

HEATHROW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the Meeting held on 2nd December 2009 at the Heathrow Academy

PRESENT:

Sam Jones, Chairman	-	HACC
Carole Havercroft, Secretary	-	HACC
Cllr. Ian Potts	-	LB Ealing
Cllr. James Randall (Deputy)	-	LB Ealing
Cllr. John Oswell	-	LB Hillingdon
Cllr. Mo Khursheed (Deputy)	-	LB Hillingdon
Cllr. Peter De Vic Carey	-	LB Hounslow
Cllr. Geoff Acton	-	LB Richmond upon Thames
Cllr. Jim Maddan	-	LB Wandsworth
Cllr. Malcolm Beer (Deputy)	-	RB Windsor & Maidenhead
Cllr. David Rowlands	-	Bucks CC
Cllr. Peter Cartwright (Deputy)	-	Bucks CC
Cllr. Patrick Roberts	-	Runnymede BC
Cllr. Moreton Moore (Deputy)	-	Runnymede BC
Cllr. Dev Dhillon	-	South Bucks DC
Cllr. George Trussler	-	Spelthorne BC
Cllr. Denise Grant	-	Spelthorne BC
Cllr. Gerald Forsbrey (Deputy)	-	Spelthorne BC
Cllr. Denise Saliagopoulos	-	Surrey CC
Murad Qureshi	-	London Assembly
Virginia Godfrey	-	HACAN/Clearskies
Steve Ronald	-	IATA
Margaret Majumdar	-	EANAG
Gerry Ceaser (Deputy)	-	LAANC
Iain Hope	-	LCCI
John Gurney	-	TUC
Andy Hull	-	Independent
Keith Harlow	-	Independent
Richard Taylor	-	Independent
Ian Ramsay	-	Independent
Lara Reed	-	Independent

HEATHROW AIRPORT LIMITED

Mike Brown	-	Chief Operating Officer
Malcolm Robertson	-	Deputy Director, Group Comms.

PRESENTERS

Roger Pellman	-	BAA R3 Planning Director
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APOLOGIES FOR ABSENCE:

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

Mike Forster (BAA), Simon Baugh (BAA), Philip Carlisle (GTMC), Cllr. Christopher Turrell (Bracknell Forest BC), Cllr. Graham Horn (LB Hillingdon), Cllr. Santokh Dhillon (LB Hillingdon), Cllr. Felicity Barwood (LB Hounslow), Cllr. Sukhbir Dhaliwal (LB Hounslow), Cllr. Balvinder Bains & Cllr. James Walsh (Slough BC), Georgina Kwaszenko (BATA), Isobel Knox (IATA), Susan Parsons (ABTA), Susan Laurie (Independent), Brian Yates (Consumers' Association), Rob Gibson (LAANC), Frank Evans (Department for Transport), Frank Wingate (Future Heathrow).

2. The Chairman announced that Maurice Hudson was unwell at present and therefore unable to attend the meeting. The Committee Members joined in sending best wishes to Maurice for a speedy recovery.

(Secretary's Note): Since the HACC meeting was held, Maurice sadly passed away on 8th December 2009. He will be greatly missed.

At the September meeting, the Chairman had introduced Richard Taylor as a newly appointed Independent Member. A further two new Members had also been appointed; Ian Ramsay, an Air Traffic Control expert and Lara Reed, an airport planning consultant, who had recently worked in Dubai.

Philip Carlisle, Chairman of the PSSC had attended his PSSC last meeting, as he would be retiring from his position of Chief Executive of the Guild of Travel Management Companies at the end of the year. Philip had chaired that Sub-Committee for the past nine years and carried out much work on behalf of HACC. All good wishes had been conveyed to Philip for the future.

3. The Chairman also introduced Malcolm Robertson, BAA Deputy Communications Director who had attended the HACC meeting in the absence of Simon Baugh.

Mr. Robertson announced that BAA had the previous day issued £935 million worth of Bonds which would put the company on a much stronger financial footing.

4307 MINUTES OF THE PREVIOUS MEETING

1. Minutes of the meeting held on 23rd September 2009 were agreed with the following amendments:-
2. **(Secretary's Note):** Frank Evans (DfT) had requested these points be addressed:-

Page 14 – Minute 4295 para 3

The Minutes record that “*DfT and BAA intended to introduce TED (Tactically Enhanced Departures) in 6-9 months time*”. The Department has no such plans.

