

## HEATHROW AIRPORT CONSULTATIVE COMMITTEE

### Minutes of the Meeting held on 29th September 2010 at the Heathrow Academy

#### PRESENT:

Sam Jones, Chairman	-	HACC
Philip Carlisle, HACC Adviser	-	HACC
Carole Havercroft, Secretary	-	HACC
Cllr. Anita MacDonald	-	LB Hillingdon
Cllr. Dominic Gilham	-	LB Hillingdon
Cllr. Barbara Reid	-	LB Hounslow
Cllr. Martin Elengorn (Deputy)	-	LB Richmond upon Thames
Cllr. Chris Turrell	-	Bracknell Forest BC
Cllr. David Rowlands	-	Bucks CC
Cllr. Christopher Knight (Deputy)	-	Runnymede BC
Cllr. Balvinder Bains	-	Slough BC
Cllr. George Trussler	-	Spelthorne BC
Virginia Godfrey	-	HACAN/Clearskies
Susan Parsons	-	ABTA
Margaret Majumdar	-	EANAG
Steve Ronald	-	IATA
Iain Hope	-	LCCI
John Gurney	-	TUC
Frank Wingate	-	Future Heathrow
Brian Yates	-	Consumers' Association
Andy Hull	-	Independent
Keith Harlow	-	Independent
Lara Reed	-	Independent
Richard Taylor	-	Independent
Ian Ramsay	-	Independent

#### HEATHROW AIRPORT LIMITED

Nick Cullen	-	Chief Operating Officer
Nigel Milton	-	Director of Aviation Policy and Political Relations
Cheryl Monk	-	BAA Head of Community Relations & Policy
Jane Dawes	-	BAA Operational Noise & Air Quality Manager

#### PRESENTERS

Colin Wood	-	BAA Director of Airside Operations
Rick Norman	-	BAA Head of Noise & Air Quality
David Vowles	-	BAA Air Quality & Noise Policy Manager

## **APOLOGIES FOR ABSENCE:**

### **1. Apologies for absence were received from the following:-**

Mike Forster (BAA), Cllr. Scott Seaman-Digby (LB Hillingdon), Rob Gibson (LAANC), Cllr. Moreton Moore (Runnymede BC), Cllr. Gemma Stockley (LB Richmond upon Thames), Cllr. Bassam Mahfouz (LB Ealing), Cllr. Surinder Varma (LB Ealing), Cllr. Ruth Cadbury (LB Hounslow), Cllr. Peter De Vic Carey (LB Hounslow), Cllr. Jim Maddan (LB Wandsworth), Cllr. Dev Dhillon (South Bucks DC), Cllr. Denise Grant (Spelthorne BC), Frank Evans (DfT), James Fremantle (AUC), Anne Godfrey (GTMC), Susan Laurie (Independent).

### **4395 MINUTES OF THE PREVIOUS MEETING**

1. Minutes of the meeting held on 4th August 2010 were agreed as an accurate record.

### **4396 MATTERS ARISING**

**(a) Minute 4361 – Establish when AEA Technology Report on Air Quality during closure of airport due to volcanic ash available (Public Affairs). This had yet to be actioned from 4th June 2010 meeting.**

1. This had now been actioned. The study into the impacts of the volcanic eruption at BAA and other UK airports is an AEA report and was not commissioned by BAA. The publication date will therefore be determined by AEA.

**(b) Minute 4375 – Provide Secretary with a copy of report on low and high level noise following on from ANASE (Frank Evans).**

1. The CAA study is still ongoing with a report being developed for publication in due course.

**(c) Minute 4375 – DfT and Defra to discuss airport stakeholder event on Noise Action Plans (Frank Evans).**

1. This has yet to be actioned.

**(d) Minute 4377 – Establish dates of public consultation late Autumn 2010/early 2011 for BAA Community Noise Insulation Programme (Mike Forster).**

1. Mike Forster had previously confirmed that a public consultation would be held late Autumn 2010/early 2011. The dates, as yet, had not been set.

