

HEATHROW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the Meeting held on 3rd February 2010 at the Heathrow Academy

PRESENT:

Sam Jones, Chairman	-	HACC
Philip Carlisle, HACC Adviser	-	HACC
Carole Havercroft, Secretary	-	HACC
Cllr. Ian Potts	-	LB Ealing
Cllr. John Oswell	-	LB Hillingdon
Cllr. Graham Horn	-	LB Hillingdon
Cllr. Santokh Dhillon	-	LB Hillingdon
Cllr. Peter De Vic Carey	-	LB Hounslow
Cllr. Felicity Barwood	-	LB Hounslow
Cllr. Geoff Acton	-	LB Richmond upon Thames
Cllr. Phillip Bicknell	-	RB Windsor & Maidenhead
Cllr. David Rowlands	-	Bucks CC
Cllr. Dev Dhillon	-	South Bucks DC
Cllr. Balvinder Bains	-	Slough BC
Cllr. George Trussler	-	Spelthorne BC
Cllr. Ian Lake	-	Surrey CC
Cllr. Denise Saliagopoulos (Deputy)	-	Surrey CC
Murad Qureshi	-	London Assembly
Virginia Godfrey	-	HACAN/Clearskies
Susan Parsons	-	ABTA
Isobel Knox (Deputy)	-	IATA
Margaret Majumdar	-	EANAG
Anne Godfrey	-	GTMC
Rob Gibson	-	LAANC
Iain Hope	-	LCCI
John Gurney	-	TUC
Andy Hull	-	Independent
Susan Laurie	-	Independent
Richard Taylor	-	Independent
Ian Ramsay	-	Independent
Lara Reed	-	Independent

HEATHROW AIRPORT LIMITED

Mike Brown	-	Chief Operating Officer
Mike Forster	-	R3 Director
Simon Baugh	-	Director of Airport Communications

PRESENTERS

Paul Hanson	-	AECOM
Martin Taylor	-	BAA

OTHERS

Frank Evans	-	DfT
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APOLOGIES FOR ABSENCE:

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

Cllr. Christopher Turrell (Bracknell Forest BC), Cllr. Jim Maddan (LB Wandsworth), Cllr. Ruth Cadbury (LB Hounslow), Cllr. Patrick Roberts (Runnymede BC), Cllr. Denise Grant (Spelthorne BC), Cllr. David Simpson (London Councils), Brian Yates (Consumers' Association), Roger Wiltshire & Georgina Kwaszenko (BATA), Lynette Braithwaite (AUC), Keith Harlow (Independent).

ANNOUNCEMENTS

2. Before the meeting commenced, the Chairman reported that, sadly, Maurice Hudson, formerly Technical Adviser to HACC had passed away on 8th December 2009, after a long illness which he had borne resolutely.

The funeral was held on 21st December 2009; it was attended by Simon Baugh and Mike Forster on behalf of BAA, Keith Harlow, Independent Member and Carole Havercroft as Secretary, himself as Chairman on behalf of HACC and Frank Evans on behalf of the Department for Transport.

Maurice had been connected with the Committee since 1968, when he was a Member of the Transportation Branch of the former Greater London Council. Following this, he was a representative of the London Chamber of Commerce, and it was in the early part of 1994 that he became the Technical Adviser to HACC, serving the Committee for sixteen years. He put in a tremendous number of hours to the work and his great crusade in life was to maintain the independence of the Committee.

Apart from his connection to HACC, Maurice also did much work on a voluntary basis for the Royal British Legion and he had also been the Chairman of his local Residents' Association in Beckenham, Kent for the past couple of years. He would be sorely missed by those that knew him.

The Committee stood for a few moments to remember Maurice.

4322 MINUTES OF THE PREVIOUS MEETING

1. Minutes of the meeting held on 2nd December 2009 were agreed with the following amendments:-

(Secretary's Note): Luke Howard, Senior Strategy & Integration Manager, TfL Taxi & Private Hire had requested that the following be clarified, under Minute 4314, paragraph 2, reported by Andy Hull.

He had said TfL were considering fixed fares between Heathrow & Central London and inviting proposals, not that they were making a proposal.

He did not say fares would be £30-35, nor that there would be luggage extras.

He did not recall being asked about local journeys. Therefore, it was inaccurate to say he was not prepared to discuss these.

Andy Hull believes the Minute was correct, but notes Mr. Howard's comments.

2. Margaret Majumdar referred to Minute 4307, Item 2. It was felt that it was inaccurate to insert this post-note from the DfT into the 2nd December 2009 Minutes, because there had been no discussion held in December on the TED proposal (Tactically Enhanced Departures). Mr. Frank Evans was present at the 23rd September 2009 meeting when the discussion took place to which this refers. At the time, he did not raise the matter of DfT involvement or not in the decision to introduce easterly take-offs (TED) from the Northern Runway for part of the day.

