

DRAFT

STANSTED AIRPORT CONSULTATIVE COMMITTEE

MINUTES OF THE MEETING HELD ON 3 OCTOBER 2018 AT THE AEROZONE, STANSTED AIRPORT

ATTENDANCE

Chairman – Shena Winning*

Users of Airport

Freight interests (1) – David Leigh*

Passenger airline companies (2) - Chris Hughes

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) - Paul Stalker*

Essex County Council (1) – Simon Walsh*

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) –

**Hertfordshire Association of Local and Parish Councils -
Angela Alder ***

Stop Stansted Expansion (1) - Brian Ross*

Commerce and Business interests (1) – Haydon Yates*

Tourism interests (1) –

Surface transport interests (1) – Rufus Barnes*

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

Also present at the meeting

Frank Evans - Secretary and Technical Adviser to STACC*

Representing Stansted Airport Limited (STAL)

Ken O'Toole - Chief Executive*

Neil Robinson - Corporate Responsibility Director*

Jonathan Oates - Corporate Affairs Director*

John Farrow - Customer Service and Security Director*

Paul Willis - STAL Transformation Project Programme Director*

John Twigg - MAG*

Alistair Andrew - MAG*

Introduction

The Chairman opened the meeting by welcoming Jonathan Oates to his first meeting in post in place of Chris Wiggan. The Chairman also expressed the Committee's appreciation for Brad Millar's contributions to previous meetings - Mr Millar had now moved to take up a post in MAG (Manchester). The Chairman also welcomed Paul Stalker to his first meeting as representative for Epping Forest District Council in place of Mary Sartin. The Committee was also advised that the planned presentation by Sustainable Aviation would now take place at the January meeting.

1. Apologies for Absence and Deputising Attenders

Apologies had been received from Peter Lainson, Julie Jones and Danny Purton.

2. Public Question Time

No Public Questions had been received.

3. Transformation Project

The meeting **RECEIVED** a presentation by Paul Willis (STP Programme Director) updating Members on progress on the project. (A copy of the presentation is attached.)

The project was being driven by four main objectives:-

- Transform the passenger experience;
- Improve the the terminal processing capacity;
- Minimise passenger disruption; and
- Deliver a sustainable design solution.

Key milestones were delivery of the Arrivals Hall by August 2020; completion of transformation of existing terminal by March 2021 and upgrade of airside infrastructure by March 2022. The tender for the Arrivals Hall had been issued on 3 September with bids required by 29 October. there had been good inter-

est from key prospective companies including locally based companies. It was planned to have regular engagement with key partners to understand requirements and provide updates on the programme. There were three main groups of stakeholders:- airlines and handling agents; control authorities (eg Border Force, the Police etc) and STACC through the User Experience Group and the Disability Forum.

Key elements of the project were the introduction of more shoreline desks - the initial phase had been completed for the start of the summer 2018 summer season. An upgrade of the baggage system was planned with a new reclaim area. Security facilities were being upgraded to ensure compliance with DfT requirements that all passengers would need to be body scanned by 2021 - at present 25% of passengers were screened in this way. There would be two security areas at each end of the terminal. It was planned to provide the passenger with a more intuitive experience with less signage. However Members noted that whilst it was important to embrace new technology, there was need to cater for the needs of all passengers some of whom relied upon good signage to navigate the airport.

4. Minutes

The Committee **APPROVED** as a correct record the draft Minutes of the Annual Meeting of the Committee meeting held on June 27 2018.

5. Matters Arising

All other outstanding matters recorded in the Minutes of the previous meeting have been itemised and considered elsewhere on the agenda.

6. Working Groups: Reports of meetings

i. Environmental Issues Group - 25 July 2018

The Committee **RECEIVED** and **ENDORSED** the Notes of the meeting held on 25 July 2018. The key issues covered by the July meeting included:

- the draft Noise Action Plan - this is discussed under Agenda Item 8.
- Airspace - Following the introduction on PBN on two routes, the Group were keen to explore the possibilities of other PBN routes. To this end, an informal preliminary meeting had taken place with local authorities.
- National Airspace Strategy Board - the Chairman advised that he had been invited as chair of SASIG to sit on the new Ministerial Strategy Board.

ii. User Experience Group - 4 July and 19 September 2018

The Committee **RECEIVED** and **ENDORSED** the Minutes of the meetings held on 4 July and 19 September 2018. The key issues covered by these meetings included the following:

- The Group noted that **new signage was now in place in the coach station** but registered their concern at the time it had taken to complete the work.
- The level of **taxi charges** remained a concern. Members considered that passengers should be made aware that they could use operators other than 24/7. Whilst UK passengers might be aware of the availability of operators, non UK passengers would not necessarily be aware. The AMT advised that they did not seek to set prices. The level of fares was determined by the taxi company as a market pricing issue. It was suggested that it would be helpful to contact the local licensing authority and seek to ascertain whether licence conditions covered the level of fares. It was further suggested that prices in a number of areas appeared to be higher than other airports. However in response, it was noted that the level of airfares at Stansted were lower than at most other airports. It was suggested that the lack of late night bus services increased taxi demand. It was understood that the public transport levy was used to subsidise bus services. It would be helpful to have greater detail as to how the levy was used. It was noted that the Stansted Airport Transport Forum was also considering the issue.
- The issue of **fly parking** remained an issue with local roads becoming congested with resulting litter issues. It was noted that this issue was under review with effective enforcement being a key requirement.
- Members also considered that the availability of **an hour's free parking** in the Mid Stay car park need to be given greater publicity.
- On **Border Force issues**, the STACC Chairman accompanied by Peter Odrich had met Phillip Holliday (Border Force's Regional Director). This had followed the UEG Chairman reporting that BF were under particular pressures. The STACC Chairman noted BF had responded to the challenge and taken action to change the rostering system together with recruitment and the situation had improved. In discussion it was suggested that BF's current targets of processing non EU passengers in 45 mins and EU passengers in 25 minutes were perhaps too generous and might be reviewed. It was suggested that this might be an issue pursued through the UKACCs network to compare experiences at other airports. It was also noted that the AOA had concerns about BF's targets.
- The September meeting had received a helpful and information presentation by John Farrow on the development of the **customer service strategy**. The Group saw this as a major step forward and looked forward to engaging with

the AMT as the strategy evolved. It was suggested that the AMT might consider making a presentation to CAG on 7 November.

The Group had made a **pre meeting visit** during which a number of issues had emerged. The Group appreciated the prompt action taken by the AMT to address the relevant issues. One issue was cigarette butts being discarded outside the plastic rubbish bins and creating litter. It was suggested that metallic bins might be an alternative.

The Group welcomed the introduction of **improved road signage**.

7. Airport Management Matters

The Committee **RECEIVED** the report of the Chief Executive. The following key issues emerged:-

- Steve Griffiths had been appointed as Chief Operating Officer taking up his role on 15 October
- Good progress was being made on the Part 1 claims. A settlement had reached with agents for over 200 claims.
- The airport had faced a challenging summer. In most cases, matters were not under their direct control and rested with third parties. However STAL staff were to be commended by their action to resolve issues. Following the disruption Ryanair had extended considerable resource both financially and staff to avoid a repetition of handling problems. Action had been taken with NATS to obtain assurances about the future handling of Stansted flights. The recent demise of Primera Air was disappointing but action was in hand to reallocate slots vacated by the airline.
- The MAG and STAL CSR reports were now available.
- Members asked about the availability of electric charging points and were advised that MAG were looking at the issue at a corporate level. The airport was carbon neutral and had ISO accreditation.
- The issue of the Stansted Airport Community Trust was raised. Members expressed concern about the low level of take up from the Trust Fund. It was suggested that there was a need to review the criteria. It was therefore agreed that the Chairman should write to the Chair of the Trust and ask the Trust to consider reviewing the current criteria.

8 Noise Action Plan

The meeting **RECEIVED** a presentation from Neil Robinson (Corporate Responsibility Director) (copy attached). It had been planned that this meeting would be presented with a draft of the plan. However due to a number of circumstances, the launch of the public consultation had been delayed and would not close until 17 October. A draft had been shared with EIG at short notice who had offered comments. It was understood that the draft had been revised to reflect some of these comments. The AMT would be providing EIG with detailed feedback on the Group's comments. In discussion it was suggested that the proposed introduction of quieter freighter aircraft at night had not happened. Night flights continued to be a concern for the local community. It was noted that the night flights regime at Stansted were set by Government. Although operating on a relatively small scale, helicopters continued to be a real issue for some communities. the AMT advised that they had been working with operators on new routes designed to minimise disturbance.

It was agreed that the AMT would present the final draft to the next meeting of EIG on 28 November before it was submitted to Defra. It would be helpful if the draft could be circulated sufficiently in advance of the meeting to allow Members to give due consideration.

9. Conflicts of Interests

At the Annual Meeting in June 2018, some Members had indicated that they might wish to amend their declarations to record that they benefitted from the express set down discount scheme for local residents. Members were requested to provide the Secretary and Technical Adviser with relevant details. A revised note would then be issued.

10. Date of Next Meeting

Members **NOTED** the schedule of STACC meetings for 2019. The next meeting would be held on 30 January 2019. It was planned to hold this meeting in the new Airport College.

It was noted that the proposed CAG meeting on 7 November might take the form of an Awayday. The first part would cover a presentation by STAL on the emerging Customer Service Strategy followed by consideration of the Committee's future strategy.

**Stansted Airport Consultative Committee
October 2018**