**(e) Minute 4377 – Establish actual percentage that a saving of 100,000 tonnes of CO2 equates to (Mike Forster).**

1. This had been actioned. The 100,000 tonnes saving of CO2 per year equates to approximately 20% of emissions from taxiing aircraft and use of their APUs.

**(f) Minute 4378 – For future stat reports also include true 'TEAM' figures (Public Affairs).**

1. This had been actioned.

**(g) Minute 4379 – Investigate DfT involvement for motorists to switch off engines in traffic jams to save on emissions (Frank Evans).**

1. This has yet to be actioned.

**4397 REPORT BY THE CHAIRMAN AND SECRETARIAT**

1. The Chairman stated that he was sorry to note the announcement that Mike Forster, Infrastructure & Sustainability Director would be leaving BAA at the end of the year. Mike had been a stalwart as far as the Committee had been concerned and would be missed. Best wishes were conveyed for his future career.
2. The Chairman advised that Frank Evans of the Department for Transport (DfT) had been in hospital for a detached retinue operation. His colleague had also been unwell and, therefore, no representative was able to attend the HACC meeting. Best wishes had been sent to Frank for a speedy recovery.
3. The Chairman stated that the HACC Seminar to be held on 8th December 2010 would commence at 12 noon with an address made to the Committee Members by BAA Chief Executive, Colin Matthews. This would be followed by a lunch at the Renaissance Hotel. The Seminar and small items of business for discussion would start from 2.30 p.m. onwards.
4. The Chairman reminded the members that at the last meeting, Cllr. Malcolm Beer representing the RB Windsor & Maidenhead asked about the possibility of aircraft not passing over sites on Remembrance Sunday during the two minutes silence. NATS had since reported that the request is possible to achieve and, if on easterlies, there would be a gap put in on aircraft arrivals on this day. Cllr. Beer had been advised accordingly.
5. **(Secretary's Note:)** For those members who still wish to obtain the 'Skyport' newspaper, a new website had been launched [www.skyport-heathrow.co.uk](http://www.skyport-heathrow.co.uk) from where this publication can be downloaded to keep up to date with all of the latest news and events from in and around the Heathrow Airport community.

**4398 HEATHROW MANAGEMENT MATTERS**

1. (a) Introduction and dialogue with Mr. Nick Cullen, Chief Operating Officer of Heathrow Airport.  
  
(b) BAA Heathrow Update and Statistical Information had been circulated with the Agenda and was noted.

Mr. Cullen presented his Heathrow Update report. A presentation was also made showing the highlights for Heathrow ASQ Performance Q2 2010 (*enclosed*).

A copy of 'Tomorrow's Terminal 3' - Keeping you informed on the transformation programme' had been circulated for information to each member of the Committee.

2. John Gurney asked if BAA had committed funds to the infrastructure for AirTrack and if work continued on the project.

Nigel Milton confirmed that funds had been set aside by BAA, but that they remained in discussions with the DfT in light of the Comprehensive Spending Review, which might have implications by the possible withdrawal of their funding. However, it was hoped that following the CSR in October, the DfT would still be able to provide some funding for AirTrack. In the likelihood that they were either unable to provide any funding or a significantly reduced amount, BAA would need to re-look at AirTrack to see what could be bought for the amount available and would be looking to possible alternative methods of funding.

3. Cllr. Bains referred to the Carshare Scheme and the funding allocated for staff. People who lived in Reading had to drive between half-a-mile to one mile further away in order to park eastside. For people living in Hounslow, they had to park near the M4. People were already driving an extra mile or more to travel to work.

Nick Cullen explained that he had not stated that funding had been set aside by BAA to invigorate Carshare, but that it was an early project which was being scoped, in terms of what could and should be done and had shared with the members the areas that the community would focus on. As to whether this required funding was a second order debate. It was not only BAA looking at this. It was an attempt by the employers of 75,000 people collectively to look at this.

Cllr. Bains continued that the incentive had been given to people to use public transport, but this trend had been reversed by the people from Slough, Windsor and Maidenhead as no money had been spent on subsidies for the system.