Mr. Evans was also present at the 29th July 2009 meeting, when a presentation was made by BAA that had indicated that this procedure might start in 6-9 months time. The time period of six months had now elapsed since that meeting and it was wondered when it was expected that procedure would start.

The impression was certainly given, if it was not explicit, that the DfT were on board with this proposal. Therefore, it was not thought that the post-note from the DfT, which stated that 'the Department has no such plans, should be accepted.

Frank Evans responded that the amendment suggested in the post-note reflected the current position of the DfT. It was added to give helpful clarification at this stage. However, it was at the discretion of the Committee members if they did not wish this to be included in the Minutes.

Margaret Majumdar commented that reference was made to 'at this stage' which indicated that perhaps the position of the DfT had changed.

3. The Chairman suggested that the item to which this paragraph referred could be deleted, and the subject matter inserted on the March Agenda for further discussion. This was agreed.

ACTION:
SECRETARY

4. Rob Gibson referred to Minute 4312, relating to the BAA Draft Noise Action Plan response. He asked if this had been submitted to DEFRA. If so, could a copy be provided to the Committee.

It was believed that the final Noise Action Plan would be completed in 2010. Could a more specific time-frame be put on this as to the date?

Mike Forster confirmed that the BAA Draft Noise Action Plan had been submitted to DEFRA. It was understood that BAA were waiting on responses from the DfT and DEFRA to the submission. Therefore, it was unclear as to the exact date of the final Plan. If the DfT and DEFRA were satisfied with this, then likewise BAA would be.

5. Frank Evans reported that during the last month, the DfT had received 15 out of the 18 Plans, which had been sent to DEFRA. The enormity of this significant task to process the Plans would be appreciated, which would take much of February and extend into March.

As soon as clearer details emerged, the HACC Secretary would be informed and she could advise the Committee.

Rob Gibson re-iterated his question as to whether a copy of the BAA Draft Noise Action Plan would be available for the Committee Members before it was released into the general public arena.

Frank Evans stated that the process would involve the DfT considering the submission by the airport and to look at the responses and observations made to formulate a decision on the Draft Noise Action Plan.

The DfT had no objection to a copy of the BAA Draft Noise Action Plan being circulated, but it must be understood that no further responses could be accepted, as the deadline had passed to the consultation.

4323 MATTERS ARISING

(a) Minute 4292 – Investigate possibility of re-sending questionnaire from BAA Draft Noise Action Plan to local residents for response in a WORD document format, as great difficulty experienced in downloading from website (Mike Forster). Action outstanding from 23rd September 2009 meeting.

1. Mike Forster said that in view of the discussion under Minute 4322, Item 5, this action had been superseded.

(b) Minute 4308 – Investigate consideration of installing Dyson hand dryers in new Terminal 2 development as used at Gatwick Airport and Stansted Airport as a better standard fit. Also, the high pressure from current dryers 'blasted' the water off directly onto electrical sockets positioned on the wall (Malcolm Robertson).

1. Simon Baugh stated that it was understood that Jo Britten, BAA Head of Passenger Strategy, had given a detailed response to the members of the Passenger Services Sub-Committee at the meeting on the morning of 3rd February 2010.

In essence, the preferred hand-dryer at Heathrow Airport remained the Xlerator, which was quicker and more environmentally effective than the Dyson. The Dyson dryers were introduced on a trial basis at Gatwick Airport, but had not performed to the levels hoped for, either in terms of commercial durability, or in respect of the experience for the passenger. It was found that they collected water and became dirty, forming algae in the base of some of the motors, and had a shorter lifespan than the Xlerator dryers. They took longer to use, creating a slower throughput of passengers, resulting in a queue to reach the dryers.

Gatwick Airport, were after discussion, in the process of removing the Dyson hand-dryers themselves and introducing the Xlerator.

This remained the position, but the feedback given by the Members at the previous meetings had been passed on to Kay Greetham, the BAA Technical Leader responsible for this element.

(c) Minute 4308 – Check with Richard Robinson (HEX) the progress of refurbishment programme of train carriages and when this would be completed (Malcolm Robertson).

1. This matter was covered under Agenda Item 6.

(d) Minute 4308 – Check with Richard Robinson (HEX) updated position on consideration of changing the design product of the carriage seat/cushion to an aircraft type (Malcolm Robertson).

1. This matter was covered under Agenda Item 6.

(e) Minute 4310 – Clarify in writing the submission made to the Department for Transport on the criticism of the Passenger Services Sub-Committee (Mike Brown).

