

## STANSTED AIRPORT CONSULTATIVE COMMITTEE

Secretariat

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# AGENDA

<b>committee</b>	STANSTED AIRPORT CONSULTATIVE	<b>place</b>	Enterprise House, Stansted Airport
<b>date</b>	Wednesday, 24 April 2013	<b>meeting room</b>	Challenger 1&2
<b>time</b>	2.00 p.m.	<b>secretary</b>	Frank Evans

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*Can any Members unable to attend please let the Secretary know, if possible by 4.30 p.m. on Tuesday, 23 April. 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

Apologies have been received from Mary Sartin, Councillor – Councillor Gary Waller will attend as substitute.

### 2. New Members

The Committee are invited to endorse the appointment of David Burch, Director of Policy at the Essex Chambers of Commerce as a commerce and business interests representative in place of Kim Sainsbury.

The Chairman will report on progress on other committee vacancies

### **3. Public Question Time**

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

### **4. Minutes**

To approve the attached draft minutes of the meeting of the Committee held on 30 January 2013.

### **5. Matters arising**

All outstanding actions recorded in the Minutes of the meeting held on 30 January will be dealt with elsewhere on the agenda.

### **6. Working Groups: reports of meetings**

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

- i. Environmental Issues Group on 13 February 21 (Notes attached)
- ii. User Experience Group held on 13 March (Minutes attached).

The EIG and UEG Chairmen will amplify as appropriate any issues raised in the above meetings.

### **7. Government and related consultations**

To consider the attached paper dealing with the following issues:

- i. the Davies Commission on airport capacity,
- ii. the Night Noise Consultation and
- iii. the Aviation Policy Framework

### **8. Airport Management Report**

The Committee are invited to note the attached airport management report and traffic statistics

After these two reports have been noted, Andrew Harrison – the new Managing Director of the airport following its sale to the Manchester Airports Group - will make a presentation to the Committee and answer questions.

### **9. Future meetings**

Members may wish to note that July 31<sup>st</sup> and October 30<sup>th</sup> are the dates for the remaining STACC meetings in 2013

## **NOTE OF MEETING OF THE ENVIRONMENTAL ISSUES GROUP HELD AT STANSTED AIRPORT ON 13 FEBRUARY 2013**

### **Attendees**

Keith Artus (Chairman)  
Stewart Ashurst  
Steve Bailes  
Martin Peachey  
Zhanine Oates  
Mary Sartin

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

### **1. Apologies for absence**

Apologies had been received from Councillor Gerard McEwen and Councillor Jackie Cheetham and Anthony Durcan.

### **2. Note of previous meeting**

The Group confirmed the notes for the meeting held on 21 November 2012. These notes were received by STACC at its meeting on 30 January 2013.

### **3. Matters arising**

#### **(a) 2012 FEU Audit**

The Chair advised that he had had discussions with Uttlesford District Council and it had been agreed that further action should await the conclusion of the STAL/MAG sale process.

#### **(b) STAL/MAG transition arrangements**

STAL advised that the sale process was on target to be completed by 28 February. There was increasing dialogue between STAL and MAG. In discussion it was agreed that an early opportunity to found to engage with the Manchester Airport Consultative Committee.

#### **(c) Noise Action Plans**

It was agreed that the Group should consider the issue of NAPs on an ongoing basis.

## **4. Sustainability Report**

STAL advised that the 2013 targets had now been agreed at Board Level; however the targets would need to be presented to the new owners to confirm that these were acceptable. The Group were appreciative of the ongoing liaison with STAL that enabled their views to be considered. However it was noted that there was scope for relating a number of targets (e.g. energy consumption and water efficiency) to passengers numbers as this would provide a more effective performance measure. It was also suggested that green waste should be excluded from airport waste. On air quality, it was also noted that there were no specific targets.

As regards next steps, STAL advised that external assessors would be engaged to audit the work. It was suggested that it would be helpful if the assessors could meet EIG representatives as part of this process. STAL would make a presentation to STACC on 24 April and would make a further report to the next EIG meeting on 8 May.

