

HEATHROW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the Meeting held on 23rd May 2007 at Heathrow Point West

PRESENT:

Sam Jones, Chairman	-	HACC
Maurice Hudson, Technical Adviser	-	HACC
Carole Havercroft, Secretary	-	HACC
Cllr. Nicholas Botterill	-	LB Hammersmith & Fulham
Cllr. David Bishop	-	LB Hillingdon
Cllr. Mohammed Khursheed	-	LB Hillingdon
Cllr. Graham Horn	-	LB Hillingdon
Cllr. Ruth Cadbury	-	LB Hounslow
Cllr. Ian Potts	-	LB Ealing
Cllr. Jim Maddan	-	LB Wandsworth
Cllr. Malcolm Beer	-	RB Windsor & Maidenhead
Cllr. Christopher Turrell	-	Bracknell Forest BC
Cllr. George Trussler	-	Spelthorne BC
Cllr. Denise Saliagopoulos	-	Surrey CC
Cllr. Patrick Roberts	-	Runnymede BC
Geoff Pope	-	London Assembly
Frank Wingate	-	Future Heathrow
Lynette Braithwaite	-	AUC
Margaret Majumdar	-	EANAG
Virginia Godfrey	-	HACAN/Clearskies
Paul Ellis	-	IATA
Iain Hope	-	LCCI
John Gurney	-	TUC
Andy Hull	-	Independent
Keith Harlow	-	Independent
Susan Laurie	-	Independent
Mako Mochizuki	-	Independent
Colin Mitchell	-	Independent

OTHERS:

David Gray	-	Department for Transport
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HEATHROW AIRPORT LIMITED

Mark Bullock	-	Managing Director
Ben Morton	-	Director of Communications
Mike Forster	-	Business Strategy Director

PRESENTERS

John Bullen	-	T5 Live Head of Stakeholder Integration.
Nita Easey	-	BAA Heathrow Strategy Integration Manager
Mike Dodd	-	BAA Investment Strategy Manager

CHAIRMAN'S OPENING REMARKS AND APOLOGIES FOR ABSENCE:

Apologies for absence were received from the following:-

1. Philip Carlisle (GTMC), Susan Parsons (ABTA), Rob Gibson (LAANC), Cllr. Shirley Fisher (LB Hounslow), Cllr. Felicity Barwood (LB Hounslow), Cllr. Peter de Vic Carey (LB Hounslow), Cllr. Bill Lidgate (Bucks CC), Mike Walsh (Independent), Cllr. Dev Dhillon (South Bucks District Council), Brian Yates (Consumers' Association), Cllr. Denise Grant (Spelthorne BC), Cllr. Cllr. Julia Long (Slough BC), Heidi Alexander (London Councils).
2. The Chairman apologised to the Committee if there had been confusion over the Control Tower Visit, as some Members were of the impression that this would take place prior to the meeting. This visit had to be postponed until a future date.
3. Ben Morton advised that at the July meeting, a tour of Terminal 5 would take place. As discussed at the last HACC meeting, as the Control Tower had only recently opened, although BAA would try to accommodate a visit for the Members in May, it might not be possible and would be held at a more sensible time. A viewing gallery would be also be open. At present, a definite date for the visit had not been set.
4. The Chairman asked if Virginia Godfrey could supply the Technical Adviser with the contact details for Brenda Boardman in relation to the Oxford Air Quality Report. This was agreed.

ACTION:
VIRGINIA
GODFREY

5. The Chairman referred to his previous request made to Paul Ellis at the February meeting for a timetable to be drawn up on the Constructive Engagement exercise and asked if this was still in hand.

Paul Ellis responded that the final submission of the Constructive Engagement between the airlines, BAA. and the Civil Aviation Authority (CAA) would be made at the end of June. This would then be swept up in the Quinquennial Review process which had already been referred to the Competition Commission.

The Chairman asked if there were key dates that the Committee needed to be aware of.

Paul Ellis replied that the Committee should already have the dates that the Competition Commission were working to, to consider the settlement for the next Quinquennial Review period. It was expected that the Committee would have been invited to make a submission.

6. The Technical Adviser stated that there might be some confusion on this matter. The issue discussed to date was the invitation for the Chairman of the Passenger Services Sub-Committee and himself to meet with the authors of the Constructive Engagement Report, the initial version of which was prepared last year, jointly between the airlines and BAA. It was understood that the document was currently undergoing some revision. Mike Forster, BAA Business Strategy Director had advised that the process was expected to continue until September 2007.

Both Philip Carlisle and the Technical Adviser were seeking a date when they could meet with the authors of the report to see what could be done, by way of putting some further comment into the process and to the Civil Aviation Authority (CAA), who were the recipients of the report. At this stage, there was no further aspect that the Committee needed to take action on.

7. The Chairman advised that Gerry Ceaser, who had been a long-standing Member of the Committee has lost his seat at the recent local Election. He had been a Councillor at Spelthorne for 34 years. Gerry was rather dismayed that this had happened.

Gerry was a very regular attendee at HACC and an excellent contributor to the affairs of the Committee. The Chairman said he would write to him on behalf of the Members.

8. The Chairman asked if there was any other known changes at local authority level that would affect the Committee.

(Secretary's Note): To date, the Secretary had received one notifications to change of membership on HACC from the local authorities. This was from Bucks County Council who had appointed Cllr. David Rowlands as the main HACC Member. Notifications of re-appointment of the existing HACC Members and Deputies had been received from LB Ealing, LB Hounslow, Slough BC, Runnymede BC and South Bucks District Council. London Councils had also confirmed the appointment of Cllr. Christopher Wright as the main HACC Member and the re-appointment of Cllr. Heidi Alexander as Deputy.

9. The Technical Adviser pointed out that the introduction on the Agenda reminded the Members of the Committee that they remained so, until such time as they are either withdrawn or resigned from HACC.

Gerry Ceaser had been told of this fact, but he felt in all conscience, he should not attend the meeting, as Spelthorne BC might be displeased. To date, no new appointment had been made to replace him on the Committee.

As the Chairman had stated, Cllr. Ceaser had been extremely supportive of the Committee, particularly in view of the fact that he spoke out so vehemently about the taxi situation at the last meeting.

10. Margaret Majumdar said that a Councillor would cease to be a Member of any Committee that the Council would have placed them on, if they lost their seat, unless specifically re-appointed. It was presumed that Spelthorne BC would be on the brink of holding their Annual Council and would no doubt replace Gerry Ceaser by this means.

4033 MINUTES OF THE PREVIOUS MEETING

1. (a) The Minutes of the meeting held on 28th March 2007 were agreed with the following amendments:-
2. Paul Ellis requested that the action under Matters Arising 4018 against Minute 4005 – Constructive Engagement should be attributed to IATA and not BA.

4034 REPORT BY THE CHAIRMAN AND SECRETARIAT

(a) A report “Train Service to Heathrow Airport” (**HACC.485**) was despatched to Members on 30th March to answer questions raised at the previous HACC meeting.

(b) Eight members of the Committee attended a presentation by Boeing Commercial Airplanes on 11th May about the environmental improvements their new 787 Dreamliner aircraft will provide.

A brochure detailing the company’s activities and investment in the area from its European Headquarters at Heathrow House was distributed. A copy was enclosed with the Agenda for each Member who was unable to attend.

4035 MATTERS ARISING

1. (a) **Minute 4018 – Airtrack Meeting.**

2. The Chairman asked Iain Hope if there were further developments against this item.

Iain Hope responded that he had not received a further update on this matter.

It was understood that Mike Forster, BAA Business Strategy Director would be directly responsible for convening this meeting with the parties involved and to ensure that it actually took place and would not be cancelled for the fifth time.

3. Paul Ellis said that his recollection was that BAA would meet with Spelthorne BC.

4. Mike Forster said that he would ensure that the meeting was convened. **ACTION:**
MIKE
FORSTER

1. (b) **Minute 4020 – Detection rate of guns and knives at Security (73%).**

2. Ben Morton said that BAA had a series of different ways of dealing with security testing with X-Rays. BAA did not publicise security figures as a matter of policy.

The point had been made to illustrate that the security testing was not always 100% the whole time, but it was of a high standard and new technology was coming forward.

