

Minutes

Meeting of London Luton Airport Consultative Committee

Monday 4th January 2010 – 13.00hrs. Putteridge Bury Conference Centre

Members

Mr M Routledge	Chairman
Cllr N Brook	Hertfordshire County Council
Mr P Dawson	NATS
Cllr J Gledhill	Bedfordshire Association of Town & Parish Councils
Cllr Dr R Egan	Central Bedfordshire Council
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 H Richardson	Airport Transport Forum
Cllr Sir B Stanier	Aylesbury Vale District Council
Cllr A Steer	St Albans District Council
Mrs C Smart	Chamber of Commerce
Mr H Thomas	Easyjet
Mr G Twiss	PAIN
Mr B Webb	LLATVCC
Mr R Wood	LADACAN (substitute)

Officers Representing

Mr S Bailes	Hertfordshire County Council
Mr P Bylo	St Albans District Council
Mr S Earles	LLAO (GM Planning & Corporate Social Responsibility)
Mrs K Goodman	LLAO (Airfield Environment Officer)
Mr R Hiscock	Aylesbury Vale District Council
Mr G Jones	LLAO (Managing Director)
Mrs J Lloyd	LLAO (Sales & Marketing Manager)
Mr M Nahvi	Central Bedfordshire Council
Ms W Rousell	Luton Borough Council (Planning)
Mr N Thompson	LLAO (Interim Operations Director)
Mr S Turner	Bureau Veritas
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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1 Apologies for absence and substitution.

1.1 Apologies for absence were received from:

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Cllr D Bowater (Central Bedfordshire Council); Cllr D Cullen (Stevenage Borough Council), Cllr N Clements - Hertfordshire Association of Town & Parish Councils; Dr J Davis – LADACAN; Cllr M Dolling – Luton Borough Council; Cllr Dr I Reay - Dacorum Borough Council; Cllr D Rowlands - Buckinghamshire County Council; Ms C Danby - Stevenage Borough Council; Mr G Lachlan - Business & GA Operator; Cllr J Shardlow – St Albans District Council; Cllr B Jennings (Buckinghamshire County Council), Cllr D Taylor (Luton Borough Council), Cllr R Webb (BALC), Mr G Lachlan- BBGA Operators.

2. Minutes and matters arising from LLACC Meeting 12 October 2009

- 2.1 The Chairman reiterated the importance of members only requesting additional reports and information that are going to be of significant value to them.
- 2.2 Item 10.5 – following debate it was agreed that wording should be changed from membership subscriptions to financial contributions.
- 2.3 Clarification was sought by some represented local authorities that the financial contributions received from them were used specifically for the funding of the LLACC noise consultant. Reference to the LLACC Constitution confirmed that the contributions could be used for any appropriate expenditure agreed by the LLACC.
- 2.4 Item 10.7 – to read: A Working Group was suggested to agree the updating of the LLACC Constitution addendum amendments.
- 2.5 Trevor Mason from EWRL has agreed to give a presentation to the April meeting.
- 2.6 Item 2.5 – item closed by Chairman but NTSC to discuss at their next meeting
- 2.7 Item 3.2 – the LLACC Noise Advisor confirmed that 10% was the correct figure for the day/night flight movements.
- 2.8 Item 3.3 - It was confirmed that the aircraft type information forms part of the additional data statistics in the AMR as discussed at NTSC.
- 2.9 Item 4.6 – LLAO advised members that an IT project has commenced in this respect.
- 2.10 Item 4.7 - SE confirmed that the highways study had been completed, however the wrong data had been used and the study will need to be carried out again.
- 2.11 Item 4.14 – A meeting has taken place between the UKBA and the BBGA operators to discuss the withdrawal of the pre-clearance facilities at Luton. BBGA have given UKBA a number of suggestions which they have agreed to consider.
- 2.12 Item 6.1 – Comment was made by some members that they had been informed by residents in their local communities that they found the consultation document hard to comment on and therefore felt it difficult to make a useful contribution to the consultation. **LLAOL to note**

