

DRAFT
STANSTED AIRPORT CONSULTATIVE COMMITTEE

MINUTES OF THE MEETING HELD ON 20 APRIL 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 (represented by Heather Pennock)

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

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 the Committee's Constitution at the next Annual Meeting) - Angela Alder*

Stop Stansted Expansion (1) - Brian Ross*

Commerce and Business interests (1) – David Burch

Tourism interests (1) – Keith Brown*

Surface transport interests (1) – Rufus Barnes*

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

(* present)

Also present at the meeting

Ms Zhanine Smith - Adviser Essex County Council*

Frank Evans - Secretary and Technical Adviser to STACC

Representing Stansted Airport Limited (STAL)

Mrs K Smart - Customer Services & Security Director *

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

Mr N Robinson - Corporate Affairs Director*

Mr A Andrew - MAG*

Mr D Milton - Border Force*

1. Welcome

- a. The Chairman reported the apologies of the recently appointed STAL CEO Andrew Cowan for not being able to attend the meeting by reason of a prior hospital appointment which he could not break. He had assured the Chairman that he would take genuine consultation with STACC very seriously, that he welcomed the 'constructive critic' role of STACC and that he would attend STACC meetings. At the STACC Annual Meeting in June the CEO would be willing to share his aspirations for the airport including its reasonably foreseeable development. The Chairman welcomed in Mr Cowan's stead Karen Smart the Customer Service and Security Director at STAL.
- b. The Chairman read out a letter from Andrew Harrison the former STAL MD referring to his gratitude for the collaborative working he had enjoyed with STACC. The Chairman had previously written a letter of appreciation to Mr Harrison on behalf of the Committee members and which would be circulated with the STACC Minutes.

2. Apologies and Deputising Attender

- a. Apologies were received from Rodney Bass, David Burch, Richard Burrett, Julie Jones and Peter Odrich. Heather Pennock was welcomed to the meeting deputising for Julie Jones .
- b. The Chairman mentioned that Frank Evans, STACC's Secretary and Technical Adviser was recovering from a recent stay in hospital. The Committee agreed that the Chairman should send to Mr Evans their best wishes for a speedy and complete recovery.

3. Public Question Time

There were no questions or comments from the public.

4. Minutes

- a. The Committee **APPROVED** as a correct record the draft Minutes of the Committee meeting held on January 27th 2016.

b. Matters Arising

The London-Stansted- Cambridge Consortium. Further to Minute 6, it was reported that the recent consortium 'Gathering' had been very interesting and useful especially in its emphasis on the corridor being clearly one now of development as much as one of communication. The corridor was rapidly becoming one of international as well as national significance and within this emerging future appropriate infrastructure was obviously of great importance. Given the pivotal importance of the airport in the economic development of the region, the Chairman agreed to explore the possibility of STACC being represented on an appropriate body involved in this development of the corridor and of the region especially with reference to environmental concerns. Zhanine Smith agreed to provide the Chairman with appropriate contact details.

c. Statistics.

The Chairman reported that it had not been practicable to hold the meeting referred to in Minute 5. After some discussion, it was **AGREED** that on the understanding that the significance of helicopter flights (in terms of numbers and possible disturbance) would be kept under review by STAL, the categories of statistical information provided to STACC as an annex to the CEO's Report would a) on a quarterly basis and for the previous quarter

comprise passenger numbers (domestic and international), cargo movements and night movements and would b) on an annual basis include the annual noise complaints after being independently audited for accuracy at the beginning of each year. It was also pointed out that helicopter statistics can be reported at the NTKWG meeting and this information made available as required.

5. Working Group Minutes

The Committee **RECEIVED** and, where appropriate, **ENDORSED** the Notes and Minutes respectively of the following Working Group meetings held since the January 2016 STACC meeting.

a. **Environmental Issues Group held on February 10th 2016.** The Working Group Chairman introduced and amplified the Working Group Notes as follows:

i. He referred in particular to the very good news that the IAA had at last granted approval to Ryanair's participation in the RNP Trial.

ii. The Chairman also referred to his attendance as a SASIG executive at a DfT/LGA seminar recently where it had been gratifying both to know that the Stansted airport and STACC were often 'ahead of the curve' in respect of many issues concerning airports and their local communities in terms of PBN trials, noise metrics and indeed airport / community representative cooperation and communications on technical matters and also that the Stansted experience which he had shared had been very well received.

iii. As requested a schedule of capital projects payback analysis had been issued by STAL

b. **User Experience Group held on March 9th 2016.** The Working Group Chairman introduced and amplified the Working Group Minutes as follows:

i. The importance was stressed of letting himself and the Secretary and Technical Adviser have as soon as possible suggestions for inclusion in the Annual Work Programme 2016/17 so that they might be discussed at the next UEG meeting scheduled for June 15th.

ii. Relations with Border Force were confirmed as excellent. Members were pleased to note that there continued to be a high percentage achievement of satisfactory queuing times. Where the targets had been 95% the actuals had been 98% passing through the EU gates within 25 minutes and 99.3% passing through the Non EU gates within 45 minutes. (NB. Later in the meeting, Border Force provided figures for March 2016 which were 97.9% and 97% respectively).

iii. PRM issues continued to be very important particularly the recent, distressing issue involving disembarkation and the STACC PRM member.

