

HEATHROW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the Meeting held on 30th March 2011 at the Heathrow Academy

PRESENT:

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| Sam Jones, Chairman | - | HACC |
| Philip Carlisle, HACC Adviser | - | HACC |
| Carole Havercroft, Secretary | - | HACC |
| Cllr. Dominic Gilham | - | LB Hillingdon |
| Cllr. Barbara Reid | - | LB Hounslow |
| Cllr. Corinna Smart | - | LB Hounslow |
| Cllr. Gemma Stockley | - | LB Richmond upon Thames |
| Cllr. Leslie McDonnell | - | LB Wandsworth |
| Cllr. Chris Turrell | - | Bracknell Forest BC |
| Cllr. David Rowlands | - | Bucks CC |
| Cllr. Moreton Moore | - | Runnymede BC |
| Cllr. Balvinder Bains | - | Slough BC |
| Cllr. George Trussler | - | Spelthorne BC |
| Cllr. Denise Saliagopoulos (Deputy) | - | Surrey CC |
| Nikki Salih (Deputy) | - | London Assembly |
| Susan Parsons | - | ABTA |
| Margaret Majumdar | - | EANAG |
| Virginia Godfrey | - | HACAN/Clearskies |
| Mark Gardiner | - | IATA |
| Rob Gibson | - | LAANC |
| Iain Hope | - | LCCI |
| John Gurney | - | TUC |
| Brian Yates | - | Consumers' Association |
| Andy Hull | - | Independent |
| Keith Harlow | - | Independent |
| Ian Ramsay | - | Independent |
| Richard Taylor | - | Independent |

HEATHROW AIRPORT LIMITED

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| Nigel Milton | - | BAA Director of Aviation Policy and Political Relations |
| Dave Whittington | - | BAA Head of Airside |
| Jane Dawes | - | BAA Operational Noise & Air Quality Manager |
| Cheryl Monk | - | BAA Head of Community Relations & Policy |
| Rachael Henry | - | BAA Strategic Communications |

PRESENTERS

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| Philip Langsdale | - | BAA Chief Information Officer |
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APOLOGIES FOR ABSENCE:

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

Nick Cullen (BAA), Cllr. Ruth Cadbury (LB Hounslow), Cllr. Anita MacDonald (LB Hillingdon), Cllr. Dev Dhillon (South Bucks DC), Cllr. Denise Grant (Spelthorne BC), Cllr. Ian Lake (Surrey CC), Cllr. Feryal Demirci (London Councils), Huw Hopkins (BATA), Frank Wingate (Future Heathrow), Susan Laurie (Independent), Lara Reed (Independent).

2. The Chairman welcomed Dave Whittington, BAA Head of Airside to his first meeting of HACC. He had replaced Colin Wood, BAA Airside Operations Director for future attendances as he had moved to a new position within BAA.

Mark Gardiner (British Airways) had also recently been appointed to represent IATA on the Committee and had formally taken over the position from Steve Ronald who had moved to a new role within the company. Isobel Knox would remain as the Deputy.

3. The Chairman advised that the Government had launched a consultation on reform of Air Passenger Duty. The Government's objectives are a simple tax system for air transport services in the UK, which does not hamper growth, which ensures a fair contribution toward the public finances and which is consistent with the Government's determination to reduce global emissions. The consultation includes plans to extend the tax system for the first time to flights taken aboard business jets.

A request was made that the Passenger Services Sub-Committee (PSSC) should study the consultation in the first instance. This was agreed by the Chairman of PSSC, Brian Yates.

4. Cllr. Barbara Reid referred to 'Declarations of Interest' and stated that she used to work for one of the main suppliers for the Olympics.

4446 MINUTES OF THE PREVIOUS MEETING

1. Minutes of the meeting held on 26th January 2011 were agreed as an accurate record with the following amendment:-

Cllr. Moreton Moore referred to Minute 4435, paragraph 3, to point out that word configured should read 're-configured'.

4447 MATTERS ARISING

1. **(a) Minute 4434 – Provide further update on the results of the Begg Inquiry when it is published in March 2011 (Simon Baugh).**

1. This matter was covered under Agenda Item 6.

(b) Minute 4434 – Consider new seating signage in airport coaches (Simon Baugh).

1. Nigel Milton reported that Nick Cullen had written to Iain Hope regarding the concern that when passengers with reduced mobility (PRMs) were assisted off the aircraft and put onto a transfer coach, by the time they reached the vehicle, all the seats which should be reserved for PRMs were already occupied by able bodied passengers.. A request had therefore been made for BAA to introduce clearer signage on the transfer coaches to indicate to passengers that certain seating was reserved for PRMs. This was currently being considered. An update on the progress would be provided at a future HACC meeting,
2. Iain Hope stated that it was the third HACC meeting at which this matter was on the table for discussion. It was hoped that positive steps would be taken to resolve this important issue.
3. Cllr. Rowlands commented that unfortunately, in today's society the public were not as polite or helpful as they used to be generations ago, and therefore even if signage was put up alongside the reserved seating for PRMs, people would not necessarily follow the request.

