

HEATHROW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the meeting held on 24th July 2002 at Heathrow Point West

PRESENT:

Sam Jones, Chairman	-	HACC
Maurice Hudson, Technical Adviser	-	HACC
Carole Havercroft, Secretary	-	HACC
Cllr. Margaret Majumdar	-	LB of Ealing
Cllr. David Bishop	-	LB of Hillingdon
Cllr. Mo Khursheed	-	LB of Hillingdon
Cllr. Frank. Filgate	-	LB of Hillingdon
Cllr. Peter De Vic Carey	-	LB Hounslow
Cllr. Ajmer Dhillon	-	LB Hounslow
Cllr. Digby Jacks	-	LB Hounslow
Cllr. David Hughes (Deputy)	-	LB Hounslow
Cllr. Jan Leigh (Deputy)	-	LB of Wandsworth
Cllr. Paul Baker (Deputy)	-	LB Hammersmith & Fulham
Cllr. Virginia Morris	-	LB of Richmond
Cllr. Malcolm Beer	-	RB of Windsor & Maidenhead
Cllr. Christopher Knight	-	Runnymede BC
Cllr. James Maxwell	-	Surrey CC
Cllr. Mewa Mann	-	Slough BC
Cllr. Peter Roberts	-	Bucks CC
Cllr. George Blampied	-	Spelthorne BC
Cllr. Gerry Ceaser	-	Spelthorne BC
John Cavalla	-	HACAN/ClearSkies
John Gurney	-	TUC
Don Coventry (Retired Deputy)	-	TUC
Tony Lucking	-	AUC
Iain Hope	-	HASG
Dave Hopkins	-	BATA
Hugh Somerville (Deputy)	-	IATA
Colin Stanbury (Deputy)	-	LAANC
Cllr. Tom Stubbs	-	LAANC
Cllr. Sydney Kallar	-	ALG
Philip Carlisle	-	GBTA
Roy Featherstone	-	ABTA
Mark Balaam	-	LTB .
Brian Yates	-	Consumers' Association
Janet Brady	-	Independent
Danny Brown	-	Independent
Andy Hull	-	Independent

OTHERS:

Paul Reardon	-	DTLR
--------------	---	------

HEATHROW AIRPORT LIMITED

Janis Kong	-	Executive Chairman
Paul Fox	-	Safety & Security Director
Jon Phillips	-	Director of Communications
Andrew Dryland	-	Director of Planning & Environment
Gerard Silverstone	-	Public Affairs Manager

INTRODUCTION:

The Chairman introduced and welcomed Carole Havercroft, the newly appointed Secretary of the HACC Committee at Heathrow.

APOLOGIES:

Apologies for absence were received from the following:-

Paul Ellis (IATA), Cllr Mike Cartwright (LB of Hammersmith & Fulham), Barry Humphreys (LCCI), Brian Sharp (EANAG), Peter Viggers (EANAG), Cllr. Mary Ballin (Bracknell Forest BC), Cllr. Sydney Kallar (ALG)

2652 MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting held on 22nd May 2002 had not been produced due to the lack of a Secretary.

2653 MATTERS ARISING

Due to the absence of Minutes, there were no Matters Arising.

2654 A SHORT PRESENTATION OF THE WORK OF THE U.K. IMMIGRATION SERVICE AT HEATHROW AIRPORT - BARRY JEAVONS, INSPECTOR. U.K. IMMIGRATION SERVICE

1. Barry Jeavons addressed the Committee. It was the first time that the U.K. Immigration Services had been heard at the Committee, but he hoped it would be a regular feature, if required.

He explained the role of the Immigration Service, specifically at Heathrow. which had been in existence since the early 1950's, situated in a shack at Northside with a handful of Officers, mainly ex-military or service Police. They have moved on from those days and now have two Assistant Directors 16 Inspectors, 150 Officers 600 Immigration Officers and 100 Assistant Immigration Officers, covering the Terminals 24 hours.

Naturally, this service has developed over the years and the legislation has evolved in response to Domestic and International events.

UK Immigration hope to review their traditional operational policies. In a changing world, the service has to change, pushing as many people through as quickly as possible and reducing delays. Getting the balance right is the difficulty, given the number of people travelling which is enormous, and yet still maintain a quality service. Added to which, there are the Asylum claimants, passengers arriving without documentation which is a growing and worrying trend and the unaccompanied minors, on whom work is currently being undertaken with the Local Authorities, particularly Hillingdon, which is proving to be effective.

