

**DRAFT**  
**STANSTED AIRPORT CONSULTATIVE COMMITTEE**

**MINUTES OF THE MEETING HELD ON 27 JANUARY 2016 AT  
ENTERPRISE HOUSE STANSTED AIRPORT**

**ATTENDANCE**

Chairman – Stewart Ashurst\*

**Users of Airport**

Freight interests (1) – David Leigh

Passenger airline companies (2) Peter Mantle

Business passengers (1) - Peter Odrich\*

Passengers with (or with an interest in) restricted mobility - (1) Peter Lainson\*

Non Business passengers (1) Julie Jones\*

**Local authorities**

Braintree District Council (1) – Hylton Johnson\*

East Hertfordshire District Council (1) – Gary Jones\*

Epping Forest District Council (1) - Mary Sartin\*

Essex County Council (1) – Rodney Bass

Harlow District Council (1) – Danny Purton\*

Hertfordshire County Council (1) – Graham McAndrew\*

Uttlesford District Council (1) - Keith Artus\*

**Organisations with a locality interest**

Commerce and Business interests (1) – David Burch

Environmental interests (1) – Richard Burrett

Hertfordshire Association of Local and Parish Councils (1) (It was noted that the Association had now taken over the role of the East Hertfordshire Association of Local Councils. This change would need to be reflected in a revision of the Committee's Constitution at the next Annual Meeting) - Angela Alder\*

Stop Stansted Expansion (1) - Brian Ross\*

Surface transport interests (1) – Rufus Barnes\*

Tourism interests (1) – Keith Brown

Uttlesford Association of Local Councils (1) - Jackie Cheetham\*

(\* present)

**Also present at the meeting**

Zhanine Smith - Adviser Essex County Council\*

Frank Evans - Secretary and Technical Adviser to STACC\*

## **Representing Stansted Airport Limited (STAL)**

Mr A Harrison - Managing Director\*

Mr C Wiggan - Head of Public Affairs and Sustainable Development\*

Mr N Robinson, Corporate Affairs Director\*

## **Department for Transport**

Colin Dunn\*

### **I. New Members, Apologies for Absence and Deputising Attenders**

#### **i. Membership**

The Chairman welcomed Julie Jones as the new representative of non business/leisure passenger interests (succeeding Olivia Van Dyk) and Danny Purton as the representative for Harlow Council. He also advised that Richard Burrett had been appointed as the new representative of environmental interests.

#### **ii. Apologies**

The Secretary and Technical Adviser had received apologies from Councillor Rodney Bass, David Burch and Dean Milton (UK Border Force).

### **2. Public Question Time**

#### **Mr Jonathan Fox**

***“ MAG developed a second runway at Manchester 15 years ago and have as yet not needed to utilise this extra capacity as the airport only handles around 22 million passengers per year. Can you give us an assurance that MAG will not act with the same degree of prematurity at Stansted? “***

The Secretary advised that Mr Fox was indisposed and unable to ask the question in person and had asked that Mr Raymond Woodcock should act as his proxy. The Chairman noted that whilst this would not comply strictly with the Committee's Constitution, he would be prepared to make an exception on this occasion (without establishing a precedent) subject to the agreement of the Committee. The Committee then so agreed.

In response to the Question, the Managing Director noted that the Airport's Sustainable Development Plan - published in 2015 - made it clear that the current strategy was to make full use of the existing runway capacity rather than to lobby the Airport Commission for additional capacity in the South East. This did not mean however that looking longer term the airport would not consider the possibility of additional capacity in the future.

## **Sarah Cousins**

### **“ How many houses did STAL sell last year”**

The Managing Director advised that no houses had been sold. As he had informed the October STACC meeting, Saviles had been appointed to assist the airport in the disposal of some of the housing stock. It was expected that 10 houses would shortly be soft marketed. There had been initial discussions with people who had expressed an interest in purchase. He also reminded the Committee that the housing stock was an item on MAG's balance sheet. Accordingly any disposal policy would need to reflect the interests of shareholders.

### **3. Minutes**

The draft minutes of the STACC meeting held on 21 October 2015 were **APPROVED** as a correct record.