Tactical measures are a matter for the airport operator in agreement with Air Traffic Control. If any such proposals were developed, the Department would expect them to take full account of any impacts on the local community.

Page 16 –Minute 4298 para 1

The last sentence of the fourth paragraph “The Committee has been informed...” should be amended as follows:

“The Committee’s concerns had been noted by the DfT’s representative on HACC - Frank Evans”.

Page 16 – Minute 4298 para 2

It was requested that in the last two paragraphs “Frank Evans was asked.....to see what changes could be made” be replaced by:-

“Frank Evans was asked to outline the work being undertaken to revise the DfT Guidance to Consultative Committees. He explained that the Department considered that it was appropriate to review the Guidance which had been issued in December 2003. Work was at an early stage. The Department intended to consult on any proposals for revised guidance”.

Page 18 – Minute 4304 para 4

It was suggested that the existing text is replaced by the following:-

“Frank Evans noted that, in submitting their draft action plan for Government approval, BAA were required to provide information as to the individuals and organisations that had responded to their consultation and a justification for their response to the issues raised. The Secretary of State would consider this as part of his review of the draft plan”.

Page 19 – Minute 4304 para 10

“Frank Evans noted that Defra’s Guidance stated that where a Consultative Committee existed, airport operators should engage with it in the development of the draft plans. It was expected that the airport should also engage with the organisations/ groups/communities that it would normally liaise over airport issues”.

4308 MATTERS ARISING

- (a) **Minute 4292 – Investigate possibility of re-sending questionnaire from BAA Draft Noise Action Plan to local residents for response in a WORD document format, as great difficulty experienced in downloading from website (Mike Forster).**

1. This item was not covered in the Matters Arising Note.

- (b) **Minute 4292 – Provide a communication update on airline moves (Simon Baugh).**

1. This had been actioned. Please refer to the Matters Arising Note (*enclosed*).

(c) **Minute 4292 – Investigate if transfer of passenger figures from Gatwick to Heathrow could be provided (Simon Baugh).**

1. This had been actioned. Please refer to the Matters Arising Note (*enclosed*).

(d) **Minute 4293 – Check that there is a comparable ratio of Ladies/Gentlemen Toilets in the plans for the new Terminal 2 development (Phil Wilbrahim).**

1. This had been actioned. Please refer to the Matters Arising Note (*enclosed*).
2. Cllr. Potts stated that it was not necessarily a case of an equal ratio of toilets, but the fact that more Ladies than Gentlemen's toilets were needed. This was the key point that had been made.
3. Gerry Ceaser pointed out that the Building Regulations set a standard proportion that there should be more Ladies than Gentlemen's toilets.

(e) **Minute 4293 – Check with 'Kay' which inset hand dryers will be installed in the new Toilets in Terminal 2 (Phil Wilbrahim).**

1. This had been actioned. Please refer to the Matters Arising Note (*enclosed*).
2. John Gurney asked if a Dyson hand dryer, as used at Gatwick Airport and Stansted Airport would be considered. This was a standard fit and a better machine.
3. Richard Taylor commented that another issue was the fact that the high pressure from the hand dryer 'blasted' the water off directly onto electrical sockets positioned down the wall.

(Secretary's Note): These issues had already been raised and discussed as observational points at the PSSC and HACC meeting on 23rd September 2009 which had been noted by BAA.

Malcolm Robertson agreed to action this by passing the comments onto the relevant team.

ACTION:
MALCOLM
ROBERTSON

(f) **Minute 4294 – Investigate comments provided on experience of worn seats/cracked leather arm rests and stained/dirty carpets whilst travelling First Class on HEX (Richard Robinson – Managing Director of HEX).**

1. Iain Hope reported that following the September meeting, Richard Robinson had contacted him to discuss this matter further. An immediate inspection by HEX was arranged of every Heathrow train set in operation. To their dismay, it was found that not only were the comments made correct, and which they had deeply apologised for, they had also found that in several of the train sets, a number of seat cushions were broken and passengers were sitting on the metal frame of the seat, including the First Class carriages.

Mr. Robinson had said that he hoped to arrange a speedy refurbishment, which was essential.

The question had also been raised by Andy Hull and John Gurney on separate issues, who had private discussions with Richard Robinson, following the HACC meeting.

Iain Hope asked Malcolm Robertson if he would contact Richard Robinson to see how well the refurbishment programme of the train sets was progressing and when it would be completed, as the train carriage he had travelled in to attend the HACC meeting had not yet been refurbished.

