## Minutes of the HACC Meeting held on 15th April 2015 at the

## Heathrow Academy

**PRESENT:**

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| Professor Roderick Smith, Chairman | HACC |
| Carole Havercroft, Secretary | HACC |
| Cllr. Chris Summers | LB Ealing |
| Cllr. Dominic Gilham | LB Hillingdon |
| Cllr. David Linnette | LB Richmond on Thames |
| Cllr. Malcolm Beer (Deputy)  Cllr. Chris Turrell | RB Windsor & Maidenhead  Bracknell Forest BC |
| Cllr. Neil Luxton | Elmbridge BC |
| Cllr. Patrick Roberts | Runnymede BC |
| Cllr. Wendy Matthews (Deputy) | South Bucks DC |
| Cllr. Marian Rough | Spelthorne BC |
| John Stewart | HACAN/Clearskies |
| Colin Stanbury (Deputy) | LAANC |
| Sean McKee | LCCI |
| Susan Parsons | ABTA |
| Jim Hunter  Mark Gardiner | AOC  IATA |
| John Gurney | TUC |
| Brian Yates | Which? |
| Theo Payani | Heathrow Area Transport Forum (HATF) |
| Kathleen Croft | Local Focus Forum |

**OTHER**:

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| Tim May | DfT |

**HEATHROW REPRESENTATIVES:**

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| John Holland-Kaye | Chief Executive Officer |
| Clare Harbord | Director of Corporate Affairs |
| Matt Gorman | Director of Sustainability & Environment |
| Cheryl Monk | Head of Community Relations & Policy |
| Paloma Aquila  Rachel Thomas | Community Relations  Airspace Performance Manager |
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**PRESENTERS:**

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| Simon Earles | Heathrow Planning & Surface Access Director |
| Peter Leeming | Heathrow Head of Airfield Development &  Strategic Planning |

Professor Roderick Smith HACC Chairman

Max Rife Imperial College Study Aviation Group

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|  | **Apologies for Absence** |
| 1. | Apologies for absence were received from the following:- |
|  | Nigel Milton (Heathrow), David Joseph (BATA), Rob Gibson (LAANC),  Cllr. Moira Gibson & Cllr Keith Bush (Surrey Heath BC). |

2. The Chairman recorded that since the last meeting, Keith Harlow (Independent)

had resigned his membership from HACC and the PSSC.

A letter had been written to thank him for his previous services.

