

STANSTED AIRPORT CONSULTATIVE COMMITTEE

Secretariat

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AGENDA

committee	STANSTED AIRPORT CONSULTATIVE	place	Enterprise House, Stansted Airport
date	Wednesday, 30 January 2013	meeting room	Challenger 1&2
time	2.00 p.m.	secretary	Frank Evans

Can any Members unable to attend please let the Secretary know, if possible by 4.30 p.m. on Tuesday, 29 January. There will be a pre meeting buffet in Enterprise House for Committee members only from about 1.00 p.m. Can you please identify yourself at the Reception Desk, where an escort to the buffet will be arranged?

*Car parking is available in the Enterprise House **staff** car park from 12.30 pm onwards. To gain entry, upon arrival at that car park please indicate on the intercom that you are attending the STACC meeting and the control room staff will raise the barrier for you. This facility is also available to the public attending the meeting. No entry will be possible after 2 00 pm.*

Please do not go along the road beyond the staff car park entrance or attempt to get past the security barrier on that road.

AGENDA

1. Apologies for absence and substitute attenders

To be reported by the Secretary.

2. Public Question Time

No Public Questions have been received at the time of despatch of this agenda.

3. Minutes

To approve the Minutes of the meeting of the Committee held on 31 October 2012.

4. Matters arising

All outstanding actions recorded in the Minutes of the meeting held on 31 October 2012 are referred to elsewhere on the agenda.

5. Working Groups: reports of meetings

To note the Minutes and Notes of the following two Working Group meetings held since the October STACC meeting:

- i. Environmental Issues Group on 21 November 2012 (Notes attached)
- ii. User Experience Group held on 12 December 2012 (Minutes attached).

The EIG and UEG Chairmen will amplify the Notes and Minutes as necessary.

6. Airport Management Report

To receive the Management Report including an update about the sale of the airport to the Manchester Airports Group.

7. Traffic Statistics

To note the attached report

8. Government and related consultations

To note the attached paper covering:-

- i. the first stage of the consultation (issued on 22 January) to determine future arrangements for night flights at Stansted (as well as Heathrow and Gatwick). The Committee is invited to consider the process and timetable for preparing a draft response. It is suggested that it would be appropriate for EIG to take the lead in preparing a draft response for STACC consideration.
- ii. The Civil Aviation Bill which provides new powers to require airports to provide passenger service and environmental information. The CAA held an initial seminar for key stakeholders on 21 January in preparation for a formal consultation in May.

9. Future work and administration arrangements

It had been intended that the Chairman would present a paper on finance issues to this meeting. However, given the change in ownership, this paper will be presented at a later meeting once the Chairman has had an opportunity to discuss future financing arrangements with the new owners of the airport.

The October STACC meeting considered options for the fourth STACC meeting in the year. Members were invited to advise the Secretary as to their preferences or suggestions. To date no suggestions have been received.

Similarly CAG members were invited to propose items for discussion for the January meeting. No immediate issues were identified and therefore the Chairman decided to cancel the meeting. CAG will be advised of a revised date in due course.

Members may wish to note the dates for the remaining STACC meetings in 2013

24 April
31 July
30 October

STANSTED AIRPORT CONSULTATIVE COMMITTEE

MINUTES OF MEETING HELD ON 31st OCTOBER 2012 AT ENTERPRISE HOUSE STANSTED AIRPORT

ATTENDANCE

Chairman – Keith Artus

Users of Airport

Freight interests (1) – David Leigh

Passenger airline companies (2) – Bob Wainwright/TBA

Business passengers (1) - Peter Odrich*

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

Non Business passengers (1) Olivia Vandyk*

Local authorities

Braintree District Council (1) – Julian Swift

East Hertfordshire District Council (1) – Gary Jones

Epping Forest District Council (1) - Mary Sartin

Essex County Council (1) - Gerard McEwen*

Harlow District Council (1) – Tony Durcan

Hertfordshire County Council (1) - John Barfoot*

Uttlesford District Council (1) - Jackie Cheetham*

Organisations with a locality interest

Environmental interests (1) – TBA

East Herts Association of Local Councils (1) - TBA

NWEEHPA (1) - Brian Ross*

Commerce and Business interests (1) – Kim Sainsbury

Tourism interests (1) - Peter Cansick*

Surface transport interests (1) – Rufus Barnes

Uttlesford Association of Local Councils (1) - Keith Artus*

(* present)