Malcolm Robertson agreed to contact Richard Robinson for an update.

ACTION:
MALCOLM
ROBERTSON

2. John Gurney commented that the conversation he had with Richard Robinson and his Operations Manager, Steve Chambers following the HACC meeting, was that their issue lay in the fact that the seat cushion and cover was part of the seat itself. They were looking to the ability of replacing the seat cushion/cover separately rather than changing the whole unit. It was thought that they would seek to change the design product of the seat to an aircraft type, where the cushion cover could be changed if need be.

Malcolm Robertson agreed to contact Richard Robinson for an update.

ACTION:
MALCOLM
ROBERTSON

3. Keith Harlow suggested that the members of the PSSC undertook to look at the interior of the HEX carriages on a future Terminal Monitoring Exercise. This was agreed.

ACTION:
PSSC
MEMBERS

4. Andy Hull stated that he thought it was very sad that it had taken Ian Hope's observations on HEX to be highlighted to Richard Robinson before the management inspected their own train set.

- (g) **Minute 4294 – Check with London Travel Watch on Court of Appeal process for dissatisfied passengers and whether formal agreement in place to liaise and inform HACC of problems on HEX (Steve Chambers).**

1. This had yet to be actioned.

- (h) **Minute 4294 – Investigate how impact of an overhead to electrification system of a line-take of 1 Km over Staines Moor for the proposed Airtrack scheme could be relieved (Mike Forster).**

1. This had been actioned. Please refer to the Briefing Note (*enclosed*).

4309 REPORT BY THE CHAIRMAN AND SECRETARIAT

1. There was no verbal report made against this item.

4310 HEATHROW MANAGEMENT MATTERS

1. (a) Dialogue with Mr. Mike Brown, Chief Operating Officer of Heathrow Airport.
(b) BAA Heathrow Update and Statistical Information was tabled.
2. The Chairman asked Mike Brown about the attitude of BAA to the Passenger Services Sub-Committee as the submission they had made to the Department for Transport seemed to criticise the current PSSC arrangement.

Mr. Brown stated that clearly BAA and the airlines were committed as a joint responsibility to ensuring that the voice of the passenger was heard at the airport for their journey.

He had recently met with the new Chairman and Chief Executive of the CAA. Preliminary informal discussions had taken place around that subject matter and further dialogue would take place.

3. The Chairman said that it would be of assistance to the Committee to have the position of BAA clarified in the form of a letter.
4. Gerry Ceaser reiterated that it implied that BAA were not satisfied with the performance of the PSSC. The Committee had certainly not been told of this previously. If that is the situation, it would only be fair, for those members who sat on the PSSC to make them aware of where it was failing, otherwise if they do not know, they would not be able to correct the situation.

Mike Brown responded that this was a fair comment. Clearly, he would not wish anyone to be under any misapprehension as to the reality of the situation. That is why it was so important that BAA clarified the matter.

ACTION:
MIKE
BROWN

5. Margaret Majumdar referred to a CAA document on their website, which was annexed to an undated report entitled 'COPSG High Level Issues'. The CAA Olympics and Paralympics Steering Group' had held discussions on how to get the large number of passengers expected in and out of the country during the Olympics and Paralympics in 2012.

The Annex had stated that what BAA might do to ensure that this was achievable was to make better use of aerodromes, and the most alarming suggestion, de-restriction of night flights or noise controls or more efficient parking.

For the Committee Members, the idea that either night flights or noise controls might be de-restricted was of great concern. Obviously, there would be disruption of London life for everybody during this period. Therefore, it would be even more important that residents were allowed to sleep.

The idea that there might be a 24-hour operation of flights or any extension into the night period, was completely unacceptable to all the residents living in the vicinity around the airport.

It was hoped that the Committee would make that clear to the CAA in no uncertain terms.

Mike Brown responded that it was certainly the case that there had been no specific internal discussions whatsoever at this moment in time, about any such alleviations as referred to. Clearly, the Olympics and Paralympics will be a challenge to London and the South-East in general. Heathrow will be the major gateway into not only the Olympic Family, but the media, spectators and other dignitaries who wish to travel to the Games.

BAA would be very mindful of the concerns of local residents. However, at present no further assurance could be given, as clearly there was a long time period ahead before the Olympics took place. An update would be provided to the Committee as the plans progressed.