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| 2.13 | Item 8.3 – An extraordinary meeting of the NTSC has been scheduled for the 25th January to discuss the Night Noise Policy, the Chairman has requested that the report is sent out at least 10days prior to the meeting taking place. | |
| 2.14 | Item 10.4 – Following the election of members for the NTSC, Central Bedfordshire have confirmed that they will continue with just one member. Cllr Lloyd has also agreed to continue as a member of the NTSC. The Chairman confirmed that the NTSC is now formed by 9 members from the full LLACC, local authority officers, representatives of London Luton Airport, and the Independent Noise Consultant employed by the Committee and the Chairman. | |
| 2.15 | Item 10.7 – Members agreed that a group of 3 or 4 members from LLACC or the NTSC (Geoff Twiss; Michael Nidd; Chairman and the LLACC Secretary) should update the LLACC Constitution. | |
| 2.16 | The Committee accepted the Minutes for the LLACC meeting of 12 October 2009 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 14 December 2009 | |
| 3.1 | The Chairman informed that the report from the NTSC Meeting in December was mainly for the LLACC members to note. Concerns were raised by some members regarding the report as it was felt that it was drifting back to a minute format. | |
| 3.2 | The Chairman confirmed that there had been no formal change in procedure and that the report captured the substantial discussion that took place and that NTSC members would continue to get minutes in the normal way. | |
| 3.3 | It was noted that the NTSC is a technical committee that delves into more depth on a variety of subject matters. | |
| 3.4 | Members expressed their concern about the night time achievement in CDA compared with day arrivals, however the fact that the airport and NATS were working together with the airlines to improve achievement rates was encouraging. | |
| 3.5 | The Committee acknowledge that the revised contour now more accurately reflected the actual flown tracks of departing aircraft. However concerns were raised by some members that aircraft appear to fly further north on the edge of the initial westerly departure swathe. It was agreed that NTSC should take this on board and look at it in further detail. | NTSC |
| 3.6 | LLAO confirmed that a recent night noise violation had operated within the conditions of the NNP as the aircraft was QC4. Even if this were not the case, the movement would have been exempt as it was a VIP flight. | |
| 3.7 | Comment was made regarding the fact that some helicopters are still flying over Harpenden as they do not always appear to route via Visual Reference Points. LLAO informed that ongoing monitoring verifies that Luton helicopter operations do now generally route via VRPs and that most of the helicopters overflying Harpenden tended to be those transiting the airspace and not operating in or out of the airport. NATS informed that they have a strong Environmental Policy whereby they visit flying clubs and minor airfields to try | |

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and educate the flying fraternity. Members were asked to note that although pilots contact Luton radar they do have the freedom to fly wherever they want in certain classes of airspace. LLAO informed that helicopter routes were going to be filmed and published in a hope to give a better understanding of where the VRPs are.

3.8 Members noted that the number of complaints was down by 33% and although this was welcomed it was felt it reflected the down turn in passengers and traffic.

3.9 It was accepted by members that LLAO needed to finalise the Night Noise Policy prior to the next LLACC meeting. An extraordinary meeting has been scheduled for 25th January for NTSC members to review and comment on the policy. It was agreed that the NTSC will act as the LLACC for this task. A summary will be presented to LLACC members at the next meeting.

Chairman

3.10 Members noted the usefulness of the Flight Operations Committee (FLOPC) meeting and requested that the Chairman continues to attend.

Chairman

3.11 LLAO informed that they will bring a brief to a future NTSC meeting regarding an independent audit on their noise and track keeping system.

LLAOL

4. **Noise Action Plan: NTSC Advice on Consultation Response**

4.1 Members were advised that the Draft Noise Action Plan consultation ends on 17th January 2010. LLAO will take all the consultation responses and will generate a final document for submission to Defra. The Chairman informed that the LLACC's consolidated response would inevitably take a middle path but asked members if there were any further issues that they wanted included in the LLACC response.