Nigel Milton pointed out that this matter was not only relevant to transfer coaches at the airport, but also on the London Underground and any form of public transport, where there were clear signs to indicate that certain seats were reserved for PRMs, yet people chose to ignore this request.

However, it was hoped that passengers would start to support one another and if an able bodied person had occupied a seat reserved for a PRM who was struggling and standing, they would move if asked, and the driver himself would be observant on the occupancy of reserved seating. It was thought that displaying seating signs on the airport coaches was a step in the right direction, although it was agreed it might not be an instant solution to the problem.

4. Iain Hope commented that he believed there was another issue on this matter. He had on several occasions, witnessed the problem where the airline ground staff had stood beside the coach and had physically crushed people in, so that the doors could be shut. It was thought that there should be a different attitude of ground staff, who could assist in this situation, by raising their voices to address the public to request those passengers who were standing in the space of the disabled, to kindly move for those less fortunate than themselves.

(c) Minute 4434 – Invite Professor David Begg to attend the 30th March 2011 HACC meeting (Simon Baugh).

1. The Chairman stated that unfortunately, Professor Begg was unable to attend the HACC meeting.

(d) Minute 4434 – Provide contact details of Professor David Begg to Cllr. Malcolm Beer (Simon Baugh).

1. This had been actioned.

(e) **Minute 4434 – Investigate street lights not in operation at the airport (particularly the area of Terminal 5 and Hatton Cross (South side) (Simon Baugh).**

1. Nigel Milton advised that a major piece of work on mapping all of the street lights on the Heathrow complex was currently underway, led by the First & Last Impressions team, who were responsible for the routes arriving at and departing from the airport. They were currently carrying out an inventory of all of the lights on Heathrow property and had identified that there were a number of lights which required maintenance. That work had now commenced. The members would be kept updated on the work accordingly.
2. Cllr. Denise Saliagopoulos referred to the T3 Gate barrier area where it was difficult to distinguish between arriving passengers and visitors due to congestion. This observation was originally made at the time the security presentation was given by Ian Hutcheson at the 26th January 2011 HACC meeting.

Nigel Milton responded that there was a security relationship for these barriers to be in place, in order to clearly differentiate between those passengers who were coming out, as obviously, there was a risk that with a queue, people might be able to access the secure zone without having gone through Security. It was therefore a Security issue as much as a Health and Safety issue to make sure people stayed behind those barriers.

Nigel Milton undertook to speak to the T3 Director to see if he was aware of particular issues in this respect.

ACTION:
NIGEL
MILTON

3. Richard Taylor commented that it had also been observed that chauffeur services were getting to passengers to collect them before they had reached the airline desk, when in fact, passengers should queue to be allocated their chauffeurs at the airline desk.

4448 REPORT BY THE CHAIRMAN AND SECRETARIAT

1. Notification had been received that Mr. Mark Gardiner (British Airways) had been nominated by IATA to represent their organisation on the Committee, as the main member, as Steve Ronald had moved to a new role within the company.

4449 AIR QUALITY AT HEATHROW

1. BAA Air Quality Monitoring Report at Heathrow - Quarter 4 2010 was unavailable at the time of the meeting (*to follow when ratified*).

4450 BEGG INQUIRY UPDATE

1. Update by Philip Langsdale, BAA Chief Information Officer on the Begg Inquiry Report. As a result of the snow and severe weather conditions experienced at Heathrow in December 2010, BAA had announced that an external panel of international experts, led by non-executive director Professor David Begg, had been appointed to establish the lessons which could 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 difficult weather conditions, as well as the assistance needed for passengers. The Executive Summary had been circulated with the Agenda and was noted.

The presentation showing the findings and recommendations is (*enclosed*).

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

2. Cllr. Saliagopoulos stated that she had read the Begg Inquiry Report and thought that it was unfair to blame BAA totally for the situation, as the airlines had a responsibility if they were unable to place passengers on flights to put them up in hotels. That would have relieved some of the overcrowding in the departure halls, but the question was asked how many hours had to pass before the airlines had to do this.

Philip Langsdale responded that the panel had spent much time looking at this. They made a very clear statement, that had all of the airlines fulfilled their responsibilities under the EC Regulation, there would have been much less crowding in the terminals on the Saturday and Sunday nights (18th/19th December 2010). However, some of the airlines did fulfil their responsibilities. The broader point was agreed that this was a systemic problem, which it was impossible to fix without effective collaboration between BAA, the airlines, NATS and the CAA.

One aspect that Mr. Colin Matthews (CEO) had instigated, was a Heathrow Leadership Council between the Chief Executives of BAA, BA, Virgin, bmi, NATS and the CAA. They would shortly meet to provide strong support to implementing the Begg recommendations.