Margaret Majumdar asked if it was possible for BAA to tell the CAA that any idea of an extension of night flights would be unacceptable.

Mike Brown responded that he was sure that the CAA would already be mindful of that.

6. Cllr. Potts asked if could be made clear that the Committee Members, as local representatives of the residents of the West London area would strenuously oppose any attempt to increase the number of flights affecting the sleep of the residents. It should be stressed to both the CAA and BAA that such a move would be opposed.
7. Murad Qureshi confirmed that all political parties had passed a Resolution against further night flights during the Olympics in 2012.

If no dialogue had been undertaken between BAA and the CAA, it might be of benefit to invite the CAA to attend a future HACC meeting to explain themselves and to hear the views of the people.

8. Cllr. Beer said that he represented a partly rural area rather than a London area and supported the comments that had been made. If there were thousands of people being disembarked at Heathrow in the middle of the night, where would they go. This consideration does not seem to have been addressed. The other point was that Stansted Airport could support more flights.
9. Cllr. Geoff Acton representing the LB of Richmond on Thames agreed with the comments that had been made regarding night flights.

10. Cllr. Denise Saliagopoulos thought that the Members should be mindful of the fact that the Olympic Games would bring £1 billion of investment into the South-East in the run up to the Olympics and its legacy thereafter.

From the point of view of Surrey County Council, they wished to encourage people to visit their areas as part of the investment.

It could not be seen that athletes would be landing in the middle of the night. It would all be pre-arranged with athletes being escorted into the country and given the red carpet treatment and then taken to Surrey to carry out their training. Investment is also needed in this part of the country, not only London. There was every faith that BAA would also be mindful of this. After all, the Olympics were only for a period of three weeks.

11. Virginia Godfrey agreed with the comments made by Margaret Majumdar and asked if it was possible to submit a response on behalf of the Committee to the document on the CAA website.
12. Malcolm Robertson said that it was his understanding that there is a consultation on the CAA website which looked at the Olympic Games 2012 arrangements for all London airports, not specifically Heathrow.
13. Cllr. Peter de Vic Carey commented that the period during the Olympics would be disruptive and it would not be good to have extra night flights.
14. Cllr. Forsbrey agreed with Cllr. Saliagopoulos that the Olympics was only for a duration of three weeks. As the investment was needed in this part of the country, residents should be able to support disruption to night flights for such a short unsustained period of time. It was unacceptable to be so focused on no disruption to the residents at all.
15. Cllr. Potts argued that firstly, the Olympics 2012 (including the Paralympics) would be for a period of five weeks. Secondly, one was always aware that people might try to set a precedent. If it was claimed that they had managed to do this for that five week period, it could be seen that people would state that it was not that difficult and could be coped with and would wish to continue with the arrangement for the remainder of the year.

It was not so much the Olympic teams entering the country as they would arrive in the central core hours, it was the spectators who would be a problem, by landing in the middle of the night and who would wish to take an onward journey. It was these people that there was concern about.

16. Cllr. Cartwright stated in Buckinghamshire the rowing and canoeing would take place. That was only for a short period of time. Obviously, there would be people who would wish to visit the area for training etc. It was hoped that many of the spectators and competitors, particularly if the rowing was a very popular sport, would use Heathrow, rather than the cluttered roads in Buckinghamshire.

17. Richard Taylor stated that he did not think that BAA, Lufthansa or any of the other airlines would schedule flights to arrive at Heathrow at 3.00 a.m. because of the spectators wishing to travel to the Olympics. Whilst the odd athlete may arrive by private jet, the majority would travel in on normal scheduled flights during the day.
18. Margaret Majumdar asked the Chairman if it was proposed that a letter would be sent to the CAA to express the concerns of the Committee. This was agreed.

The Chairman responded that he initially proposed to down-load the relevant consultation from the website. An invitation would be extended to the CAA to attend the next HACC meeting, to explain their position, and a letter also sent to them to express the concerns of the Members.

ACTION:
CHAIRMAN

19. Cllr. Dev Dhillon commented that in October 2009, there was a very heavy-handed survey of traffic travelling out of Buckinghamshire. It was received very badly by the residents and many complaints had arisen from this. One reader had written to a local newspaper to ask what right had BAA to ask people for their reason of their journey. The Parish Clerks in Buckinghamshire had said that BAA had not stated their intention to carry out such a traffic survey.

The question was asked what did the traffic survey relate to and how many complaints were received into BAA.

Malcolm Robertson agreed to action this and establish the figures on the traffic survey.