1. The letter sent to the Chairman from Mike Brown clarifying the submission made by BAA to the DfT on the criticism of the Passenger Services Sub-Committee had been circulated with the Agenda and was noted.
2. Susan Parsons referred to the letter, in regard to the statement that Passenger Focus had been established as the overarching body. She pointed out that it had actually still to go through Government legislation. It was therefore the understanding that it had not yet taken effect and probably would not do so until at least after the General Election. This, hopefully, would allow plenty of time for representatives from the PSSC (as it was this Committee that would be affected), to discuss, in the first instance with HAL, the way forward, as everybody wished to avoid the potential duplication of work.

The PSSC had changed much over recent years, under Philip Carlisle's chairmanship. It was thought that the Committee was actually performing a very useful list of activities on behalf of the airport.

Mention was made in the letter to the need to encompass 'local views'. Passengers were passengers, whether they came from the local vicinity, Scotland or somewhere in the middle. Everyone was a passenger and it was thought it did not actually make any difference whether they were 'local' or not.

It was noted from the Paper against Agenda Item 9 prepared by Paula Street, on behalf of the UK Airport Consultative Committee Liaison Working Group, on which all of the Consultative Committees were represented, that there was a suggestion that discussions should be initiated with Passenger Focus and the CAA on the proposed new functions and future working arrangements.

Susan Parsons suggested that this was actually left to that Group, so as to avoid duplication between each Airport Consultative Committee or on their Passenger Groups. It was preferred that this should be done on behalf of all of the Passenger Groups.

It was hoped that BAA would agree to a meeting between HAL and a PSSC delegation in the short-term, to discuss the implications of the DfT decision on the current work of the PSSC, in respect of Passenger Focus becoming the consumer advocate for aviation and the potential duplication of work.

Mike Brown responded that he endorsed the point made and welcomed the suggestion of a discussion to be set up between the PSSC and HAL.

ACTION:
MIKE
BROWN

He also understood the comment made on 'local' passengers or national passengers.

3. Simon Baugh stated that the text in the letter referred to a proposal that there was a national Passenger Focus body for the airport and a local one, which did not necessarily mean that they were passengers who originated from the 'local' area who travelled through Heathrow, as opposed to a national body for the whole of the UK.
4. The Chairman asked Susan Parsons if consideration had been given as to who should attend the suggested meeting between the PSSC and BAA.

Susan Parsons responded that certainly the Chairman of the PSSC, Brian Yates and the HACC Adviser, Philip Carlisle on behalf of the Committee.

5. Frank Evans referred to the points that had been raised. In terms of legislation, Passenger Focus was already established, but legislation would be extended, to include aviation. The Government had no wish to try to duplicate work on this issue. It recognised the excellent work being carried out by the Passenger Services Groups both at Heathrow and at other airports. It was looking to how Passenger Focus would build on that structure and how they could form a relationship between the two to try to interlink with the existing arrangements.

A consultation document was due to be issued in March, to give people the opportunity to express their views, which would be welcomed, as to how Passenger Focus might integrate.

- (f) **Minute 4310 – Establish figures of recent traffic surveys carried out by BAA in surrounding Boroughs and why these were carried out. Also establish the process (Malcolm Robertson).**

1. This matter was covered under Agenda Item 7.

- (g) **Minute 4310 – Insert explanatory commentary against future graphs circulated to HACC (BAA).**

1. This had been actioned.

(h) Minute 4310 – Letter to be sent to the CAA to express concern on possible extension of night flights during the Olympics 2012. Extend invitation to the CAA to attend February HACC meeting (Chairman).

1. The Chairman had sent a letter to the Chief Executive of the CAA, Mr. Andrew Haines, to express the concerns of the Committee, with an invitation to attend the February meeting (*enclosed*). Accordingly, a response had been received, which the Chairman read to the Members as (*enclosed*).
2. Ian Lake stated that he was surprised at the comments in the letter from the CAA. The Olympics was a 'once in a life-time' event for London.
3. Margaret Majumdar said that from the response letter that had been read out, it indicated that it was not the position of the CAA to consider the matters raised in the letter sent on behalf of the Committee regarding operations at Heathrow during the London 2012 Olympics, but that of the DfT. Therefore, should a letter be sent to the DfT stating that it would be unacceptable not to adhere to the night noise limits during the duration of the Olympics and Paralympic Games 2012.

Whatever the opinion of the people in Surrey, the residents of London had to sleep during this five-week time-period.

4. Cllr. Denise Saliagopoulos stated that this was not her view and she did not agree with the comment made by Margaret Majumdar, but thought that the opinion of the Members around the table should be sought.

Again, it was stressed, that the Olympics 2012 was a 'once-in-a-lifetime' opportunity for the South-East to benefit from this for the £1 billion of investment it would bring to the economy.

Cllr. Denise Saliagopoulos continued that, with the greatest respect to Margaret Majumdar, it was not thought that her view reflected that of the entire Committee and he asked for support for the view shared by Surrey County Council Members.

