

## HEATHROW AIRPORT CONSULTATIVE COMMITTEE

### Minutes of the Meeting held on 26th January 2011 at the Heathrow Academy

#### PRESENT:

Sam Jones, Chairman	-	HACC
Philip Carlisle, HACC Adviser	-	HACC
Carole Havercroft, Secretary	-	HACC
Cllr. Anita MacDonald	-	LB Hillingdon
Cllr. Ruth Cadbury	-	LB Hounslow
Cllr. Martin Elengorn (Deputy)	-	LB Richmond upon Thames
Cllr. Chris Turrell	-	Bracknell Forest BC
Cllr. David Rowlands	-	Bucks CC
Cllr. Moreton Moore	-	Runnymede BC
Cllr. Balvinder Bains	-	Slough BC
Cllr. Dev Dhillon	-	South Bucks DC
Cllr. George Trussler	-	Spelthorne BC
Cllr. Denise Saliagopoulos (Deputy)	-	Surrey CC
Murad Qureshi	-	London Assembly
Susan Parsons	-	ABTA
James Fremantle	-	AUC
Margaret Majumdar	-	EANAG
Virginia Godfrey	-	HACAN/Clearskies
Isobel Knox (Deputy)	-	IATA
Iain Hope	-	LCCI
John Gurney	-	TUC
Brian Yates	-	Consumers' Association
Keith Harlow	-	Independent
Ian Ramsay	-	Independent
Richard Taylor	-	Independent

#### OTHER

Frank Evans	-	DfT
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#### HEATHROW AIRPORT LIMITED

Simon Baugh	-	BAA Director of Communications
Cheryl Monk	-	BAA Head of Community Relations & Policy
Rachael Henry	-	BAA Strategic Communications
Jane Dawes	-	BAA Operational Noise & Air Quality Manager

#### PRESENTERS

Phil Roberts	-	Asst. Director Airspace Policy - CAA
Ian Hutcheson	-	BAA Security Director

## **APOLOGIES FOR ABSENCE:**

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

Nick Cullen (BAA), Nigel Milton (BAA), Colin Wood (BAA), Cllr. Brian Reeves (LB Ealing), Cllr. Dominic Gilham (LB Hillingdon), Cllr. Barbara Reid (LB Hounslow), Cllr. Peter De Vic Carey (LB Hounslow), Cllr. Gemma Stockley (LB Richmond on Thames), Cllr. Denise Grant (Spelthorne BC), Cllr. Ian Lake (Surrey CC), Huw Hopkins & Nathan Stower (BATA), Frank Wingate (Future Heathrow), Andy Hull (Independent), Susan Laurie (Independent), Lara Reed (Independent), Anne Godfrey (GTMC), Rob Gibson (LAANC).

### **4431 MINUTES OF THE PREVIOUS MEETING**

1. Minutes of the meeting held on 8<sup>th</sup> December 2010 were agreed as an accurate record.

### **4432 MATTERS ARISING**

1. **(a) Minute 4414 – Establish if Highways Agency were in future, prepared to display laser information on overhead gantry prior to the Welcome Roundabout, to pre-warn motorists to travel on a diversion route, in the likelihood of gridlocked traffic resulting from an incident (Nick Cullen).**
  1. Cheryl Monk advised that BAA had discussed this matter with the Highways Agency who had acknowledged the comments made and would action accordingly.
1. **(b) Minute 4425 – Provide a schedule of delayed departures during the week, indicating the reason, the latest departure time, how many were due to weather conditions and technical problems and whether a particular airline had more than its share of technical problems (Colin Wood).**
  1. This had been actioned.
2. Cllr. Moreton Moore enquired on the anticipated publication date of the BAA Noise Action Plan.

Frank Evans advised that the DfT were in liaison with BAA on this matter. This living key document needed to be ‘fine-tuned’ and had not yet been approved for Heathrow. However, it was expected that the Noise Action Plan would be published within the month.
3. Virginia Godfrey referred to Minute 4425 of the 8<sup>th</sup> December 2010 Minutes, where it was indicated that a presentation would be made by BAA at the 26<sup>th</sup> January 2011 meeting on the ending of the Cranford Agreement and the Noise Mitigation Measures consultation, but yet it was not an item on the Agenda for discussion.