ACTION:
MALCOLM
ROBERTSON

20. Cllr. Beer seconded the concerns on this matter. He had observed that the traffic survey had seemingly been conducted in an unprofessional manner, although professional private agents had been commissioned to complete the task.

There was a traffic jam from Runnymede to the M4 and around the Windsor relief road up to Slough. The survey was very badly managed. The Police and personnel cars were parked on the cycle paths whilst the children were going to school. They had to dismount from their bicycles and go into the road and pick up the cycle path again.

21. John Gurney advised that the same traffic survey had been undertaken in Surrey.
22. Cllr. Trussler stated that he had observed that there were also traffic surveys being conducted in Spelthorne. He asked if it was possible that the Borough Council would be notified of the results of that traffic survey, so that they could also have an input into learning of the number of vehicles that were travelling through the Borough.

Malcolm Robertson responded that he was unsure of the process, but would ask the question.

ACTION:
MALCOLM
ROBERTSON

23. Cllr. Forsbrey stated that he was appalled to note that passengers were still being bussed to the Third Phase of Terminal 5. He asked when this would be inter-linked to the Underground railway or will it remain as now.

Mike Brown confirmed that it will be linked. In June 2011, the Terminal would finally be commissioned. It will improve the experience for passengers, with the direct access via the bridge rather than the need to walk up the steps.

24. Iain Hope referred to Appendix A and B annexed to the report, which he had studied, but not understood. The two appendices did not work on similar levels. One had referred to 2005 levels, the other to 2010. Particularly, on Appendix B, was it correct to say that the level of concentration of Nitrogen Dioxide at Heathrow was influenced very much by atmospheric climatic effect.

Mike Brown responded that it was correct to say that there was a significant impact on the measurement of limit levels at the airport by climatic conditions. The scales were slightly different between 2005 and 2010. The EU limit values showed that there had been a movement in those limits. It was important to emphasise that the 2009 data was provisional at this stage, as the full calibration of that data was not available yet. It was a very technical process.

However, there was an impact in terms of how successful BAA were with the surface access strategy and public transport to the airport, as clearly, air quality was impacted by vehicle emissions, in addition to aircraft emissions.

This year, punctuality on the airfield had reached record levels. This all helped for effective operation of the airport. When airline passengers quickly went to the boarding departure gates, it was an important contributor factor to this. Also, as we increasingly see the arrival of new generation and cleaner aircraft e.g. the A380 and subsequent aircraft with new technology, this also improved the air quality levels.

For future reference, it was suggested that BAA would insert an explanatory commentary to support that effect in the graphs.

ACTION:
BAA

Iain Hope thanked Mike Brown for his suggestion, which would be most helpful in the future.

25. Cllr. Moreton Moore referred to the two Appendices. He had thought that a limit value was a figure which should not be exceeded. To say that the concentrations were comparable to the EU limit value was not acceptable. Alarm bells should ring as the limit had been exceeded.

Mike Brown responded that BAA were far from complacent on this matter. The 2010 limit was being aspired to. A vast amount of time was spent on discussion of this subject. The point made was taken, but clearly there will be issues such as climatic and ambient conditions around the airport which would influence variations of the limits, and it may take some time to reach the target.

26. Keith Harlow had observed that a number of airlines, notably bmi, had reduced the number of destinations served. Clearly, this was a decision that had been made by the airlines. He asked if BAA were concerned about this loss of routes.

Mike Brown responded that, yes, this was of concern. British Airways and other airlines had held Roadshows in the Heathrow region to look at the potential and reality of the capacity at the airport and the number of destinations served in the UK. They continued to work to retain the routes they had.

27. Keith Harlow stated that it had been noted that Heathrow had slipped to fifth place in the European league table.

Mike Brown responded that again, clearly, this was of concern. Reference had been made earlier to the Roadshows that British Airways and other airlines had held in the Heathrow regions, the North East and North West and Northern Ireland to look at the potential reality of the capacity and constraint of the airport and the number of destinations served in the UK. Some of the short-haul European destinations had been affected by bmi's recent announcement, although it was true to say that some routes had been passed across to other carriers.

It was of concern to BAA, as the way that businesses made their decision as to which capital City in Europe to locate to, was to some extent based on the productivity of that city to airline destinations. Without regional and short-haul routes into an airport, some of the frequency and destinations for the long-haul market would become less viable over a period of time.