5. The Chairman asked Frank Evans if he thought there would be any benefit in him writing to the DfT and if they were aware of the 'High Level Issues' Paper.

Frank Evans responded that the Government were aware of the Press Releases published by the CAA, who had prepared internally the 'High Level Issues' document.

Night Flights had been controlled by the DfT at Heathrow over many years and had a strict criteria. This was in the form of dispensations. Sporting events did not fall into a category for which there would be change. The night regime, which currently existed 2006-2012 had already set the Movements and Quotas for this period. The DfT had no intention of changing those limits.

Frank Evans agreed to write to the Committee to confirm this fact.

ACTION:
FRANK
EVANS

6. Phillip Bicknell said that he lived under a flight path. He was aware that there were approximately 5,500 night-time movements allowed in Summer and approximately 4,500 during the Winter.

The question was asked that if it was the case that during the period of the Olympics it was not possible to get those flights in under that Quota and if the extra flights needed for the Olympics could not be taken out of the existing Quotas.

Frank Evans responded that the DfT did have the power to increase/decrease Quotas, but there were no current plans to do this.

7. Isobel Knox commented that the airlines had concerns on the structure of operations at Heathrow during the Olympics 2012, if extra flights were allowed into the airport and that they should be re-directed to another airport, as Heathrow was already full.

The position of the airlines was that they were not seeking to shorten night-flights, but avoid disruption at the airport and asked if the DfT could provide assurance on this.

Frank Evans agreed to address this point in his covering letter.

ACTION:
FRANK
EVANS

8. Cllr. Potts said that if the subject of diverting flights elsewhere were to be considered, Gatwick Airport would not be a problem, but the local residents would not wish these to be sent to Northolt Aerodrome or within the Hillingdon or Ealing borders without consultation.

- (j) Minute 4313 – Establish from ANMAC the possibility of obtaining a copy of the ERCD Report 0906 on Noise Measuring and Modelling. Also, if a review of the ANASE Study would form part of their future work programme (Chairman).**

1. Frank Evans reported that the ERCD Report 0906 looked at the possibility of 'pruning' the work on where noise monitors might be required.

The work that had been carried out was preliminary and it was not the intention of ANMAC to issue it publicly at this stage. Members would be aware, that in the past, when new noise monitoring sites had been established, they had always been subject to public consultation. This would again be done, but at a later stage.

With regard to ANASE, this was subject to wider research.

A number of the Noise Action Plans submitted had referred to the further work of ANASE. It was the intention of the DfT, that once all of the Noise Action Plans had been reviewed, the issues coming out of that would be looked at, and a view taken as to where the priorities lie on this, to see where the efforts should be directed and how best to take this forward.

(k) Minute 4314 – Establish how the Track Transit System for Terminal 5 was scored. The lengthy waiting time and insufficient Security staff needed to be addressed (Malcolm Robertson/Mike Forster).

1. Simon Baugh reported that the Track Transit System was a train which took passengers from Terminal 5A to Terminal 5B.

In terms of how BAA scored performance on that, the CAA sets requirements as part of the regulatory agreement with them over the availability of the trains. As a CAA requirement, a single train was operating 99% of the times, with two trains operating 95% of the time across the operational areas. During 2009, this was achieved on the Track Transit System.

2. John Gurney referred to the description of a train, which should actually be three Pods. On some days, only one Pod was in operation, this meant that the waiting time for the passengers was increased.

Mike Brown responded that he understood this. The requirement, as outlined, was very one-dimensional in that it gave an all or nothing approach to the definition of a train.

The incidences when the service had been down significantly to carry passengers were very limited. Clearly, alongside this, British Airways and the Director of Terminal 5 kept a very close eye on the situation. The last three months of 2009 showed a very good performance of the train.

John Gurney continued that it was very easy for the passengers to be clean (from a security point of view) on the way out and then become dirty between Terminal 5A to Terminal 5B. The security separation process needed to change.

Mike Brown responded that he had recently undertaken a joint walkabout with British Airways. One of the issues discussed was some of the protocols of the configuration of the operation in that situation. This was work in progress, the outcome of which could be shared with the Committee at a future date.

(l) Minute 4315 – Investigate possibility of stopping aircraft overflying at the eleventh hour on Remembrance Day and Armistice Sunday (Malcolm Robertson).

1. Simon Baugh reported that there were restrictions, which were put in place each year with NATS at Heathrow, on aircraft operations for Remembrance Day commemorations.

There were restrictions on the routes which departing aircraft could use prior to 10.57 a.m. local time on easterly operations. Departures were not allowed between 10.57 a.m. - 11.03 a.m. or landings between these times. There were also restrictions on holding taxiing aircraft and ground runs. Aircraft were also vectored away from the Cenotaph in London, so that the services being held were not disrupted.