BAA would be setting up a Winter Resilience Stakeholder Board as they could not solve this problem on their own, and would be actively working with the airlines in a very much more collaborative way to try and solve this problem. It was essential that the information BAA obtained on situation awareness was shared through dialogue with other stakeholders, including surface access, in order that a clear, consistent picture was built up.

3. Cllr. Turrell said that he welcomed the fact that BAA had taken on board the recommendations made which were quite stretching. Some of the detail of that weekend of the snow in December at Heathrow was quite shocking. Heathrow was not just 'any old airport'. The setting out of how the response was made was also welcomed. It was noted that the report talked much about snow in the Terms of Reference, but it was hoped that more broadly, the Winter Resilience response encapsulates more than just snow, as there were other issues that could be focused on at the airport.

Philip Langsdale confirmed that BAA saw this issue as a much broader question than just snow. If the three highlighted initiatives were looked at, 'Preparation and Planning' was very much focused on snow with the snow plan and how to clear, whilst 'Command and Control' and 'Passenger Welfare' were very focused on processes which could be applied to any crisis in the airport.

4. Iain Hope spoke on behalf of the London Chamber of Commerce. He agreed with the comment made by Cllr. Turrell that Heathrow was not just 'any old airport'. It was the international gateway for the business community and also for the leisure and tourist activities.

Iain asked what could be done about the question of accommodation for the large number of passengers who were stranded at Heathrow and the problems of the airlines. If the main control centre, which was essential to tackle such a problem in the future, could be linked in with the hotel capacities and accommodation for people who became stranded at the airport it might be able to provide alternatives if they could not be accommodated at the local hotels for something better than the terminal building. It was an appalling picture for our customers coming in to us as a trading nation and also very unsatisfactory for the leisure passengers.

Philip Langsdale agreed with the point that Heathrow was 'different' to other airports. It was unique, both in terms of UK importance, but also the panel identified this as its global importance and described Heathrow as the 'North Star in the Constellation of Airports'. The disruption experienced in London Heathrow also caused similar scenes in all other airports globally.

The panel also observed that the most effective way of avoiding the problems as experienced at Heathrow, was for them not to occur in the first place. The important primary focus for BAA had to be on getting themselves in a position where operating processes were such that the airport never closed, which was a very challenging recommendation.

However, runways would close if 11 cm of snow fell within an hour as it would be unsafe to operate. Whilst recognising this fact, the focus would be to establish a flow rate very quickly after that and be very clear with passengers about what was happening, so that they could manage their expectations appropriately.

There were many lessons learnt in terms of the passenger welfare response e.g. working with the airlines and getting their effective engagement. There had been much frustration that there seemed to be no sanction for EC261 failings by airlines, into which the CAA were looking at as a separate inquiry. BAA were also inputting on this. Linking the command control process so that a good situational awareness of how many passengers were at the airport and where they were staying was important. It was a big issue on the nights of 19th/20th December 2010 trying to track which passengers were at Heathrow and which flight they were booked on. BAA needed to work with the airlines to ensure that effective processes were in place for managing individual passengers.

5. Keith Harlow asked if a timeframe had been set for these plans.

Philip Langsdale said that he had set four timeframes, the first being one month from now. As much work had been undertaken in terms of new equipment, BAA should have an enhanced snow plan available by then. The second timeframe was three months, where a test of that snow plan should be conducted with the airlines. The third timeframe was six months from now, where we would be entering the wintry season and need to have seen step change.

However, BAA would not be in a position to say the airport never closes by that time, as that would require further work, The final timeframe would be in approximately 12-14 months, prior to the Olympics, the aspiration being to make step change by that time.

6. Cllr. Bains stated that it was hoped that lessons had been learnt from the experience and it has a constructive outcome. The airlines did not assist BAA due to a lack of communication. Passengers were arriving at the airport, but had a wasted journey. The marquees should have been erected earlier than the second or third day. There was nowhere for people to sit down; they were standing outside the terminals. If a fire evacuation had proved necessary, there could have been a stampede of the many people. There were crowds in sight everywhere.

Philip Langsdale responded that he supported these comments made. This was the exact point of the Begg Inquiry and it was intended not only listen to the recommendations, but to also act upon them.

7. Andy Hull commented that it was commendable of BAA to spend £10 million on new equipment, but where would this be stored and how would it remain in good working order, if it may not be used for another 3-4 years if the UK had mild winters.

Philip Langsdale replied that the equipment would be used, as regular trials would be undertaken, with snow ploughs going out in the middle of the Summer. There was enough space for much of the equipment, which would need to be flexed during Winter. However, one of the challenges was to determine where all of the equipment would be stored.

8. Cllr. Rowlands said that it was hoped a way forward would be that many of the recommendations from the Begg Inquiry Report were shared with other airports in the UK, particularly Gatwick Airport and even airports in other countries.

Nigel Milton advised that he had attended a meeting in Brussels that morning with the European Commission, to discuss the comprehensive Begg Inquiry Report recommendations. They were looking at using the recommendations, and the structure which will be in place as a result of implementing these, as being a standard benchmark applicable for European hub airports. Whilst BAA were very focused on the events at Heathrow in the UK, most of Europe had come to a standstill, due to the snowfall in December.