More Risk Assessment of flights is being carried out, to put resources where the problems are likely to arise. New ideas are being implemented e.g. frequent travellers can have a video shot taken of the irises of their eyes, which is then held on a database to be accessed on subsequent entries through Heathrow.

There is a Prosecution Unit at Heathrow which is mainly concerned with gathering information on facilitators, i.e. those who are seeking to bring people into the country under false documents. 60 prosecutions took place in the first year. This trade is growing as fast as the drug trade. Currently, 200 people per week arrive at Heathrow without documentation. Unfortunately, this trend is rising and work is being carried out in liaison with BAA, BA and the airlines to attempt to address this problem.

During questions, Barry Jeavons referred to the £2,000 fine payable for each airlines passenger who either holds false documentation or invalid Visas.

There are a number of Airline Liaison Officers working in 90 locations overseas. Their remit is to assist carriers, i.e. if a carrier suspects that he has a problem with a document, the passenger will be referred to one of these Officers for an opinion. As this is only an opinion, it is still up to the airline whether they carry the passenger or not.

2. Cllr. Khursheed stated that if the measures are in place, how can it be possible for 200 people to arrive in this country every week and for children to arrive unaccompanied with no documents?

Barry Jeavons said the passengers are not leaving their departing country without documents, this is happening en-route. One of the principal problem areas for document swapping occurs in the transit airside area at Amsterdam, yet Officers do not have jurisdiction to stop people at this point. A lot occurs between point of departure and arrival. Immigration would like to meet more flights, as people leave documentation on the aircraft, by putting them down the back of seats or disposing of them at Heathrow when they disembark. The use of CCTV would be helpful in curtailing this practice. They have a limited amount at the moment. BAA have authorised a further 24 cameras to be installed in strategic places.

3. The Chairman thanked Barry Jeavons for his input to the meeting and asked

that he might return for an up-date at a future meeting.

ITEMS FOR DISCUSSION

2655 REPORT BY THE CHAIRMAN AND SECRETARIAT

1. The Chairman welcomed new Members to the Committee, stating Retirements, Resignations and Re-Appointments as per the list distributed.
2. The Chairman stated that for those members of the PSSC who required their passes to be re-validated to enable them to carry out the Terminal Monitoring Exercise, it was necessary to provide details from these passes to the Secretary.
3. The Chairman mentioned the future development of Air Transport in the UK and South East Study. This would be a major item of business for the Committee. The paperwork accompanying the Study is quite enormous and it would be impossible to reach any conclusion at this meeting.

The Chairman suggested that the way forward on this subject was, to devote most of the day at the September Seminar to consideration of the SERAS Report, with perhaps short presentations by Members of the Committee, in addition to the main speakers.

It is therefore proposed that on 25th September 2002, there is a PSSC meeting commencing at 10.00 a.m. The HACC meeting will commence thereafter at 12.00 noon. This meeting will include a presentation by Mike Hodgkinson, Chief Executive of BAA, after which lunch will be served, There will then follow a number of presentations on the SERAS report from 2.00 p.m. through until 6.00 p.m. Dinner will then be served.

BAA will wish to field perhaps two speakers. Likewise the Technical Adviser, will identify several speakers. All organisations represented at today's meeting were invited to make a presentation on 25th September 2002, either through a member of the HACC or through a speaker specifically drafted in for the occasion.

The period for consultation on SERAS is four months, to the end of November. Specific, small Working Groups could be set up for this purpose to look at relevant topics and then report back to the main Committee.

It was agreed that these suggestion met with the general acceptance of the Committee.

4. Paul Reardon was asked if he wished to pass comment. He said he wished to make a few introductory remarks on the coverage that had been given in the last 24 hours, in case Members were not up-to-date with events.

What has been launched is the next stage of the Government's process to develop a long-term Strategy for Air Transport looking thirty years ahead and beyond.

The Consultation is about every region of the U.K. not just the South East.

The options open for the South East are, primarily:-

A short runway at Heathrow alongside the M4.

One, two or three runways at Stansted.

The opening of a new airport in Kent, Southport Cliffe.

The Consultation will run for four months, until 30th November 2002.

All information gained in the last 24 hours can be accessed via the website www.airconsult.gov.uk. A call centre has also been established for people wishing to obtain documents that might not be in the post already to Members. The telephone number is 0845 1005554.