4.2 Members noted the importance of the process that they as a committee have been asked to participate in and thanked the airport for the opportunity.

4.3 The Chairman sought the committees' approval on LLACC's formal response to the consultation and stressed that it was their opportunity to influence and make a positive impact on the consultation.

4.4 Discussion ensued around the answers to the question.

Q1 – Following debate and recognising that they did not want to undermine the commercial viability of companies operating to and from Luton and to ensure that a balanced view is put forward to the airport operator and local community it was agreed that response to question 1 should remain as written.

Q2 - Agreed

Q3 – It was agreed that question 3 was more about setting targets and to have something on which to judge the level of success of the NAP. Therefore it was felt that the monitoring of arrivals as well as departures would give a better understanding of noise levels.

Q4 – The Committee agreed that the guidance was unclear with lack of limits and targets and to ensure that there is clear guidance for targets. The last sentence of the draft response should be removed and built into the response

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to question 2.

Q5 –The Committee agreed that details of the current Night Noise Policy should be included in the NAP albeit these were subject to change in the short term.

4.5 Item 4.3.1 – to remove the word sound, sentence to readit does represent a basis on which to take forward the issue of noise

4.6 **Action:** request the chairman to rewrite where necessary and submit the LLACC response before 17th January.

Chairman**5a Managing Directors Report**

5.1 The Committee were advised that queue monitoring is conducted differently at all airports and thus LLAOL was unable to compare statistics with other airports.

5.2 The Committee were advised that further sensors were being installed on the side of the X-ray machines to give even more accurate detail of queue times for passengers.

5.3 It was stressed that with the introduction of self check-in, passengers were turning up far later for their flight which had contributed to the spikes in the queue times. It is hoped that with further analysis of the data LLAO will be able to identify peak time more accurately and allow them to deal with the peak period with more flexibility.

5.4 Frustrations are still being experienced with the immigration process as it is still not performing optimally. LLAO have however invested in 5 extra ACS gates which have not yet been manned properly. LLAO and the UKBA have had detailed discussions and it is now hoped that the immigration process will improve.

5.5 The Customer Satisfaction Survey highlights and lowlights the customers' experience of travelling through the airport. It was felt that the survey would be useful for the Passenger Services Sub Committee when looking at the customer experience.

5.6 Whilst ACI forecast data suggests that there will be some return to growth for 2010, Luton is expecting another challenging year.

5.7 The Committee asked about the introduction of body scanners and how this might affect Luton's operation. LLAO confirmed that they could install the scanners if required to do so, however they would have an impact on queue times.

5.8 LLAO were asked how they dealt with distressed passengers. LLAO advised that they have a team of people that deal with distressed passengers as well as a chaplaincy team. An example of the work of the passenger services team in operation was seen during the recent bad weather when they were brought in, in double numbers, to help stranded passengers; the response of the team had been incredible and was justly praised.

5.9 It was noted that communication during abnormal operations is imperative with

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additional staff drafted in to help with passengers, updating the website, talking with the media and other operational requirements.

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

- 5.10 The Committee were advised that an extraordinary meeting of the NTSC is scheduled for the 25th January to discuss the Night Noise Policy
- 5.11 It was noted by the Committee that LLAO employees have decided to support Keech Cottage Hospice as their charity of the year for the second year in a row.
- 5.12 The second exhibition for the Draft Noise Action Plan consultation took place on the morning of 4th January (today). Some stakeholders had also taken up the invitation for a presentation.
- 5.13 The Committee noted the Economic Impact Study and welcomed the results that will be presented to LLACC in the spring.
- 5.14 Reference was made to the Community Trust Fund and that the majority of grants were given to organisations in the Luton area. The Committee were advised that an independent grants panel reviewed all applications but could only look at those that have been submitted. It was noted that £50,000 has been committed for the Community Trust Fund in 2010, LLAO would like to encourage Committee members to promote the Community Trust Fund within their own communities.