3. The Chairman said that the point made was that a person could be left with the impression that 73% of passengers had guns and knives in their possession.

Ben Morton explained that this percentage figure had referred purely to process tests that BAA carried out for sending items through the airport.

1. (c) **Minute 4023 – Heathrow Connectivity service.**

2. Andy Hull had asked if this proposed modular circular bus service using ‘state of the art’ vehicles running in both directions at the airport had been shelved. The Committee had received a presentation on ‘Connectivity’ several years ago, but had received no further update, as to its progression or otherwise.

Mike Forster replied that this scheme was a piece of work where BAA had explored how surface access connectivity could be provided around the perimeter of the airport. There was a proposal put forward that instead of subsidising the local buses, a service could be put on that route. It was found that as a solution, it would be more expensive to do and that the overall benefit of subsidising the local buses was actually better than having a separate service that just ran around the airport.

By having discussions with Transport for London (TfL), BAA were ensuring that services would be in place around the airport perimeter. There was a proposal coming forward that had a much broader beneficial effect than simply having 'Connectivity' buses running around those two routes in opposite directions.

Andy Hull said that he was of the understanding that this service would connect to the long-term car parks and various other facilities around the airport as well, and take away some of the existing services. It would have been beneficial to the Committee to inform them that such a decision not to proceed with the system had been made by BAA.

Mike Forster replied that from this discussion, he had learnt that communication around the subject of transport needed to be improved. This was agreed.

1. (d) **Minute 4028 – Shredding Facilities at Heathrow.**

2. Ben Morton confirmed that BAA did have shredding facilities if the Members wished to use these to dispose of PSSC papers, where details of complaints from passengers were included giving personal data of names and addresses.

1. (e) **Minute 4028 – BAA representation at PSSC meetings.**

2. Ben Morton understood that this matter was reasonably in hand. A meeting had been held with the Chairman of the PSSC, Philip Carlisle. There had been substantial work undertaken in terms of 'modus operandi' going forward, to make sure that BAA got the most out of those meetings.

BAA were also making a decision regarding the attendance of two permanent BAA representatives at the PSSC meetings.

ACTION:
BEN
MORETON

3. The Chairman asked the Members if they had been satisfied with the BAA representation at the meeting of the PSSC on the morning of 23rd May 2007.

The Technical Adviser responded that the point at issue was the fact that Ceri Sumner, the current BAA representative, was shortly due to go on Maternity Leave. This left the question as to who would replace her. In the past, it had always been one of the Terminal Directors, who would co-share the responsibility to attend the PSSC meetings.

Some of the members had felt that BAA representation had been down-graded, as

Ceri Sumner was not a Terminal Manager and therefore not in a position to have so wide a comprehension of the BAA policies and some of the activities being taken on at Heathrow.

Ben Morton responded that this matter would be addressed. It was understood that Ceri Sumner was undertaking discussions with the PSSC Chairman, Philip Carlisle in this respect.

ACTION:
CERI
SUMNER

(f) Minute 4030 – Issue a Statement re: traffic congestion due to Control Posts.

1. Ben Morton confirmed that he had a presentation available that could be sent to John Gurney and Cllr. Patrick Roberts who had raised this issue.

BAA were aware of congestion around the Southern Perimeter Road. There had been work undertaken, particularly around Control Post 24, which was one of the biggest problem areas. Work Groups had been set up with all of the suppliers, airlines and staff. The vehicle breakdown recovery process had been improved, as there appeared to be a problem with cars breaking down and queuing up. Improved resources would be put in place to manage the lanes for more effective queuing. At present, there was one lane, going to three gates for that Control Post. This had resulted in vehicles queuing to go through the middle gate rather than spreading out.

BAA were ensuring that all owners of vehicles were made aware of the exact documentation/ID they needed to present upon arrival at the gate, so as not to cause a delay.

BAA were also in discussion with Gate Gourmet to see if they could start to use Control Post 21 and other Posts as well in an attempt to dilute the traffic. CCTV cameras were being installed.

Funding had been obtained to reconfigure the approach to Control Post 24 from the Beacon Road Roundabout. This will enable the queuing area to become wider and more accessible. At present, surveying of underground utility services was underway to ensure that no disruption would be caused. It was hoped that the work would commence on 4th June 2007, with completion by the end of June 2007. This would be carried out with minimal disruption to the operations.

2. John Gurney reported that some issues had eased in this respect. However, there were occasions when queues were apparent on the peri-track. The traffic jams at the Cargo Tunnel went along the Sealand Road. Theoretically, what looked to be spreading the load out was causing other problems. Sealand Road was extremely bad. On some days, the traffic was jammed in both directions.
3. Cllr. Roberts reported that the queues of traffic in a westerly direction by the Royal Mail building was a problem at Control Post 21. There was an ‘accident waiting to happen’. He requested a copy of the report on the matter.

Ben Morton said he would circulate that as well. However, his presentation mainly addressed the issues surrounding Control Post 24. He said that he would contact Cllr. Roberts relating to the other Control Posts surrounding the Cargo Area.

ACTION:
BEN
MORTON

1. **(g) Minute 4020 – Establish dialogue for Committee with BAA on issues relating to South side of airport**
2. The Chairman said that John Gurney understood that a meeting would be arranged for him to attend to discuss security issues with BAA. This still had not taken place.

Ben Morton said he would follow this matter up.

ACTION:
BEN
MORTON

- 1 **(h) Minute 4027 - Taxis at Heathrow.** Following discussion in both PSSC and HACC meetings, a formal letter was sent to BAA's taxi team proposing that certain changes should be made to arrangements at the airport and asking for a legal ruling. Despite a reminder, no acknowledgement of that letter had been received.
2. The Chairman reported that a letter was sent asking for BAA to get a legal ruling on whether the 'Fares Fair' scheme could be compulsorily applied. That legal ruling had not yet been obtained. A reply to the letter had been received on the morning of the PSSC meeting.

The main issue that the Committee wished to address was the matter of the 'rip-off' fares. The letter would be followed up to see if the Committee could try to obtain legal advice to enable 'Fares Fair' to be implemented more widely.

3. Cllr. Beer spoke on behalf of his constituency of Windsor & Maidenhead. He said that although Cllr. Ceaser was no longer able to follow the debate, as he had 'chased' this matter with him, he would continue to do so, as his community suffered very badly with the present taxi set up.
4. Cllr. Bishop referred to the subject of T5 cycle paths, He had previously asked if this could be put on the Agenda as a matter for presentation and debate. A member of Hillingdon Council could also attend the meeting to relay his experiences as a cyclist in the borough.

The Technical Adviser indicated that the members of the PSSC had a discussion that morning about the Heathrow Area Transport Forum (HATF) which has a number of groups, including one on walking and cycling and also a bus and coach group. The PSSC had received a presentation from the Chairman of the bus and coach group, Peter Bradley, together with several of the Transport Officers from various local Councils.

During the discussion, it was established that the question of walking and cycling was peripheral to the Committee's interests and they were not overly concerned about this. The members of the Committee agreed to continue with the bus and coach group aspect. However, the Heathrow Area Transport Forum had denied HACC membership.

Ben Morton responded that he had spoken to Alistair Duff, the Chairman of the Heathrow Area Transport Forum on this matter. He confirmed that denial for membership of HACC continued. The Steering Committee comprised membership only of Transport for London (TfL), the Highways Agency, Network Rail and the West London Transport Strategy Group. It was still considered inappropriate for HACC to be a member of this.

The Chairman replied that at the meeting of the PSSC, they had strongly moved the resolution that they should be able to sit on the Heathrow Area Transport Forum Steering Group. A request was made that this issue should be re-visited once again in support of the HACC obtaining a seat on the Heathrow Area Transport Steering Group.

ACTION:

BEN

MORTON

5. The Technical Adviser commented that although Ben Morton had advised the Committee of Alistair Duff's views as the Chairman of that Group, that HACC should be excluded because they were not providers of transport. Nevertheless, there were several groups, one of which was the Bus & Coach Group, which certainly concerned the Committee very considerably. If membership was denied of the Steering Group, at the least, the Committee would be one step further forward, if they could participate in the work of the Bus & Coach Group.
6. John Gurney commented that with regard to the T5 cycle and pedestrian routes, it was considered whether the PSSC was the correct Sub-Committee in which to discuss this issue. He thought that the Surface Access Sub-Committee would be more appropriate. It was a T5 requirement that these facilities were put in place.