Also present at the meeting

Ms Z Oates, Essex County Council

Representing Stansted Airport Limited (STAL)

Mr N Barton	Managing Director
Mr W Parkes	Communications Director

Secretariat

Frank Evans	Secretary and Technical Adviser to the Committee
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1. Apologies for absence and substitute attenders

The meeting was chaired by Keith Artus as a result of the Chairman's absence through a family commitment abroad. Apologies for absence had also been received from Rufus Barnes, David Leigh Councillor Gary Jones, Councillor Julian Swift, Mary Sartin (represented by Gary Waller), Anthony Durcan, Martin Peachey (adviser), Steve Bailes (adviser), Colin Dunn and Martin Lyall (STAL).

2. Public Question Time

One question had been received from Takeley Parish Council (Councillor Cheetham):-

(i) "Of the houses acquired by BAA under both the Home Value Guarantee Scheme (HVGS) and Home Owners Support Scheme (HOSS) arrangements, how many have since been sold and how many are still owned for each scheme?

(ii) and of the houses that remain in BAA ownership, how many are empty/un-tenanted?

It was agreed that STAL would respond to this question under Item 6 – Airport Management Report.

3. Minutes of STACC Meeting held on 25 July

The Minutes of the meeting held on 25 July were approved by the Committee as a correct record.

4. Matters Arising.

In response to a question, STAL advised that Ryanair had not signed the airport's Passenger Charter.

5. Notes of Working Group Meetings

(a) Environmental Issues Group

The Notes of the EIG meeting held on 15 August 2012 were received by the Committee. In reviewing the notes, the Committee noted the proposed future Involvement of the Group in the preparation of STAL's annual Sustainability Report.

(b) User Experience Group

The minutes of the UEG meeting held on 15 August and 27 September 2012 were received by the Committee. The additional meeting on 15 August had been arranged to consider the introduction of the Express Set Down proposals which had been discussed at the July STACC meeting. In reviewing the minutes, the Committee noted that a number of improvements to the proposals suggested by the Group had been accepted by STAL. It was also noted that UEG's positive engagement with UKBF had continued and it seemed clear that UKBF wished to work closely with both STAL and UEG to resolve border control and immigration issues.

(c) Corporate Affairs Group

The Group had had its initial meeting on 25 September. In addition to discussing the Government's consultation on a draft aviation policy framework, the Group had received an update from STAL on the proposed sale of the airport.

6. AIRPORT MANAGEMENT REPORT

The Committee considered the STAL management report amplified at the meeting by the STAL Managing Director. In particular, the following matters were raised:-

Sale of Stansted Airport

STAL informed the Committee that work was on target to have the airport in a standalone state by 31 December. This would enable the airport to be in a position to be sold following this date. The deadline for first round bids had closed on 23 October. This would be followed by detailed engagement with bidders. Further detail would be released when it is possible to do so but STAL stated they were governed by the sale process and were not able to give a running commentary of the process.

Awards

Stansted Airport had been highly commended at the recent National Transport Awards. Particular mention had been made about Stansted's customer service punctuality and surface access.

General aviation

The existing extensive general aviation facilities at the airport had been further improved by the opening of a new private jet centre and hangar.

London 2012 Olympic and Paralympic Games

STAL reported on an excellent performance across all areas of the airport during the Games period. There had been a record number of aircraft parked for the Olympic opening ceremony; the period had seen the first ever arrival and departure from China and many Olympic and Paralympic teams had used the airport.

BAA residential properties

STAL advised that nine properties had been sold during 2012 with the sale of two further properties were under offer awaiting exchange of contracts, making a total of eleven properties sold so far in 2012 - one from the 'G1' area and 10 from 'G2'. The tenant occupancy rate of remaining properties was high

(95%). A question was raised concerning the low number of properties sold within the old HVGS perimeter. STAL presented the figures contained in the management report and it remained STAL's strategy to dispose of all the properties over a period of time as previously stated.