Members

5c Economic Report

- 5.15 The Committee were advised that the Special Assistance Provision contract has gone out to tender. Although it was not the end of the current contract LLAO wanted to be sure that they were getting the correct level of service and therefore needed to go out to tender.

6 Luton Borough Council Report

- 6.1 Vauxhall Trailer Park – Notice has been served for temporary car park.

A further application has been received for a hotel and business unit at Blush House.

Dunstable bypass – North Dunstable to Junction 11a is out for consultation

Surface Access – Hard shoulder running from Junction 10 to 13 is out for consultation
- 6.2 The Committee asked whether there was anything that could assist in encouraging passengers to use public transport.

Post meeting Note: *The public transport unit of LBC informed that pressure needs to be applied to the bus companies.. They were not aware that LBC has any formal relationship with Virgin through which this could be done, but they do have with Arriva, through the Bus Quality Partnership. There was some work going on at the moment to develop a sub regional bus strategy, and the*

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VT99 (The VT99 is the Virgin/National Express operated coach running between MK station and LLA, also stopping in Luton Town Centre and Central MK) is high up on the priorities for a service to be improved, so there may be opportunities there. In the medium term (2-3 years) there may also be opportunities to reallocate existing vehicles on the 61 service to Aylesbury once new vehicles are introduced by Arriva on the Luton-Dunstable Busway.

- 6.3 Members enquired if there was a time limit for all buses to become DDA Compliant.

Post meeting Note: Officers in the Passenger Transport Unit at LBC informed that all full size single deck **buses** will be fully accessible with effect from 1st Jan 2016 and double decker **buses** with effect from 1st Jan 2017. The rules are less clear for **coaches** (single and double deck) and depend on how the journey or service is classified but as a rule they will be DDA compliant but not necessarily low floor or wheelchair accessible with effect from 1st Jan 2020.

7. Formation of the Passenger Services Sub Committee

- 7.1 The Chairman referred to the draft ToR's and sought agreement from members.

- 7.2 Suggestion was made that a representative from the Disability Resource Centre should be asked to sit on the committee. The Chairman agreed to investigate.

Chairman

- 7.3 Cllr Lloyd, Cllr Brook and Cllr Egan from the local authorities all agreed to sit on the sub committee (substitutes will be permitted). Ms Rousell from LBC also agreed to serve.

- 7.4 The LLACC airline representative agreed to investigate the possible of 2 airline representatives to sit on the Sub-Committee.

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- 7.5 The Chairman to send a calling notice for the 1st meeting to be held prior to the next LLACC meeting in April.

Chairman

8 Correspondence received since 12 October 2010

- 8.1 The Chairman referred to the 2 pieces of correspondence attached to the papers. The Chairman informed that he was not proposing to take any further action on DfT document for Promoting Financial Resilience for Major Airports as it applied only to Tier 1 airports.

- 8.2 Ministerial Statement regarding Reforming Airport Economic Regulation and Consultation on Updating the Wider Aviation Regulatory Framework was noted. The LLACC had responded to the consultation on Airport Economic Regulation and noted the decision document. Turning to the consultation on Updating the Regulatory Framework for Aviation, it was noted that the deadline fell before the next LLACC meeting in April. Following short debate the Committee agreed that the Chairman would review the document and respond on behalf of the LLACC.

Chairman

9 Any Other Business

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9.1 The Chairman informed that Central Bedfordshire were no longer able to continue providing the treasurers service to the Committee. The Chairman has written to those contributing authorities with three options and it has been agreed that LLAO will take over the accounting role of the funds for LLACC. The Chairman to write a letter to all authorities informing them of the details and arrangements that have now been agreed.

Chairman

10 Date of Future LLACC Meetings

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