The Chairman responded that this point would be noted for a future Surface Access Sub-Committee meeting.

7. Ben Morton commented that he had been informed by Alistair Duff that with regard to the Heathrow Area Transport Forum, they had also at some point asked the Heathrow Airport Consultative Committee if they could attend meetings, but this suggestion had been rejected.

The Technical Adviser replied that he was unaware of such a suggestion being raised at any time in the past. He said that if a member of the HATF who was knowledgeable wished to attend the PSSC meeting, it would be extremely appropriate and helpful.

Ben Morton said that he would relay this information back to Alistair Duff.

ACTION:

BEN

MORTON

8. Iain Hope suggested that HACC issue a formal invitation to Alistair Duff, Chairman of the Heathrow Area Transport Forum Steering Group to tell the Members exactly the workings of the Group and to hear the views of the Committee. There were so many parties around the table who needed to understand the situation. This might help in getting past the deadlock.
9. The Chairman stated that there were several arms to this issue. There was the Heathrow Area Transport Forum, which used to meet regularly, chaired by the Chief Executive of Heathrow Airport Limited. However, this had not met for at least a couple of years. There was also a Steering Group, but it was not known who they were advising if the Forum did not meet. The Steering Group met regularly under the Chairmanship of Alistair Duff. Under that, there were several other Groups e.g. cycling, and walking.

Mike Forster responded. He said that the Forum had not met for some time. However, there would be a meeting set up of the Forum, certainly by the end of the year. HACC was a member of that Forum and a representative would be invited to attend.

With regard to the Airtrack Forum, this had now met. It was understood that the BAA representatives had contacted Maurice Hudson to ensure that he could attend. Mike Forster said that he believed, Maurice had attended an Airtrack Forum and asked if this was correct.

Maurice Hudson replied that he had attended such a meeting in the past, and the last one had been some months ago. He understood from what was said, that there was either a meeting held recently or pending, of which he was not aware.

Mr. Forster replied that there was a meeting of the Airtrack Forum which would be held in July, to which Maurice should have been invited.

Mike Forster continued that as far as the Heathrow Area Transport Forum was concerned, this had fallen into decay. This should not have happened. BAA would ensure that this gets back on track. It will meet yearly and HACC would be part of that.

4036 COMMENTARY FROM THE MANAGING DIRECTOR, BAA HEATHROW

1. (a) The Chairman welcomed Mr Mark Bullock, Managing Director of Heathrow Airport who gave an update to the Committee.

Mr. Bullock said that when he previously addressed the Committee in February, he had spoken of the actions that BAA were taking to improve the delivery within the operation to make Heathrow more consistent and improve service performance.

At the time, he had explained that one of the key tests would be during and following the half-term school holidays, as these would be very busy times. Encouraging results had been seen at the airport. It was relatively quiet, although that was not to say that it was not busy. As a background, the way that BAA looked at the Heathrow operation, when they were in a zone of 80,000-95,000 passengers, those were normal, but busy days.

When it was above 95,000 passengers, that was when the airport was very busy.

Mr. Bullock said that he was pleased to inform that since the last update made, the business had gone very well. Two half-term school holidays had taken place. Last Easter was the busiest ever seen at the airport with the volume of passengers.

During this time, BAA achieved 97.4% of passengers clearing Security in less than 10 minutes. The standard had been at 95%. An upward trend had been seen, although there was still a long way to go, but progress had been made.

Mr. Bullock advised that there had been a number of notable events in respect of the Airside operations.

The new Air Traffic Control Tower was now open. In terms of risks, this was one of the key risk areas. It was a main construction to the airport. Mr. Bullock said that he was very pleased to report that the move from the old Control Tower to the new Control Tower went very smoothly. It went by almost unnoticed. The airline community were very anxious about how this operation would progress. Considerable work had been undertaken in collaboration with the airlines, the CAA and NATS to ensure that during this important phase, BAA knew exactly what they were doing in the event of problems occurring. It had been anticipated that a period of up to three weeks of reduced flow rates on the runway might occur, which would have had a knock-on effect to passenger service. In the event, the restriction was only a few days before the normal service was resumed

During the weekend 12th-13th May 2007, BAA had a major emergency evacuation exercise at the airport. This went well. The result of that was that Airside operations were certified by the CAA. Mr. Bullock said that at a meeting he attended with the CAA immediately prior to that event, he saw a very constructive dialogue as regards the Airside operations.

Mark Bullock reported that recently both he and a number of his colleagues hosted a visit for the Competition Commission. As Members would be aware, the Competition Commission were considering two questions with regards to BAA at Heathrow. One question was in relation to the price determination as part of the current Regulatory Review. The second question was a matter of ownership and structure of the BAA Group.

BAA had been informed of a set of investigations by the Competition Commission. They had requested that they received a visit to Heathrow and Terminal 5, prior to certain of the formal meetings. They were shown T5 and BAA demonstrated to them what could be delivered in terms of infrastructure for Heathrow and London with the right investment in terms of today's operation, and shared with them some of the initiatives that BAA had put in place to work for performance in passenger service and the issues that were faced on a day-to-day basis.

A letter had been received from the Competition Commission to thank BAA for their time and the quality of the visit. The formal Hearing was held on 18th May 2007.

Mr. Bullock said that from feedback he had received personally, they were grateful for BAA taking the time to show the CC members around the airport to help them understand some of the questions that they were being asked to address. It was thought that this had been useful. The process would be ongoing.

Mark Bullock stated that T5 had progressed well. He had noted from the Agenda that a member of the T5 Live Team would present to HACC with an up-date. Most recently, during the previous week, an in-depth review of the plans for Terminal 5 i.e. the actions needed to finalise construction and activities to put in place, to get ready to operate the terminal when it opened on 27th March 2008.

Whilst there were some issues to be dealt with, as it was such a large complex project, it was pleasing to note the progress made in that area.

Mr. Bullock said that he was pleased with the positive working relationships that had been developed, both with British Airways and the relevant control authorities in terms of joint preparedness for the opening of Terminal 5.

British Airways had announced several weeks ago that they were already selling passenger tickets for the opening of T5 on 27th March 2008.

On 18th September 2007, BAA would move into the operational readiness stage. Proving trials would commence in a few weeks time.

BAA were now heavily into the recruitment process for staff at T5. Approximately 1,000 people will be employed by BAA at T5. This will be done through a series of meetings with staff who had expressed an interest at working in Terminal 5. BAA had received a high level of interest for those sessions.

Mark Bullock said that he had noted from the Managing Director's Report, that it was mentioned that the Heathrow Air Traffic Control Tower has been short-listed for a RIBA award. He confirmed that they did win this award which they were very proud of.

Turning to day-to-day issues, BAA were currently working very hard on passenger service. Now that BAA had achieved some resilience in the operation, BAA were looking to see how they could improve the passenger experience and their perception of that experience. Considerable work was taking place in terms of improving the reliability of passenger equipment, e.g. escalators and lifts.

Much work had also been carried out in relation to maintenance and cleaning programmes. In relation to the cleaning, a new contractor had been appointed six weeks ago and an improvement in performance was visible at the airport. In terms of maintenance, improvements were being made to the IT system which came under that area in the short-term, pending the new structure coming on-line.

For BAA, Terminal 5 presented an excellent opportunity, for not only the passengers that would use the facility, but also that it would alleviate the congestion for those that travelled through the remainder of the airport. It would also give BAA the opportunity to re-develop the rest of the airport.

In relation to Heathrow East, as part of the plans, BAA were very hopeful that planning permission would be granted and were expecting a decision imminently.

Mr. Bullock reported that BAA had recently introduced an initiative which had been entitled '1T'. Members might be more familiar with the concept of the description of 'a back to the floor programme'.

The non-operational management within Heathrow would receive direct first-hand experience and knowledge of how the business runs on a day-to-day basis.

All Managers were making themselves available to work shifts of the operation. In the first year of this scheme, it involved three days training on the shop floor. It was well received in the business. It demonstrated a desire that BAA had to ensure that people understood how the operation worked.