9. Richard Taylor referred to Recommendation No. 10 relevant to 'enhance flight information and passenger information'. At the time of the snowfall no one knew what was happening. He was not convinced that the airlines had taken this fact on board. It was the uncertainty for people of whether they would be able to fly or not after check-in.
10. John Gurney pointed out that it was good that new snow plough equipment had been purchased, but at the time of snowfall during that particular weekend in December, snow equipment was already available, but remained stationary as no trained staff were available to operate.

Philip Langsdale agreed with the point made. It was of no benefit to purchase new equipment, unless there were trained people available who were qualified to operate.

11. Ian Ramsay asked if consideration had been given to off-stand de-icing.

Philip Langsdale replied that this was one of the recommendations by the panel, together with de-icing pads or gantry de-icing. All of this would require very active work with the airlines, as at present, the airlines were responsible for the de-icing.

12. Ian Ramsay stated that Heathrow had CDM (Collaborative Decision Making). This was a controlled manual document which stated that every user and stakeholder of the airport would have access to the same information at the same time, so that when a problem arose, this could be discussed at the same level and together reach a decision.

Philip Langsdale responded that BAA were running CDM and it was one of the most successful tools available at the time of the crisis and is referred to in the report as a good factor. However, CDM does not go far enough in terms of giving all of the details needed to run an airport. CDM would be re-looked at to extend effectively to keep track of which aeroplanes were on stands, where the snow ploughs were located, which stands were clearing and all of the information needed to support this decision.

Ian Ramsay referred to UDPP (User Driven Prioritisation Process) which is a regulatory process. When there is a sudden shortfall in airport capacity, e.g. closure of a runway due to snow, instead of the airport and the Central Flow Management Unit (CFMU) in Brussels deciding which schedules to cancel, the airport users, i.e. the airlines, decide between themselves in a collaborative process which schedules they will mutually cancel. He asked if this concept had been considered.

Philip Langsdale responded that the panel did look at whether they would recommend any further regulation. They felt that the passenger constraints group could effectively do this and did this very well on 20th/21st December 2010, once it became mobilised and would therefore not recommend further regulation.

13. Cllr. Saliagopoulos asked if BAA had considered lending their snow ploughs and share equipment with the local authorities to clear the roads around the airport

Philip Langsdale responded that the panel had looked at sharing equipment with other airports, which was a strong recommendation from the DfT.

The conclusion they reached was that it was unlikely to work, as if it snowed, BAA would wish to have the resources available to keep Heathrow open. It was difficult to see how the risk would be taken of minimising this at the time of crisis to help another airport.

14. Susan Parsons stated that local road clearance of snow was an important objective, as there was no point in the airport being open if the passengers were unable to reach there.

It was not only a case of communicating with the airlines, but with their customers as well. ABTA had offered to work much more closely with BAA to ensure that everybody put the same message out. Input had been made by ABTA to the Begg Panel to this effect which it was hoped was taken on board.

Philip Langsdale agreed that this message had been taken on board and it was a big challenge for BAA to work with the airlines and ABTA on this matter.

The Chairman thanked Philip Langsdale for the interesting discussion his presentation had generated.

15. The Chairman advised that there would be a group of people from various walks of life, whom BAA were going to consult with during the next few months relevant to passenger representation. The Passenger Services Sub-Committee (PSSC) would be represented by Brian Yates, as Chairman.

4451 DfT SCOPING DOCUMENT

1. The aviation scoping document was published on 30th March 2011 to address the broad principles of aviation policies. A full six-month consultation had been launched (30th March 2011-30th September 2011), the results of which it was planned to publish in March 2012.

Frank Evans (DfT) was unable to attend the meeting to provide an update.

2. Philip Carlisle advised that the objective of the document in the eyes of the Government were five-fold:-
 - (1) to set up the Government's aims for aviation under parameters within which they can be delivered;
 - (2) to take account of the positive and negative impacts of aviation and achieve a sustainable balance between them;
 - (3) to integrate aviation policy with wider Government objectives, including delivering sustainable economic growth, combatting climate change and protecting the local environment;
 - (4) To build a consensus amongst those who rely on and are affected by aviation;
 - (5) To provide industry with the clarity it needs to invest in the UK over the long-term.

The 42-page document covered three subjects; Aviation and The Economy; Aviation and Climate Change and Aviation and the Local Environment. The document did make reference to night noise, but stated that this would be subject to a new night-time regime subsequently.

There were a list of questions in relations to those paragraphs. The only question which was directly related to the Committee was under the heading of 'Local Impacts' and read *'Do you think that current arrangements for local engagement on aviation issues, e.g. through Airport Consultative Committees and the development of airport master plans, are effective? Could more be done to improve community engagement on issues such as noise and air quality? If so, what and by whom?'*

The document also asked that when people declared arguments, these should, wherever possible, be backed by evidence, and if there were other matters that should be considered.