Cheryl Monk explained that key factors still needed to be tied up on these subjects before this presentation could be made to the Committee. It would therefore be carried over to the 30<sup>th</sup> March 2011 meeting.

#### **4433 REPORT BY THE CHAIRMAN AND SECRETARIAT**

1. Notification had been received that Mr. Huw Hopkins (bmi) (main Member) and Mr. Nathan Stower (Virgin Atlantic Airways) (Deputy) had been nominated by BATA to represent their organisation on the Committee.

#### **4434 HEATHROW MANAGEMENT MATTERS**

1. (a) Dialogue with Mr. Simon Baugh, BAA Director of Communications of Heathrow Airport.  
  
(b) BAA Heathrow Update and Statistical Information had been circulated with the Agenda and was noted.
2. Simon Baugh reported on the disruption caused at Heathrow by the snow that fell prior to Christmas, which was initially a flurry followed by more heavy snow on Saturday 18<sup>th</sup> and Sunday 19<sup>th</sup> December 2010 onwards. 10 cm of snow fell, which meant that both runways were temporarily closed. The Northern runway was opened later on Saturday 18<sup>th</sup> December 2010, but stands could not be sufficiently cleared overnight for Sunday 19<sup>th</sup> December 2010 and only a handful of flights (50) operated.

It was not until Monday 20<sup>th</sup> December 2010, that a significant amount of scheduled flights were operational. On Tuesday 21<sup>st</sup> December 2010, the Southern runway was opened in the afternoon and approximately 50% of the schedule was operational and all stands were cleared across the airfield. On Thursday 23<sup>rd</sup> December 2010, approximately 90% of the schedule operated. Airlines were able to move aircraft and crews who had been diverted during the disruption back to base.

In terms of the welfare procedures and customer support put into place during the snow, stranded passengers who had not been provided with hotel accommodation by the airlines, were given accommodation, hot food and drinks, showers and toiletries and flight re-booking assistance. Around 300 Head Office staff from the Compass Centre were re-deployed to help the passengers with information.

In terms of passenger communication, BAA's Call Centre and website also had information available.

Heathrow was subject to much criticism during this period, both in terms of the speed in clearing the snow, the way in which the information was provided to passengers at the airport and airlines and the passenger welfare procedures.

As a result of this, BAA announced during that week, that an external panel of international experts, led by non-executive director Professor David Begg, who joined the BAA Board at the end of last year, had been appointed to establish the lessons which can be learned from these events at Heathrow.

That panel was drawn up from airports and airlines from around the world, who had greater experience than Heathrow of operating airports and flights during severe and difficult weather conditions, as well as the assistance needed for passengers.

They had a brief to look at the planning, execution and recovery from the difficult weather conditions of December and would publish their report by the end of March 2011.

An additional £10 million would also be made available to the airside operations team at Heathrow, in order to bolster winter resilience and some of the equipment had already arrived.

A letter was also submitted by Colin Matthews and published in 'The Times' on 11<sup>th</sup> January 2011, setting out Heathrow's intent to learn from events and quash reported misconceptions.

The Members of the Committee would be provided with a further update on the results of the internal investigation, when it is published in March 2011.

**ACTION:**  
**SIMON**  
**BAUGH**

2. In terms of the overall performance at Heathrow, this was good for both passengers and airport Service Quality Reports (SQRs) and Security and Baggage during October and November 2010. However, in December 2010, this was affected by the economy at large and winter weather conditions, both in terms of passenger experience and passenger numbers.

Good construction progress is being made on the new Terminal 2 building, following demolition of the old Terminal. The new steel supporting structure across the central terminal area is now visible.

Traffic figures were down by 10.9% across all BAA airports due to the severe weather in December 2010, and construction work was also affected. The disruption is estimated to have affected profits across the BAA Group by £24 million, of which, £19 million was attributed to Heathrow.