Mark Bullock referred to security matters. He said that the threat level remained at 'severe'. BAA continued to work with very stringent security measures at the airport increasingly, almost on a day-to-day basis, where additional measures are required from the Department for Transport. Unfortunately, at times this did conflict with the desire to provide a passenger service, but BAA were working hard to avoid disruption to passengers, whilst effecting the security measures.

From 1st May 2007, liquid testing was being carried out on a sample basis. From September 2007, the volume of liquids that it was necessary to test would multiply five-fold. Also, from September of this year, BAA will be required to search a greater proportion of vehicles going throughout the Control Posts, Airside. e.g. meals for the airlines, and retail supplies. 190 additional security officers had recently been appointed.

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

2. The Chairman commented that he had been told on reasonable authority that the Mayor of London Mr. Ken Livingstone would approve the Heathrow East planning application, because it was 40% more efficient on energy and that was a major point.
3. Iain Hope asked three questions on behalf of the London Chamber of Commerce.

Firstly, relating to the passenger experience. Iain said that he was glad that Ferrovial were putting every possible effort into improving this, but it needed an awful lot more work.

Secondly, the failure of the travellers which was a very serious matter with regard to the disabled. Iain said that he wished to speak further on this aspect.

Thirdly, the question of the emergency evacuation exercise that BAA carried out and the clearance that had been received for two years from the CAA. It was assumed that BAA would be very critically carrying out the exercise, at regular intervals, in view of the rapidly changing security issues that existed.

Another matter that the London Chamber of Commerce had put much effort into was discussion with the security services, both Heathrow Airport and also Underground and over ground services.

Mr. Hope said that he would like BAA to consider these matters.

Mr. Bullock responded that with regard to the latter point, he would not like to give the impression that BAA would not test their contingency plans again for the next two years as, obviously they will, at various stages.

4. The Chairman read the Committee Members an interesting letter from the Managing Director, BAA Heathrow dated 13th March 2000. This referred to the Heathrow Underground refurbishment and the fact that concern had been expressed by HACC Members at the delay to the works at the Underground Station to Terminals 1, 2 and 3.

The funding of the refurbishment programme was part of a larger agreement with London Underground to extend the Piccadilly Line to Terminal 5, if it was built.

The letter stated that it might be recalled that BAA had agreed to fund the extension as part of a private financing initiative. The timescale of the venture had been delayed by the long Inquiry process. BAA Heathrow and LUL were negotiating the agreement on the basis that £17.7 million of funding was available to London Underground as soon as the Agreement had been sent and signed.

Both organisations were working together to get the Agreement signed as soon as possible. They were working towards a target time of August 2000.

The Chairman asked if there was any progress on this matter.

Mark Bullock confirmed that the Contract was signed and funding of £18 million was allocated for this project for London Underground at a future date.

5. John Gurney referred to the security issue. He had observed that on Thursday 17th May 2007, it had taken staff one hour to get in to work. The retail units were closed which meant that the passengers were unable to purchase goods and the transfer queues were horrendous. People had been sitting on buses for a long time. Although it was appreciated that it was not the fault of BAA, with the stringent rules made by the Department for Transport and European Security Agency, it must be emphasised that staff and passengers were being pushed to the limit.

Mr. Bullock replied that he understood entirely the point that had been made. He informed the Committee that on Thursday 17th May 2007, BAA were met with a delegation from the DfT. They put in place an Airport Security Audit. Thirty five DfT Inspectors arrived at Heathrow on 17th May 2007 and stayed until Tuesday 22nd May 2007. The whole contingent of DfT Inspectors were at the airport watching the workings of staff. BAA had to comply with this and work with the Inspectors.

The DfT had made recommendations. The result of the Audit did not relate to issues about cargo, but issues related to definition of restricted Zones. However, the EU Regulations are different to the UK Regulations.

6. Ben Morton reminded the Committee that the 'No Smoking' policy would come into force as at 1st July 2007.

The Chairman thanked Mark Bullock for his attendance at the HACC meeting.

- (b) Discussion on matters to be reported by BAA Heathrow management had been circulated with the Agenda and was noted.
- (c) BAA Heathrow Update and Statistical Information had been tabled and was noted.

March traffic figures

BAA reported strong traffic figures for March, with our UK airports handling 11.9 million passengers, an increase of 3.7% on March 2006. Of the major markets, European scheduled traffic was up 4.7%. Other long-haul traffic grew 10%, North Atlantic traffic rose 2.2% and European charter traffic fell 0.3%. Domestic and Irish Republic traffic fell 0.4% and 2.8% respectively. Of the individual airports, Gatwick grew 5.1% and Southampton gained 5.5%. Stansted was up 3.4%, while Heathrow rose 2.8%.

In Scotland, each airport reported gains with Aberdeen, Glasgow and Edinburgh growing 9.7%, 3.4% and 5.4% respectively. The total number of air transport movements at BAA airports rose 0.7%, while cargo tonnage was down 8.4%.

April traffic figures

BAA airports handled a total of 12.2 million passengers in April, a decline of 1.6% on April 2006. European scheduled traffic was up 0.1%, and other long haul traffic grew 1.1%. European charter traffic fell 13.8%, and North Atlantic traffic dipped 2.1%. Gatwick was down 0.8% and Southampton fell 1.4%. Stansted dropped 3.4%, whilst Heathrow saw a decline of 2.5%. In Scotland, Aberdeen and Edinburgh grew 8.2% and 3.6% respectively. Glasgow fell 1.2%. The downward trend is simply a result of Easter falling in a different calendar period, skewing like-for-like comparison.

Easter period

The Easter period saw an improving picture at our airports; testament to this is the low level of column inches devoted to BAA in the national press. All our airports were busy, but the overall picture was of a well-controlled process thanks to measures such as additional security machines, accurate resource planning and support from non-operational teams, agency staff and welcome hosts.

Air Traffic Control

Heathrow's air traffic control operations moved to the new state-of-the-art £50m facility on Saturday 21st April, designed as part of the Terminal 5 project. The iconic new tower is a significant step in Heathrow's transformation and replaces the existing 50 year old tower. At 87m high it gives controllers a perfect view of the airfield, including the taxiways and stands of Terminal 5 and is the tallest air traffic control tower in the UK. Air traffic controllers underwent an extensive training programme in advance of the move to familiarise themselves with the new view of the airport and new equipment.

As a precautionary measure, to ensure the change in operations was undertaken as safely as possible, the airport operated a temporary reduced landing rate and notification was sent to residents associations chairs; lead councillors and CEO's; MPs, and local newspapers in the 11* Boroughs surrounding Heathrow.

In the event the hand over went very smoothly and an average of 3 flights a night arrived early over the first ten days of transition and there were no late flights at all which is a great testament to the airport community, including BAA, NATS, the Airlines and ACL who worked together to plan the transition to the new tower.

* Ealing, Hammersmith and Fulham, Hounslow, RBWM, Richmond, Runnymede, South Bucks, Slough, Spelthorne, Wandsworth.

Heathrow East – Mayor due to decide Heathrow East application

Mayor of London, Ken Livingstone, is expected to make a decision on the Heathrow East planning application next week. The London Borough of Hillingdon has already expressed its support for the application, but the Mayor has the right to direct the Borough to refuse the application if he wishes.

The new terminal is not a capacity increase, but will play a major part in transforming Heathrow for passengers. It will be built on the site of Terminal 2 and the Queen's Building and eventually replace Terminals 1 and 2. BAA's ambition is for Phase 1 of Heathrow East to open in time for the London Olympics in 2012. Together with Terminal 5, this would mean that most of Heathrow's passengers will be travelling through terminals that aren't open today.

Heathrow East will also improve the airport's environmental performance - cutting carbon dioxide emissions by around 40% compared to the buildings it will replace. BAA also have plans to use biomass gasification to fuel the Heathrow East energy centre. This involves using sustainable forests and waste wood to provide cooling, heat and power to the terminal and supports one of the key priorities for renewable energy in the Mayor's Climate Change Action Plan.

Sale agreed – Budapest Airport

On 9 May, BAA announced that it has agreed to sell Budapest Airport to Airport Holding Kft, a consortium led by Hochtief AirPort GmbH, for £1,309 million. Cash raised from the sale will go towards paying off some of the debts ADI incurred when it bought BAA last summer.