#### **i. Matters arising**

The Chairman advised that he expected to progress the work on job objectives for the office holders in the near future.

He also advised that it was planned to arrange a CAG meeting.

### **4. Working Groups: Reports of meetings**

The Committee received and **ENDORSED** the Minutes and Notes of the following Working Group meetings held since the October STACC meeting.

#### **i. Environmental Issues Group - 11 November 2015**

The Group remained disappointed that it had not yet proved possible for Ryanair to join the RNP trial. The Group was appreciative of the efforts made by the AMT to facilitate Ryanair's participation. It appeared that responsibility for the current delay continued to rest with the Irish Aeronautical Authorities. Some Members expressed concern that Ryanair's non participation might hinder the introduction of the new flight paths using precision based navigation. The AMT reassured the Group that a report on the recent RNP1 consultation had gone forward to the CAA. If the procedures were approved by the CAA, they would be available for all airlines to use. The procedures would be non mandatory. Accordingly they were non dependent on Ryanair's participation in the trial.

The Group had been encouraged by NATS's willingness to engage at an early stage on the redesign of the London Airspace (the LAMP project). In the past, consultation had tended to be after proposals had been finalised. NATS had asked about key priorities. The Group considered that the full implementation of Continuous Descent Approach and Continuous Climb Operations procedures were priorities together with other measures to minimise the environmental impact on local residents

On alternative metrics, the Group looked forward to receiving further information on N60/ N70 contours at its next meeting.

The Group was also keen to explore benchmarking especially using comparators with non aviation organisations e.g. Westfield.

## **ii. User Experience Group - 9 December 2015**

The Group welcomed the continuing engagement with UK Border Force. It was planned to have a meeting shortly with the UKBF Regional Director.

A key area of interest for the Group was the development of the Customer Service Strategy. There had been a positive early meeting with Karen Smart and it was planned to prepare a short joint STACC/STAL paper for the March meeting. Also in this context the Group had received an update on the Customer Improvement Programme. A continuing concern for the Group was the long walk through Security to the seating area in the Departure Lounge. Experience suggested that there was a need to provide additional seating to assist the less mobile. The Group had been made aware of the unsatisfactory level of service provided to its PRM representative during a recent arrival to the airport. The matter was being pursued with the relevant parties including the CAA and would be considered further at the UEG's next meeting.

A small group representing UEG had visited Dublin Airport - The airport had been cited as an exemplar in passenger service. The group had noted a number of areas which might be considered at Stansted. A particular area of interest was that Dublin airport provided US immigration and customs facilities. As a result passengers arriving from the USA were treated as domestic arrivals. There were now 7 airlines operating to the US from Dublin. These airlines had been very active in the UK marketing flight connections from UK airports to US flights from Dublin.

It was noted that the CAA had just launched a consultation about surface access to UK airports. It was planned to hold a special UEG to consider this important issue. The special meeting would be open to all STACC members. The Secretary would be canvassing possible dates in the near future.

Although UKBF had been unable to attend the meeting, a note of current issues had been provided. This advised that the trial for a Family Only Queue would be on-going until the end of January when it would be properly evaluated. It operated at two key periods of the day - early morning and late evening and was 'by invitation only and managed by MAG hosts.' The trial allowing children and families holding UK, EU and EEA chipped passports to use e-gates commenced on 20 January. Subject to the successful conclusion of the trial, the initiative would remain in place. 15 additional e-Gates were currently scheduled to be in place by the end of May. There were a number of projects affecting the Arrivals Hall. These included wayfinding, signage, a queuing system and the move of the watch house. It was expected that all these initiatives would be completed by the end of 2015/16.

## **5. Managing Director's Report**

The Airport Managing Director presented his quarterly report (this had been circulated to Members in advance). In discussion, the following points were highlighted:

In 2015, Stansted had experienced its busiest year since 2007 with 22.56 million passengers travelling through the airport. Cargo tonnage had also increased by 7.8% compared with the previous year.