3. The Mayor's Report published on a new hub airport for London, was the first in a two-stage report to look at capacity. The key findings in the report suggested that an estimated 140 million passengers would fly this year, rising to 400 million passengers by 2050. Essentially, the report stated that London needed a new vision and second hub to cope with this demand in line with our European competitors.

The report specifically ruled out Heathrow as being the answer to the capacity problem, on the grounds that the Mayor believed that it was not an option due to the air quality and noise experienced in the vicinity.

BAA were pleased that the Mayor recognised a hub airport was essential for the effectiveness of London. It was an interesting debate.

The second stage of the report would look at options for developing that airport vision. It was essential that it was a hub airport capable of serving London.

4. Isobel Knox stated that further wintry weather was forecast imminently for the region and asked what plan had been implemented at Heathrow should the snow return.

Simon Baugh responded that the snow plan which BAA had in place, was agreed in liaison with the airlines in October 2010. It did state that if more than 6 cm of snow fell, it would be necessary for the airport to close the runways.

Since then, BAA had looked at how if 25 cm of snow fell, they could handle this large amount.

A programme of eight work streams had been put together to look at how this could be managed, including what the command and control structures would be for that, what the airside, landside and terminal responses would be, how the reduction in the overall flight schedule would be managed with the airlines, the communications aspect, both internal and external and the passenger welfare.

A revised plan was therefore available to BAA. However, this still led to a situation where the airport would be shut if more than 6 cm of snow fell, as the plan was to see how recovery time could be improved.

In terms of passenger communication, one of the key elements that it was important to get right, was the ability to put in place a revised flight schedule which met the capacity available at the airport.

A revised plan had been agreed with the airlines and the Airline Operators Committee at Heathrow with improvements made to work more efficiently than the previous one.

It was important for BAA to have the ability to communicate as early as possible with the passengers, to advise which flights would be operating and those flights which would not and to take the appropriate action to prevent more passengers travelling to the airport than could fly out under the circumstances, e.g. snow, fog or equally for a terrorist attack, where it would be necessary to close a terminal and the airport would be operating at less capacity than normal.

It was this ability to communicate as early as possible with the passengers, as to whether their flights were operating or not, that actually had a positive effect on so many other elements of the operation. To be able to tell the passengers their flight details plan and advise as to whether to travel to the airport or not, would save the issue in terms of terminal capacity, as the airport terminals were designed for a constant flow of passengers, not passengers waiting to book hotel accommodation or re-book a flight. It also enabled passenger welfare issues to be looked at in the terminals. This was perhaps the most important aspect identified since December 2010.

The new procedure would be confirmed with the airlines in the next couple of weeks. It was important for BAA to work with Airport Co-ordination Limited and the airlines on slots to agree capacity and prevent more people travelling to Heathrow than the airport could handle.

Isobel Knox asked if more manpower would be made available and additional snow plough machines would be delivered.

Simon Baugh responded that additional manpower and machines had been put in place. It was fair to say that, with the new plan, BAA would be able to recover more quickly in terms of snow clearance.

5. Iain Hope referred, firstly, to the coverage of the events at Heathrow during the snow. He said he had monitored the TV communication, which he felt was very disappointing. This showed up the difficulty because of the fragmentation between the airlines and the other parties, who were giving conflicting views.

The chairing of the Committee into the Inquiry on this matter by Professor David Begg was welcomed. It was hoped that there was a clear plan arranged, so that such a situation could be avoided in the future.

Secondly, with regard to the matter previously raised at the September HACC meeting on help for disabled passengers, very useful correspondence had been exchanged with Nick Cullen about the problems which had arisen for the particular party reported upon.

Two aspects had been identified; the failure of the airlines to notify BAA of the need for disabled chairs for the party. There was still a weakness. Also, the problem with the need to take off disabled passengers last of all from the incoming airliner, so as to have maximum freedom of disabled chairs and other issues.