Passenger Communications Campaign: Heathrow. A new airport for London.

Heathrow is in the middle of the longest sustained period of investment that the airport has ever seen – spending an average of £2 million a day on improving the airport. The change will be so great that most of our passengers will be travelling through terminals that aren't even open today. Heathrow will launch an innovative advertising campaign next week targeted at passengers under the banner 'Heathrow. A new airport for London'.

The idea of such a high profile, non-retail campaign is a new strategy for the airport as it looks to rebuild its reputation following recent criticism of its over-used infrastructure and facilities. The objective is to generate more business for our airlines, highlight the improvements across the airport and support our case for the sustainable growth of Heathrow.

The campaign starts with artwork on the face of Terminal 2 depicting the proposed Heathrow East terminal and construction hoardings around the Terminal 3 redevelopment. The advertisements will tell the story of Heathrow's transformation over the next five years in the build up to the 2012 Olympics.

Plane Stupid

The anti-aviation group held a sit-in protest in Heathrow Point West's foyer on 2nd May. BAA Security locked the entrance doors to the office block, leaving the group to make their point by chaining themselves to the doorway entrance. Little disruption was caused as other doors were made available for BAA staff to come and go.

Competition Commission

Representatives of the Competition Commission (CC) toured Heathrow as part of its study into BAA's provision of airport services and sent a positive letter of thanks. "The development, T5, is a most impressive project," the letter said, "and the CC members were very glad to have had the opportunity of looking around it in some detail. They fully appreciate the pride you have in it and its value to the airport's future. The efforts to secure the smooth operation of the existing terminals are no less impressive.

The team left with a much clearer view of the factors and priorities affecting the airport." The next few months will see the CC carry out a series of panel interviews with BAA senior managers and visits to our other airports are expected.

First planes land at T5

Forty London Plane trees have been planted at Terminal 5 marking a major step in the creation of London's newest public space – T5's Interchange Plaza between the main terminal building and T5's multi-storey car park. The plaza is one of the many exciting features of T5's design; it will provide passengers with a relaxing outdoor environment with the trees bringing a sense of park life to the new terminal.

London Plane trees were chosen for the plaza as they have a particular association with London's public spaces featuring in parks and gardens including; Berkeley Square, Kew Gardens and Ravensbury Park. In addition the trees are easy to prune which is important as they can grow up to 30 or more metres. The 7.5 tonne trees were lowered into the plaza by crane in an operation that took just three weeks.

T5 healthy eating

T5 has announced a range of catering outlets for the new terminal which will ensure that "health and wellbeing is as much a part of the airport experience as extravagance and indulgence". The eateries will include Itsu, Giraffe, Giraffe Juice, Lovejuice, V Bar and The Caviar House & Prunier Seafood Bar.

2006 Corporate Responsibility Index

In 2005, BAA was top in its sector in both the UK corporate responsibility index and the environment index. We have successfully maintained the high score of 99 per cent for 2006. The index no longer ranks companies individually from first to 100th place but in bands; BAA is in the top-scoring 'platinum' band. The full list of the top 100 'Companies that Count' was published in a Sunday Times on 6th May (also available on their website).

Heathrow Charity of the Year

Marie Curie Cancer Care is to become Heathrow's Charity of the Year. The charity received 56% of staff votes. Votes were gathered by text and email and the community team also toured the rest rooms in the terminals and control posts speaking to staff and getting their opinion on which charity they would like to support.

The funds raised will enable Marie Curie to provide 5000 hours of care to cancer patients in the area around Heathrow. The campaign will kick-off in July 2007 with an action-packed programme of events.

Community Lectures

The third community lecture in the 'Discover Heathrow' series took place on Tuesday 24th April. Over 70 people attended the lecture on Air Traffic Control and Airfield Operations delivered by Tim Hardy, Deputy Director of Airside Operations. The next lecture will be held on 29th May 2007 and will look at Archaeology at T5.

In brief

- Air Transport Users Council visited T5 on 9th May
- New airline called Canadian Affair launched on 11th May. They will fly twice weekly low cost long haul flights to Toronto.
- The Heathrow Air Traffic Control Tower has been short-listed for a RIBA award. The results will be announced imminently.

4037 PRESENTATIONS

- (a) **T5 Live** - a presentation by John Bullen, T5 Live Head of Stakeholder Integration. *(as enclosed)*.

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

1. The Chairman asked if it was a co-incidence that Terminal 5 would open several days after Easter in 2008 or if this was deliberate.

John Bullen replied that it was a key issue. Easter in 2008 was an unknown quantity, because for the majority of the UK counties it will be the first year where they had moved to a Spring holiday, instead of following Easter around. British Airways had obviously some idea of the impact of that, but it was unknown what the full impact will be and the way in which the holidays will be taken between the Easter break and the Spring Holiday break, which is always now going to be in the middle of April. There was fine gap in which to get into. BAA wished to hit the beginning of the Summer Season, but were also very conscious that Easter was on one side and the Spring Holiday on the other.

2. The Chairman referred to the recruitment of 16,000 people to volunteer to go through the T5 proving experience. He asked if any Member of HACC was interested to put themselves forward to be involved in that process, would this be possible.

John Bullen replied that this would be possible. BAA were very keen to offer that opportunity. The recruitment process had not yet commenced. However, within this process once it had started, would be an early opportunity for residents from the local community and people such as the HACC Members to become involved. BAA were very much trying to match as closely as possible British Airways passenger profile. Therefore, when it came to looking for First Class passengers, they would have the HACC Members that they could talk to.

3. The Chairman referred to the conveyor belt carousel for the baggage. He said that he thought it looked 'stone age' for a 2007 building. It was expected that a totally different system would be in place.

John Bullen replied that there were a number of different systems. It had been very deliberate in T5 to install a 'state of the art' system, but this was a 'state of the art system' unproven elsewhere. The systems were up-to-date, but in no way were they experimental systems.

4. Cllr. Roberts referred to the interesting presentation. One point which had been majored on in relation to the T5 construction was modular. He said that an observation had been made relating to the impact that the construction had on a great number of people around the area. Pieces of the T5 steelwork were parked all over the Trading Estates and vehicles were parked with trailers unattached with T5 stickers on them. cluttering up the community.

Cllr. Roberts requested that when Heathrow East was under construction that some form of secure process was put in place to ensure that the construction traffic did not follow the same principle.

John Bullen said that he would take this action away. Part of the reason for this was the time that people wished to travel, against the time that they were allowed on site. This needed to be addressed. It was also suspected that some of the vehicles were parked up for longer. This needed to be looked at to understand why this happened and how it could be avoided in the future.

ACTION:

**JOHN
BULLEN**

5. Paul Ellis referred to the subject of surface access. He was concerned that the question of Heathrow Express, London Underground and bus services would not get underway until a few days prior to the opening of Terminal 5. It would be better to bring forward the opening of the transport system.

John Bullen said that he would take this request away to investigate the viability.

**ACTION:
JOHN**

6. Cllr. Potts pointed out that he understood a number of the operating staff would need transport access prior to the opening of Terminal 5, therefore using as a trial period beforehand.

John Bullen replied that this was a relevant point, which BAA were currently discussing.

Ideally, it would be desirable to provide that opportunity. In any event, local, environmentally, sensible links to the existing public transport system would be provided, if it was not possible to take the public transport through to Terminal 5 itself, in those early days.

- (b) **Webtrak** – an on-line system open to the public with details of the tracks and heights of aircraft flights. Presentation by Nita Easey, BAA Noise Adviser.

1. Nita Easey stated that some Members may recall that she addressed the Committee a couple of years ago with a talk and demonstration to advise that BAA were about to start a long-term project to upgrade the main Noise & Track Keeping System (NTK), the complaints system and also the system used to manage noise and night flights. The project was very complicated and technical, which is why she had explained that it would take a considerable length of time for it to come to fruition.

Nita said that BAA were now coming towards the end of this project. It was for this reason that she had come to demonstrate one element of the system that people would be interested in.

The project was to upgrade the systems. However, new technology enabled the information that BAA put on the website to be improved. In addition to more information, there will be an ability for people to log complaints on-line.