BAA continued to work with the airlines to ensure they preserved the routes they had.

28. Margaret Majumdar asked if Mr. Nigel Milton, the new BAA Director of Aviation Policy and Political Relations would replace a current member of staff or if it was a new post, also if he would be involved with the Committee.

Malcolm Robertson confirmed that this post was a new role and was not replacing any one individual. There had been a number of re-structures within the organisation, of which this formed part of. It was slightly unusual that the post would have a direct line into two BAA Directors.

Mr. Milton would deal with a variety of matters ranging from capacity to security issues, and also cover policy and political aspects. He would work with Mr. Terry Morgan and Mr. Tom Kelly. It was thought that if required, Mr. Milton would attend a future HACC meeting.

29. Murad Qureshi thanked Mike Brown for the reference in his report to the London Assembly's Environment Committee scrutinising witnesses about the suitability of environmental limits placed on Heathrow's expansion. A report would be published on this in January 2010.

However, he took exception to the use of the word 'hostile', as whilst the London Assembly were against the third runway, they were not hostile.

Mr. Qureshi asked if BAA had held meetings with Emirates on capacity issues, as they were based at Heathrow, given the suggested media reports by their President Tim Clark, that there could be an extension to the night flight period, during the Olympics 2012.

Malcolm Robertson replied that as far as he understood there had been no formal approach by Emirates to BAA on that issue, who had made their position clear. This was essentially an idea. It was thought that it had been put to the newspapers and dressed up as something it was not.

4311 GUIDELINES FOR AIRPORT CONSULTATIVE COMMITTEES

1. The current Guidelines were published by the Department for Transport in December 2003, as a necessary, more comprehensive and updated aid (copy circulated with 23rd September Agenda), but because of the many changes affecting the composition, appointing of Members, the complexity of matters affecting their business since then, any justification for amending them is being considered by the Department for Transport. Members will be aware of one possible and controversial change to the business and role of Consultative Committees deriving from meetings and debates held with HACC Members, about a disturbing proposal that the respected Air Transport Users Council's role should be taken over by the "Passenger Focus" organisation, which currently, had only experience of rail and bus passenger matters, but could be represented by some linked passenger panels at airports.

The 2009 Annual Meeting of all UK Consultative Committees held in Belfast discussed the proposal with the DfT sponsor and made it very clear to him of their united opposition to reduction of their Committee's role by some unqualified appointee and the resultant confusion.

The HACC position of opposition was made clear at subsequent meetings with the Civil Aviation Authority's staff dealing with improving passenger experience. BAA had published its position supporting the proposal generally and the establishment of Passenger Panels at larger airports, which the Chairman of the PSSC was concerned to note at the HACC meeting on 29th July 2009, as it seemed to suggest that BAA was not satisfied with the performance of our Passenger Services Sub-Committee (PSSC).

The Committee has been informed of the proposed changes several times and had expressed its opposition. Any need for change and how it might be accomplished was being led by our own DfT liaison officer, Frank Evans, who would provide an update at a future meeting.

2. The Chairman stated that the Committee still had concerns and repeated their belief that the Air Transport Users' Committee (AUC) should be the supervising body and the threat to the Passenger Services Sub-Committee (PSSC), if another organisation takes a stronger interest in passenger matters, should be resisted.
3. Andy Hull stated that there was also concern amongst the Committee Members that BAA had published its response to the CAA consultation which had declared they were not satisfied with the workings of the PSSC. This was the first communication that the members had heard of such a statement.
4. The Chairman pointed out that the Committee had raised this matter several times with the BAA management, but had not received a response as to what exactly are the reasons for their dissatisfaction with the PSSC.

The Guidelines state that BAA should give as much support as possible to Consultative Committees.

It was agreed that the point regarding the PSSC should be strenuously put forward that the workings of the PSSC should not be changed and that the AUC was preferred to the Passenger Focus Group.

5. Cllr. Peter De Vic Carey stated that BAA must put forward the reasons for their dissatisfaction with the PSSC.
6. Gerry Ceaser commented that he was unaware that BAA were dissatisfied with the PSSC, although they had every opportunity to comment at the many meetings they had attended.

The Chairman agreed to ask Mike Brown during his attendance at the meeting to state the current position of BAA with regard to the PSSC (Minute 4310).

4312 DRAFT NOISE ACTION PLAN RESPONSE

1. The formal response from HACC to the BAA Heathrow Draft Noise Action Plan Consultation had been circulated with the Agenda and was noted.
2. Steve Ronald commented that he believed the final formal response letter should have been circulated to the Members for comment before it was submitted.