This meant that a disabled person would be taken to the coach to be transferred out of the terminal, to find that all of the disabled seats on the coach had already been taken. The passenger would be left on the platform and then squeezed on to the coach in order to solely close the doors. This was a very unsatisfactory situation. It was thought that more prominent signage should be displayed on the coach that certain seating was allocated for disabled persons. They should be left free and not as is the situation at present, where the business community rushed onto the coach and occupied these seats in order to get off the coach first.

A request was made that consideration be given to new seating signage in the coaches at the airport.

**ACTION:**  
**SIMON**  
**BAUGH**

6. Cllr. Chris Turrell said that he had listened with interest to the response given with regard to the snow. In the Begg Inquiry Report, it would be particularly welcomed, if reference was made to an emergency planning phase response, as an uplift in the level of communication was required. It was very difficult for the passenger to find out whether to travel to the airport or not to catch their flight.
7. Susan Parsons spoke with regard to communication. ABTA and the tour operators would like to work with Colin Matthews on the Winter Resilience Inquiry, so that mixed-messaging for the passenger was not repeated in the future.

8. Cllr. Cadbury asked if, firstly, the Begg Inquiry Report would be publicly available and, secondly, if the target turnaround times and target risk assumptions would be similar to those airports as stated in Colin Matthews' letter, many of whom had much the same weather conditions, with an exceptional amount of snow and yet those airports had a quicker turnaround time and were re-opened much earlier than Heathrow.

Simon Baugh responded that the Begg Inquiry Report would be available to the public, but the oral evidence sessions would not be open to the public. It may be that other bodies might choose to conduct their own inquiry into winter resilience.

This would give an opportunity for it to be scrutinised and show the public the outcome from that. Equally, anyone who had views were encouraged to submit these to a website which had been set up at **heathrowenquiry.com** through which members of the public can provide views that will be considered by the Inquiry panel.

BAA valued the Inquiry that Professor David Begg would base his recommendations on. Ultimately, the time of public turnaround, was dependent on the individual process. It was important that a plan was in place to meet passenger and airline expectations at Heathrow.

It was felt that there had been a misconception focused on Heathrow, as there had been other airports, who had also closed for similar periods of time (although some were declared open, but had very few aircraft taking off or landing).

The Begg Inquiry would look at how other airports performed in snow, both with airports which were similar to Heathrow in terms of being hub airports in Europe, and how did airports cope who had large mounts of snow on an ongoing basis and if they operated in a slightly different way.

9. Murad Qureshi referred to Manchester Airport which seemed to be able to cope during the snow and ran 40% of its flight schedule. He said that it did not put London in a good light with the reputation that Heathrow Airport received in the Press at times. It appears that they cannot cope with any problem that arises.

Simon Baugh responded that, unlike Manchester, London airports and Heathrow were at full capacity. There was no plan for additional runway capacity in the South-East. With extreme weather events, it was not possible for the airport to operate at full capacity. That is why it was important for BAA to look at the decisions and recommendations from the Begg Inquiry.

With regard to the negative coverage of the events, that was the case if the UK Press was read. If American news coverage of events at Heathrow was read, the story was seen as more of an issue for the whole of Europe, rather than just Heathrow. New York experienced similar problems and yet they were more used to dealing with snow regularly.

10. Cllr. Bains asked if BAA had learnt anything from the snow experience in December. In the past, there used to be a snow clearing team in each terminal. This was no longer the case.

Whilst it was good that the Compass Centre staff had been de-deployed to assist the passengers, there was still a lack of information. Even if people worked in the terminals, they did not have the correct information as to which airlines were flying. Passengers were spending money travelling in taxis to the airport, but had a wasted journey upon arrival, as their flight had been cancelled.

BAA should have erected marquees on the evening of Saturday 18<sup>th</sup> December 2010 when the snow fell. However, this was not done at any terminal before Monday 20<sup>th</sup> December 2010. This was not acceptable.

Simon Baugh acknowledged that the passenger welfare provisions were not put in place as quickly as they should have been. This would be one of the aspects to come out of the Begg Inquiry, to ensure that revised plans are put in place for a forecast weather event.