Airport Master plan

In view of the ongoing sale process, STAL advised that it was not intended to produce a master plan until this was completed and the airport's new owners had had the opportunity to consider their long-term objectives for Stansted. It was suggested that information in the sale documents - especially pertaining to the future strategy for the airport - could helpfully inform a future master plan and it was requested that this might be released when practicable. Clearly this would be at the discretion of the new owners.

Capital projects

New non invasive body scanners had recently been introduced on a trial basis. UEG intended to visit the facility during its next meeting in December.

Routes

There had been a reduced level of route churn compared with previous years. Ryanair were not suspending services as the airline had done in previous years. easyJet would be operating services to Sofia, Marrakesh and Sharm-el-Sheikh with larger A320 aircraft. A new cargo operator Silk Way West had started twice-weekly services between Stansted and Azerbaijan using a 747-400. Pegasus Airlines had also announced a new service to Dubai via Istanbul.

Surface access

Mode Share

The latest mode share figures (Q2 - 2012) showed an increase to 50.0% with bus and coach continuing to grow. The validated 2011 data reported that the public transport mode share was 48.9% for the full year (bus and coach 23.8% and rail at 25.1%).

Bus and Coach

The coach market remained very competitive. Since the cessation of the X5 Ipswich - Stansted route, the National Express 250 service had picked up the demand and passenger numbers were strong.

Rail

Concerns remained over performance mainly due to issues over infrastructure. As a result representations had been made to both Greater Anglia and Network Rail. In line with the "Stansted in 30" campaign, STAL continued to seek improvements to rail services in the region – not just airport specific.

Express Set Down proposals

STAL advised that the new arrangements were planned to go live on 9 November. The airport were grateful for UEG's helpful suggestions to improve the proposals – a number of these had been actioned. It was planned to keep the arrangements under regular review. In discussion, Members raised a number of issues:-

- it was suggested that the regular review should monitor the effect on bus and coach services both before and after the introduction of the proposals;
- The discount scheme was discriminatory as it was confined to Uttlesford and East Herts residents. It was queried - in terms of proximity to the airport and flight paths - why the discount scheme did not extend to cover the Epping Forest DC area.
- It was noted that there were no similar charges at Heathrow.
- It was noted that Edinburgh Airport donated 15% of the charges to local causes and this should be considered at Stansted.
- Concern was expressed about the lack of consultation with the local community. The airport provided an important public transport facility for the local community not just passengers. The new arrangements could have an adverse effect on public transport usage especially buses and coaches

STAL advised that there had been consultation with STACC and UEG and a number of changes adopted. The new arrangements did provide a new free option in the Mid Stay car park. It was fully intended to keep the arrangements under review and this review would include the effect on public transport.

Summary of Traffic Results

The summaries of Traffic Results in statistical form for July to September were noted. It was also noted that in response to a previous request, the statistics now included the number of night flights

7. Government and related consultations

The Committee noted a paper (prepared by the Secretary) including a proposed draft response to the Government's consultation on a new aviation policy frame work. The draft response had been prepared following consideration by both EIG and CAG and receipt of comments from members. The draft response was approved by the Committee subject to the addition of a request for the Government to produce an annual assessment of non CO2 effects and any proposed mitigation action. (NB Secretary's note. A copy of the response submitted to the Department of Transport is attached).

The Committee was advised that the Report Stage in the House of Lords for the Civil Aviation Bill was expected to take place on 6 November. The Committee was also informed that the Government had recently announced a review of planning practice guidance.

8. Future work and administration arrangements

The Committee noted a paper prepared by the Secretary. This included:-

- Information about the proposed schedule of meetings for STACC and its Working Groups in 2013. Members of CAG were invited to submit suggestions for a future work programme;
- Options for a fourth meeting
The paper invited members were invited to consider a number of options. There appeared to be support for a "Question Time" type meeting in the local community. Members were requested to notify their preferences to the Secretary.
- Papers for meetings

It was suggested that the availability of hard copies should be reviewed. Any members who might wish to have this option were asked to inform the Secretary.

9. Next Meeting

It was noted that the next STACC meeting of the year would take place on 30 January.

**STACC Secretariat
7 November 2012**

NOTE OF MEETING OF THE ENVIRONMENTAL ISSUES GROUP HELD AT STANSTED AIRPORT ON 21 NOVEMBER 2012

Attendees

Keith Artus (Chairman)
Councillor Gerard McEwen
Councillor Jackie Cheetham
Steve Bailes
Martin Peachey
Zhanine Oates
Mary Sartin

Also present: Chris Wiggan (STAL), Frank Evans (Secretary) and Duncan Smith (STAL).