As the services of Remembrance were held nationally at the same time across the UK, it was very difficult to ensure that there were no services where aircraft noise could not be heard.

Colin Wood, BAA Airside Director had asked NATS to further investigate if there is an opportunity to provide a gap in aircraft arrivals on easterly operations in the Windsor area.

Simon Baugh agreed to write to Cllr. Malcolm Beer representing RB Windsor & Maidenhead who had raised the initial question.

ACTION:
SIMON
BAUGH

(m) Minute 4317 – Liaise with the Flight Evaluation Unit to provide more detailed text on future Night Quota Usage Reports when a large number of delayed movements had occurred (Malcolm Robertson).

1. Simon Baugh reported this had been actioned.

4324 REPORT BY THE CHAIRMAN AND SECRETARIAT

1. The Chairman welcomed Philip Carlisle, who had for the past nine years been the Chairman of the Passenger Services Sub-Committee. He had recently retired as Chief Executive of the Guild of Travel Management Companies (GTMC). Philip was ex-RAF and had reached the high status as a trainer for the Pilots in the RAF.

He had kindly agreed, on an interim basis, to fill the breach left by Maurice Hudson, with the consent of BAA, until it was resolved what the future position should be in this regard. He would assist with the preparation of Agendas and correspondence on consultative documents.

2. The Chairman advised that Brian Yates, formerly the Chairman of 'Which' Consumers' Association had taken over the position from Philip Carlisle as Chairman of the Passenger Services Sub-Committee (PSSC).
3. The Chairman welcomed Anne Godfrey to the meeting, as Chief Executive of GTMC, who was Philip Carlisle's successor in that role.

4325 HEATHROW MANAGEMENT MATTERS

1. (a) Dialogue with Mr. Mike Brown, Chief Operating Officer of Heathrow Airport.
(b) BAA Heathrow Update and Statistical Information was tabled.
2. Susan Parsons referred to the introduction of body scanners at Terminal 4. Security has been one of the banes of passengers for a long time, with frequently very long queues involved.

Obviously, if there is to be increased security, albeit for a small number of people, it was essential that the security staff were properly trained, as it would not be good to see the queues building up as a result of this.

Mike Brown responded that it was a fact to say that there were very rarely long queues now and the data that BAA produced was evidence of that. Occasionally, at peak times in the week, it may be the case, but generally not.

The introduction of new security measures that BAA were faced with, under the direction of the DfT, since the effect of the attempted Christmas Day bombing in America, was a huge collaboration and co-operation between BAA, other airport operators and the DfT, which was welcomed.

It was a good model to take forward for the correct balance or appropriate risks in aviation security to deal with this in an effective way. There were also techniques to ensure that there was a correct reason for individuals going through any additional measures that were required. It was pleasing to note that this was working so well.

BAA were always mindful of the reality that they faced a challenge between the potential for injury and the safety of passengers. The overwhelming majority of people were legitimate travellers going about their normal business.

3. John Gurney referred to the reclaim of baggage process, pre-Christmas in Terminal 5. The queues stretched from one end of the Terminal to the other, when flights were cancelled due to the inclement weather. Passengers were trying to process back through Security into the Arrivals area to retrieve their baggage.

He asked if it was possible to change the process, which was very time consuming and caused disruption at the airport.

Mike Brown replied that this occurrence in Terminal 5 was unique. The number of flights that were cancelled across the remainder of the airport was kept to a minimum. For obvious reasons, given the scale of the operation of the particular airlines that occupied Terminal 5, different challenges were faced.

The Committee were assured that several reviews had already taken place. Mr. Brown said that he had committed with his equivalent in British Airways to look at all of the issues surrounding the operations.

4. Murad Qureshi referred to the reported figure from the Committee on Climate Change that 138 million extra passengers could use British airports in 2050 - an increase of 60%, without breaching the target to reduce carbon emissions to below 2005 levels. It was not thought that Heathrow alone could accommodate this increase, but it was also relevant to also include capacity at Gatwick and Stansted.

With regard to the work on aviation emissions being carried out in Copenhagen, the progress was awaited on that front.

The London Assembly's Environment Committee had published a report entitled 'Flights of Fancy' as to whether the Government's environmental requirements could be met by an extended Heathrow.

(Secretary's Note): The link to this report had been circulated to the Committee Members prior to the meeting.

<http://www.london.gov/uk/assembly/reports/environment>

5. Margaret Majumdar referred to Brussels Airlines, and said that it would be of interest to know how many additional Heathrow movements it involved, with its operational move from Gatwick. Heathrow was full and yet this whole airline's operations could be accommodated.

Mike Brown responded that Brussels Airlines had taken over the routes previously run by British Midland.