6. Report of the Airport CEO

a. In the absence of the CEO, Karen Smart introduced and amplified as appropriate the CEO's Quarterly Report together with the statistics attached. During the discussion of the report and the attached statistics the following matters were noted in particular:

i. Preliminary consideration was being given to the probable physical development of the airport within the ambit of the existing planning permission, or possibly involving a new planning application. More detailed thinking would be made available by the CEO to STACC for comment either at STACC's Annual Meeting or earlier at a CAG meeting to which all members would be invited.

ii. Confirmation was given by STAL that the Stansted Airport Community Trust was not going to be wound up and that STAL would continue to make a contribution. Whilst the criteria for grant eligibility were to be reviewed it was not likely that Parish Councils would be included within the eligible grantees.

iii. As regards rail matters, it seemed that Harlow rather than Cheshunt or Broxbourne was more likely to become the northern limit of Cross Rail 2 although the project - if finally approved - was unlikely to be completed before 2030. Concern was also expressed about the dominance of London interests in discussions about this project and the importance of proper consideration being given to wider issues along the length of the London-Stansted-Cambridge corridor

iv. STAL agreed to revisit the erstwhile existence of the Tourism Forum.

v. In the context of airport business growth and probable development, Brian Ross raised an issue on non ATM movements and the conditions in the 2008 25+mppa planning application.

7. Customer Service Strategy

a. The Committee received a Joint Report from Karen Smart and the Chairman. The report outlined the emerging strategy to enhance the customer passenger experience by reference to eleven journey stages. Karen Smart stressed that whilst the overall framework was set by corporate MAG, the actual strategy itself was for individual MAG airports to determine. STAL wished to develop and implement its strategy in consultation with focus groups one of which was certainly STACC (UEG). STAL also needed to obtain buy in (through a formal Framework of Engagement) from key business partners at the airport such as the airlines. The Committee noted that further meetings between Karen Smart and UEG representatives would take place quickly to discuss the journey stage priorities and the continuing arrangements for consulting UEG. The Committee also noted the pithy observation of the EIG Chairman that in his own business experience the cornerstones of excellent customer service were 'maximum information, maximum convenience and minimum hassle' and to which the Chairman also added maximum attention to the interests of different types of passenger.

8. Border Force

a. Dean Milton of Border Force made a short presentation to the Committee in effect updating and amplifying slightly his presentation to the UEG meeting in March. (See Minute 4 ii of the UEG meeting held on March 9th 2016 above and Minute 5 ii above) The principal points made were as follows:

i. The additional e-gates installed would make a total of 30 which would be the largest number at any UK airport. They would all be live by the week beginning June 13th. The trial 'Family' gates (for 12-17 year olds plus one adult) were to be made permanent thereby reducing pressure on the staffed gates. s. 250,000 people used the e-gates each month and Border Force anticipated that 50% of all passengers would use such gates by 2017/18.

ii. The number of 'super users' was to be increased thereby helping to maximise the use of gates at all times. At the same time, more 'hosts' were being trained.

iii. Immigration issues, although at a high level, were manageable and there had been notable successes in customs controls particularly in relation to the seizure of drugs.

9. Express Set Down

The Committee received a short report from STAL amplified by Chris Wiggan at the meeting. The UEG Chairman reflected the concern of other Committee members that without consultation, STAL had recently stated on their signage that 'the ESD was not for collecting passengers and that they should use the short stay car park'. Chris Wiggan appreciated that the action taken was reflecting adversely on the airport's reputation. However, in some ways it appeared that the airport was the victim of its own success; increasing numbers of passengers meant increasing congestion particularly at this single terminal airport. This congestion was particularly acute at the current pickup area on the terminal frontage. Whilst STAL did not want to close the forecourt, the problem remained of how to manage a reduction in the congestion. STAL believed that the present action

taken was the least worst solution. STAL agreed to provide the UEG and STACC with a review in six months time.

10. Surface Access

The Committee expressed their gratitude to Rufus Barnes, Chairman of UEG, for preparing such a comprehensive and useful submission to the CAA following the Authority's recent consultation exercise on issues affecting passengers' access to UK airports. The Committee **APPROVED** the submission drafted subject to a modest amendment to paragraph 25 necessitated by the discussion earlier in the meeting about Express Set Down.

11. PRM Matters

The Chairman reported that matters of assistance to PRM passengers when disembarking aircraft was still a live issue and that the STAL CEO had agreed to host a discussion about the inter related issues and responsibilities with UEG representatives and the stakeholders involved.

12. UKACCS Annual Meeting

The Committee noted that the Chairman and Secretary and Technical Adviser would be attending the annual liaison meeting of the Association of UK Airport Consultative Committees in early June. One of the issues to be discussed would be the assistance given to PRM passengers - of particular relevance to the matter touched on at Minute 11 above.

13. STACC Office Holders – Job Descriptions and Objectives.

The Committee **APPROVED** the Job Descriptions/Objectives of the STACC Office Holders as drafted by the Chairman subject to a) periodic reviews and b) the addition to those relating to the Chairman of a reference to the maintenance of an equitable balance amongst the statutorily prescribed categories of Committee membership.

14. Next meeting

Members noted that the next Committee meeting would be the STACC Annual Meeting to be held on June 22nd 2016. It was agreed that the possibility should be explored of a visit on the same day to the Aerozone Education Centre prior to but separate from the Annual Meeting in the afternoon.