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| **4855** | **Minutes of the previous meeting** |
| 1. | Minutes of the meeting held on 28th January 2015 were agreed as an accurate record. |
| **4856** | **Matters arising** |
| a) | Minute 4839 – Establish if Hayes & Harlington constituents were polled in Populus survey (Nigel Milton).  This matter had been actioned. |
| b) | Minute 4840 – Liaise with Secretariat on nominations for local authorities to serve on the HACC Steering Committee (Cllr. Patrick Roberts). **(TBA).**  It was suggested and agreed that the Secretariat should seek nominations from the members**. (Actioned).** |
| c) | Minute 4841 – Airports Commission Consultation – Draft revised Airports Commission Consultation response and circulate to members  (Philip Carlisle/Secretary).  This matter had been actioned. |
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| **4857** | **REPORT BY THE CHAIRMAN AND SECRETARIAT** |
| 1.  2.  3.  4.  5. | An update from Professor Smith was made on future secretariat arrangements. A report had been circulated with the Agenda and was noted.  The duties would be divided between the Imperial College team and  Heathrow Airport.  This matter had been discussed at the HACC Steering Group meeting and  agreed as a sensible division of responsibilities.  Mark Gardiner asked if it was the intention to circulate HACC documents  in the same way as the Secretariat had done in the past or by another  means.  The Chairman responded that he was thinking of all sorts of ways in how  the Committee could be best serviced and information better presented.  It would be a combination of paper and electronic copies.  It was hoped that members could have many of the detailed papers on an  i-Pad in front of them at the meetings. The main items of paperwork,  such as the agenda, would still be circulated in a hard copy format, but not  necessarily the long reports.  The matter had yet to be finalised.  It was important that members received the papers well in advance of  the main HACC meetings, following the HACC Steering Committee  meetings.  Colin Stanbury asked how it was envisaged it would be taken forward  in the future, when, historically the Committee members had one  point of contact via the Committee Secretary, if questions needed to be  answered or to put an item in for Any Other Business.  The Chairman confirmed that points of contact would be provided in the  near future.  John Gurney asked if was necessary to hold a special meeting,  how would the arrangements for this be achieved.  Susan Parsons suggested that the Chairman should be contacted directly  on this, should the need arise. |
| **4858** | **HEATHROW CHIEF EXECUTIVE OFFICER’S REPORT** |
| 1.  2.  3.  4.  5.  6.  7.  8.  9.  . | Heathrow Chief Executive Officer’s Report and Statistical Information had been circulated with the Agenda and was noted.  John Holland-Kaye presented an overview of the report and referred to  the Heathrow strategy which overall, is to give passengers the best airport service in the world. There was a much more ambitious target focused  on four priorities - performance, passenger service, culture and expansion.  **Traffic figures** – 5.45 million passengers travelled through Heathrow in **January,** an increase of 1.3% on the previous year. Passenger growth continued to be driven by larger, fuller, quieter aircraft at Heathrow.  Heathrow saw another record month in **February** with 4.95 million passengers, an increase of 1.1% on the previous year.  The main areas of growth were to **emerging markets**, with South America and Asia, in particular. This puts pressure on the operation as Heathrow  gets busier. Generally, this has worked very well. The airport had been working hard on being more resilient, so that they do not get disrupted when external factors occur. This had become much more consistent and allowed the airlines to provide a service to the passengers to pass through more quickly.  In terms of **service levels,** Heathrow were hitting the targets for getting passengers through security quickly. This was one of the key measures.  Progress was being made on punctuality, which was one of the main drivers of passenger service.  Heathrow had started to introduce some innovative techniques to improve  punctuality. On a sunny day, levels would hit in the high 80% to 90% mark  which was good by world-wide standards, particularly for an airport as busy as Heathrow. However, on windy days and days of low visibility,  as experienced over the last few months, punctuality can be as low as 40%.  This is caused by delays or because Heathrow cannot land or take-off as many aeroplanes as they normally would.  To address this, Time-Based Separation is being trialled which allowed the airport to land more aeroplanes very safely in days when there is high wind.  This improved punctuality means there is less stacking and delay over London and generally, less noise and pollution as a result.  This would help to improve punctuality, as would work currently being undertaken on low visibility procedures to enable the airport to land more aeroplanes.  Heathrow has been recognised for the first time as the ‘Best Airport in Western Europe’ at this year’s **Skytrax World Airport Awards** from a passenger survey of 15 million passengers world-wide.  London Heathrow and Star Alliance have won the World’s Airport of the Year’ at Air Transport World’s (ATW) 41st Annual Airline Industry Achievement Awards, honoured jointly for their collaborative work on the  new Terminal 2 at Heathrow.  Heathrow had made an active impact on some of the **local issues,**  particularly on noise and air quality.  The Noise Blueprint is a set of ten actions which were set out last November to address some of the issues raised by the local communities.  Good progress had been made in this regard. Part of this was to write to  the Chief Executives of 40 airlines at Heathrow to take actions to reduce some noise impacts.  One of those actions was to install a modification on their A320s (smaller  aeroplanes flying into Heathrow) which would reduce the whistling noises made as they approach from 10 miles out.  