6. Ian Ramsay commented that as a frequent flyer between Brussels and Heathrow, bmi had six rotations per day, Brussels Airlines had four rotations per day.

4326 HEATHROW EXPRESS

1. Update report on the progress of refurbishment programme of the Heathrow Express train carriages/seats provided by Richard L. Robinson, Managing Director of HEX was covered by Mike Brown.

Mr. Brown confirmed that the programme to replace the seats and covers was well underway and would be completed by the end of February 2010.

As ever, there continued to be a regular inspection of carriages as part of the normal train maintenance programme to ensure the interiors remained in a robust condition.

Further consideration had also been given to the overarching condition of the First Class seating arrangements of Heathrow Express and a review had been carried out by the HEX team, to examine the possibilities for enhancing and improving that public service.

With regard to the escalation of customer complaints on HEX, London TravelWatch was the appropriate body and retained that responsibility. It was well documented that Heathrow Express consistently had good ratings as the best railway and for passenger satisfaction by people across the country.

2. Iain Hope said that he welcomed the refurbishment. He commented that he found the Standard Class seats to be more comfortable than the First Class seats. The problem with the First Class seats was that a number of the cushions were broken. This matter had privately been brought to the attention of Richard Robinson, Managing Director of Heathrow Express following the 23rd September 2009 HACC meeting.

3. John Gurney asked if the entire design on the HEX seat/cover would be changed, which currently was fixed.

Mike Brown agreed that it was a fixed seat design. Currently, the seats were being brought up to a good standard with the existing arrangements. The initial plan was to look at the First Class seating generally. In comparison to the First Class and Business Class product of an airline, Heathrow Express had probably not kept up. However, there were no immediate plans to change the configuration of the Standard Class product, but this would be looked at as part of the overall brand.

4. John Gurney referred to the subject of London Underground fares in the Heathrow Zone and the observation that had been made, that the fares scheme should be in line with the buses and discounts applicable.

Mike Brown responded that the issue on Transport for London services and fares was an issue for the Mayor of London.

5. The Chairman thanked Mike Brown for the support he had shown the Committee in the short time he had been Chief Operating Officer at BAA. He wished him well for his new appointment as Managing Director of London Underground, a position he would take up when he left BAA on 9th March 2010.

Nick Cullen would replace Mr. Brown as Chief Operating Officer for Heathrow. Mr. Cullen was currently director of business development Northern Europe for CEVA Logistics. He has experience in logistics, supply chain and manufacturing at companies such as DHL, Gap, Diageo, Scottish Courage, Heinz and Mars.

4327 BAA TRAFFIC SURVEYS

1. A presentation by Mr. Paul Hanson from AECOM and Mr. Martin Taylor representing BAA was made to the Committee to explain the authoritative process of the recent traffic surveys and the reason why these were carried out by BAA in surrounding Boroughs.

The Roadside Interview Survey handout distributed to motorists by 'Count on Us', who conducted the surveys on behalf of BAA had been tabled.

2. Cllr. Dev Dhillon commented that many of his parishioners in the areas of Berkshire and Buckinghamshire and also Cllr. Malcolm Beer's constituency of Windsor & Maidenhead, had complained at the manner in which the survey had been conducted. It was very personal and had asked people for their postcode, where they had travelled from and where they were travelling to and the purpose of the journey.

Cllr. Dev Dhillon said that both he, on behalf of South Bucks District Council, and the residents in the area of Iver had sent in a letter of complaint to the e-mail address on the survey handout, but to date, had not received a reply.

He asked if the interview surveys would be toned down or would they continue in the same form.

Paul Hanson stated that AECOM had to understand the passenger travel patterns. Therefore, as part of the survey, the interviewer had to ask where people had started their journey from and where they were travelling to, hence the pointed questions. It was of surprise to learn that no response had been received to complaint letters. Mr. Hanson undertook to take the details from Cllr. Dhillon and contact him directly.

Cllr. Dev Dhillon stated that it would be preferable for the interviewer to ask if the journey was for business or leisure rather than asking the specific question of the purpose of the journey and the route. It is to the confidential nature that people were concerned and objecting.

Paul Hanson continued that the survey forms used were the standard forms issued by TfL and were the same for all surveys, as agreed with the best practice recommended by the DfT. The information was shared, not the individual destination of each driver.

3. Mike Forster commented that much discussion was held at the airport on aircraft, but it was also very important that the local surface access proposals by BAA were correct. Depending on the quality of the data, the effective solutions would come out.

BAA had spoken with TfL to undertake this survey, as the data that was sitting in the regional road traffic models dated back to 1991 and was no longer up-to-date. It was preferable that rather than BAA and TfL conducting the same survey twice, that they collaborated, collected and shared the data, which was common to both parties. In this way, drivers were only stopped once instead of twice. This was a good way to also collaborate with the core Traffic Authority.