The Department of Transport is currently working on seminars and presentations, both regionally and at Heathrow, although these are not, as yet, finalised.

5. The Chairman stated that he felt the Visitor Centre was a good venue for the documents in question to be inspected.

In the Summary document, there is a plan showing the proposed new runway. It was agreed that this be reproduced in colour and despatched to each Member, together with the Minutes of the HACC meeting and various contact points.

6. Cllr. Majundar stated that the plan referred to shows the proposed new runway near the M4 at Heathrow. It appears that Harlington, part of Sipson and Harmondsworth remain in existence and will not be demolished. Is this true and if so, how is it proposed to get traffic to and from the runway? Is the A4 going to remain open?
7. Paul Reardon responded that he believed the A4 would curve into a tunnel. How much of Harlington would be affected by this proposal depends on how it might be taken through the Planning stage, should it ever get that far. As to whether or not it has a terminal associated with it, also depends on responses to this Consultation and again, the Planning process.
8. Cllr. Maxwell asked if the responses can go in after the September meeting?

The Chairman replied that if any Member had their papers ready for the September meeting, it would be helpful, but this meeting is not the end of the

process and papers can be submitted at a later date.

9. Paul Reardon commented that, as already stated, the current plan is for the Consultation process to last four months and then there will be a study of the responses. That will take us into next year. The Government's White Paper will clearly not be issued this year. How long into next year it will take is not yet clear, but the Minister is anxious to move quickly as he is concerned about keeping the period to the minimum. This Consultation is about strategic actions. It not part of the Planning process and that can only be taken forward if a Proposer comes along and submits an Application.
10. Paul Reardon said that a lot of the freight that comes to Heathrow by truck is transhipped and it is believed that this will continue. However, it is very difficult to speculate at this stage, to what extent this might be affected by proposals and actions to develop more specialised freight facilities in other areas. There are distinct types of freight that go by air.

The majority of freight comes through Heathrow in the belly-hold of aircraft and then there is a more specialised operation such as DHL Courier dealing with express items and at Stansted you have facilities associated with produce. It depends on the nature of the freight as to where that activity will take place.

11. The Chairman asked the Technical Adviser to make a few, general comments.

The Technical Adviser had attended a Conference, that morning, where reference had been made to the Consultation documents by John Spellar, the Minister for Transport. The Government is determined to undertake a far wider ranging consultation than has ever been carried out previously. 110 tonnes of paper had been used to produce the documents which are being sent out or available. The Secretariat had received an enormous quantity of documents that have to be perused. This will take an equally enormous amount of work and time to both analyse and for Members to discuss, once they have sight of these. A number of additional meetings of the Committee will need to be held, if a positive response is to be derived from Members.

The Government is not committed to any of the proposals. They will look at the responses before making any decisions, but if it is decided that a short runway at Heathrow is to be proceeded with, then it would be subject to the normal process of having to obtain Planning permission. Whilst, as Members are aware, the Government recently put forward some proposals for shortening the Planning process, they do seem to have back-tracked on some of these and rather than Parliament taking decisions on matters such as the runway at Heathrow, it appears that they will now leave it to some lesser process, including continuation of the Public Inquiry system.

The question of who would take the decision on whether to authorise a new runway is complicated. If Government decides to incorporate provisions of a 2,000m runway in its White Paper on airport policy for the next thirty years, someone has to submit a Planning Application to authorise construction. The London Borough of Hillingdon has to refer it to the Mayor, who may direct that it be refused, but cannot dictate approval. Any decision to oppose is likely to result in a Public Inquiry.

Credence is given to a short runway at Heathrow as it would handle the short-to-medium haul aircraft and it would only be 2000 metres long. In 2030, which is the end of the period they are planning for, if the situation at Heathrow was left as at present, the capacity then would be 89 million passengers per annum, with the cap of 480,00 aircraft movements. If this new runway was to be built, the number of terminal passengers which they then believe could be accommodated, would be 116 million and the number of aircraft movements would be 655,000.

Cllr. Majunder asked how access would be created from such a new runway into the main airport and it was indicated that a corridor of land would be acquired from the new runway, across the A4 which would be lowered in tunnel and united to the present airside areas by taxiways.