4. Nigel Milton stated that BAA were evaluating, as part of the Surface Access project, the different public transport methods by which both passengers and staff could travel to the airport to make sure that they are investing in the projects which delivered the best results. If the HACC members felt BAA were not currently directing the available funding in the right direction, they would be grateful to receive them.
5. Cllr. Knight referred to, firstly, the surveys carried out regarding the Terminals. He asked for clarification at what time the surveys were done and whether the questionnaires were completed by passengers during, before or after the journey and at what time of year the surveys were completed.

Secondly, he asked if it would be true to say that the AirTrack project was now a 'step too far' for BAA, given the possible withdrawal of funding by the DfT.

Nick Cullen responded to the first point. The survey was run across all of the European Airports by an independent third party. Their challenge was to ensure that the equivalent was received in terms of response. It was a written check-list of the 33 criteria that was given out to people in the Gate rooms as they were about to board the aircraft. This was the consistency set out for each of the airports.

As this survey was completed across the airport, there would proportionately be as many people in Terminal 5, as there was in T1, T3 and T4. The surveys were carried out every month throughout the year, with the results published every Quarter.

Nigel Milton responded to the second point relating to AirTrack. The original concept of the project was that it would cost several hundred million pounds and there were different contributors towards that pot of money. BAA were a significant contributor, as were the DfT. However, they had now informed BAA that they could no longer guarantee that they would be able to commit those funds, but would confirm in mid-October whether they could or not.

Depending on the outcome of that decision, BAA would need to re-look at the project to see if they could afford it, based on the amount of money available. The project would need to be either re-designed or alternative funding sourced.

6. Iain Hope said that he thought the brochure which had been circulated was excellent and was pleased to note that Terminal 3 was being transformed. He raised points relevant to the rail connecting terminals.

A complicated question had been raised with him as representative for the London Chamber of Commerce arising from a misunderstanding of passengers believing that Terminal 5 would now handle all British Airways flights, including connectivity. Whereas, in fact, although in possession of a BA ticket flying all the way through on a BA aircraft, it would be necessary to transfer between Terminal 3 and Terminal 5 and vice versa.

He asked if it was correct that the partners in OneWorld would remain at Terminal 3 for some time ahead, including those flights for British Airways.

A second point was if a passenger had to transfer from one Terminal to the other. It was a long distance to walk through passageways with baggage to use the rail connections between T3 and T5. It was understood that the bus connection back from T3 for incoming flights to transfer to another Domestic flight from Terminal 5 was preferable than using the Heathrow Express.

Nick Cullen responded that looking to the medium-term, it was the intention that most of the airlines were in an alliance. There were three alliances which ran through at Heathrow. The medium-term aim was to focus each of the alliances in a particular Terminal. The non-aligned airlines would be put in the spare space in one of the other Terminals. However, that would never be precise as airlines either merged, de-merged, shrank or expanded.

Given the scale at British Airways at present, it was not foreseen that they would totally be in Terminal 5.

The one aspect that was good news for transferring passengers was the Heathrow Express increase in capacity that had been put in place in the Summer. HEX has a spur from the Central Terminal Area to T1, T3 and on to T4. If a passenger had travelled from Paddington Station and arrived at the Central Terminal Area, there were now significantly more trains than previously to exit Terminal 4.

7. Steve Ronald commented that from the discussion, it was understood that reference was being made to Landside rather than Airside. The quickest method to travel between T1 and T3 was to take the train.

8. Iain Hope said he believed the problem was in fact Airside. However, he was unsure if there was a misunderstanding, signage problems or similar for the reason that the passengers were unable to exit the Terminal.
9. Philip Carlisle said that he thought the points made referred to a person being converted from an International passenger from Lisbon in T3 to a Domestic transfer in T5. It should be possible to travel on the train.
10. Iain Hope stated a further observation, in that at Glasgow Airport there was no Customs clearance of a Domestic flight. The incoming passenger was re-directed to the Airside bus service. It was here that the problem was arising.
11. Steve Ronald believed that it would appear the passengers were following the path of arriving passengers rather than transfer passengers, who would use the airside transfer coaches.
12. **(Secretary's Note):** Iain Hope had a follow-up discussion with Nick Cullen outside of the meeting relevant to the interconnecting activity between Lisbon, Heathrow and Glasgow Airports. Iain Hope agreed that he would obtain further information on this matter for Nick Cullen and write to the Secretary with his findings.