1. Apologies for absence

Apologies had been received from Anthony Durcan.

2. Note of previous meeting

The Group confirmed the notes for the meeting held on 15 August. These notes had been received by STACC at its meeting on 31 October 2012.

3. Matters arising

(a) ANMAC

The Group received a report on the ANMAC meeting that had taken place on 4 October. It was noted that the ANMAC work programme included departure noise limits, arrival noise controls as well as other noise abatement procedures – issues which were of particular importance to Stansted. One issue that came up during discussion of the paper on Stansted noise abatement procedures was the lack of airline representation on ANMAC from Stansted. In discussion, it was suggested that this might mean that the paper was not totally representative as it lacked an operational view. The Group noted that airline representation was an issue for STACC generally and this was currently been discussed with STAL. It was suggested that if airline representatives could not attend meetings, an opportunity should be found to agree papers covering operational procedures with the airline community. It was agreed that the issue should be explored with the Flight Operations Committee.

In the interest of greater transparency, it had been agreed at ANMAC that the minutes should be made generally available. Given that the draft minutes would not be formally approved until the next meeting several months later, it was queried whether the draft minutes could be circulated. It was agreed that the Secretary should clarify the position with the DfT.

(b) 2012 FEU Audit

In discussion it was suggested that consideration should be given to making the audit more focussed rather than a simple review of administrative procedures. It was agreed that the Chairman would consider further with Councillor Cheetham.

4. Sustainability Report

STAL presented a paper outlining draft 2013 targets together with a suggested project timeline. It was planned to publish the 2012 report in April 2013. STAL also updated the Group on the airport's 2012 performance targets.

2012 performance targets

Climate change – It was not planned to publish a plan in advance of the sale of the airport. This was to allow the plan to incorporate the views of the new owners.

Noise - Commitments in the Noise Action Plan were on track.

Air Quality - A number of the targets appeared to have noise implications. There may be a need to reclassify the targets in the table. It was also noted that STAL planned to have a dedicated air quality section on the airport website.

Energy - By October 2012, STAL had achieved a 2.6% reduction in CO2 emissions from energy consumption.

Waste - 70% of waste was being diverted from landfill by September 2012.

Water - Whilst infrastructure works had been completed to improve the water system, a water strategy had not yet been prepared. This would need to await the sale of the airport.

2013 targets

Noise - It was noted that external factors including operational constraints could impact on performance e.g. the inability to perform CDAs regularly on Runway 04 operations. However there would be value in providing data and measurable targets e.g. night time CDA performance and Continuous Climb departures.

Energy - A linkage to passenger numbers would provide a more meaningful target.

Waste - It would be helpful to have further explanation about the type of waste and whether it was airport generated.

Water - As with energy, a linkage to water consumption per passenger would help provide a more meaningful target.

Biodiversity - A review was planned in 2013 as to the development of a long term strategy.

Community Engagement - The future of trust funding would need to be determined with the new owners

Surface access/passenger experience - UEG would be asked to offer a view on these two areas at its meeting on 12 December.

It was agreed that if Members had any immediate views, these should be sent to STAL. In the meantime, STAL would prepare a revised paper incorporating the Group's comments. This paper would set out revised targets and be circulated by STAL in early December for further comment by the week commencing 17 December.

5. Airspace issues

Additional waypoints on CLN 22 and DOV 04 – RTF Design

Members had received copies of a disappointing e-mail exchange between the Chairman and Phil Roberts (Assistant Director DAP, CAA). It now seemed highly probable there would be considerable slippage in the project. The Group discussed possible next steps that might help retrieve the situation. Would a high profile approach to DfT and CAA senior management be the best approach? Should action be taken to involve Ministers/MPs - it was noted that Simon Byrne the Aviation Minister was the local MP for Chelmsford? After discussion, it was agreed that the Chairman should contact Phil Roberts again to seek further clarification and see whether there was any way in which EIG might be able to assist.