The Chairman replied that the response letter had been debated as an item at two previous HACC meetings where the Technical Adviser had asked for comments from the Committee Members. The letter was the formation of those comments.

4313 DfT's AIRCRAFT NOISE MONITORING ADVISORY COMMITTEE (ANMAC)

1. Summary Note of the ANMAC meeting held on 8th October 2009 had been circulated with the Agenda and was noted.

2. Margaret Majumdar asked if it was possible to obtain a copy of the ERCD Report (ERCD 0906) on Noise Measuring and Modelling as referred to in the Summary Note.

The Chairman said that he would ask ANMAC if this was possible.

ACTION:
CHAIRMAN

3. Cllr. Beer stated that LAANC had asked ANMAC whether, in the course of time they would be reviewing the ANASE Study as part of their work programme, or compiling the best sections. It was a shame that this was consigned to the shelf when so much work and money had been invested into it. It was thought that ANMAC could extract the best parts of the Study, rather than the need to continue to work on data that was thirty years old. As yet, a response had not been received from ANMAC.

ACTION:
CHAIRMAN

4314 PASSENGER SERVICES SUB-COMMITTEE

1. Minutes of the meeting of the Passenger Services Sub-Committee meeting held on 23rd September 2009 had been circulated with the Agenda and were noted.
2. Andy Hull reported that Luke Howard, from the Public Carriage Office (PCO) had attended the meeting held on the morning of 2nd December 2009. He had advised the Committee that the PCO were proposing fixed taxi fares from Heathrow into Central London, in the region of £30-£35, although there would be extras for baggage etc. It may also be more expensive at peak times in the early morning and evening. As yet, no decision had been made. The issue of local taxi journeys he was not prepared to discuss.
3. Cllr. Forsbrey asked if a discussion had taken place on the need for a direct bus service from Staines to Terminal 5, as at present it cost £14.00 to travel this journey by mini-cab.

Cllr. Moreton Moore confirmed that the 71 bus route, scheduled every half-an-hour served this route.
4. John Gurney referred to the Track Transit System for Terminal 5. At the previous meeting, the question was raised as to how BAA scored this. The issue of the waiting time needed to be addressed as the trains were running in pairs, which meant that the waiting time was doubled. The dwell-time due to security checks made the waiting time even longer; also there was insufficient staff on Security.

Malcolm Robertson agreed to raise this matter with Mike Forster.

ACTION:
MALCOLM
ROBERTSON

4315 NTK WORKING GROUP

1. (a) Minutes of the meeting of the Noise & Track Keeping Working Group held on 15th September 2009 had been circulated with the Agenda and were noted.
2. Cllr. Beer said that he had raised a point at the 10th November 2009 meeting. He had asked if the aviation bodies could relieve aircraft overflying at the eleventh hour on Remembrance Day and at the same time during the Church services for Armistice Sunday.

It was thought that it would be possible to control departing aircraft with slots by a few minutes, although it was appreciated that it was more difficult with arrivals.

Whilst attending a Church service on Armistice Sunday in Windsor, a military town, it was very bad for the service and proceedings to be wiped out by the noise of aircraft flying over during the two minutes silence and the Minister's Sermon. Following that, there was a 5-7 minutes gap. With all of the technology available, something could be done to address this.

Malcolm Robertson agreed to action this matter.

ACTION:
MALCOLM
ROBERTSON

3. Steve Ronald said that it was his understanding that there was a 5-minute stop on movements at the airport at the eleventh hour for Armistice Day. It was a question of achieving the correct timing.

(b) Submission from HACAN/Clearskies – CDA and Code of Practice on Noise from Arriving Aircraft had been circulated with the Agenda and was noted.
4. Virginia Godfrey stated that this submission had been put forward by her colleague and representative from HACAN/Clearskies, Roy Easson. He had made the point that there was a problem with the current definition on CDA as set out in the Code of Practice for Arrivals, which was unsatisfactory, as itemised in the Paper.

4316 AIRCRAFT NOISE COMPLAINTS REPORT

1. BAA Heathrow Noise Complaints Report and Borough Noise Line Figures for Quarter 3 (July-September 2009) and LB Richmond upon Thames Noise Line Figures for Quarter 3 (July - September 2009) had been circulated with the Agenda and were noted.