The consultation document was available on-line:-

Press Release:

<http://nds.coi.gov.uk/content/detail.aspx?NewsAreaId=2&ReleaseID=418891&SubjectId=2>

Written Ministerial Statement:

<http://www.dft.gov.uk/press/speechesstatements/statements/hammond20110330>

Scoping Document:

<http://www.dft.gov.uk/consultations/open/2011-09/>

or by post:-

Aviation Policy Framework,
Department for Transport, Great Minster House (1/24),
76 Marsham Street, London SW1P 4DR

It was agreed that this subject be carried over to the 25th May 2011 meeting for discussion by the members, in order that a response could be composed for submission to the DfT.

3. In the absence of Frank Evans, the Chairman asked BAA if they had an update on the forthcoming Noise Action Plans.

Nigel Milton responded that this issue was recently raised at a meeting with the Secretary of State in his constituency. He was surprised that the Noise Action Plans had not been approved and would look into this matter. BAA continued to wait on the outcome.

4452 DfT: HIGH SPEED RAIL: INVESTING IN BRITAIN'S FUTURE CONSULTATION

1. The Government believes that high speed rail can play an important role in promoting valuable strategic change in the economic geography of Britain, supporting sustainable long-term growth and reducing regional disparities. It considers that there is a strong strategic case for linking a UK high speed rail network to the country's major international gateways, and, for Heathrow, would have important strategic advantages. For this reason, the Government commissioned HS2 Ltd in June 2010 to provide advice on the options for direct links to Heathrow and to the High Speed 1 line to the Channel Tunnel.

Briefing Summary Note by the HACC Adviser (**HACC. 574**) together with a copy of the Executive Summary had been circulated with the Agenda and was noted.

2. Philip Carlisle asked if the Committee wished to respond to the consultation and if so on what terms. Further discussion could take place at the 25th May 2011 meeting allowing time for the members to seek the opinions of their respective local authorities in order to construct a firm response. However, if there was a dissenting view from the members, this would prevent the Committee from responding at all.

3. Cllr. Corinna Smart stated that the cross-party position of LB Hounslow was that, in principle, they were in favour of High Speed Rail and would like to see this service routed to Scotland as soon as possible, but would not wish to see any aspect of it being used for further growth at Heathrow.
4. Cllr. Gilham stated that the LB Hillingdon were in favour of HS2, but not the proposed route.
5. Cllr. Rowlands stated that Bucks County Council disagreed with the scheme in all respects, as Green Belt land would be compulsorily taken across the Chilterns in order to construct the scheme.
6. Virginia Godfrey stated that HACAN/Clearskies would not wish the proposed HS2 scheme to result in pressure being exerted on additional capacity at Heathrow.
7. Iain Hope said that the London Chamber of Commerce were very supportive of HS2 as well as expansion at London airports.

The Briefing Summary Note was good, but it was of concern to note it was stated that short-haul aviation could be reduced further by international high speed rail services from cities across the country, using a direct link via the High Speed 1 line to the Channel Tunnel.

8. Susan Parsons stated that in principle, ABTA were agreed in favour of HS2, but not as a substitute for airport capacity. It was thought there were advantages to be had with the scheme as it was developed further North, but there needed to be seamless interchanges with High Speed 1, Heathrow, Birmingham Airport and others along the way, otherwise passengers would continue to fly.
9. The Chairman asked the Committee members if they wished to express a coherent view which would be helpful to the Government.

Cllr. Rowlands responded that the vast majority of the members from the local authorities present would be responding directly to the consultation.

It was therefore agreed that no consultation response would be sent on behalf of the Committee.

4453 CIVIL AVIATION AUTHORITY (CAA) CONSULTATION ON THE STRATEGIC PLAN 2011-2016

1. Following a Strategic Review undertaken in 2009 and early 2010, the CAA has been developing its Five Year Strategic Plan. The plan sets out their strategic objectives and how they expect to achieve them, as well as the outcomes they expect the activities to deliver for consumers and the wider public.

It also highlights their increasing focus on identifying the key risks facing consumers, and their commitment to ensuring that their and industry's energies are devoted to addressing these.

Last autumn, the CAA held informal stakeholder engagement sessions to help inform the drafting of the plan. The CAA believe they have developed a five-year plan that will move aviation regulation in the UK forward, ensuring that they deliver effective, proportionate and good value regulation in the long-term, aimed at achieving carefully targeted outcomes. The response on behalf of HACC to the CAA Strategic Plan 2011-2016 was appended to (HACC. 573) and had been circulated with the Agenda and was noted.

2. Cllr. Barbara Reid referred to the response submitted on behalf of the Committee, in particular, the paragraph on 'Improving Environmental Performance' which had stated that *'Members of HACC welcome any action that will contribute towards the reduction in aviation emissions, and a more efficient use of airspace is but one aspect of the task. We look forward to the changes stemming from the Future Airspace Strategy'*.