6. Review of Noise Action Plans

This would be discussed at the next meeting

7. Code F aircraft

The Group noted a paper prepared by Martin Peachey. There was a need to keep environmental impact of the new B747-8 freighter under review. At present there was limited information available. It was agreed that EIG and NTKWG should monitor the situation.

8. Response to DfT consultation on a new aviation policy framework

Following discussion at STACC, the Committee's response to the consultation had been submitted to the DfT on 31 October. It was agreed that the Chairman should send copies of the STACC response to the local councils.

9. Matters Arising and Messages for STACC

There were no immediate issues that should be brought to STACC's attention. However depending on events, it might be necessary to provide updates on the sustainability report and the CLN trial.

10. Date of Next Meeting

13 February 2013

STANSTED AIRPORT CONSULTATIVE COMMITTEE

SECRETARIAT

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USER EXPERIENCE GROUP

MEETING OF THE USER EXPERIENCE GROUP OF THE STANSTED AIRPORT CONSULTATIVE COMMITTEE, HELD AT THE AIRPORT ON 12 DECEMBER 2012

Membership

*	Rufus Barnes (representing surface transport interests) - Chairman
	Peter Cansick (representing tourism interests)
*	Gary Jones (representing local authorities)
*	Peter Lainson (representing PRM interests)
	David Leigh (representing cargo interests)
*	Peter Odrich (representing business passengers)
*	Julian Swift (representing local authorities)
	Olivia Vandyk (representing non business passengers)
*	Stewart Ashurst (Chairman of STACC)

(* present at meeting)

Also present

Will Parkes STAL

Alison Lilly STAL

Kevin Day (Item 2 only)

Bill Form UKBA

Frank Evans Secretary and Technical Adviser to STACC

The meeting commenced at 11.30 a.m.

1. Apologies for non attendance

Apologies were received from Peter Cansick, Olivia Vandyk and Mandy Mather. It was noted that Mandy Mather would shortly be leaving STAL. The Chairman expressed the Group's appreciation of the positive and helpful contribution that she had made to the work of the Group.

2. Work Programme: Express Set Down arrangements and body scanning

facility

Members raised a number of points that had come to their attention during the two separate meeting tours.

Express Set Down arrangements

The tour had involved a visit to both the mid stay car park and the express set down area in front of the terminal.

(i) Mid Stay Car Park

Training of Bus Drivers

Members noted that whilst the bus drivers received general PRM awareness training, there was no requirement to receive specialised training such as undertaken by the ISS staff. It was suggested that it would be helpful for UEG members to have sight of the existing service level agreement between STAL and ISS. STAL noted this request but advised that the agreement was a commercial document. However it was agreed that it would be helpful for STAL to liaise with UEG as part of the preparation of any future service level agreement with ISS.

Help button in bus shelter

It was noted that the help button had been placed at a high level which might prove difficult for some PRM passengers (especially those in wheelchairs) to access. Members also considered that it would be helpful if there was some explanatory information about the arrangements in the shelter both facing into the shelter alongside the help point and facing the road alerting PRMs of the need to use the help point to ensure that assistance will be provided once the bus arrives at the terminal. Kevin Day said that he accepted these recommendations and would be acting on them

Location of area

It was suggested that the route into the set down area in the car park was complicated. STAL explained the location had been chosen for passenger convenience.

(ii) Express Set Down area

PRM issues

The arrangements for Blue Badge holders were generally felt to be very adequate. However it was noted that there was no enclosed shelter in the immediate vicinity of the Blue Badge drop off area. In addition the available seating benches did not have arm rests and as such did not assist PRM passengers who might need these to help them stand up after being seated. It was also noted that there was a potential safety hazard for wheelchair users - the cover to a soak away drain has slits for the water to drain through which are large enough for wheelchair wheels to fall into.

Signage

Some Members considered that the existing signage could be improved to ensure that visitors to the airport were made fully aware of all parking options, including the fact that the bus from/to the mid stay car park to the terminal is free. This was particularly important for those passengers who were only occasional users of the airport.

Discount arrangements

STAL advised that these arrangements were being kept under review. This followed concern that the boundaries of the discount scheme had been drawn too tightly by excluding some residents and including others who lived at similar distances from the airport, specifically residents in Epping Forest Council area.