All regions have been covered for this Consultation, Midlands, Scotland, Wales, North of England and South West England. The one remaining is Northern Ireland, which is due to be published shortly. They all have implications for Heathrow, even if they are in the different regions, purely by the fact that some of them need access to Heathrow for their air services.

12. Janis Kong stated that BAA really do welcome the launch of Consultation about the future of runway capacity in the South East. This is a very important

Consultation and that the Company intends to make a full and positive contribution. To do this properly, the documents need to be studied in detail. It must be remembered that Heathrow is only one of the options and the social, economical and environmental issues raised must be addressed. As Members are aware, BAA were not actually involved in identifying the Heathrow option.

Janis Kong was to meet with representatives of the Stakeholders, to share their views. It is hoped with this kind of approach, rather than taking and making preferences at this stage, BAA will be able to represent the interests fairly of all our Stakeholders, including airlines, local communities, employees and lots of others and be in a position to establish a common ground on the way to deliver the Government's ultimate decision, because it will, effectively, be a decision by the Government. BAA is well aware how anxious and uncertain Members are. To facilitate this, they will make space available in the Visitor

Centre to access the Consultation documents, for people who will not receive their own copy. They are, by their nature, very large documents.

If there is anything that Members feel they wish to discuss with the Executive Chairman and her team during this process, would they please let it be known.

13. Cllr. Hughes said that it was felt that this new runway would be built at the expense of the local communities with the loss of homes etc.

Janis Kong said that although understanding the position, during the time of the T5 Inquiry it was said and made quite clear, that operation of T5, did not of itself, justify another runway. That is still the actual case. BAA made it clear to the Government that a runway should be ruled out on these grounds.

14. Cllr. Dhillon referred to the fact that communities and schools are already suffering from noise exposure on flight paths. He stated that by putting 'all the eggs in one basket', if anything happened to Heathrow, the whole of the South East would collapse.

Paul Reardon responded by saying that at the time of the T5 Inquiry, the Government decided that this matter was probably an issue for consideration in this Consultation and the question of a third runway was not part of the T5 Inquiry and would not be considered there. However, it is a matter for this Consultation and the White Paper on airport policy.

15. Cllr. Maxwell stressed that BAA have always said and repeated it time and time again, that there are alternatives elsewhere and they were not interested in an additional runway. Is the Committee going to put forward the BAA view, that we are not approving or giving support to an additional runway.

16. The Chairman stated that as we do not have the information yet to move on to resolutions at this meeting, these should be reserved for the September discussions, by which time Members would have had the opportunity to look at the facts properly.

17. Cllr. Maxwell said this situation posed a threat and was of deep concern to the Members that represent the local communities and this must be stressed.

18. Hugh Somerville said that on behalf of British Airways, it was very early days obviously, in this Consultation and it is suspected that the airlines in general will take a similar position as British Airways have, who recognise the sensitivity of this issue and are committed to consulting with all the local communities.

**2656 COMMENTARY FROM THE EXECUTIVE CHAIRMAN,
BAA HEATHROW**

1. The BAA Heathrow Update and Statistical Information had been circulated with the Agenda and was noted.
2. Janis Kong introduced Eryl Smith. Since returning to Heathrow last Autumn, Janis has made alterations to her senior management team and Eryl who previously headed up the T5 team, will hold the position of Director for Business Strategy Planning and Development.
3. Janis Kong said that whilst BAA is confident that passenger traffic remains on track, there is still some way to go. Figures are encouraging, with an increase of 1.4% on the same time last year. However, the figure for June was disappointing. Traffic was adversely affected by a series of European Air Traffic Control disputes and there was some loss of business travel, due to the additional Bank Holiday at the beginning of June, thus ending June 1.8% down on the previous year. However, despite that short term decline in passenger traffic, BAA are quite confident that in the long-term, demand for air travel will continue to grow.
4. BAA continue to submit detailed Planning Applications to Hillingdon for T5. Last month, they received Approval for the Twin Rivers diversion scheme. Other Applications concerning surface water drainage, ground contamination and construction workers' public transport scheme are expected to go before the Planning Committee by the end of the month. Last week, BAA shared with the Local Focus Forum, the T5 Construction Community Liaison Strategy and this document sets out how BAA intends to manage its relationship with the local community, during construction and specifically how they will keep residents informed and how they can contact BAA with any concerns.

At the last meeting, Members will recall, the T5 Labour Strategy Consultation document was discussed. A Conference was held on the 10th July 2002 to bring together all Stakeholders who will need to be involved in developing and implementing the Labour Strategy.