Whether the snow clearance should be local or reviewed overall could be put forward to the Begg Inquiry. With regard to passenger information, it was clear that there was a need for BAA to be able to publish more quickly with the airlines, an accurate flight schedule, during events where Heathrow capacity is constrained. Ideally, this would be in advance, as it was 18-hours before the runway closed that people were checking-in for flights which would be arriving.

One of the debates that the Begg Inquiry would need to look at, was the appropriateness of reducing the capacity of the airport in advance of a particular pattern of weather event that was forecast, or if this should happen afterwards. If it happened afterwards, inevitably, the problem would occur again for passengers arriving for flights which had been cancelled. If it happened beforehand, BAA and airlines would run the risk of cancelling flights which perhaps, could have operated, in the event that the forecast weather conditions did not materialise. It was necessary to discuss this with the airlines to find the best solution for the passengers.

11. Cllr. Rowlands stated that on a positive note, the airlines responded well. He suggested that Professor David Begg be invited to attend the 30<sup>th</sup> March 2011 HACC meeting to advise of his suggestions and the way forward.

**ACTION:**  
**SIMON**  
**BAUGH**

12. Cllr. Beer referred to the revised schedule for departing flights after 23.30 hrs. Whilst it was appreciated that the backlog of flights had to be cleared to get passengers moving, the data seemed inaccurate, as for the night of 17<sup>th</sup>/18<sup>th</sup> December 2010 (before the snow), the last departure was 03.21 hrs. and there was more aircraft after 23.30 hrs. This should refer to the day after.

On the 16<sup>th</sup>/17<sup>th</sup> December 2010, there were 11 aircraft, with some quoted as taking off at 4.26 hrs. and 5.40 hrs. These are most unsociable hours. There should be a complete cap to ensure that no flights departed at such times.

Jane Dawes responded that the flights on 17<sup>th</sup> December 2010 had experienced severe ATC disruption during the day because of the snow, both in London and across the UK, which resulted in many aircraft being affected operationally. There was terminal congestion building up. At that particular point in the day, it was the best way to start recovery of flights.

It is the endeavour of BAA not to operate flights during the night-time period from midnight to 04.30 hrs. However, there were certain circumstances, when this had to be waived, particularly during the period of the snow, whereby that was the only way that it could be ensured those aircraft could fly and not get into a situation where the crew were out of hours and terminal capacity was being exceeded by the number of people.

Cllr. Beer asked if an assurance could be given by BAA that the impact of aeroplanes taking off at unsocial hours would be considered in the Begg Inquiry.

Simon Baugh responded that the Terms of Reference had not been set by BAA. It would be the decision of Professor Begg as to what aspects he would look at in the Inquiry. However, a request could be made to him directly. It was agreed that BAA would provide the necessary contact details for Professor Begg in order that Cllr. Beer could approach him on this matter. **ACTION:**

**SIMON**  
**BAUGH**

13. John Gurney reported in any given location, particularly Terminal 5 and Hatton Cross (south side), there were many street lights out of action. In the case of Terminal 5, there had been some street lights that had not operated at all since the opening of the terminal. BAA agreed to investigate this matter.

**ACTION:**  
**SIMON**  
**BAUGH**

#### **4435 FUTURE AIRSPACE STRATEGY FOR THE UK 2011 TO 2030**

1. Presentation by Mr. Phil Roberts, Assistant Director of Airspace Policy - Civil Aviation Authority on the current position of developing the United Kingdom's airspace arrangements in a safe, sustainable and efficient way and how Heathrow Airport and its activities might be affected by this. The impact of the Strategy will vary considerably from airport to airport (*enclosed*).

Following on from the presentation, Members asked questions/responded.