**ACTION:**  
**IAIN**  
**HOPE**

**4399** A further update on proposed Summer Runway Works (**Works on Block 21 Outer**) was also given (*enclosed*) by Colin Wood, BAA Director of Airside Operations.

1. Virginia Godfrey asked if it was not possible to carry out this work at night, as the disruption was greater during the day due to alternation being lost.

Colin Wood replied that this had been looked into, but unfortunately it was not possible to do this work at night.

2. Cllr. Knight, on behalf of Cllr. Moreton Moore representing Runnymede BC, wished to thank BAA for the advance notification and update they had provided on this subject to the community.

**4400 AIR QUALITY AT HEATHROW**

1. Presentation by Rick Norman, BAA Head of Noise & Air Quality and David Vowles, BAA Air Quality & Noise Policy Manager on the Air Quality at Heathrow and LHR Emissions Inventory 2008-2009 (*enclosed*).

Following on from the presentation members asked questions/responded.

2. Philip Carlisle referred to the airport map. On one pie chart, the south-west corner of the airport showed a high amount of airside traffic emissions, but on the other chart it showed less. He asked why the concentrations were greater in the western area.

David Vowles responded that the strong westerly wind speeds had the greatest effect on concentrations in that area.

3. John Gurney said this could also be attributed to the high amount of cargo trucks Airside.

4. Ian Ramsay stated that the chart showed background emissions. He asked if these could be broken down as sources and if they were an amalgam of other sources.

Rick Norman responded that the background contribution was part of a much wider area of sources in the whole London area.

5. Virginia Godfrey stated that 2010 was the original year when it was proposed the NO2 limit would be met. Now it has been set at 2015, but how could we be sure that the limit would be met by this date.

Rick Norman responded that this question was more in the line for Defra to answer than BAA. The role of Defra would be to draw up a master action plan on the current situation and how this would be met from now onwards. BAA were looking at their contribution to this, and there were many other background players.

6. Cllr. Gilham referred to aircraft take-off procedures and assumptions on air quality.

Rick Norman said that it should not be read that there had been a change to aircraft procedures. It was a revision of assumptions from 2002.

7. John Gurney asked if the airport were reviewing the 10 year policy for new airside vehicles.

David Vowles responded that one of the plans will be how best this could be put into practice.

8. Iain Hope also referred to the take-off procedures. He was interested to note that there was an investigation currently underway with one of the operators of the new A380 which indicated that there would be more power on take-off. If that is correct, would this procedure be carried through to other operators of the A380 and how would they propose to reduce noise.

Colin Wood responded that BAA continually worked with carriers to look at departure approaches. This subject formed part of the ongoing discussions at the Flight Operators Performance Committee (FLOPC).

**(Secretary's Note):** 'A focus on air quality' - Towards a sustainable Heathrow has been published as *(enclosed)*.

#### **4401 GUIDELINES FOR AIRPORT CONSULTATIVE COMMITTEES**

1. The DfT had undertaken a review of the Guidelines for Airport Consultative Committees with a view to issuing a revised version later this year or early next. This work has been helpfully assisted by valuable input from representatives of the Member Committees at the Annual Conference of the UKACCS held at London City Airport on 2nd/3rd June 2010.

Since then the Government has announced its decision not to extend Passenger Focus' remit to passenger representation in aviation and has said that it, instead, wished to make existing arrangements for passenger representation work better. It is believed that the Consultative Committees, especially those with Passenger Services Committees, could play an important role in helping to take this work forward. Consideration is therefore being given on how to make better use of existing arrangements, and in particular, the future role of Airport Consultative Committees.