There would also be a facility called WebTrak which would allow the public to see the tracks of Heathrow flights around the Airport. The demonstration would show how this would work.

It was made clear that the system was not a replacement for the noise complaints service.

The BAA staff would not be reduced in number. The service would continue with people available for residents and members of the public to talk to, if they were unsure of a matter or required information.

The Web made it clear that people could still talk or email the complaints team and their contact details were available in several places.

It was thought that one of the useful facilities with the system, would be the fact that it would enable BAA to carry out an almost face-to-face demonstration of what was happening, except it would be at the end of the telephone line, e.g. a resident could look

at the system and then ring up the Operations Communications Team and state that they did not understand the reason why an aircraft was following a certain path or why there was no aircraft overhead today, when they had been overflown the previous day.

Following on from a demonstration of the system, Members asked questions/responded.

1. Virginia Godfrey welcomed the launch of Web Trak as a great improvement to the system. She asked if for example, the system could identify an aircraft flying over Twickenham at 10.40 p.m.

Nita Easey responded that the system would be able to identify this, but not at that particular time. There was a time delay of 24 hours on the system for security reasons. However, if a note of the date and time was made, a person could look at the system later. This would show the flight number and timing and the fact that it was a Heathrow aircraft.

2. Andy Hull asked if Web Trak would be available for all BAA airports.

Nita Easey replied that it was only for the three London Airports, as they were the airports that had the very large, complicated track-keeping system.

Andy asked as it was a noise based system, if there were any plans to link it to a noise monitor, so that the sound could be heard as well.

Nita replied that the system had been purchased 'off the shelf'. Noise monitor readings were used in America But they showed "community noise" which included noise from sources. BAA had tried to adapt this but it had proved too confusing. It was therefore decided not to show this. If people were concerned about the noise of aircraft they could still approach BAA directly.

3. Margaret Majumdar asked how soon people could have the website address and when would the system become live.

Nita explained that at present, the demonstration as shown was only a test site. A specific date for launch of the site was not yet available. When the system went live, the Members of the Committee and various other people would be informed by BAA. and details of the web address would be provided.

A person would be able to simply access the system by going through either the Heathrow website or from the main BAA website, where instructions will be given and people could move around Webtrak in this way.

4. Cllr. Cadbury said that the system was very useful for sharing of information. Whilst it was understood why the system could not be used 'live' she asked if it was necessary to have a 24-hour time lapse, as this did seem a long time to wait.
5. The Chairman said that the Technical Adviser had commented that in the United States there was a time lapse of only ten minutes.

Nita Easey replied that the United States did not have the UK's Department for Transport security restrictions. There was considerable concern surrounding security, which had to take precedence. There were also logistical problems to consider.

6. Cllr. Cadbury asked if the QC rating was loaded onto the system and if this would be accurate.

Nita replied that the QC rating would not be available. The information shown was taken directly from the Air Traffic Control radar. When they were directing aircraft they did not need to know the QC rating. The QC rating of aircraft is made public by the DfT for every aircraft type, but it varied also, depending on engine fit and whether the aircraft was hush-kitted. It also varied for arrivals and departures. It was a very complicated subject.

7. The Technical Adviser stated that if any Member wished to see Web Trak operations which were already in action, they could log onto the San Francisco Airport website, or the East Midlands Airport website in this country. This would enable them to see the system before it went live at Heathrow.
8. Cllr. Beer asked if it was possible to show, in the form of dotted lines the Noise Preferential Routes (NPRs) to see if the system was working properly and that the aeroplanes were on track. Complaints had been received from residents that flights were not on the NPRs.

Nita explained that this would require considerable extra work. As it was an 'off the shelf' system, with stock maps, it was not possible to ask Ordnance Survey to change the maps. It was complicated to accurately plot NPRs on these maps. There was much misunderstanding by people who had stated that they were not living under the NPR route, but were being overflown by aeroplanes off-track. It was not as simple as that. In terms of track-keeping, it would be best if the enquiry was directed to the Heathrow Operations Communications Team who could advise accordingly. People could then visit the office for a private demonstration. The Web Trak system was a representative system and not a noise and track keeping system.

The Chairman thanked Nita for the informative demonstration.

9. **(Secretary's Note):** Web Trak was launched on 25th May 2007 as part of a £1.8 million upgrade to BAA's Noise and Track Keeping Systems and Complaint Handling Systems. The website is designed to complement the services provided to members of the public by Heathrow's Operations Communications Team who investigate enquiries and complaints from residents. It will help local people find out more about the likely effects of aircraft noise in their communities, understand why they are hearing noise from aeroplanes and enable them to make enquiries or complaints on-line. Similar websites have also been launched at BAA's other two London Airports; Gatwick and Stansted. The site is available at www.heathrowairport.com/noise

(c) 2007 Capital Investment Programme for Heathrow Airport.

A presentation by Mike Dodd, BAA Investment Strategy Manager of a consultation with the HACC about the airport company's plans for capital investment (*as enclosed*).

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

1. John Gurney asked if a start date was known of the connection of the transfers T5-T3.

The current plan stated that work will commence on this in 2008/2009.
A consultation will be issued and plans for this work will start this year.

2. Virginia Godfrey asked if the refurbishment of Terminals 1, 2 and 3 would be linked to passenger growth or merely to improve the facilities.

Mike Dodd replied that it was not linked to passenger growth. It was to improve the facilities, e.g. Aprons and passenger facilities.

3. Cllr. Roberts asked if the Members could be provided with a summary document for future reference, once the final Capital Investment Programme had been concluded.

The Chairman confirmed that this would be provided for the next meeting.

ACTION:
MIKE FORSTER

.ITEMS FOR DISCUSSION

4038 SECURITY CHECKS FOR ISSUE OF AIRPORT IDENTITY PASSES

1. Report of continuing difficulties with the issue of passes to Members and of checking the background of foreign nationals. Report by the Technical Adviser (**HACC.487**) had been circulated with the Agenda and was noted.
2. The Technical Adviser reported that at the PSSC meeting held on the morning of 23rd May 2007, three of the Committee Members that had been waiting for one year for the issue of their Airside ID Pass would have the documentation signed-off by BAA Human Resources and would receive the Pass very shortly.

For the remaining five Members still awaiting their Passes, there were still associated problems relating to the paperwork and referencing procedures. In some cases, because of the length of time the procedures were taking, carried out by BAA security personnel

who issue the ID Passes, it meant that there was a ten-week period, within which, the processes were not completed.

Due to this fact, BAA were writing yet again to those referees, perhaps for the third time, some of who were not entirely pleased at the repeated request and were not very co-operative. Therefore, there was a number of reasons why the ID Passes had not yet been issued.

This had caused a problem, as several Members of the PSSC needed the Passes.

Without these, they were unable to undertake the Terminal Monitoring Exercises organised by the Secretary, which are an integral part of the PSSC work.

4039 THE EU-US AIR TRANSPORT AGREEMENT

1. Report by the Technical Adviser (**HACC.488**) together with copies of correspondence with the Department for Transport and an application under the Freedom of Information Act for more detail had been circulated with the Agenda and was noted.
2. The Chairman asked the Technical Adviser if a reply had yet been received to the letter under the Freedom of Information Act.

The Technical Adviser confirmed that a response had been received from the Official to whom the letter was addressed. He had stated in his reply that the document was now on the website and anybody could obtain a copy of it. A copy had since downloaded, which was now being studied.

4040 SLOT ALLOCATION AT HEATHROW AIRPORT

1. Report by Technical Adviser forwarding an account of the allocation process and slot availability at Heathrow (**HACC.490**) had been circulated with the Agenda and was noted.
2. The Technical Adviser confirmed that James Cole, Director of Co-ordination at Airport Co-ordination Limited would attend the HACC meeting in July to address the Committee Members on this subject.

4041 AIRPORT REGULATION – PRICE CONTROL REVIEW BY THE CAA

1. A report by the Technical Adviser about the Recommendations which the CAA had sent to the Competition Commission for its consideration and advice regarding the next 5 year price controls on BAA's London Airports (**HACC.489**) had been circulated with the Agenda and was noted.
2. The Technical Adviser said that the Committee considered this matter at the meeting on 7th February 2007. A reply was drafted on the basis of the discussion and sent this to the Civil Aviation Authority (CAA). They had considered this, together with all the other responses they had received and had sent the document containing several hundred pages to the Competition Commission with their up-dated proposals. The matter now rested with the Competition Commission to consider this and make their own investigation, and within a period of six months to respond with their report to the Civil Aviation Authority (CAA) to declare their opinion on the recommendations and to indicate what they believe should be done in regard to them.