2. Cllr. Saliagopoulos stated that at this stage, it was difficult to see the specific implications for Surrey as regards to Heathrow. However, it was observed that if the Surrey arrival stack was to be diminished, the residents would be exposed to more noise. If there were to be implications for Stanwell Moor residents, Surrey County Council would be seeking additional noise insulation for homes in that area and would expect to be kept informed as the matter progressed.
3. Cllr. Moreton Moore said that given the fact population densities around Heathrow had changed over the last fifty years, could it be expected that the noise preferential routes would be configured.
4. The Chairman stated that the Committee had been advised that passenger movements were anticipated to more than double the present figure in the foreseeable future. He asked if there became a point when air space was full and a halt had to be called, particularly if there is to be another hub airport in the London area.
5. Murad Qureshi referred to the expansion of London City Airport and with regard to the decision on that, to what extent was the Strategy leading in this and other airport developments. He also asked if surface access issues were covered by the Strategy.

Phil Roberts responded to the questions. He displayed a chart showing London airspace which had grown over time to meet the demand. As it had changed, it had been 'tinkered' with to optimise to get that capacity. At present, priority was given to the Continuous Descent Approach (CDA) on the grounds that this was one of the areas to gain the maximum benefits in terms of noise and environmental impact.

The point had been reached where there needs to be something much more fundamental to gain maximum benefits for the community and to meet some of the international standards. Two areas were being looked at. The first was continuous climb operations. An aircraft at 80% throttle power was the time that maximum benefits would be achieved. The second was freeing up some airspace to allow aircraft to get away from the ground to fly more quickly and was a key consideration for the future. To enable this to be done, it would be necessary to 'lift the lid' on the holding stacks.

To achieve this aim of the Strategy was not an easy matter to deliver. It required tools and a complex interaction of how the network operates. Arrivals mechanisms would not be changed for the final approach stage.

With regard to noise insulation, this issue was dealt with by the airport. The configuration of some of the Noise Preferential Routes (NPRs) might need to change, as the routes would require re-design to conform to space navigation type standards. They were originally designed in the 1940's and 1950's for aircraft under a completely different performance and navigation capability standard. It was recognised that an opportunity for change such as this, only arose once every 30-40 years.

With regard to the question of whether the airspace might be full, there were times, now, when airspace can become a constraint on operations, as 'free flow' was not available from all of the airports in the London area. The ATC system for the volume of airspace that was physically available could not cope at certain times and in certain places if it was kept the same. This was already happening to a degree. With passenger growth, more points, places and times would be reached when that capacity would be a constraint on operations, hence the need to re-design for it to work more efficiently, effectively and safely.

Relevant to the question on London City Airport and how airport developments were kept pace with, there was no reference to this or a specific airport in the Strategy document, nor surface access issues. There was information on Heathrow by nature of the operation, particularly relating to the stacks. The intention of the document provided a framework for policies and guidance going forward, which would allow development.

6. Isobel Knox referred to 'trade offs' and noise distribution, trading one aspect off for another and how far the Strategy was reached versus the Government's Strategy.

Phil Roberts responded that the Strategy was not produced in isolation, but as a tripartite effort between the CAA, DfT, NATS and the MoD. There were a number of issues on the table for discussion. Some of these were policy issues which were operated under direction from the DfT. Environmental guidance was also received. If the system is to be modernised and the changes are to be made, discussion needed to take place, which is the purpose of the Strategy document.

7. Cllr. Beer referred to the four degrees constant approach. At present, there were constraints on that because of the physical characteristics of the aircraft. As 2015-2030 was being discussed in the Strategy, would it not be possible to lay down guidelines to state that aircraft were designed to allow for steeper descents.

Phil Roberts explained that the document was a national Strategy. For the purpose of the timeframe, he did not foresee any dramatic changes to aircraft design.

8. Mr. Roberts agreed to return with a further update for the Committee, once the responses had been analysed on the Strategy.

#### **4436 BAA SECURITY ISSUES UPDATE**

1. A confidential Security presentation was made to the Committee by Ian Hutcheson, BAA Security Director.

#### **4437 DfT UPDATE**

1. An update was given to the Committee on the proposed work of the DfT under the Coalition Government relevant to aviation.

Frank Evans reported that, since the formation of the Coalition Government in May 2010, the Ministers had been reviewing what the aviation policies should be. Arising from that as part of the process, a scoping document would be published in March 2011 to address the broad principles. It would not focus on infrastructure or be airport specific.