General

STAL's initial impression was that to date the arrangements appeared to be working well. There had been no significant issues with staffing levels sufficient to deal with any problems. It was agreed that STAL should prepare a review report for UEG in six months' time. This would include a review of the impact on public transport and people travelling to the airport to use the long-distance coaches which serve the airport bus station. More generally it was agreed that the positive approach adopted by both STAL and UEG in dealing with this issue, had shown constructive and helpful engagement on both sides.

Body scanning facility

Given initial concerns, Members were encouraged to note that the arrangements did not appear to be intrusive. However it was clear that some passengers were nervous of using the facility. It was considered that these concerns might be allayed if there were explanatory posters and information that passengers could read before entering the facility. Members were impressed by the helpful and considerate approach adopted by STAL staff in helping passengers through the facility.

STAL advised that they were conducting passenger research relating to the facility. This was designed to elicit passenger views on perception, timing, satisfaction and preferences.

3. Minutes of previous meeting

The Group confirmed the minutes of the previous meeting held on 27 September 2012. (nb – the minutes had been submitted to the STACC meeting on 31 October.)

4 UK Borders Force

It was noted that, as agreed at the last meeting, the STACC Chairman had written to the Head of UKBF and the Minister for Immigration noting the improvement in immigration arrangements at Stansted. A positive reply had been received. As regards developments, there continued to be effective liaison between the local officials of UK Borders Force and STAL. This had enabled potential problems to be handled. An

example of this had been the previous evening when adverse weather conditions had resulted in a number of flights being diverted from Heathrow. The additional flights had been handled within existing staffing levels.

In terms of resources, UKBF had been allocated additional staff to work at the airport and discussions on new rostering arrangements were ongoing. Both were indications of the developing positive approach.

STAL and UKBF were currently working to resolve two particular issues – offloaded passengers and misdirected flights. On the former, difficulties had occurred when it had been necessary to return passengers to landside with the need to preserve effective border control, The second involved passengers being misdirected airside which had resulted in some domestic and international passengers being mixed. Work was ongoing with airline agents in an attempt to resolve the issue. New infrastructure would also help improve the situation.

Technical problems involving the automatic passenger checking machines had been addressed. It was planned to increase usage of these machines – current usage at Stansted was about 25% compared with a national average of 35%.

The Group Chairman thanked Bill Form for attending the meeting and said UEG looked forward to him attending the next meeting in March 2013.

5. Matters arising

Work Programme: Departure arrangements once passengers have arrived at the airport by plane

Signage

As advised at the previous meeting, decisions on improving signage would have to await the completion of the airport sale process.

Airside and boarding facilities tour – 13 June

PRM issues

- STAL advised that the proposed PRM audit would need to await the sale of the airport and the new owners had been consulted. STAL would engage with the Group's representatives in the development of the process and audit.

Pre prep room

- As STAL had advised the previous meeting, new suppliers had been engaged. Arrangements were being kept under review and a rebranding process would follow the sale of the airport.

6. Terminal Manager's Report

STAL presented the attached report. In discussion, it was suggested that the complaints procedure might be unclear for some passengers. STAL advised that there were a number of ways for making a complaint. These included speaking to a

member of staff on the spot and being given a form for completion. Company policy was to respond to all complaints within 15 days. Where necessary, complaints were forwarded to the service provider for response with a request for a copy of a final response to the complainant. Complaints were also reviewed by the STAL board each month. It was not clear how complaints made direct to the service provider were monitored. It was suggested that this might be addressed in a future service level agreement.

7. Statistical Data

STAL reported on a range of current ASQ and QSM data. The Group noted that the airport appeared to be meeting the majority of targets. However it was considered that the data presentation could be made more meaningful by the addition of comparators including benchmarking the airport against other airports both in the UK and overseas. STAL agreed to prepare a revised report (nb copy attached).

Members noted that the IDL appeared to be experiencing “retail creep” in the Departure Lounge i.e. the addition /expansion of retail outlets had resulted in less passing space for passengers. STAL commented that this raised a number of different issues but offered to investigate and report back to the next meeting.

Members also noted that the roof of the building in the railway station seemed to be accumulating considerable rubbish and as such did not create an initial positive impression for passengers arriving in the UK. STAL noted the point and agreed to investigate.