It was thought that this was a very 'sweeping statement', because some of those changes could have an impact on increased noise, which was a major issue in the LB Hounslow and therefore they would not necessarily agree with the statement. More would need to be known. If the reduction in aviation emissions was in the future of airspace, this should be done without compromising noise. Also, the changes were not known stemming from the FAS and it was not possible to state *'to look forward to them'*.

Philip Carlisle responded that the Committee had received a presentation from the CAA at the 26th January 2011 meeting on the FAS changes. This response to the Strategic Plan consultation was sent in as requested by 7th March 2011.

In the FAS presentation, there was much concentration given on noise as well as emissions, although more favourably to emissions. In the Government's aviation scoping document, it had been noted that the reduction of noise had been given an equal, if not stronger importance than the reduction of emissions.

4454 TRANSPORT SELECT COMMITTEE REPORT

1. The Government must publish a White Paper on its transport strategy, explaining, in particular, how its spending on transport will deliver economic growth and development, says the Parliamentary Select Committee on Transport who have produced a report on Transport and the Economy. The report's summary had been reproduced in (HACC. 575) which had been circulated with the Agenda and was noted.

4455 IMPROVING BRITAIN'S AIRPORTS (ECONOMIC REGULATION OF AIRPORTS)

1. Ministerial Statement by Transport Secretary, Philip Hammond on proposals designed to improve Britain's major airports had been circulated with the Agenda and was noted.

4456 SOUTH-EAST AIRPORTS TASKFORCE (SEAT)

1. Minutes of 15th November 2010 meeting of the South-East Airports Taskforce (SEAT) had been circulated with the Agenda and were noted.
2. Margaret Majumdar stated that several references were made in the Minutes to amended Guidelines for Airport Consultative Committees and asked if it was known what the South-East Taskforce were likely to say about it.

Concern was also expressed that those people present at the meeting, found it necessary to remain anonymous.

On the first point, Philip Carlisle stated that the Secretary of the UK Airport Consultative Committees (UKACCS) of which HACC is a member had a conversation with the CAA on 23rd March 2011, outlined as follows:-

- The *Air Transport Users Council* (AUC) ceased to exist on 9th March. The AUC's complaints handling function is now part of the CAA. All AUC staff are now part of the new Regulatory Policy Group (RPG) of the CAA.
- Consumer representation will be undertaken by a new body - *the Aviation Consumer Advocacy Panel* - this move follows a review by the CAA of passenger representation in the UK.
- **CAA is to issue a consultation document at the end of this month** on the membership and role of the new Panel. This will look at how passenger groups and other consumer groups can best liaise with the Panel. It will be a three months consultation period.
- Work has re-commenced on the production of best practice guidelines for enhancing passenger representation at airports.
- The CAA plans to hold a seminar during the consultation and the development of the guidelines and are keen to engage and seek the views of ACCs.
- CAA hopes to complete the transition arrangements over the next six months.

Philip Carlisle said that at the Annual Meeting of the UKACCS to be held in June, the CAA would attend to provide a further update.

Margaret Majundar said that it was hoped there would be no pressure of narrowing of the representation on the Committee.

Philip Carlisle advised that it was understood the representation would stay as wide as currently, with enhanced representation for passenger groups. This was the main aim as part of making airports 'better not bigger'.

It was suggested that if members felt there was an area not represented, they should advise the Secretary, so that this could be put forward for consideration.

The Committee had fought for several years to try to achieve PRM representation on the PSSC, which had now been achieved.

On the second point, Nigel Milton explained that under the Freedom of Information Act, the identity of Civil Servants is anonymous. Those present from the DfT who had an XXXX beside them were Civil Servants below the ranking of the Senior Civil Service. They had to be anonymous.

External participants and those in the Senior Civil Service or above could be named, but Junior Civil Servants could not. This was across Whitehall.

3. Susan Parsons emphasised that, whilst Heathrow, Gatwick, Stansted and Manchester airports all had Passenger Services Sub- Committees, many other airports do not. It was to ensure that the airports took a similar approach. The Heathrow PSSC had very good passenger representation and hoped this would continue. Input would be welcomed with comments on items for further discussion in the group.

4457 NOISE CONTOURS FOR HEATHROW AIRPORT 2009

1. This report represents noise exposure contours generated for London Heathrow Airport for the year 2009. The noise modelling used radar and noise data from the Heathrow Noise and Track Keeping System had been circulated with the Agenda and was noted.

4458 LONDON 2012 AIRSPACE RESTRICTIONS ANNOUNCED

1. Planned airspace security restrictions covering the London Olympic and Paralympic Games for 2012 had been announced by the UK Government, as part of their commitment to deliver a safe and secure Games. The UK Civil Aviation Authority (CAA), air traffic control provider, NATS and the Ministry of Defence (MoD), will now work with the aviation community through the Airspace & Safety Initiative (ASI) to ensure the restrictions are effectively implemented as per the information, which had been circulated with the Agenda and was noted.
2. Cllr. Reid stated that there had previously been talk of relaxing the night flights regime during the Olympic period and asked if these restrictions would have any impact on the flight paths.