A good response had been received to this. Both British Airways,  Lufthansa and their family of airlines, some of which are the biggest at  Heathrow, had agreed to make various changes.  This was a good example of how Heathrow and the local community  can work together to get a good outcome.  The schools insulation programme that Heathrow had committed to,  was completed in February 2015, two months ahead of target.  Last month, Heathrow met with the Mayor of London to talk about how  the airport could work with TfL and City Hall to help to reduce the  negative air quality around the airport.  Emissions from around the airport had reduced by 16% over the last  5 years because of the actions taken. Heathrow wish to go further,  particularly targeting the areas North of the airport, where there is a  very high level of emissions coming from a combination of the western  mainline, the M4 and the airport overlying that.  Heathrow need to work together with the agencies to discuss extending  the low emission zone to include the T- junctions on the M4 and M25,  and potentially extending the ultra emission zone.  This is to further ensure that the cleanest, quietest vehicles are working around Heathrow.  The airport wish to work with bus and coach companies and some cargo partners in the wider airport community over the next couple of months,  for a similar commitment to meet those targets.  An example of this would be, that it was expected a target date would be  set by which Heathrow will move away from using diesel vehicles around the airport, particularly airside, towards having alternative fuels airside.  It would be anticipated that this will be within the next ten years, but a  plan needs to be worked on as to when this would exactly take place.    NATS had carried out **Compton trials** over the last twelve months.  This was a change in operational procedures which were implemented.  At the same time, airspace trials which were publicised were taking place.  Heathrow were not informed of an operational change, but it affected similar communities to those who had been affected by the airspace trials.  NATS initially had stated that there was no change in operations,  but, eventually admitted they had made an operational change.  This was not an acceptable level of communication with the local community.  John Holland-Kaye apologised for this, as he had publicly to those who  had been affected.  Discussions had taken place with the CAA and Chief Executive of NATS  to see how they can better communicate and share information with the airport about changes which may alter the pattern of aircraft in the airspace over communities living around Heathrow.  In terms of **expansion,** Heathrow were coming up to a key time.  The national consultation by the Airports Commission had now closed.  There was a very significant level of comment on that with much support  for Heathrow expansion which the airport were grateful for, from both  local communities, businesses and nationally.  This will help demonstrate the level of support both locally and nationally in terms of the opportunities for jobs and growth, and deliver it within the very tight environmental limits.  Last month, Heathrow announced new plans to provide **noise insulation**  to homes if the Government gives planning approval for a third runway.  This would be a world leader and offer insulation to homes and schools  to over 160,000 homes in the area, to cover people newly affected by  noise through expansion and those under the existing flight paths.  This would be based on the 55 decibel noise contour, which is the preferred measure of noise used by the European Union and the Mayor of London.  The significantly improved noise package reflects the feedback received from the public consultations held in 2014.  The total cost was over £700 million.  Heathrow had also responded to the **National Connectivity Task Force**  which is looking at how all the UK could benefit from expansion in the  South East and how connectivity between the nations and regions and the major airports can be enhanced.  A set of measures had been proposed which would ensure that more cities and nations in the UK would be connected to Heathrow, were they able to  expand.  It had been announced that easyjet would want to fly out of an expanded Heathrow and had added a number of UK destinations they would wish to fly to, including Inverness, the Isle of Man and Jersey, which was a step forward.  It was thought that other airlines would also want to serve unmarked parts of the UK.  Heathrow had established a new Route Development Fund of £10 million  in start-up capital for airlines to support five new routes for three years.  The airport had started consulting with the airport community on a reduction in passenger feeds for domestic travellers into Heathrow as a hub airport and make it easier for people to get onto a global market.  Feedback would be complete in four months.  It was proposed to fund that by increasing the cost of noisier and higher  polluting aeroplanes flying into Heathrow.    John Gurney referred to emissions. Approximately 18 months ago,  British Airways started replacing some of its new diesel type aircraft.  Unfortunately, they could not fly over the Central Area, because of the engine speed limit.  John Holland-Kaye agreed it was a difficult point, and why it was necessary for Heathrow to ensure they had a plan that works with BA in particular,  and the correct infrastructure is in place and the power available throughout the airport.  Mark Gardiner asked if further discussions will take place with NATS  in regard to the R3 debate.  John Holland-Kaye responded that further talks will take place.  One such question currently raised, is how will the new flight paths operate. The reality is that much work needs to be done on that with NATS and the Government, not only the flight paths for expansion, but also for the  Single European Sky Change.  John Stewart asked if the situation was improving for late departures.  **(Secretary’s Note):** The Late Departures after 23.30 hrs. report covering  October 2014-April 2015 was provided and circulated to the members.  Cllr. Chris Summers referred to two topics.  The first related to Border Control checks and Fasttrack where it had taken one hour to get through passport control.  