5. It will be noted from the Press, that the Home Office have announced measures requiring airlines to provide additional information about passengers which may

add to terminal congestion. This follows on from similar measures taken in the

USA and other countries, which could have a significant effect on the passenger processing times at airports.

The Executive Chairman visited Washington and as a result of talks with the airlines, the Home Office and the US State Department, it can be confirmed that the conversations that took place would result in a phased implementation of this scheme, with hopefully, much of the data collection being carried out on-line up-stream before the Check-In process.

6. Her Majesty The Queen, officially opened the 25th London Heathrow Youth Games, which is Europe's largest Youth Sport Event, on 4th July 2002. This involved more than 20,000 children taking part in 50 sports from judo to disabled swimming through to basketball.

7. The Chairman commented that with regard to the subject of extra passenger information, this item was discussed at the PSSC meeting earlier today. The Chairman thought there might be a procedure that did not prolong the time passengers had to pass through the various processes. It is

understood

that some of the data could be collected after Check-In. The Chairman asked Janis Kong to comment on this.

Mrs. Kong had collated a lot of information on this subject to discuss at the meeting with the US Customs. Calculations had been made, that by carrying out the ground information at Check-In, it would add 30 seconds to the Check-In transaction time, which has a significant impact on queuing.

What was discussed, was to take the collection of information, not later than Check-In because, clearly, the earlier they have the information, the better it is.

Therefore, taking it to a situation before Check-In was actually better than at the time of Check-In. However, it has to be collected before take-off, that is the purpose of the exercise. There is a lot of work to be done in the industry, to work out the best manageable way to collect this data.

8. Philip Carlisle asked if this was US specific and only the US was going to require this, or is it more international destinations?

Janis Kong commented that this comprised three sections of information. Firstly, the Home Office, then follows the US and then others follow on after that. The Home Office require information on all departing passengers, but slightly different information. The US State Department requires information on US bound passengers. Once those things are in place, who knows what other countries will be coming forward with.

9. John Cavalla referred to runway alternation. The figures show that some 30 to 40 aircraft per day are out of alternation, which is not acceptable to a large number of people in West London.

10. Cllr. Beer queried the cargo figures? 140,000 metric tonnes went down to 105,000 in June, yet the number of air traffic movements was over double for less capacity. Something appears to be wrong with this figure?

Mrs. Kong said, although not having the figures in front of her, one would assume it is attributed to the point made earlier in the meeting, that much air cargo is handled in the belly-hold of passenger aircraft un-scheduled services.

11. Cllr. Beer referred to the fact that sponsorship for the Thames Valley Youth Games had been refused last year. .

Jon Phillips commented that rather than pulling out of the Thames Valley Youth Games completely, BAA still contribute the same amount of money, but focus it on the teams from Local Boroughs taking part.

12. Philip Carlisle stated that a representative from London Underground attended the PSSC meeting earlier that day. A question had been posed to him to report back to the September meeting, on the plans and the timing on the closing of stations linked with the construction of tunnels to T5. It is hoped by September we shall have full set of the plans.

13. John Gurney commented on the infrastructure works currently being carried out at the Westside of the airport, portakabins have been installed, perhaps, not

connected with T5, although it could be. As usual, once the construction work had commenced, on certain days there are long queues of traffic attempting to go down Airport Way, coming off the M.25. This is only the beginning and BAA need to ensure that when the 'real' work commences, that we do not end up totally grid-locked on that side of the airport. The main time for this problem would be early morning with frustrated passengers and staff trying to get to the airport.

Andrew Dryland said this construction work was not connected with T5, it is associated with Thames Water.

Jon Phillips confirmed that it would be the intention of the T5 Project Team to report to the Transport Manager whose role will be full-time to manage the flow of traffic, construction related and others in that area.

14. Cllr. Maxwell asked had the issue been addressed of workers' transportation and accommodation for T5?

Janis Kong replied that a Transport Policy for the workers and possible

accommodation required is being compiled. All efforts are being made to employ local people. Once the local supply of workers has been exhausted and as the work mounts up, non-local labour will be required. At present, talks are continuing with the Local Authorities to see how best accommodation requirements can be managed.

15. The Chairman stated that the subject of T5 is obviously of concern to Members. They should contact the Secretary and BAA will be asked to address such concerns in the Executive Chairman's Report.