The Civil Aviation Authority would then later send out yet another consultation to HACC, amongst other people. The Members would be able to consider this document and give their views, which will be relayed back to the CAA. The CAA will then publish their final Regulation on it in Spring 2008.

4042 MAYOR OF LONDON – VIEWS ON MATTERS CONCERNING HEATHROW AIRPORT

1. Report by Technical Adviser (**HACC.486**) of views and policy matters expressed by the Mayor of London, concerning a variety of matters related to

Heathrow Airport had been circulated with the Agenda and was noted.

2. The Chairman referred to the comments made by the Mayor of London from time to time on Heathrow Airport, which were not always in a complimentary way. He understood that the London Assembly was holding an Inquiry about Heathrow Airport, but this had been delayed until the next Government consultation.

The Chairman asked Geoff Pope if he wished to comment on this matter.

Mr. Pope responded that the Mayor of London, Mr. Ken Livingstone had spoken about Heathrow Airport at a meeting of the London Assembly on the morning of 23rd May 2007, to confirm his opposition to expansion at the airport, primarily driven by his anxiety to address climate change. He was no longer convinced of the very powerful economic argument. He did not necessarily feel these were based on good facts.

The Mayor of London had therefore taken the line of opposition which was different from his Plan. The London Assembly itself did pass a motion, which was sent to Douglas Alexander MP, opposing further expansion at Heathrow. Douglas Alexander had swiftly replied, confirming that the Government remained very much in favour of expansion, subject to the appropriate safe-guarding of the environment. These exchanges merely served to confirm people's positions, rather than compromised solutions.

3. The Chairman asked Mr. Pope if he knew details of this particular Inquiry that the London Assembly would be holding.

Geoff Pope responded that the Environment Committee will be carrying out a full scrutiny of the environmental impact of Heathrow. They were awaiting further information on mixed-mode operation.

He asked if the Members of HACC had any comments on the timing of that scrutiny. Clearly, it needed to assist people in responding to the forthcoming consultation on Heathrow.

4. Cllr. Bishop stated that the answers were encouraging in view of the climate change grounds. The Mayor of London had now changed his position from when he believed that London's economy was dependent on increasing the airport capacity. He had now stated that none of these facts stand up.
5. The Technical Adviser commented that he had attended a Conference the previous day, where discussion surrounded the environmental aspects of the Government's policies and of airport expansion. Several people addressed that Waterfront Conference; Mike Forster from BAA's point of view and Paul Ellis from the airline's point of view. There were a number of people present, very eminent in the environment field; from Cranfield University and Oxford University. These were people who were acknowledged as experts on the question of noise and air quality.

The general message put across was that they believed that the prospect of getting over the air quality problems were improving. This gave some support to those people who were looking for airport expansion in the belief that the problem may not be as bad as had been suggested.

4043 UPDATES ON THE WORK OF THE DEPARTMENT FOR TRANSPORT

1. (a) Project for the Sustainable Development of Heathrow.
(b) Noise Mapping of Heathrow – due by 30th June 2007.

A summary report of these activities was tabled by the Department's representative.

2. The Chairman referred to the DfT Surface Access Group which last met in February 2006. He asked when it was expected to convene a meeting.

David Gray responded that he did give a commitment at the last HACC meeting that there would be another meeting of this group before Consultation.

This was an ad-hoc group, which by definition, meant that it meets as and when there was business to discuss. It had not been felt that it was appropriate to hold a meeting at this time.

3. Cllr. Beer asked in relation to the residents' groups how far out would the Consultation be sent e.g. those immediately on the periphery of the airport or further afield. He hoped this would include RB Windsor & Maidenhead.

David Gray responded that the DfT had concentrated particularly on those residents' groups fairly close to the airport purposely, to help prepare a plan for public exhibitions in the area around Heathrow. That is not to say that the DfT will not be going to communities further out. At the moment the DfT were working on the plan and approaching the local authorities around the airport to decide on venues. It was proposed to hold up to a dozen exhibitions in the boroughs around Heathrow.

4. Margaret Majumdar stated that she presumed that the DfT were no nearer to announcing a date for the Consultation. or knowing if it would be before or after the Summer.

It was noted that annual noise contours for 2006 for Heathrow were being prepared by the CAA with a view to publishing sometime in June.

Margaret asked if copies of these would be sent to the Members for the HACC meetings.

David Gray said that he was 'pretty sure' that the noise contours would be available by the timescale given. However, he was unable to confirm one way or the other whether the Consultation will be before the Summer.

5. Cllr. Potts said from memory, he had received notes sent to LB Ealing as a local authority about the Consultation which had referred to a timescale up to the Summer, e.g. September.
6. Virginia Godfrey said it had been observed that the Consultation would deal with changes to departure routes. Virginia asked what would happen about landing routes. She said that most of those people seriously affected by noise, experienced this

on the landing of aircraft and asked if the DfT would be consulting on this and publishing the results.

David Gray responded that as far as he knew, there were no specified arrival paths into Heathrow. In that sense, it was not possible to draw lines on maps in quite the way as it was possible for departure routes or noise preferential routes. Nevertheless, the DfT will, in the context of public relations, seek to illustrate arrivals as well as departure routes in the Consultation.

Virginia Godfrey stated that this was essential. Otherwise, the Consultation would be meaningless.

7. Virginia Godfrey referred to the 'Attitudes to Noise Study' and asked if the DfT expected this to be published before or after the Consultation.

David Gray responded that the note stated that the results were expected to be available in the Summer and he was not able to go beyond that.

8. The Technical Adviser stated that some of the Members might remember that the DfT ran an Aircraft Noise Monitoring Advisory Committee (ANMAC), on which he represented the HACC. ANMAC had not met for nearly two years. Prior to that, they met every 3-4 months. The Technical Adviser had sent an e-mail to the Head of the Environmental Department asking if they intended to let ANMAC wither away, since there was no sign of any activity. The 'Attitudes to Noise Study' was quoted, which it was understood had recently been published. It was started under the aegis of ANMAC. and therefore they were entitled to be given the opportunity of reviewing the outcome.

The Technical Adviser said that he did not receive a satisfactory reply, except to say that the DfT were committed to maintaining ANMAC when there was a topic to discuss.

As Virginia Godfrey had stressed, the 'Attitudes to Noise Study' started in 2001, and yet had taken all this time, to produce the study

The Chairman of HACC, Sam Jones, was originally a member of the Steering Group. However, as it met so infrequently, he lost touch with the project. The Noise Study did exist and had been delivered. It was a matter which ANMAC should review as it 'kicked off' the proceedings on this. However, the Committee had not received further information about this and at present there was no sign of any by the Department for Transport upon it.

The Technical Adviser referred to the subject of Noise Mapping. He said that the Department for Transport had delegated to the Civil Aviation Authority, as the experts, the responsibility for preparing those noise maps. They were supposed to be submitting these on behalf of the DfT, to Defra by the end of June. Following that, there would a later stage which would go until the end of the year. It was hoped that it might be possible for the Committee to obtain a copy of the noise maps and the conclusions within several months. It would certainly aim to do this.

9. Cllr. Ruth Cadbury states that it was understood that at the Seminar held on

22nd May 2007, referred to by the Technical Adviser earlier in the discussion, that Mike Forster (BAA Business Strategy Director) had stated that in respect of the Project for the Sustainable Development at Heathrow (PSDH) that the predictions were 'hopeful' in terms of improved air quality.

Ruth asked David Gray if BAA had been given privileged information by the DfT, ahead of the Consultation, or why was it thought that Mike Forster would have had said this.

David Gray responded that he did not know about privileged information. The White Paper was quite clear about the work that both the DfT and BAA would need to do, following the publication of the White Paper.

The DfT and BAA had worked together looking at the questions which were aimed in the White Paper, particularly in regard to air quality.

The White Paper also said that there were 'better prospects for development at Heathrow in the longer term'.