As a first step, the CAA has been developing some suggested best practice Guidelines for passenger representation, which have evolved from its work on the passenger experience at Heathrow. A discussion paper has been produced on what these Guidelines might contain, which had been circulated with the Agenda and was noted. It is envisaged that these best practice principles once agreed, would be incorporated in the revised Guidelines.

A meeting is to be arranged between the DfT and the UKACCS delegation of airports, particularly those with Passenger Services Committees to discuss these issues. A report on the outcome of this was put to the Committee prior to the HACC meeting (**HACC 571 enclosed**).

The HACC Adviser's Report (**HACC 570**) on passenger representation was pre-circulated to the members in advance of this formal agenda and papers for comment.

2. Philip Carlisle reminded the members that this subject came to the attention of HACC when concern had been expressed at the potential use of Passenger Focus as the body for ensuring better passenger experience through the nation's airports.

Subsequently, both the HACC and other Airport Consultative Committees did not like the idea. At the Annual UKACC Meeting held in June 2010, it was revealed that the current funding of Passenger Focus was £8.2 million and the Committees felt that they could do a better job for much less money.

At Heathrow, with the Passenger Services Sub-Committee (PSSC) which was established in 1975, much of the proposed work had already been conducted and used only internally and not shared with an external source.

As the PSSC had been carrying out this work for such a long time, the Civil Aviation Authority (CAA) started to attend the PSSC meetings 18-24 months ago. They attended at least twice, if not on three occasions, to discuss the modus-operandi and pros and cons of the activities of the Committee, in terms of representing the interests of the passengers using the airport.

The CAA were going down one track, in relation to best practice for passengers, at the same time as the DfT were seeking to re-write the Guidelines for the Airport Consultative Committees.

The UKACCS had convinced the DfT that the two-track approach was not the most sensible and they were now working together, so that the forthcoming revised Guidelines for the Airport Consultative Committees, which were almost silent on passengers, would become much more vocal in this regard. It would probably be a separate Annex to the Guidelines in terms of responsibilities.

The Guidelines were not mandatory, but advisory, with strong encouragement from the Government for Airport Consultative Committees to follow them, where appropriate.

A total of 53 airports in this country had Airport Consultative Committees who would be affected by the requirements in the Guidelines. However, a large percentage of those airports hardly ever dealt with commercial passenger transport being general aviation airports. Of the 23 major airports which were in the UKACCS, several had very little connection with passengers in any given number.

Looking forward, the finalising of those Guidelines, which were due by the end of this year was now more likely to be early next year. The UKACCS were the first consultees. Airport operators, airlines, retailers and Border Agencies would be consulted later this year. It was hoped that a Paper would be published in the early part of 2011 for consultation and response by Airport Consultative Committees.

As far as Heathrow Airport is concerned, it was thought to be unnecessary to spend additional money to obtain further data. This was a fear of Passenger Focus, whose major operation was taking opinion surveys from rail and bus passengers. Very similar surveys were carried out on a permanent basis at the airport through the Quality Service Monitor (QSM). The work of the Consultative Committees will seek to be enhanced, as far as passenger concerns were represented.

A further aspect regarding Passenger Focus was whether there needed to be a national body representing the passenger views. The UKACCS argued strongly that if an organisation were appointed to do this, it should be the Air Transport Users' Council (AUC).

This organisation, which is a sub-set of the Civil Aviation Authority (CAA) dealt very much with complaints which had not been resolved against airlines, and had little or nothing to do with airports. However, this did not prevent them becoming an overseer and a combiner of data of the passenger experience at airports, but it was not thought that they would take over the role.

As the Government were making budget cuts, no resource would be available from central funding for enhanced activity, for those airports who were not as generously funded by their operators as Heathrow had been in the past, and this could become an issue.

#### **4402 HEATHROW OPERATIONS**

1. The DfT has published a Written Ministerial Statement on Heathrow operating procedures covering runway alternation, westerly preference and the Cranford Agreement which had been circulated with the Agenda and was noted.
2. Nigel Milton referred to the statement made by the Secretary of State for Transport Theresa Villiers MP and the issue of the ending of the Cranford Agreement. It was the intention of BAA to open a consultation on this for 12 weeks from mid-December 2010. It was proposed at the same time that the Noise Insulation Scheme would be consulted on.