The impression was gained that there was insufficient UKBA staff on duty.  He asked if this was a one- off experience or a regular occurrence.  The second related to Air Quality. He was not impressed with the aspiration that within the next 10 years air quality would improve. There should be a more ambitious target than that.  In the non-airside area, companies purchasing a new vehicle for their fleet should be encouraged to buy diesel, not petrol.  John Holland-Kaye responded that it was correct to say that he should be more ambitious than 10 years to improve air quality, but did not want to set a target which Heathrow cannot deliver against.  Further work needed to be completed to understand these issues and  to identify what sort of infrastructure was required to be put in place to support new charging. This adds very significant loading onto Heathrow’s electrical systems to have re-charging stations across the airport.  There were approximately 40,000 vehicles which operated outside.  In terms of change, this would be progressive.  When bussing contracts came up for renewal, Heathrow would be looking to further new technologies to provide support for that.  It would not only be electric vehicles, there was also a hydrogen charging station on the airport.    Heathrow wished to work with the bus operators. A meeting had been held  with the Chief Executive of First Group who were a large operator in the region, in addition to being a paying operator. This was one of the issues on their agenda.  As regards Border checks, Heathrow did not control the staff who worked  on the Border, although they worked with the Border Force to ensure they  knew who was coming through and when, so that they can better plan their resource.  It was appreciated that the standards for coming through the Border were not seen as adequate for customer service.  For EU it was an average of 25 minutes queuing time, and with non-EU  45 minutes.  Although, it was significantly better than that, it was not a good standard and there was no penalty.  Very often, the passengers using FastTack were worsed served, with long queues of people trying to get through.  Heathrow and the airlines were working with Border Force to improve this  facility.  In some terminals, a good service is received when they had negotiated with the airlines and in another terminal the service requires improvement.  Additional e-gates were being installed at the Border.  At present, there were 5 e-gates n Terminal 5, which would increase to  15 by the end of the Summer.  Eligibility to use the e-gates would be widened, so that trusted travellers with UK passports could use them which would take away some of the burden at the Border.  Cllr. Beer referred to those residents who were continually overflown and arguments are heard about Heathrow needing extra capacity when the seating capacity is only 70%. This is 30% unoccupied. If a slight amendment to the schedules was made, expansion would not be necessary.  John Holland-Kaye replied that this was not the case. Each landing slot  was utilised. Getting into new markets was important.  Cllr. Beer referred to the Heathrow Chief Executive’s report where it was stated that ‘in total, over 160,000 homes could be eligible for insulation in areas from Windsor in the West to Richmond in the East’.  Residents in Windsor had not seen, nor it was thought would see,  noise insulation in their properties.    In a similar vein, relating to the Jobs and Careers Fair, it was correct to say that every aeroplane that travels in and out of Heathrow had to fly over Windsor & Maidenhead and yet, they were not one of the boroughs which Heathrow talk to with regards to jobs and apprenticeships and involved  with their Community Partnership.  A request had previously been made to review this matter, and again,  a further plea is made that this could be addressed in the future.  Cheryl Monk responded that the noise insulation scheme based on the  55 decibel noise contour does include the town of Windsor, but not the villages.  As regards the economic development programme, this request had been raised on numerous occasions. The criteria included various aspects including deprivation indices.  Nigel Milton, Heathrow Director of External Affairs had written to the Leader  of RB Windsor & Maidenhead inviting him to put their case forward, but had yet to receive a reply.  Cllr. Gilham referred to the world class noise insulation scheme, which he was concerned to note would only be offered to residents if Heathrow were granted planning approval for a third runway.  John Holland-Kaye confirmed that it was the case and would be offered  if expansion approval was received.  Kathleen Croft asked the expected timeframe for a passenger arriving  at Terminal 2 to transit through to the retail outlets.  On 1st February 2015, it had taken one hour from being dropped off to get through to the retail point as the queue at check-in was very long.  John Holland-Kaye confirmed from check-in the quickest time would be  three minutes, but expected time would be 5-10 minutes.  It would be very unusual to wait for so long.  In Terminal 2, from a customer service point of view, the experience  was very good.  John Holland-Kaye said that there were significant weather conditions  at that time, but he would look into the cause of the delay. **ACTION:**  **JOHN**  **HOLLAND-**  **KAYE**    Kathleen Croft continued that Stanwell Moor experienced  heavy noise from overflying aircraft, both arrivals and departures.  Heathrow had been very good and provided residents  with noise insulation in the form of new windows, which did help  to a certain extent.  However, the noise was coming in through the roof and  residents were awoken from early morning arrivals.  With advanced technology, it was thought that some form of  roof insulation would be available.  The residents had been offered ceiling over-boarding insulation,  but this was not accepted due to the major disruptive nature of the  works to properties.  Cllr. Beer advised that the underside of the roof rafters could be  sprayed with a form of foam noise insulation, similar to cavity insulation.    John Holland-Kaye undertook for this matter to be **ACTION:**  investigated further. **JOHN**  **HOLLAND-**  **KAYE** |