2657 THE ROLE OF AIRPORT CONSULTATIVE COMMITTEES - GUIDELINES FOR BEST PRACTICE

1. The Technical Adviser stated that in 2001, a Working Group was set up by the Annual Meeting of Consultative Committee Chairmen to see if the meetings of the Committees could be better organised. The Working Group was Chaired by John Adshead, who is the Chairman of the London City Airport Committee. A report was published, which was discussed at this year's meeting at the end of May. Some Members at that meeting were not entirely happy with one or two of the propositions this document contained and amendments were made accordingly. The document which has finally emerged, is as attached to the Appendix of the report with the Agenda.

Several of the matters they raised deserve particular attention from the HACC Committee, who are requested to endorse the Guidelines as a whole. It may well be that Members may have concerns about some of the matters that have not been highlighted. Paragraph 11 of the covering report, deals specifically with the Appointment of the Chairman of the Consultative Committee. There is also a separate Annexure to the Committee report which suggests that the resources of the Gatwick Airport Consultative Committee, acting as the Secretariat for this Annual Meeting, should be increased by the addition of one member of staff for one day per week and it is understood that Mike Hodgkinson, the Chief Executive of BAA, has indicated that BAA

would

be willing to meet the cost.

2. No changes to the Guidelines were suggested by the Committee.
3. The Chairman asked the Committee if there was a view on the additional member of staff at Gatwick?

Janet Brady asked if the Committee believe there was a need for one extra person to work one day per week, to produce much the same material as the Technical Adviser?

The Chairman advised that the HACC is fortunate to have a Technical Adviser.

Other Consultative Committees do not have this facility of someone seeking out information on their behalf.

Janet Brady asked if there was a way that any of the work done for HACC by the Technical Adviser could be picked up by other Committees?

The Chairman said he was surprised at the lack of information that the other Committees possess. There is a void of information.

The Committee agreed that as a pilot, the extra staff appointment should be agreed.

The Technical Adviser stated that we did swap papers with some other Committees, i.e. Manchester, Stansted, Gatwick and Liverpool, but we do not act as a service provider to all airports in the country.

2658 BAA LONDON AIRPORTS INQUIRY - SUMMARY OF MAIN ISSUES

1. The Chairman stated that a Paper had been tabled. The Competition Commission would like an extension of the period, until December 2002. The Committee is quite satisfied with this as it further enables us to consider the various issues at stake, in more depth.

This would be progressed at the next General Purposes, Economic Issues & Forward Policies Sub-Committee meeting.

2660 “AIR TRANSPORT INDUSTRY” REPORT OF THE HOUSE OF COMMONS TRANSPORT COMMITTEE - 4TH JULY 2002

1. A report from the Technical Adviser (HACC.344) was noted.

2661 “THE EFFECTIVENESS OF AIRPORTS CONSULTATION: CAA ACT 1982” (HACC 346)

1. There have been criticisms of the Consultation arrangements, but on the whole, the Chairman felt that the HACC came out of this reasonably well with a positive comment being made about Heathrow., as compared with other airports.

2662 “NOISE EXPOSURE CONTOURS FOR HEATHROW AIRPORT 2001”

1. The Chairman said there seemed to be an improving picture emerging. The Technical Adviser confirmed that on the basis of the way the contours were produced, there are reductions in the number of people affected. He said, the Committee will be aware that complaints are received from residents outside of these areas, possibly because of the additional numbers of aircraft and the increased areas in which they are forced to operate.

2. Paul Reardon said the figures that the Technical Adviser had produced, show the situation excluding Concorde. A full set of data is available on the Department of Transport's website. The improvement for 2001 is actually less than revealed. There has not been a 13% improvement, as the information indicates. Regarding the Cranford Agreement, a technical review is underway of issues such as weather and operational factors, so that when the Agreement is presented to Consultation, possibly towards the end of the year, it is well informed.

ITEMS FOR INFORMATION

2663 "NIGHT FLIGHTS"

1. Report by the Technical Adviser (HACC.343) was circulated with the Agenda and was noted.
2. John Cavalla referred to the report that the Technical Adviser had written. On behalf of HACAN/Clearskies, it was felt that it was open to misunderstanding and departs from the usual dispassionate impartiality, which the Committee receive from HACC.

The Chairman said that the information in the Technical Adviser's Report was factually correct.