3. Margaret Majumdar stated that it was hoped the Cranford Agreement consultation would not 'get lost' if it was going out with the Noise Insulation Scheme consultation.

Nigel Milton replied that the two separate consultations would not 'get lost' even though they would be sent out at the same time.

With reference to the statement which quoted 'a number of infrastructure and operational changes by BAA and NATS are needed to implement this decision', it was originally understood that BAA only needed to address this as NATS had said that they would not need to make operational changes.

Colin Wood responded that NATS would need to make a slight operational change.

4. Virginia Godfrey referred to the two consultations and asked if it was possible to receive a presentation on these from BAA.

Nigel Milton agreed that a presentation could be made at the January 2011 meeting.

**ACTION:**  
**NIGEL**  
**MILTON**

#### **4403 SATELLITE-BASED APPROACHES**

1. This type of approach is currently being trialled at Manchester Airport and discussions continue between the CAA and NATS on the detailed scope of safety assurance requirements. A letter from the UKACCS to the CAA regarding the timescale for the proposed introduction of satellite-based approaches for airports and their response had been circulated with the Agenda and was noted.
2. Colin Wood explained that these were approaches made by an aircraft using satellite signalling.
3. Margaret Majumdar asked if this meant that aircraft could join the runway earlier in the track.

Colin Wood responded that this meant the angle could change at which the aircraft joined the runway, but it would not join the track earlier.

#### **4404 INFRASTRUCTURE PLANNING COMMISSION - PUBLIC INQUIRIES**

1. At the Annual Meeting of UKACCS held at London City Airport on the 2nd/3rd June 2010, it was agreed that the Chairman, John Adshead, should resubmit to the present Government a paper on public inquiries which he drew up some years ago. This was actioned and a copy of his letter and original paper was sent to the Rt. Hon Eric Pickles MP, Secretary of State for Communities and Local Government had been circulated with the Agenda and was noted.

A response has now been received from Bob Neill MP, the Parliamentary Under Secretary of State and had also been circulated for information.

#### **4405 REPORT FROM THE AIR ACCIDENT INVESTIGATIONS BRANCH (AAIB) ON TWO AIRCRAFT IN 'NEAR-MISS' OVER LONDON**

1. On 27th July 2009, a business jet taking off from London City Airport came close to a mid-air collision with a Turkish Airlines passenger aeroplane descending towards Heathrow Airport.

The incident highlighted the potential for human error to cause disaster, where aeroplanes leaving London City Airport routinely cross the flight path of incoming Heathrow-bound aircraft. The AAIB study described the 'near-miss' over London as a 'serious incident', the report was circulated with the Agenda and was noted.

2. Cllr. Gilham referred to the 'steep climb' recommendation made at London City Airport. He asked if Heathrow Airport had this same climb.

Colin Wood responded that a normal climb procedure was used at Heathrow Airport and not a steep climb and was therefore not a factor that warranted concern.

#### **4406 GREAT BRITAIN LAUNCHES SOUTH EAST AIRPORTS TASKFORCE**

1. The Terms of Reference and Minutes of the first meeting of the South East Airports Taskforce, a new group tasked with improving operations in the major South East airports with the initial focus on Heathrow, Gatwick and Stansted was circulated with the Agenda and was noted.
2. Philip Carlisle remarked that the UKACCS had expressed concern that, apart from the AUC, there was no representation from a passenger voice on the South East Airports Taskforce chaired by The Secretary of State for Transport. It had been stated that it was the intention that the Taskforce would make SE London based airports 'better not bigger' for passengers.

The number of attendees on the Taskforce was vigorously limited.

The works in progress identified so far did not involve the passenger view at all. It was believed that this might happen later and it was also understood that, as and when other bodies might need to be consulted, there may be a suitable opportunity for the UKACCS to participate.