4317 NIGHT QUOTA USAGE

1. Report from BAA Heathrow Flight Evaluation Team for the period Summer 2009 had been circulated with the Agenda and was noted.
2. Margaret Majumdar referred to Column 25 relating to Departures and said that during the middle of this period there were three weeks, when there was rather an extraordinary number of departures after 11.30 p.m.

It was pleasing to note that against the table, there was an explanation about one Of those figures (39) caused by significant delays on arrivals and departures, resulting in airfield and terminal congestion.

During the previous two weeks, there had been 60 flights delayed. This was a considerable amount, whether there was 10 per night or 60 in one night. It would be expected that some text would be inserted in the report to also explain this.

It was hoped that the author if the report would continue to provide text to show when there was a large number of delayed movements.

In Column 20, 45 flights were not counted due to delays. It could not be seen why these could not be counted against the total Quota. The airport did not use up to the Quota and there was spare capacity. There should not be 45 flights on top of those counted, with nobody being held accountable for this.

Malcolm Robertson agreed to liaise with the Flight Evaluation Unit, so that a more detailed explanation could be provided.

ACTION:
MALCOLM
ROBERTSON

4318 PLANNING APPLICATIONS

1. Planning Applications for the Heathrow Ward of the London Borough of Hillingdon for September and October 2009 had been circulated with the Agenda and were noted.

4319 NEWS RELEASES

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

4320 NEW INFRASTRUCTURE PLANNING COMMISSION (IPC) PROCESS

1. Presentation by Roger Pellman, BAA R3 Planning Director on current proposals for: the New Infrastructure Planning Commission (IPC) process open for business in UK, on fast planning decisions for major developments (*enclosed*).
The Government Monitor News Release 2009. Two consultation papers had been published on the Applications to the Infrastructure 2010, Planning Commission and Consultation on the Pre-Application Consultation.

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

2. Keith Harlow asked if the IPC decision could be appealed.

Roger Pellman confirmed that as new legislation, it could.

3. Virginia Godfrey asked how much power did the IPC have. Did it merely rubber stamp the decision if it was in the National Policy Statement.

Roger Pellman responded that he did not know the answer to this. However, it was known that even where current Government policy supported particular projects, if the developer or promoter of the proposals were wrong, and failed to demonstrate that the benefits outweigh the environmental harm, these could be turned down.

4. The Chairman commented that he thought the whole idea of the IPC process was to shorten the timescales, but this did not seem to be the case.

Roger Pellman responded that all of the efforts to ensure that these processes were shorter, eventually came up against the necessity to ensure that these were also fair. That must allow for people to claim unfairness in certain circumstances and for processes to be looked at. In this case, the actual process for which the IPC was directly responsible, would certainly be much shorter than the Terminal 5 Inquiry and any major Inquiries held over the last ten years.

5. Cllr. Potts asked if the initial policy statement still had to be approved by the Government.

Roger Pellman replied that in the current proposals this was not necessary. However, if the Conservative Party should win the next General Election, they would wish this to change. They certainly supported the concept of National Policy Statements, but they differed in that they would wish the processes to be approved by the Houses of Parliament.

6. Ian Ramsay asked that although at present the National Policy Statement was not legally enforceable, if this should change and become statutory law, how would this impact on the R3 development.

Roger Pellman responded that until the National Policy Statement was designated, BAA would rely on the Air Transport White Paper and Geoff Hoon MP's Announcement made in January 2009. That would enable BAA to go through the IPC process, but under the present Labour Government, it would require the Secretary of State to approve any proposals for the process.

7. Virginia Godfrey referred to the consultation process and asked if this would be run in the same way as the consultation process that led to the decision in January 2009.

Roger Pellman replied that BAA would not do any less than previously and it would be a significant consultation.

The Chairman thanked Roger Pellman for the informative presentation.

4321 ANY OTHER BUSINESS

1. There were no further items to discuss and the Chairman closed the meeting at 4.30 p.m.

**DATE OF NEXT MEETING:-
WEDNESDAY 3rd FEBRUARY 2010**

DATES OF 2010 MEETINGS:

**WEDNESDAY 3rd FEBRUARY 2010
WEDNESDAY 31st MARCH 2010
WEDNESDAY 2nd JUNE 2010
WEDNESDAY 4th AUGUST 2010
WEDNESDAY 29th SEPTEMBER 2010
WEDNESDAY 8th DECEMBER 2010 (SEMINAR)**