It was noted that when Stansted was given approval to grow from 8mppa to 15mppa, BAA defined the physical infrastructure needed for this expansion and, under the Land Compensation Act, local residents who would be adversely affected by Stansted's near doubling in size/scale would be eligible to apply for compensation 12 months after the final piece of the development – the 'Echo Apron' – was completed. Given the growth of the airport, there was interest now as to whether any compensation payments would be made. The Managing Director advised that this was a complicated issue and that the Land Tribunal had been asked to provide advice. Pending this advice it would be inappropriate to comment on the compensation issue.

In terms of UKBF performance, the last three months had seen significantly fewer complaints. This was encouraging and reflected the joint efforts that had been deployed to improve the customer experience.

Looking forward, the airport was seeking to engage with a wider range of airlines. In the light of this, it would be helpful to have a separate meeting with STACC to consider the impact of new services. This might also seek to inform joint work streams with UEG.

On property, it was suggested that when houses became vacant they should be sold rather than offered for further letting. The Managing Director noted this suggestion but reminded Members of his comments earlier in the meeting about the sale process.

The issue of traffic statistics was raised. Some members sought greater information especially on night flights and helicopter movements. At the previous meeting, the general view had been that the level of detail already provided by STAL was sufficient for the purposes of STACC members. However, it was **AGREED** that a small Group comprising the Committee Chairman, the Chairman of EIG, Brian Ross and STAL should meet to settle the categories of statistics provided at future STACC meetings.

## **6. London - Stansted - Cambridge Consortium**

Dr Stephen King - Deputy Director of the Consortium - gave the attached presentation to the Committee. Committee members made a number of comments in response to the presentation. These included the need for an effective delivery vehicle and the need to develop an appropriate skills base. It was also important to adopt a co-ordinated approach as there were significant infrastructure and housing implications which local authorities would need to consider. It was noted that there appeared to be no environmental input to the work of the Commission. The airport saw itself as a key driver in the economic development of the region.

There would be a public evidence session at the airport on February 11th which STACC members were encouraged to attend.

## 7. Express Set Down

The AMT advised the Committee that given significant passenger growth at the airport over the last 12 months and a busy Christmas period, there was a need to manage better the flow of passengers travelling by private car on the terminal forecourt and airport roads. At busy times, particularly between 04.00-08.00, the forecourt and roads had become increasingly congested leading to safety concerns and operational issues on the forecourt, including abandoned cars and long queues at barriers. Accordingly, the AMT were considering how best to manage this problem. The AMT had circulated a paper prior to the meeting seeking views on two options -- **either** a flat higher premium charge for all passengers to use the Express Set Down - a flat price for the first 10 minutes of use, **or** a flexible charge tailored for peak and off-peak operations on the Express Set Down for the first 10 minutes of use – peak charging would be applied at the busiest times at the airport, for example, 04:00-08:00. These changes would have no effect on the current discount arrangements for local residents.

In discussion, it was suggested that there was a need to promote the free mid stay car park option; better signage was required. It was also queried why there should be a charge for drop off - other airports e.g. Heathrow and Gatwick did not charge. Removal of the barriers and the pay stations could help to reduce congestion. However there were suggestions that the lack of controls could increase the risk of accidents. It was also suggested that any revenues should be used for community projects as at Edinburgh. It was also important that revenues should be used to facilitate surface access improvements. The AMT welcomed the feedback from the Committee which would be conveyed to the project team.

On a related surface access issue, it was noted that there had been press reports about Terravision coach services. The AMT explained that Terravision had not been a successful bidder in the tender for providing coach services. As a result, the company had been asked to leave the airport. However the company had continued to sell tickets. The matter was subject to legal proceedings.

## 8. Biennial Awayday

The Committee received a paper from the Chairman relating to the usual Biennial Awayday. There was still general support for such an event. It was suggested that Thremhall Park might be used again provided it met the accessibility requirement of all Members. It was important that there should be some substantive issues for discussion. Possible items might include the Customer Service Strategy; airport growth; economic development and consultation principles. It was **AGREED** that the AwayDay should be deferred until the autumn. In the meantime, the Chairman would develop further proposals as to substantive issues for the Awayday agenda.

## 9. Date of next meeting

The Committee noted that the next meeting would be held on 20 April.

Secretariat  
Frank Evans - Secretary and Technical Adviser to the Committee\*