#### **4407 PASSENGER SERVICES SUB-COMMITTEE**

1. Minutes of the meeting of the Passenger Services Sub-Committee meeting held on 4<sup>th</sup> August 2010 had been circulated with the Agenda and were noted.
2. Andy Hull reported that a presentation had been given by Chris Annetts, BAA Head of Category (Food & Beverage & Health & Beauty) on the Terminal 3 Airside Retail Re-Development and Steve Thompson, BAA Head of T2A Development Design Team on Promoting Terminal 2 Designs - Eastern Campus. The progress of these projects was outlined.

#### **4408 NTK WORKING GROUP**

1. Minutes of the meeting of the Noise & Track Keeping Working Group held on 14<sup>th</sup> September 2010 (*to follow*).

#### **4409 PLANNING APPLICATIONS**

1. Planning Applications for the Heathrow Ward of the London Borough of Hillingdon for September 2010 had been circulated with the Agenda and were noted.

#### **4410 NEWS RELEASES**

1. New releases had been circulated with the Agenda and were noted.

#### 4411 ANY OTHER BUSINESS

1. John Gurney referred to the Surrey County Council bus service, route 557, which had now been re-routed via Woking and travelled through to Hatton Cross and the airport, which was of benefit to the passengers and staff.

A new service, route 51, had been introduced travelling from Addlestone to Terminal 5 and it was also of great benefit to passengers and staff alike.

However, information was lacking on the service to promote it to potential users.

Nigel Milton undertook to establish information on route 51 to make passengers and staff aware of the existence of this service.

**ACTION:**  
**NIGEL**  
**MILTON**

2. John Gurney referred to the closure of the Welcome Roundabout on the morning of 29th September 2010, which had led to extreme chaos on the roads running into the Heathrow vicinity. The DfT seemed to be extremely reluctant to provide sufficient information on the motorway matrix signs on such a closure to help to avoid such a situation. Traffic could have been diverted onto Airport Way or the Spur Road.

Nick Cullen advised that there was an agreed process in place that should be followed to ensure that such chaos did not occur on the roads, due to a closure. He would be holding dialogue with the Metropolitan Police to establish why a relatively minor incident became a major issue.

**ACTION:**  
**NICK**  
**CULLEN**

3. Philip Carlisle said that he had recently had sight of a letter from BAA to the Government about the organisation of traffic flow during the Olympic Games 2012, which it was understood might involve a one-way system. There had been concern expressed that it might drive traffic onto the airport internal road network, as one of the access routes from a spur in one direction from either the M4 or M25 would be lost.

Nick Cullen responded that when the Olympic Games 2012 arrived in London, it would have an impact on the airport and airlines.

There was a small group of people working on the thinking process and what it will actually mean in terms of the challenges when the Olympics and Paralympics takes place, with athletes arriving at the airport with many different types of sports equipment.

It provided BAA with a whole series of challenges on surface access, baggage handling, security and associated factors influencing this. There were some rather interesting discussions ongoing in regard to surface access and the practicalities involved.

Mr. Cullen stated that he thought it would helpful for a presentation to be made at a future HACC meeting on the Olympic planning and the associated issues. BAA were working with the airlines in this respect.

4. The Chairman advised that it was already proposed and agreed that a presentation be held at the HACC Seminar on 8th December 2010 with input from BAA, and the Organising Committee at the Olympic Delivery Authority (ODA).
5. There were no further items to discuss and the Chairman closed the meeting at 3.30 p.m.

**DATE OF NEXT MEETING:**

**WEDNESDAY 8<sup>th</sup> DECEMBER 2010 (SEMINAR)**

**DATES OF 2011 MEETINGS:**

**WEDNESDAY 26<sup>th</sup> JANUARY 2011**  
**WEDNESDAY 30<sup>th</sup> MARCH 2011**  
**WEDNESDAY 25<sup>th</sup> MAY 2011**  
**WEDNESDAY 27<sup>th</sup> JULY 2011**  
**WEDNESDAY 28<sup>th</sup> SEPTEMBER 2011**  
**WEDNESDAY 7<sup>th</sup> DECEMBER 2011 (SEMINAR)**