## **5. Utilities and Energy update for 2012**

Kathy Morrissey (STAL) updated the Group on STAL's Energy strategy and 2012 Review. It was aimed to achieve a 10% reduction in emissions by 2020 compared with 2008. There was an ongoing process to reduce demand, invest in new technology and have effective monitoring and targeting. On energy consumption, there had been a 3% reduction in 2012 compared with 2011. Other measures introduced in 2012 included improved controls, replacement of boilers and introduction of LEDs. Looking forward, further measures included greater awareness campaigns, improved metering and monitoring and the development of a low energy/LED lighting strategy.

The Group considered the presentation to be very helpful and informative and would consider whether a similar presentation should be made to a future STACC meeting .

## **6. Airspace Issues**

### **(a) Additional waypoints on CLN 22 and DOV 04**

STAL advised that action was in hand to ensure that the trial became operational on 1 June. The trial could last for a year with an option to continue. Action had also been taken to ensure that the local community was informed about developments. It was agreed that the Group should review progress in September.

### **(b) Night Time Joining point on 04 operations**

STAL advised that they were planning to trial a change in the night time joining point. This trial – which would last for a month - was designed to reduce noise disturbance from aircraft arriving at night from the west by reducing the likelihood that they fly over the urban areas of Ware, Hertford and Hoddesdon. The Group welcomed this initiative to reduce night time noise impact. STAL would inform the relevant local authorities about the proposed trial.

## **7. Night Noise Consultation**

At the STACC meeting on 30 January, it had been agreed that EIG should take the lead in preparing a draft response for consideration by the Committee. It had been suggested that EIG should seek to identify the key issues and commission work to prepare a draft response.

At STACC, two particular points were made by Members:-

- The ability of aircraft to operate at night was a key requirement for the freight industry. Accordingly this should be considered in preparation of any STACC response ;
- The definition of the night period and its shoulder periods should be reviewed. Local residents tended to be most affected by flights before midnight or between 0600 and 0700.

The Group considered a paper by the Secretary which sought to highlight key issues. After discussion it was agreed that the STACC responses should focus on a number of key topics. These are set out in the attached list. It was agreed that STACC Members be invited to offer views on these issues together with any relevant evidence. This would help inform a draft response which would be circulated for consideration by STACC members. As the closing date of the consultation was 22 April, it was hoped to agree a response by e-mail but if necessary a special meeting could be convened to address any particular issues.

## **8. 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 report on the night noise response and the CLN trial.

## **9 Date of Next Meeting**

8 May 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 13 MARCH 2013

#### 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

Neil Banks STAL

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, Councillors Julian Swift and Gary Jones.

## **2. UK Borders Force**

It was noted that work was progressing to introduce new rostering arrangements. Once agreed, these arrangements will help balance skills, provide flexibility and help manage demand at critical periods (mainly at the beginning and end of the day). In addition, there was close liaison between UKBA and STAL e.g. advance notice of traffic forecasts enabled staffing levels to be matched to requirements.

In terms of new technology, there were currently some technical problems involving the automatic passenger checking machines. Plans were continuing to increase usage of these machines – current usage at Stansted was about 25% compared with a national average of 35%.

Contingency arrangements were being established to minimise the effect of planned industrial action - resulting from a national PCS strike on 20 March. These included the possible use of critical incident staff who had been successfully deployed during the Olympics.

It was noted that Bill Form was likely to be leaving during the coming months. The Group Chairman expressed the Group's appreciation for his positive contributions over the last year. These had helped establish the current excellent liaison arrangements between the airport and UKBA for the benefit of passengers.

## **3. Work Programme: PRM Experience**

Members raised a number of points that had come to their attention during the pre-meeting tour.

