



Agenda Item:	Reference: HACC.534
Date July 1 2008	
Implementation of EU legislation for People with Reduced Mobility	

Report by the Technical Adviser

and for Passenger Services Sub-Committee

1. PSSC members will recall that they have received several presentations from BAA staff about pending changes in legislation and responsibilities for providing assistance to Disabled Persons and Persons with Reduced Mobility (PRMs) and how this affects those at Heathrow Airport when travelling by air.
2. This legislation formally comes into effect in July 2008 but BAA Heathrow has anticipated this and has introduced a new system for assistance for such people which was implemented on 17 June 2008.
3. The Department for Transport has consulted on a revision of a Code of Practice(100 pages) regarding "Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice 2008". Broadly, this makes airport operators responsible for providing assistance to passengers covered by the Code from the time they set foot on the airport , through check-in and shopping, until they are seated in an aircraft and any wheelchair is properly stowed. Previously, this was a responsibility split between an airline and the airport. Now the Code applies to any airport handling more than 150,000 passengers and those with fewer passengers are recommended to follow this voluntarily.
4. The Code emphasises that aviation safety and security rules will remain paramount and they cannot be compromised although care should be taken to ensure that the implementation of such rules, wherever possible, takes account of the particular needs of disabled persons and does not have a disproportionate impact on their ability to travel.
5. Airlines and airport managing bodies are required to provide disability-equality and disability-training for new employees and those working at an airport who deal directly with the travelling public. This will also apply to any agents appointed to handle this business.
6. A passenger's right to assistance under the EC Regulation is subject to them providing notification of their need for such assistance at least 48 hours before the published time of departure.
7. Section 4 of the Code requires that when disabled or reduced mobility passengers arrive at the airport, signage should be clear and unambiguous to enable them to find their way easily to the correct part of the airport and to continue their journey.
8. The Code then deals with designation of Points of Arrival and Departure which "in co-operation with airport users, through the Airport Users Committee, where one exists -- ---- the managing body of an airport shall, taking account of local conditions, designate points of arrival and departure within the airport boundary ----- both inside and outside the terminal buildings " where assistance can be requested. Provision of the points is a legal obligation under the EU Regulation.

9. Arrival/departure points are recommended to follow the design specifications for help points in car parks and public transport interchanges where seats should be provided, clearly signed to show that these are only for use by people awaiting assistance.

10. The managing body of an airport is required to make available to airport users , through the Airport Users Committee where one exists or any other appropriate entity, as well as the enforcement authority named in the Code, an annual overview of charges received and expenses paid in respect of the assistance provided to disabled persons and persons with reduced mobility. Additionally, there is specific recognition of the role of airport consultative committees which should be informed of the work to set quality standards.

11. Annexed to this report is a statement received by the Secretariat from BAA Heathrow detailing arrangements made for contractors to provide this assistance on its behalf.

CONCLUSIONS

11. At Heathrow, the HACC must be regarded as the "Airport Users Committee" in the absence of any comparable body. BAA Heathrow has not consulted with the Committee as required by the EU Regulation and the HACC has played no part in considering the terms of the contracts with these contractors for handling disadvantaged passengers nor has it been consulted about designation and location of the Arrival and Departure Points in compliance with the Regulation and Code. The public notification of the handling arrangements made with contractors came into force from 17 June but the notification was not published until 30 June.

12. Members will be aware that the role of the Committee in relation to happenings connected with Heathrow Airport has not, on a number of occasions in the past year or two , been recognised by BAA staff and, indeed, on occasion we have been told that our views were "not required".

13. Because of the continuing amalgamation of corporate office staff with the management of Heathrow staff, there have been considerable changes in the officers we have to deal with, many of whom are new to their jobs and are not aware of the existence even of HACC let alone what its role is.

14. The Chairman has recently been acquainted of a new arrangement for a senior member of BAA staff to provide a link between the airport management and HACC and a meeting to discuss this and some necessary arrangements for liaison is being arranged at this time of writing.

15. There is a need to bring the PSSC into the arrangements for designation of Arrival and Departure Points and for it to be informed of the standards and requirements which contractors have undertaken to observe when assisting handicapped passengers and to ensure that, in due course, it is consulted about the "annual overview" referred to in para. 10 above.