Mr. Gray said that he was not in a position to say whether the DfT had reached that conclusion.

10. Mike Forster stated that the actual word he had used at the Seminar was 'encouraging' rather than 'hopeful'. This had been reflected in the 2006 Aviation White Paper Progress Report.
11. Cllr. Beer pointed out that the consultation documents would not be published until three months after the 'Attitudes to Noise Study' and all the publication of the noise maps had been out in the public domain. He said that the prospect would again be, that the information required for that consultation would be given after the consultation closed or during the consultation period. It was important to put documents out in a proper sequence.

Cllr. Beer asked for the support of the Committee to support the fact that this should be done in a correct sequence with the information put on the table before the consultation started.

Virginia Godfrey seconded this statement as a sensible suggestion.

The Committee unanimously agreed.

4044 RIGHTS OF DISABLED PERSONS AND PERSON WITH REDUCED MOBILITY WHEN TRAVELLING BY AIR

1. The DfT has invited the views of the Committee about regulations to be made to enforce an EU Directive dealing with air travel for people with reduced mobility. Report by the Technical Adviser suggesting some areas of concern and inviting members views on others. (HACC.491) had been circulated with the Agenda and was noted.
2. The Chairman said that at present, for a disabled person, the airport authority looked

after their needs until they reached the check-in desk. It then became the responsibility of the airlines. This proposal will now mean that the airport operator had total responsibility from arrival at the airport until the passenger was seated on the aeroplane. It was understood that BAA intended to contract this responsibility to an outside organisation, for which Tenders had been invited

In the Technical Adviser's Report under sections 14 and 15, the more relevant points had been summarised for the HACC to consider. The PSSC members had discussed these consultation questions at the meeting on the morning of 23rd May 2007. They had agreed with the statements and had no further comment.

The Chairman asked if the HACC Members had any further comments that they wished to add.

3. Iain Hope stated that sadly, his mother had become wheelchair bound from far too young an age. He therefore had first hand experience on the disablement problems, particularly at Heathrow, since 1957. He said that the service had been vastly improved from the old days, when there was a wheelchair put on the back of a catering truck, the shutters closed down and the passenger would be wheeled out to the aircraft in total darkness.

However, Iain said that there were areas over which he had concern.

Firstly, the question of the responsibility to be delegated to the CAA. This seemed to be a sensible move.

Secondly, the question of the outside contractors interfacing with each individual airline. Iain said that over the years, the airlines had been very sympathetic and very thoughtful on this issue. He was concerned about an outside private contractor and the continuation of a good liaison with the airlines, to take pride in looking after disabled people. He would like this matter looked at very carefully, before any outside firm was brought in.

Thirdly, another point at Heathrow was the walking distances within the airport, particularly when the travellers failed, which was far too often these days.

Mr. Hope reported that the number of times that he and others had come across elderly people struggling through the airport, often without realising the distances they would have to walk. This needed to be addressed.

Another point to be noted was the dropping off of disabled people at the airport, particularly in the Central Terminal Area. There had been various complaints over the years regarding the changes and the drop-off at the Central Bus Station, and the terminal drop-off problems and lack of proper sign-posting for elderly people. These points all needed constant attention and should be looked at very carefully in connection with T5 before it was opened.

4. Paul Ellis said that this was an area that the airlines paid attention to. He said that they would be happy to support the Committee in this respect.

4045 PASSENGER SERVICES SUB-COMMITTEE

1. Minutes of the meeting of the Passenger Services Sub-Committee meeting held on 7th February 2007 had been circulated with the Agenda and were agreed.

ITEMS FOR INFORMATION

4046 AIRCRAFT NOISE COMPLAINTS REPORT

BAA Heathrow Noise Complaints Report and Borough Noise Line Figures for Quarter 1 had been circulated with the Agenda and were noted.

4047 NIGHT QUOTA USAGE

1. Report from Heathrow Flight Evaluation Team for the period of Winter 2006 had been circulated with the Agenda and was noted.
2. Margaret Majumdar referred to page 6 of the report, which gave details of the night flights, in particular week ending 23rd December 2006. Margaret said that clearly, the airport was on westerlies, otherwise she would have had a vivid memory of that week, but did not.

However, it was horrifying to find out, that in any week, there was as many as 279 night flights, not including the delays and 119 take-offs after 11.30 p.m. Margaret said that she could not see why these were not counted against the Quota, if they were allowed to take off. Obviously, if there was a delay and an aeroplane had to land, it could not stay airborne. However it could not be understood why it was essential for so many flights at this time of night. It was equivalent to an average figure of 30 departure flights per night. It should not be that these were not accounted for.

Nita Easey responded that the week in question was an extremely unusual week. Very severe weather problems had been experienced. There was snow and fog at the airport which was reported on the News.

The point made by Margaret Majumdar that all flights should be counted was understood. However, the only time that dispensations were permitted was in very limited circumstances. One of those was when widespread Air Traffic Control delays were being experienced, such as Heathrow had at that time. Whilst the point could be understood regarding the arriving aircraft that were delayed coming in, if the airport did not get their departures out, they could not get their arrivals in, because the space would run out for the aircraft to park.

Therefore, the Department for Transport permits, that in very, very unusual circumstances dispensations would be allowed.

Margaret Majumdar replied that people were being kept awake. Therefore, there should be compensatory blocks in the movement schedule later on.

3. Cllr. Cadbury stated that she had made this point previously, when the Committee had discussed unexpected movements, that everyone accepted that the world was in a period of global climate change. The translation of climate change was unexpected weather

patterns becoming more and more frequent. If this was assumed, therefore the operation had to build in an increasing number of unexpected weather patterns into its forecasting.

Otherwise, people who lived near to the airport would have to increasingly put up with aircraft noise at times when they had been promised this would not occur. Heathrow Airport Limited (HAL) had been asked to build this into their forecasting. It was thought that the Committee should formally ask for this to be addressed and that a formal response should be received.

4. The Chairman stated that this subject was a matter for the Department for Transport to address. He asked if HACC had ever made representations to the DfT about these aircraft not being counted against the Movement Quota.

The Technical Adviser responded that no, the Committee had not previously made representation to the DfT in this respect.

The Chairman thought that this would be a starting point in addressing the issue and agreed that the Committee would take this matter up with Department for Transport.

ACTION:
TECHNICAL
ADVISER

5. Nita Easey further added for clarity that the fact that there was bad weather did not allow BAA to give dispensations. Bad weather alone was not sufficient. It was only when there was widespread Air Traffic Control delays, which meant delays outside of the UK, e.g. problems in Europe, as well as the UK.

If it was only bad weather that was experienced, there were many flights which were delayed due to bad weather or other circumstances, which were counted. Dispensations were not given simply because an aircraft was delayed. In managing this, BAA did keep back a proportion of the limits to cover unexpected delays. All of these counted. Dispensations were only granted in exceptional circumstances.

6. Margaret Majumdar argued that the fact remained that the residents were kept awake by these aircraft and therefore they should be counted against the limit.
7. The Chairman referred to Table 4 of the report, which showed the remarks attributed to the delays, five of which were BAA staff resource issues.

Nita Easey commented that the Table did not show which of the aircraft were given dispensation and which were counted. Not all of those flights were given dispensation. It merely listed the reasons for the delays.

8. The Chairman commented that aside from these facts, the Committee were stating that the number of aircraft actually departing and arriving from Heathrow, should all be counted, regardless.
9. Cllr. Beer referred to the total number of dispensations listed week by week.

He did not believe that these figures had been calculated correctly.

Cllr. Beer referred to Table 4. He was very concerned to note that a number of the flights had taken off in the early hours of the morning after 2.00 a.m. One flight in particular had taken off at 3.22 a.m. This was totally unacceptable.

Table 5 was also incomplete, lacking in remarks as to why the delays occurred. These points were noted.

4048 PLANNING APPLICATIONS

1. Planning applications for the Heathrow Ward of the London Borough of Hillingdon for March and April 2007 had been circulated with the Agenda and were noted

4049 NEWS RELEASES

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

4050 ANY OTHER BUSINESS

1. There were no further items to discuss and the Chairman closed the meeting.

DATE OF NEXT MEETING:

WEDNESDAY 25th JULY 2007