Philip Carlisle responded it was not thought so. There were some restrictions in terms of preventing general aviation entering some areas of airspace because of the 9/11 threat. The Committee had received a written firm guarantee that there would be no change to the current night flight regulations at all, with no exceptions even for VIPS, who, if necessary, would need to travel to another airport.

4459 HEATHROW MANAGEMENT MATTERS

1. (a) Dialogue with BAA management of Heathrow Airport.
(b) BAA Heathrow Update and Statistical Information had been circulated with the Agenda and was noted.
2. Nigel Milton referred to the publication of the DfT's aviation scoping document consultation which re-iterated the Government's position that there will be no expansion at Heathrow, although it did state that aviation should be able to grow, at least to meet the environmental goals and protect the quality of life for the local communities.
3. The Competition Commission had confirmed that BAA would need to sell Stansted, and either Edinburgh or Glasgow Airports. BAA were obviously disappointed with that decision and would be considering their response to the Competition Commission.
4. BAA recently held a meeting with the Sipson Residents' Association to discuss plans for properties in Sipson and to speak to the residents and businesses about their concerns on the continued blight they had suffered.

Nigel Milton extended the offer to the local authorities present at the HACC meeting, that he would likewise be willing to attend other meetings of Residents' Associations to voice the plans of BAA for the future.

On a similar note, he had attended a meeting chaired by Philip Hammond, the Secretary of State in his constituency of Runnymede on 18th March 2011, to hold dialogue with the residents about aircraft noise and address their questions.

Again, BAA would be willing to attend similar meetings in Town Halls or Village Halls of local authorities, if it was felt to be useful.

If Members wished to request such a meeting to be set up, they should contact Cheryl Monk on cheryl_monk@baa.com

This was part of the drive that was being encouraged within BAA, in that, whilst residents may not always like what BAA say or the answers given to the questions, BAA should be as transparent, honest and approachable as possible and to move away from what had been accepted as misleading statements in the past.

5. Cllr. Saliagopoulos referred to the BAA Community and Environment Large Grants Awards and asked if it would be possible for those members of the Committee who had ideas to give input to BAA for these Awards

Nigel Milton suggested that a presentation could be made by Cheryl Monk at the May meeting to explain how the Awards were administered and how the members could become involved in the process, if they so wished. This was agreed.

ACTION:
CHERYL
MONK

6. Iain Hope referred, firstly, to the schedule showing late departures after 23:30 hrs. from Heathrow (BA 247). There were two flights which seemed to be persistently late in departure. The question was asked if BAA were slipping back into the situation of particular flights having a problem in the terminals rounding up all of the passengers, and as a consequence, the local residents were being plagued by unnecessary late departures.

Secondly, it was of concern to note that an 'empty' flight was travelling to Cardiff and it was wondered if the bad old practice of 'ghost' flights in order to hold 'grandfather' rights for slots had been re-established.

Jane Dawes explained that flight BA 247 was scheduled very close to the 23.30 hrs. period. It must have experienced problems, flying in and flying straight out again. The key point was that it was operating within the set night flights regime and would add up to be within the quota period at the end of the Season. BAA had worked to ensure that this aircraft operated properly and did not affect departure times. A significant improvement should be seen.

7. Mark Gardiner commented that British Airways monitored all of the flights very carefully on a weekly basis. The matter was taken seriously in order to rectify any problems that were seen.

8. Nigel Milton said that he would investigate the 'ghost flights' situation.

ACTION:
NIGEL
MILTON

9. Cllr. Gilham referred to the 05.21 hrs. Cessna 560XL departure. This was an early flight. He was concerned about all flights between the hours of 23.30 hrs.- 05.30 hrs. and asked if it was possible to obtain data on that six-hour window of flights.

Jane Dawes responded that this request would be looked at further and that flights were operating within the movement regime.

ACTION:
JANE
DAWES

10. Rob Gibson stated that reference had been made in the Heathrow management report to the Mayor of London's position on infrastructure and sustainability issues, where it was stated that Heathrow had welcomed comments made by the Mayor of London concerning the Coalition Government's opposition to the construction of new runways.

Rob said that he had studied the transcript of the Mayor's speech; he had stated that he did not wish any more flights to be at Heathrow. This was confusing. Did BAA intend to promote and run another airport in the South-East, although they had said that others might wish to do this, but they were not interested.

Rob Gibson said that he would ask the Chairman of LAANC, if he wished BAA to address their Committee for discussion, as they had recently done with other Groups.

It was very important that BAA should speak with the LB Hounslow Councillors and the residents, particularly those living in the Cranford area, to discuss what will happen following the abolition of the Cranford Agreement.

Nigel Milton confirmed that people in Cranford would be visited by BAA. Also, at the next meeting of HACC in May, a presentation would be made on the ending of the Cranford Agreement.