### **(i) Express Set Down arrangements**

At the previous meeting, members had drawn attention to a safety hazard for wheelchair users affecting drain covers in the drop off area. STAL had investigated and would be changing the fencing around the blue badge parking bays; it was not possible to change the drainage arrangements as this would adversely affect drainage for the entire area. Members asked that the new fencing arrangements should be such to allow adequate access for wheelchairs.

### **Provision of special assistance**

Members raised the issue of how people could seek special assistance. STAL advised that there were help buttons in the car parks. Responses to these buttons were initially handled by the airport. When requests for assistance were received, STAL notified ISS. Requests from passengers in the Express Set Down area outside the terminal were managed by ISS. However it was not clear to members how the level of ISS staffing arrangements was managed to deal with periods of peak demand.

STAL advised that minimal complaints had been received since the new arrangements had been introduced. This would appear to indicate that there were no major issues. The drink and toilet facilities provided in the Mid Stay car park had been under utilised and STAL said they would want to review their provision in due course

### **Training of bus drivers**

STAL advised that all National Express drivers received disability awareness training. Bus routes between the car parks and the terminal enabled drivers to provide assistance (the blue badge area was the first stop on bus routes to the terminal and the last for the return journey.)

### **Parking controls**

Controls had now been introduced on the approach road to the short stay car parks and bus station.

### **Discount scheme**

STAL advised that the scheme appeared to be working well with a good take up from eligible residents in the Uttlesford and East Herts areas. The question of extending the scope of the scheme would be covered in the review that STAL would be preparing for UEG in June and subsequently to STACC. The review would also consider the issue of whether the new arrangements had been any effect on local bus services.

### **Reliability**

The control and barrier system had operated efficiently – there had only been a few occasions when there had been to raise the exit barrier to avoid congestion.

### **Signage**

At a previous meeting, it had been suggested that there was a need to provide additional signage to ensure that visitors to the airport were fully aware of all parking options. However STAL advised that this did not appear to be an issue judging by the lack of adverse feedback.

In conclusion, members welcomed the positive approach adopted by STAL in responding to these issues. This could only help in improving the overall passenger experience

## **(ii) Bus Station**

### **Bus Information Board**

It was noted that in bright sunlight, the bus information display board was difficult to read. STAL advised that the board had been positioned to provide maximum visibility. It was also noted that the individual timetable displays located in the bays were difficult to read. A further issue was that the bus stops for hotel buses did not appear to be easily identified.

## **Disabled toilet**

Members were disappointed to note that activation of the emergency system in the toilet did not result in any assistance. As an interim measure pending a permanent solution, STAL agreed to provide a staff presence in the area. STAL would advise the Secretary as to what permanent procedures would be introduced.

### **(iii)Terminal**

## **Signage**

It was suggested that there was a need to provide more directional signage – particularly opposite the lifts where space appeared to be available. The Group were advised that MAG would be conducting a three week survey to help inform a future signage strategy. Comments made by the Group could be taken into account.

## **Assisted hearing**

The Group had noted the lack of assisted hearing facilities in the terminal after a previous visit. It also appeared that there was a similar lack of facilities in the bus station ticket office.

## **Security**

The Group considered that the security arrangements for PRM passengers to be very satisfactory. There was a dedicated aisle and STAL personnel were on hand to help direct passengers needing assistance.

## **Special assistance**

Further to the Express Set Down discussion on special assistance, members considered that it would be helpful if some clarity on arrangements should be provided. For example should passengers report first to the special assistance desk or to check in? What assistance would be provided at the gate? If there was confusion, there was the potential for passengers to miss flights. In discussion, it was suggested that ISS were operating to 'best endeavours' rather than 'agreed service standards'. STAL advised that the airport would shortly be publishing the ISS standards on their website. STAL also repeated their offer to engage with the Group on the development of a new contract. It was also noted that it was planned to introduce additional assistance desks in the IDL and the bus station – the latter to address concerns raised by the group and passengers that disabled passengers could find themselves waiting unacceptably long for assistance in inclement weather.

## **4. Minutes of previous meeting**

The Group confirmed the minutes of the meeting held on 12 December 2012. The minutes had been submitted to the STACC meeting on 30 January.