4. Susan Laurie asked if the general public were aware of their rights and that taking part in the survey was voluntary, not compulsory. The Police were in attendance to ensure there was no breach of the peace, not to ensure that people gave the information.

Paul Hanson replied that yes, people were aware of this. However, it was recognised that when drivers were stopped by the Police, there was a formality and an imposition to comply. Nevertheless, if the driver refused to answer the questions, this had to be respected.

Of the 35 letters that had been received out of the 95 surveying sites, two had expressed this concern, but there were several more which explained their understanding of the need for these surveys and the voluntary nature.

5. Philip Carlisle stated that it seemed to stem from the wording used or not used by the surveyor conducting the interviews, regarding the voluntary nature.

There were two questions regarding the confidentiality and the requirement for the postcode of the driver. If that sort of question could be anticipated with a ready and truthful answer and addressed at the time, because it was understood the aggregated data might be shared, but the individual name of the person and their car registration number would not, it was thought that the local authorities would not have received the complaints. It was more the way in which the survey was conducted, rather than why it was done.

6. Cllr. Phillip Bicknell asked if AECOM made it clear that the survey was voluntary, would they receive a lesser response from the travelling public on which to compile their data.

If AECOM were honest with the public, they would receive a better response, but it was thought they were probably frightened they would receive less of a response.

7. John Gurney asked when the data would be available. For information, there was another issue with Surrey County Council who were proposing to withdraw the bus service links to the airport, which included the South-West corner of the airport where the surveys were carried out.

Paul Hanson responded that conclusions had not yet been reached as to when the data would be available. It was proposed to hold dialogue with TfL to establish a date for a workshop in the Summer where the data would be revealed.

Martin Taylor stated that it was very useful to receive the feedback from the Committee Members. The points made had been taken on board in order to minimise the impact for future surveys.

4328 CAA's AIRSPACE FOR TOMORROW

1. The Report had been circulated with the Agenda and was noted. It set out in broad terms, how the CAA intended to develop the UK's future airspace arrangements in co-operation with the DfT, Ministry of Defence, NATS and other aviation stakeholders. The development of the Strategy is a complex process that will take place over the next two to three years, with a formal consultation due to begin in 2010. It will then underpin the CAA's work in airspace terms out to 2030 and beyond, including the relevant application of environmental targets set by the Government for 2050.
2. Ian Ramsay stated that the Paper referred to a timescale of 2030, but believed the measures would be in place by 2020 as set out by the European Commission.
3. Iain Hope said that he had found the Paper to be of interest. He noted that a formal consultation was due to begin later in the year. He suggested that when this was announced, that a representative from the CAA should be invited to a HACC meeting to provide more background on the subject.

ACTION:
PHILIP
CARLISLE

4329 REFORMING THE FRAMEWORK FOR THE ECONOMIC REGULATION OF AIRPORTS

1. This Paper and its Appendices was provided by the UK Airport Consultative Committees Working Group and summarised the Government's decision on the proposed framework for the economic regulation of airports and had been circulated with the Agenda and was noted.
2. Virginia Godfrey stated that she welcomed the environmental objectives set out in this Paper.
3. Margaret Majumdar stated that there was an alternative on the environmental points. There was an Option 1 (paragraph 37) which had some detail and an Option 2 (paragraph 38) which was much more vague.
4. Philip Carlisle stated that in parallel with this and linked to it, the DfT had requested that the CAA gave its view on parts of this as it involved airport licensing, which would be within the CAA's remit of expert advice.

Further into the report was mention of the Passenger Focus Group.

In March, a Seminar would be held by the CAA for stakeholders to discuss the questions they had been asked to address in terms of licensing.

Philip Carlisle volunteered to attend the Seminar on behalf of HACC, at which he could express the opinion of the Committee and pick up other interesting views of attendees in greater detail.

If there were any points related to the report that the Members thought needed re-emphasis, in addition to welcoming Option 1, these could be conveyed.

It would be useful if the Members could contact the Secretary with these points by the end of February 2010.

ACTION:
PHILIP
CARLISLE/
ALL
MEMBERS

4330 AIR QUALITY AT HEATHROW

1. BAA Air Quality Monitoring Report at Heathrow - Quarter 4 2009 had been circulated with the Agenda and was noted.
2. Virginia Godfrey asked the position on the extension to 2015.

Rob Gibson responded that at present, the Government was working towards putting in an application to the European Union for a time extension.

3. Frank Evans said that he would speak to DEFRA on this subject and provide the Secretary with an update for the Committee.