In response to the comment made on the Mayor's view on airport capacity, BAA do support the Mayor's call for the Government to re-open and look at the issue of infrastructure in the South-East. The Coalition Government had rejected that request from the Mayor. BAA disagreed with the Mayor's view that there should be no further expansion at Heathrow, but agreed when he said that the idea that a Government consultation document looking at aviation policy ruled out any new capacity in the South-East was 'crazy'. BAA Heathrow fully supported the Mayor's description.

11. Margaret Majumdar referred to the late departures schedule, where it was noted that the latest flight was close to 01.00 hrs. A departure at this time was very disturbing to a large number of residents. Efforts should be made to discourage departures at such a time in the morning whenever possible, as it was not acceptable to the local community.

A request was made for data for late departures from 27th January 2011- 27th February 2011 as this had not been provided.

With the abolition of the Cranford Agreement, when flights departed from the Northern runway, there would be a considerable number of people in Ealing, West of the Borough, who were not currently affected, who would be in the future. The community needed to be involved in the consultation.

Nigel Milton responded that, with regard to the consultation process, BAA would proactively go into all communities who would be affected by the ending of the Cranford Agreement in either a good or bad way. At the next HACC meeting, the presentation would reveal the contents of the consultation document and the BAA process of engagement.

The point relevant to late departures at 01.00 hrs had been noted.

Jane Dawes agreed to provide the missing late departures data to the Secretary for the specified time period.

ACTION:
JANE
DAWES

(Secretary's Note) This had been actioned and the data sent to the members.

4460 PASSENGER SERVICES SUB-COMMITTEE

1. Minutes of the meeting of the Passenger Services Sub-Committee meeting held on 26th January 2010 had been circulated with the Agenda and were noted.
2. The Chairman of the PSSC, Brian Yates, reported that a number of helpful presentations had been received from the BAA management. An update was given on the PRM contractor, Omniserve, that had been in place since August/September 2010 with encouraging results. It was an American company that staffed all of the Disney attractions and their proactiveness brought a whole new approach for passengers.

The one factor that caused the meeting of a PRM to go awry, was when the airlines had not notified the numbers of PRMs arriving on a flight. An example was given when an airline had notified that 8 PRM passengers would be arriving on a particular flight, when in fact there were 56 PRMs.

Heathrow Express had also provided an update. The BAA Surface Access team had also attended the meeting and advised of a 40% target for the number of people arriving at Heathrow by public transport.

BAA had relayed their proposed friendly campaign for passengers with helpers dressed in purple handing out chocolate during the Easter period and the travelling experience for people during the forthcoming Public Holidays and Royal Wedding.

3. John Gurney referred to the 555/557 bus services. A representative from Abellio that operate the Surrey-Heathrow route should have attended the PSSC meeting, to discuss the poor service, but did not.
4. Brian Yates said that he understood the 555/557 bus routes to be a local Surrey service which also served Heathrow.

Gerry Ceaser (Advisory Panel) of the PSSC had agreed to form a small sub-group to take this matter forward with Abellio with the proposal that a separate meeting be held before the next meeting of the PSSC on 25th May 2011.

The Secretary would also follow this matter up

ACTION:
GERRY CEASER/
SECRETARY

5. Mark Gardiner stated that, with regard to PRMs, there was a staggering amount that travelled on aircraft.
6. Brian Yates explained that British Airways were very good and came out top for pre-notification. However, in future, airlines will have to pay penalties, if PRMs had not pre-notified. If a passenger arrived without pre-booking, but required a wheelchair, they would need to wait for assistance. This would be excluded from the Service Level Agreements (SLAs)
7. Susan Parsons stated that all groups; ABTA, BAA, DfT, airports, airlines, Human Rights Commission and several disabled groups were working together to make it a seamless experience for PRMs. Some passengers do not pre-notify for very good reasons, maybe if they are elderly or proud and do not wish to do so. The groups were trying to ensure that priority was written in to give people an incentive to pre-notify. A leaflet would be produced to distribute to people who had not pre-notified, with the message that if they did so next time, they would receive a better service. It was known that there were flights from certain airports, where there were regular PRMs who were expected and other airports where passengers would not be required to pre-notify e.g. a passenger could arrive at an airport in the States and expect to be carried. The groups would continue to progress.

4461 NTK WORKING GROUP

1. Minutes of the meeting of the Noise & Track Keeping Working Group held on 22nd February 2011 was unavailable at the time of the meeting (*to follow*).

4462 PLANNING APPLICATIONS

1. Planning Applications for the Heathrow Ward of the London Borough of Hillingdon for January and February 2011 had been circulated with the Agenda and were noted.

4463 NEWS RELEASES

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

4464 ANY OTHER BUSINESS

1. There were no further items to discuss and the Chairman closed the meeting at 4.00 p.m.

DATE OF NEXT MEETING:

WEDNESDAY 25th \MAY 2011