A full six-month consultation would be launched (March 2011-September/October 2011), the results of which it was planned to publish in March 2012. In preparation, the DfT were talking to a wide range of stakeholders.

In September 2012, it was proposed to publish the Climate Change response. More forecasts were yet to be published.

In terms of Heathrow, some of the issues were relevant e.g. the dispersal of flight paths and 'trade-offs', within the policy framework document.

In 2010, the Government had established the South-East Airports Taskforce with the CAA and Governmental concentration on making life better for passengers and how important that was at designated airports. It had been stated that Heathrow would become 'better not bigger'.

The Taskforce met on 17<sup>th</sup> December 2010. There was an item on the Agenda relevant to Winter Resilience. They would also be looking at the general issue of resilience on events as experienced at Heathrow and other airports during the snow at the end of last year, similar to the Begg Inquiry.

A Sub-Group would address the subject of resilience on forecourts and roads.

2. Cllr. Saliagopoulos asked if in terms of these reforms, it was correct that the Airport Consultative Committee Guidelines would be revised and that more local residents would sit on Committee as opposed to Councillors.

Frank Evans responded that as part of previous discussions with the CAA, it was proposed that there was to be a greater role for passenger issues under the remit of the Airport Consultative Committees.

At this stage, as part of the revised Guidelines, there were no plans to replace the local authority Councillors with local residents on the Committee.

3. Murad Qureshi referred to the 'better not bigger' strategy and asked to what extent would connectivity be looked at.

Frank Evans responded that it was his understanding that surface access had yet to be discussed.

4. Murad Qureshi referred to the previous suggestion made by the Mayor on an airport being developed in the Thames Estuary and if this could be feasible or not and if the report would be involved in this.

Frank Evans responded that the scoping document would not deal with specific areas.

5. Virginia Godfrey said that she welcomed the opportunity to be involved in the forthcoming scoping document consultation. Relevant to the night flights consultation and the regime, what timeframe could be expected for an announcement on this.

Frank Evans advised that the current night flight regime would expire in October 2012. It was expected that an announcement on this would be made in the next two months.

#### **4438 AIR QUALITY AT HEATHROW**

1. BAA Air Quality Monitoring Report at Heathrow - Quarter 4 2010 would be available for circulation by the end of March 2011.

#### **4439 HEATHROW AIRPORT STRUCTURE OF AERONAUTICAL CHARGES**

1. Letter outlining the proposed charges tariffs for Heathrow Airport Limited for 2011/2012 effective from 1<sup>st</sup> April 2011 following consultation in November 2010 had been circulated with the Agenda and was noted.

#### **4440 PASSENGER SERVICES SUB-COMMITTEE**

1. Minutes of the meeting of the Passenger Services Sub-Committee meeting held on 8th December 2010 had been circulated with the Agenda and were noted.
2. Susan Parsons stated that interesting presentation had been made to the Committee on Wayfinding improvements and the speeding up of the Border Control process, which were all very positive.

#### **4441 NTK WORKING GROUP**

1. Minutes of the meeting of the Noise & Track Keeping Working Group held on 9<sup>th</sup> November 2010 had been circulated with the Agenda and were noted.

#### **4442 AIRCRAFT NOISE COMPLAINTS REPORT**

1. BAA Heathrow Noise Complaints Report and Borough Noise Line Figures for Quarter 4 (October-December 2010) and LB Richmond upon Thames Noise Line Figures for Quarter 4 (October -December 2010) had been circulated with the Agenda and were noted.

#### **4443 NIGHT QUOTA USAGE**

1. Report from BAA Heathrow Flight Evaluation Team for the period Winter 2010 had been circulated with the Agenda and was noted.

#### **4444 PLANNING APPLICATIONS**

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

**4445 NEWS RELEASES**

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

**4446 ANY OTHER BUSINESS**

1. There were no further items to discuss and the Chairman closed the meeting at 4.25 p.m.

**DATE OF NEXT MEETING:**

**WEDNESDAY 30<sup>th</sup> MARCH 2011**

**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)**