2664 BRITISH AIRWAYS "SOCIAL AND ENVIRONMENTAL REPORT 2002" PUBLISHED 16th JULY 2002

1. The British Airway Social and Environmental Report was tabled.

2665 PASSENGER SERVICES SUB-COMMITTEE

1. Philip Carlisle, the Chairman of PSSC stated, that up to March 2002, BAA produced a document entitled 'Heathrow/Gatwick/Stansted including information for Southampton Flight & Travel Information Guide', half of which contained static information on telephone numbers, information on terminals, how to get there, communications, hotels and the like and the second half of which, contains a schedule of air traffic arrivals and departures and their destinations. Admittedly, the PSSC Committee was informed of the withdrawal of this publication last March and based on the information received

at the time, accepted BAA's decision to no longer produce it. The BAA argument was cost effectiveness. 8,000 copies are produced for each season, but the BAA website receives that number of hits per week, anyway, where most of this information can be found.

At the meeting of the PSSC, it has been noted that there have been complaints to the HACC regarding the cessation of the Flight Guide and this was backed up by the Feedback reports the Committee receives, representing the whole of Heathrow, which contained a number of similar complaints, although it had been suggested, it had been mainly from chauffeurs and other professional users of the airport, rather than passengers. Nevertheless, although there are other documents containing flight schedules which are published the PSSC felt that BAA should review their decision since the BAA website is not available to all passengers and can be difficult to navigate and time consuming.

2. Janis Kong commented that BAA stopped producing this document, not as a cost-cutting exercise, but to deal with other complaints, these being the accuracy of the print-out. The source of the information is unreliable. It is felt that it is only the chauffeurs who wish to have this document re-instated, as passengers use the website.

The Committee requested BAA to address the alternatives and if possible, maintain the choice of source of information for those that want it, at a cost effective cover price, if necessary..

2666 SURFACE ACCESS SUB-COMMITTEE

1. The Minutes of the Surface Access Sub-Committee meeting held on 13th June 2002 have been tabled (HACC.349), were circulated with the Agenda and were noted.
2. Cllr. Maxwell asked how long it takes to resurface the runway?

Paul Fox explained that the works commenced in February 2002 and were due to be completed in October 2002, but there still needs to be works carried out on the lighting, which will probably carry on until end-November to mid-December 2002.

3. The Technical Adviser referred to paragraph 3 of the Minutes, wherein Keith Berryman who gave the Presentation on Crossrail to a number of HACC Members who were present, did say that although the closing date for their Consultation was on 27th July 2002, if there were any items that Members wish to put forward, they will be happy to accept them.

2667 AIRCRAFT NOISE COMPLAINTS REPORT

1. BAA Heathrow Noise Complaints Report and Borough Noise Line Figures for Q1 (Jan-Mar 2002) were circulated with the Agenda and were noted.

2. Cllr. Roberts commented that it was interesting to note that Richmond, Hounslow and to a certain extent Hillingdon East of the airport, have 118, 110 and 44 complaints respectively, whilst South Bucks and Slough which is to the West of the airport have 8, 11 and 14. Both have landings and take-offs but there are more take-offs to the West than there is to the East, overall.
3. Janis Kong said she has received data on this subject for some time and it is felt that whilst originally, it was aircraft on departure which generated noise, now the engines are much quieter, and climb performance improved, but arrivals noise is still a problem.
4. Cllr. Majundar understood that an airplane made more noise on take-off, than on landing. The point made on the reduction of nuisance on the take-offs, as far as there is a reduction, is because engineering has improved and there is slightly less noise from each event, whereas it has not been possible to improve the noise made on arrivals to any great extent. This is a worrying statistic, that there are more complaints on arrivals, because the noise has increased. However, the nuisance still remains enormous, because of the increased number of take-offs. The fact that there are more complaints from the East than the West, surely reflects that there are more residents to the East of the airport.

2668 PLANNING APPLICATIONS

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

2669 NEWS RELEASES

1. News Releases were circulated with the Agenda for information.

2670 ANY OTHER BUSINESS

1. The Chairman asked the opinion of Members on the use of the present room for HACC meetings, together with the microphone system?

It was felt that the room and microphone was fine, but the Chairman should revert to sitting at one end of the room, rather than at the centre of the long table.

DATE OF SEMINAR - WEDNESDAY 25th SEPTEMBER 2002
DATE OF NEXT MEETING - WEDNESDAY 27th NOVEMBER 2002