8. Sustainability Report

STAL had prepared a set of draft sustainability targets for 2013 and invited both EIG and UEG to comment before the targets were finalised. In discussion, it was suggested that the targets relating to surface access should be further defined to reflect current passenger levels rather than potential levels. Members accepted that the present level of over 50% of passengers arriving at the airport by public transport may be difficult to sustain if passenger numbers started to rise again. They suggested that a formula should be devised that kept up the pressure to retain as high a level of public transport use as possible, rather than merely accepting the current target which would allow for a significantly lower percentage of passengers travelling to/from the airport than is the case at present.

9. Civil Aviation Bill – New information powers

Members were advised that under the new Civil Aviation Bill, the CAA would be given new powers to publish information to allow consumers to compare different options and also to publish information about the environmental impact of aviation. The CAA had begun an initial engagement process to help them understand the sort of information that could be useful to passengers and the key issues. The process would include a number of seminars and stakeholder meetings.

Following these meetings, the CAA would develop a draft policy statement that would be subject to consultation next May. In preparation for this, the CAA was

seeking preliminary views of ACCs (and other key stakeholders) at this early stage to help with the development of a draft policy. A main concern was that the exercise of these new powers should be seen as providing added value and helping to improve the passenger experience and choice.

In discussion, members considered that whilst information about service delivery was important, the key determining factors were likely to be cost and availability of a flight to the preferred destination from a local airport. It was also noted that there were already a number of internet search engines that provide comparative information about fares and routes. It was also pointed out that airport websites already contain relevant service information. However it was accepted that some of this was not easy to track down. It was suggested that perhaps a first task for the CAA would be to review available information as well as considering the issue of added value.

Information about service issues which would enable passengers to compare airports and airlines would be helpful but it was accepted that maintenance of such a website may prove to be resource intensive to ensure it was kept up to date.

However it was considered that there would be added value in airports providing more information for PRM passengers. It was suggested that it could sometimes be a bit of a lottery for PRM passengers in trying to find out key information before they reached the airport. In some cases, PRM passengers may decide not to travel simply because they were unable to access the relevant information i.e. they did not know what problems they might face when they arrived at an airport or the level of assistance likely to be provided. The availability of PRM related information on an airport comparative basis would provide a useful service for PRM passengers.

10. Surface Access – rail

The Group welcomed the recent STAL 'On the right track' rail aspiration document. The short to medium term vision was designed to seek improvements in the Stansted Express service in terms of reliability and timings as well as other rail services in the region. The longer term vision envisaged a Crossrail link together with a 30 minute journey time and 24 hour service for the Stansted Express

In discussion Members noted that the West Anglia non-airport service with its intermediate local stops provided an invaluable commuter service which should not be overlooked. STAL said they recognised this and what was needed was an increase in overall capacity on the route.

11. Date of Next Meeting

The next meeting would be on 13 March 2013. .

Stansted Airport Consultative Committee

Government consultations

Note by the Secretary

The Committee is invited to note the following:-

New Aviation Policy Framework

The Government is expected to produce its initial response to its consultation document on a new aviation policy framework in March. The Committee will recall that, following discussion at the October STACC meeting, STACC submitted its response to the consultation on 31 October.

Night Noise Consultation

On 22 January, the Department for Transport published the first stage of its consultation on the next night noise regime at Heathrow, Gatwick and Stansted Airports from October 2014. The consultation and its associated documents can be found at <https://www.gov.uk/government/consultations/night-flights-consultation>

This first stage of the consultation is essentially an evidence gathering stage, seeking views and evidence on a range of issues including the effectiveness of the current regime, the costs and benefits of future options and airlines' fleet replacement plans. Additionally this consultation includes a review of current evidence on the costs of night flights, particularly noise, and the benefits of these flights. It sets out the Government's thinking on how they would expect to appraise the policy options for the next night flights regime and seeks views on the suggested approach.

At this stage the Government has taken no decisions on its preferences for the next regime. Specific proposals for the new regime, such as the number of permitted night flights, will be included in a second stage consultation which will be published later this year.