## **5. Matters arising**

### **Body scanning facility**

STAL advised that there had been very positive passenger feedback to the introduction of the new facility. There had been few refusals. As suggested by the Group, consideration was being given to providing additional signage that passengers could read before entering the facility.

### **Retail creep**

STAL advised that the issue was being kept under review.

### **Railway Station**

The Group were appreciative of the action taken to clear rubbish from the roof of the building.

## **6. MAG Acquisition of Stansted Airport**

STAL advised the Group that it was too early to provide information about potential developments. However STAL would wish to continue to engage with the Group once there was more clarity. The Chairman of the Group advised that he would be willing to convene a meeting outside the normal cycle if this would help the process.

## **7. Common Travel Area (CTA)**

STAL advised that new infrastructure (lifts and stairs) was being developed to facilitate new arrangements for passengers arriving from the CTA. This would ensure that there was efficient segregation and meet UKBA concerns.

## **8. Automatic Tickets**

STAL advised that new Automatic Ticket Presentation facilities would be introduced shortly (presentation attached). It was suggested that this might be an area for a future pre meeting tour.

## **9. Terminal Manager's Report and Statistical Data**

Time constraints meant that there was no discussion on these items (presentation attached).

## **10. Date of Next Meeting**

12 June 2013

The pre meeting tour would complete the PRM visit. Members will be provided further details in due course.

## **Stansted Airport Consultative Committee**

### **Government Consultations**

#### **Note by the Secretary and Technical Adviser**

#### **Airports Commission**

As Members will be aware, the Airports Commission was launched on 2 November 2012. Its terms of reference require that it should report no later than the end of 2013 on:

- its assessment of the evidence on the nature, scale and timing of the steps needed to maintain the UK's global hub status
- its recommendation(s) for immediate actions to improve the use of existing runway capacity in the next 5 years – consistent with credible long term options

Its terms of reference also require that it should report no later than summer 2015 on:

- its assessment of the options for meeting the UK's international connectivity needs, including their economic, social and environmental impact
- its recommendation(s) for the optimum approach to meeting any needs
- its recommendation(s) for ensuring that the need is met as expeditiously as practicable within the required timescale

To date the Commission has issued a number of discussion papers on the following key topics.

- Criteria for Assessing Options ;
- Aviation Demand Forecasting ;
- Aviation Connectivity and the Economy and
- Aviation and Climate Change.

It is proposed that a draft response should be prepared for the committee's consideration focussing on the key issue of UK airport capacity especially the future needs of London and the South East. To assist the policy direction of the draft response, members are invited to suggest key areas for consideration.

As SSE have already made submissions to the Commission, Brian Ross has been invited by way of preliminary assistance to the Committee to present a view of the main capacity issues as seen from the SSE perspective. (By way of background, members may wish to read the SSE submission on demand forecasting – available on the SSE website)

- [http://www.stopstanstedexpansion.com/airports\\_commission.html](http://www.stopstanstedexpansion.com/airports_commission.html)

A few copies of the SSE submission will be available at the meeting.

## **Night Noise Consultation**

As previously agreed, EIG were asked to produce a draft response for consideration. A draft was duly prepared by EIG and circulated to STACC members for comment. The attached final response was submitted on 22 April.

## **Aviation Policy Framework**

The Government has now published its [aviation policy framework](#) which sets out its high level objectives for the sector and updates the 2003 Air Transport White Paper. However, it does not aim to address capacity issues in the south east; this work is being carried out by the independent commission led by Sir Howard Davies. The Government plan to use the aviation framework as a baseline for this work.

An initial view is that the framework does not significantly change existing policy or propose action to mitigate the environmental impact on communities living around airports. It is particularly disappointing that the Government does not propose any action to develop new metrics which address deficiencies in the existing system. Instead it is suggested that such work should be taken forward locally by airports. Such an approach would potentially allow different airports to adopt different measures raising issues of consistency