, however informed that pre-notification continues to be one of the main issues for the service provider. The service provider has submitted a 2 year financial proposal to continue to provide the service which will allow for further service delivery improvements.
- 5.4 Members referred to PRM pre-notification on websites and suggested there was not enough information on the airline websites regarding the service and in particular the requirement to pre-notify. Airlines should be reminded to make the information clearer. LLAOL advised that they continue to work with airlines and handling agents regarding PRM services.
- 5.5 The UKBA operations remain one of the biggest generators of complaint, and with proposed Government cuts to the public sector the situation might become even more stark. However, LLAOL had received an undertaking by the UKBA that numbers at Luton would not be reduced. GJ informed that the key to improving service at Luton would be the use of the Smart Zone and LLAO continued to work collaboratively with the UKBA in supporting the Smart Zone initiative.

- 5.6 GJ updated on the Service Improvements within the terminal which were designed to lift the passenger experience, the works include refreshing paint-work of walls and floors, lighting enhancements and refurbishment of public seating and signage.
- 5.7 GJ informed that passenger numbers for the period increased slightly for the first time in 2 years. The increase had been seen in charter activity whilst scheduled activity remained the same; however both GA and Cargo had also shown improvement for the period.
- 5.8 GJ informed that LLAOL were expecting a small amount of growth for 2011.
- 5.9 Reference was made by a member to the period of time spent queuing and the apparent lack of inconsistency through the Security Search process. LLAOL advised that they were not aware of any inconsistencies with the Security Screening process and informed that the Airport is regulated by the DfT and advised that every passenger has to go through the same process. Passenger preparation is vital prior to screening and LLAOL provide as much information as possible to ensure passengers have a speedy transit through security.

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

- 5.10 LLAOL advised that the Interim Airport Surface Access Strategy report had not yet been posted on the Airports community website.
- 5.11 LLAOL advised members of the various ways in which they were keeping total waste production to a minimum and informed that by splitting cardboard, plastic bottle and cups they had managed to sustain recycling levels at 22% and would continue to build upon this level of recycling. Members questioned future targets and suggested that these should be increased to 35% or 40%. LLAOL advised that their targets have been set at a level suitable for the nature of the business within restricted areas.
- 5.12 Members reviewed the projects that had received Community Trust Fund support in 2010 and were advised on how applications could be made to receive Community Trust Fund support.
- 5.13 LLAOL informed members on the launch of some new technology using holograms as way finding support for the preparation of passengers prior to the security search process, the technology would run 24hours a day and would deliver an absolutely consistent message to passengers.

5c Economic Report

- 5.14 Members noted the report.
- 5.15 LLAOL updated members on the snow events during December and informed that even though more snow fell in Luton compared to Heathrow Luton only experienced 6 hours of closures which was due to NATS imposing a 0 flow rate for divers to Luton. , This excellent result was due to careful prior planning throughout the summer months; the purchasing of additional equipment and consumables; and carrying out additional training.

6 Luton Borough Council Report

- 6.1 Members noted the report.
- 6.2 Reference was made to the Luton and Dunstable Busway and members sought timing for completion of the project. Members were advised that completion should be expected mid/late 2013.
- 6.3 Members queried the anticipated increase in passenger numbers and employment numbers up to 2026 within the LTP3. Members were advised that figures are based on growth trends and ATWP predictions.
- 6.4 Members were advised on the current LTP3 consultation which was available on the LBC website.

7. Correspondence received since 11 October 2011

- 7.1 The Chairman referred to the letter sent to the Local Authority Members of LLACC and informed that invoices would be issued with the next few weeks.
- 7.2 Draft Executive summary for the Future Airspace Strategy – The Chairman advised that the document was currently out for wider consultation.

The Chairman informed that he did not feel it was appropriate for LLACC to respond in detail at this stage but noted that some community groups are intending to respond. Some members felt that the document as it stands was weak on environmental issues and on the benefits being delivered and therefore the Committee should submit a response on those grounds. The chairman agreed to reply to the CAA directly (see Correspondence)

Chairman

9. Any Other Business

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

10. Date of Future LLACC Meetings

- 10.1 Monday 11 April 2011 at 13.00
Monday 04 July 2011 at 13.00
Monday 17 October 2011 at 13.00