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Report by the Technical Adviser

Agenda Item:	Reference: HACC.533
Date July 7 2008	
Annual Meeting of Airport Consultative Committee Chairmen	

1. As members were informed of the intention, this Annual Meeting was hosted by Heathrow Airport on 11 and 12 June. The meeting was based at the Runnymede Hotel, near Egham, Surrey.
2. The opening event of the meeting was a presentation by Terry Morgan, Acting Managing Director of Heathrow Airport to give a background to the tour of Terminal 5 which followed. The delegates were split into manageable groups each of which was accompanied by a knowledgeable guide from BAA to explain the workings of the new facility which, by that time, was handling the first tranche of British Airways long-haul flights and seemed to be working well.
3. Colin Mathews, Chief Executive of BAA, was the after-dinner speaker for the conference.
4. A business meeting held on Thursday 12 June dealt with a number of items of concern to all UK airport consultative committees with the benefit of advice from representatives from the Department of Transport and from the Civil Aviation Authority.
5. A copy of the note of the meeting, prepared by the Stansted Airport Consultative Committee, is annexed to this report.

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Agenda Item:	Reference: HACC. 535
Date July 5 2008	
Terminal 5 Opening: House of Commons Transport Committee Inquiry re-opened and report of presentation by BAA CEO to Transport Times conference	

Report by the Technical Adviser

1. Members have been briefed and will have read in the Press or seen on television, many versions of what happened following the opening of Terminal 5 on March 27. Many of the stories played up some relatively minor problems (which could have been expected from bringing a brand new facility into operation) for the sake of a gripping headline story.
2. Because of the concerns raised, the House of Commons Transport Committee held an Inquiry into what had happened and why following the opening of the Terminal and heard evidence given by Sir Nigel Rudd, Chairman of BAA, by Colin Mathews CEO of BAA (who had not been appointed until 1 April) and from Willie Walsh, Chief Executive of British Airways.
4. Since that time the Commons Committee has decided to hold a Second Evidence Session on this subject on the afternoon of Wednesday 9 July when it will hear from the National Secretary for Civil Air Transport of UNITE – the Union, again from Colin Mathews CEO of BAA, and from Terry Morgan, the Acting Managing Director of Heathrow Airport.
5. The HACC will be informed of what transpires at these hearings when the information becomes available to the public.
6. The new CEO of BAA, Colin Mathews, spoke on 25 June to a conference organised by the Transport Times journal about T5 and his view of the future task he has before him in sorting out the problems associated with the BAA Group of airports, not least of them the Competition Commission Market Investigation and the possible third runway at Heathrow.
7. BAA Heathrow has made a copy of his presentation available to the HACC and a copy of that is annexed for the information of Members.
8. Mr Mathews is expected to address the Consultative Committee at its September meeting.



Report by the Technical Adviser

Agenda Item:	Reference: HACC.536
Date : July 7 2008	
Heathrow Airport: Flight Evaluation Report 2005/06 and 2006/07	

1. The Heathrow Flight Evaluation has produced a report in a glossy brochure detailing the work which it has been involved with and a general background of related matters over the past two years at the airport.

2. The report, a copy of which is being supplied to each Member of the Committee provides some extensive information on aircraft operations and how their impact is regulated and managed together with some comparisons with performance in previous years. The report includes sections on the following core aspects of noise management at Heathrow:

Communications, Aircraft Movements, Aircraft Flight Paths, Aircraft Noise and Night Flying Restrictions

3. The Report notes that in earlier years, it also covered Complaint Handling but says that this is no longer the responsibility of the FEU and it is now reported in Heathrow's Corporate Responsibility Report, something the Secretariat was not previously aware of. Copies of that report were, coincidentally, requested from BAA Heathrow at a meeting held earlier on this day of writing.

4. The Report gives a useful summary of the increasingly complex controls which, through UK and EU legislation and international agreements, now need to be complied with.

5. As Members will be aware, Heathrow Airport has been designated by the Secretary of State as being subject to his or her direction on noise abatement measures under the terms of sections 78 – 80 of the Civil Aviation Act 1982, although this does leave some initiatives to the discretion of BAA Heathrow.

6. The report was written before the recent consultation by NATS which included some proposed changes to the routes of aircraft departing from Heathrow to the North (TCN) and about which decisions are awaited.

7. There is a reference on page 7 of the Report to the relationship of the FEU with this Consultative Committee.

8. On page 10 of the document, there is reference to the current situation whereby the Airport operates on a system of Westerly Preference, except at night when there is a weekly rotation between westerly and easterly operations, whenever weather conditions permit.

9. Members will recall that as a part of the Government consultation on proposals for a third Heathrow runway earlier in 2008, there was allied to them a consultation on whether the Cranford Agreement (which generally prohibits easterly takeoffs from the

northern runway) and also whether the system of Westerly Preference should be amended to give a more equal balance between westerly and easterly operations so as to spread the burden of aircraft noise more fairly. The Committee decided not to support either of these measures except for the retention of night time alternation.

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