Alongside the consultation document, the Civil Aviation Authority has published 2 documents, commissioned by the Department as part of its review of evidence on the costs and benefits of night flights: a review of the sleep disturbance and health effects of aircraft noise; and a proposed methodology for estimating the value of sleep disturbance and health effects. The documents can be found on the Civil Aviation Authority website at:

- [ERCD Report 1208, 'Aircraft noise, sleep disturbance and health effects: a review'](#), 22 January 2013
- [ERCD Report 1209, 'Proposed methodology for estimating the cost of sleep disturbance from aircraft noise'](#), 22 January 2013

It is suggested that EIG take the lead in preparing a draft response for consideration by STACC. However, given that the consultation closes on 22 April and

STACC is not due to next meet until 24 April, it may be necessary to agree a response by e-mail or arrange a special meeting. Members will be advised in due course.

Civil Aviation Act 2012 – new information powers

The Civil Aviation Act 2012 provides the CAA with new powers which requires it to make available appropriate information in respect of:

- promoting better public information about airline and airport performance levels, enabling passengers to make informed decisions when making travel arrangements
- promoting better public information about the environmental effects of aviation and measures taken to mitigate adverse effects

The CAA has commenced initial discussions with a range of stakeholders on what information would be helpful to consumers and the public on these matters and held a stakeholder seminar on 21 January 2013 to seek views from a wider group. Following the stakeholder seminar and individual stakeholder meetings the CAA will develop a draft policy statement which will be subject to consultation next May.

The key requirements of the new provisions in the Act are:

- consumers - the CAA must publish, or arrange for others to publish, such information as it considers appropriate to assist users of air transport to compare services and facilities. The CAA may publish guidance with a view to improving standards
- on the environment -the CAA must publish, or arrange for others to publish, such information as it considers appropriate relating to the environmental effects of civil aviation in the UK. Environmental issues include matters such as noise, vibration, emissions and the effects of works carried out at airports. The CAA may publish guidance with a view to mitigating adverse environmental effects

In both cases the CAA may specify the form and manner of publication by others; may conduct or fund related research; and there is an enforcement regime including powers to obtain information

The CAA must publish a Statement of Policy for carrying out these functions and in doing so must have regard to the principle that the benefits of carrying out the functions should outweigh any adverse effects.

Stakeholder Seminar

At the workshop held on 21 January, the following key issues emerged.

- What was the purpose of the powers? For whose benefit was the information to be provided? Whilst there was general support for greater transparency and making consumers better informed, there was a need for prioritisation. There was already considerable information available to the consumer. Should not the CAA review existing material first before setting out new requirements?
- What was the key information that consumers needed to make better informed choices? The CAA had commissioned market research which suggested that cost, convenience of getting to the airports and baggage handling were seen as key factors. However in discussion it was noted that the total length of the journey (i.e. leaving home to finally coming out of the destination airport) was important. It was also noted that immigration facilities were important indicating a need for Border Force involvement. Standing in immigration for an hour after a long haul flight did not improve the passenger experience.
- It was further suggested the CAA should use the opportunity and seek to develop a more joined approach across Government. A more flexible and combined approach would bring benefits to consumers.
- Any information needed to be produced on a consistent basis to ensure meaningful comparisons. Some airline representatives cautioned against performance league tables without a detailed commentary. There was a need to ensure that comparisons were made on a like for like basis e.g. performance issues for a short haul airline were different as opposed to a long haul operator.
- Who was going to pay? The CAA indicated the costs would be contained within existing budgets rather than an increase in charges levied on the industry. This response produced some sceptical comments - noting that if airports rather than the CAA were required to publish information, this would have resource implications for the industry.
- There was a need for PRM users to have access to information about facilities and services on a consistent basis across airports. At present there appeared to be wide variation between airports as to the level and quality of information provided.

Environmental powers

- It was suggested that information was already widely available especially on airport websites. However it was agreed that it would be helpful to have one agreed set of information. This would help solve problems at planning inquiries where different sets of information were presented and there was much debate about the accuracy of the information. However there was a need to recognise that there were different recipients for the information, whilst local environment officers required detailed technical information, the lay person need a simpler

plain English version (e.g. what did the Leq metric mean to local residents living around airports?)

STACC response

The Committee is invited to note the proposed consultation in May. It would seem appropriate at that stage that UEG should take the lead in considering the consumer elements whilst EIG consider the environmental elements.

The secretariat will continue to monitor the above developments as well as any other emerging relevant issues.

STACC Secretariat