ACTION:
FRANK
EVANS

4331 PASSENGER SERVICES SUB-COMMITTEE

1. Minutes of the meeting of the Passenger Services Sub-Committee meeting held on 2nd December 2009 had been circulated with the Agenda and was noted.
2. Andy Hull reported that there had been much debate regarding the format of the Passenger Services Sub-Committee Terminal Monitoring Exercises which BAA representatives had suggested should be changed.

It would appear to be a 'dumbing-down' of this subject and taking the independence of the Committee away to carry out that function in the way they choose.

The members were joined by Jill Allen-King, a blind representative who contributed well to the meeting. For many years, the Committee had striven to appoint a member who was blind/partially sighted or a person with reduced mobility. Jill is Chairman to the European Blind Union Commission for Mobility & Transport.

3. Philip Carlisle stated that it had been intimated that BAA would write the Agenda for the next PSSC meeting. Prior to his departure as Chairman of the PSSC, he had written a PSSC Handbook, which made it very clear, that the Sub-Committee, rather like the HACC, which owned it, as far as was known and understood, was wholly Independent.

Although it made sense for BAA to suggest, and ask the Committee to look at items that it might be interested in, it was requested that an endorsement be received from HACC, for the new Chairman of the PSSC that the Agenda of that Sub-Committee was his business and that of the Members of the Sub-Committee.

A response was received from Simon Baugh and Mike Forster that this was not contended.

4. John Gurney commented that a point that the PSSC members had agreed upon, was the fact that the leading BAA representative who attended the meetings was continuously changing, who each had their own ideas and there was no consistency in approach. This did not help the Committee in itself.

Simon Baugh appreciated the point that was made. BAA would try to ensure that some consistency going forward in the terms of their approach was achieved.

5. Cllr. Horn raised the point that he recently had difficulty in getting into Terminal 4 Arrivals by car. When he came off the roundabout and down the slope, the Sun was beside the angled signage and it could not be read. Eventually, when it was possible to read the wayfinding signage and reach T4, it was found that Arrivals was closed off.

Mike Forster responded that the comment on angled wayfinding signage was feedback to BAA. In terms of Terminal 4, there was a large development programme underway, which had necessitated certain areas to be closed off whilst refurbishment was carried out.

4332 NTK WORKING GROUP

1. Minutes of the meeting of the Noise & Track Keeping Working Group held on 10th November 2009 had been circulated with the Agenda and were noted.
2. Virginia Godfrey said that she found the Minutes very helpful. It would seem that the Group had widened its sphere of activities.
A request was made if the Chairman of the NTKWG, Rick Norman, BAA Head of Noise and Air Quality could address the Committee at the March meeting to explain the structure and workings of the Group. This was agreed.
(Three HACC Members sat on this Group).

ACTION:
SECRETARY

3. Margaret Majumdar referred to Minute 4.14 (Noise Infringements & Fines Report) and said that similarly, she had been shown some of these and found them to be of interest. A request was made that this Report could also be made available to the Members of the HACC on a regular basis.

The Chairman asked the Members if they wished to receive this Report. It was agreed that only Virginia Godfrey and Margaret Majumdar would be sent electronic copies of this.

ACTION:
SECRETARY

(Secretary's Note:) A response had been received from BAA in this regard. 'This information will shortly be available on the Heathrow website in PDF format, therefore it will be available not only to Margaret Majumdar and Virginia Godfrey, but anyone who wishes to see it. This is how we propose to share this information in the future'.

4333 AIRCRAFT NOISE COMPLAINTS REPORT

1. LB Richmond upon Thames Noise Line Figures for Quarter 4 (October-December 2009) had been circulated prior to the meeting and were noted.

BAA Heathrow Noise Complaints Report for Quarter 4 (October-December 2009) had been circulated with the Agenda and was noted.

4334 NIGHT QUOTA USAGE

1. Report from Heathrow Flight Evaluation Team for the period of Winter 2009 (*enclosed*).

4335 PLANNING APPLICATIONS

1. Planning Applications for the Heathrow Ward of the London Borough of Hillingdon for November and December 2009 had been circulated with the Agenda and were noted.

4336 NEWS RELEASES

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

4337 ANY OTHER BUSINESS

1. John Gurney stated that the Committee were aware of the review proposed by Surrey County Council to cut the bus service links from the South-West corner of the airport, but there was a public consultation on this available on surreycountycouncil.com.uk

He requested that if any Member had issues on the proposal to cut the bus services, to please register their views, as it was of concern to note that it was possible that the last remaining bus route to Heathrow from Surrey might be lost.

Support was requested from BAA on this matter.

Mike Forster agreed to feed this comment back to his team and review the whole travel network around the airport.

ACTION:
MIKE
FORSTER

2. There were no further items to discuss and the Chairman closed the meeting at 3.30 p.m.

**DATE OF NEXT MEETING:-
WEDNESDAY 31st MARCH 2010**