| 10.  **4859** | Cllr. Linnette referred to the points made on mitigation.  The constituents of LB Richmond would like to learn more on  this at a public meeting.  John Holland-Kaye said that he would be delighted to do this **ACTION:**  and would follow up as to how this could be arranged. **JOHN**  **HOLLAND-**  **KAYE**  It was also hoped that through the forum of the HACC, part of the  purpose was to ensure that there were communication channels,  so that Councils could also share information.  Heathrow were responding to issues raised at the HACC meetings  and it would be hoped members were taking this back to their  respective organisations.  **HACC STEERING COMMITTEE** |
| 1.  2.  3. | The first meeting of the HACC Steering Committee was held on  20th March 2015. Minutes had been circulated with the agenda and  were noted.  The Chairman stated that there was an ongoing discussion as to who  would deal with passenger complaints, and whether it would be  directed through HACC or Heathrow.  If members had suggestions for topics for future meetings, they should  be introduced through the Steering Committee.  Local authority representation had yet to be agreed for the Steering  Committee. |
| **4860** | **NATIONAL CONNECTIVITY TASK FORCE REPORT** |
| 1. | The National Connectivity Task Force (NCTF), established in May 2014  to investigate what measures airport operators, the Government and the regulator should take to ensure the benefits of expansion are spread as widely as possible has published a report with their findings.  The report is published on the NCTF website at  <http://www.nationalconnectivitytaskforce.co.uk/National-Connectivty_Tas_Force_Report.pdf> |
| **4861** | **‘AIR TRAVEL-GREENER BY DESIGN’** |
| 1.  2.  3.  4. | Presentation by Max Rife from the Imperial College team and discussion with HACC members about the report published by the technology sub-group of the Royal Aeronautical Society in 2002 ‘Air-Travel-greener by design’. To what extent have things changed during the last 13 years regarding noise emissions and the impact of aviation on climate change? How will the situation be developed in the next 35 years and what are the challenges for Heathrow Airport as ***(enclosed).***  Jim Hunter stated that it was good to see advances in technology with new markets being brought into Heathrow. The ground environment was important.  Cllr. Gilham asked if the conclusions were drawn from the Imperial College or the 2003 report.  Max Rife confirmed these were from the 2003 report.  John Gurney asked if the report was commissioned in conjunction with  Universities.  The Chairman confirmed the report was completed by a technology  sub-group of the Royal Aeronautical Society. They were continuing  and about to produce an update of that report. |
| **4862**  1.  2.  3.  4.  5.  6.  7.  8.  9.  10.  11. | **SURFACE ACCESS TO HEATHROW AIRPORT**  Presentation by Simon Earles, Heathrow Surface Access & Planning Director on surface access to Heathrow Airport as ***(enclosed).***  Heathrow is already a transport hub and well connected to the strategic  road network.  Their strategy seeks to place Heathrow at the heart of the rail network.  Crossrail will connect Heathrow directly to London’s main business centres.  The Piccadilly Line upgrade will provide new, faster and more frequent  trains to Heathrow.  Western Rail Access will connect Heathrow to the Thames Valley,  the South West and Wales.  HS2 will transform connections to key economic centres in the Midlands  and the North.  Southern Rail Access will close the connectivity gap to the South and provide choice and resilience.  Members will recall the AirTrack project which BAA and many stakeholders  actively promoted for a number of years.  In April 2011, Heathrow took the decision to no longer progress that project,  but at that time, made a clear statement, that they believed there was a need to close that gap. Network Rail agreed in their last strategic document.  The Airports Commission has similarly agreed in their interim report  and recommended to Government that it needed to look at connectivity  to Heathrow from the South.  The DfT took on board that recommendation, which led to Network Rail  to undertake a study which will be completed in the Summer of this year.  The Heathrow Area Transport Forum (HATF) is a stakeholder group that  has been operating at Heathrow for 20 years.  Through the Aviation Policy Framework, the Government had placed an obligation on all airports to establish a body called an Area Transport Forum.  The intention of that group was to effectively develop on with regards to improving public transport usage around airports and develop a strategy  for implementation.    The Heathrow Sustainable Transport Plan will be sent to the **ACTION:**  Secretary for circulation to the HACC members. **SIMON**  **EARLES**    The targets in the plan will run until 2019. An action plan for 2015  lists 30 target items for review.  The HATF is made up of four working sub-groups - Bus & Coach,  Rail, Freight and Travel Behaviours and Cycling, covering projects  the airport is working on with local stakeholders - local authorities,  public transport operators and other key stakeholders with an interest  in developing and delivering improved surface access in the Heathrow  area.  As the HACC recently went through a review of how it operates as an organisation, the HATF are currently half-way through a similar process.  The first recommendation of that review showed that the membership  were very keen on an independent Chair, for which the selection process  is currently underway.  The second point that the review concluded was that they wanted to  review the membership.  The final point was to ensure that the group was working as effectively  as it could be.  Heathrow would continue to innovate with sustainable travel initiatives  through the award winning commuter team.  The HATF were proud to have the largest car share scheme in the world  with over 8,000 active members.  Heathrow offers a 24-hour bus service with a free travel zone network  at point of use to the airport. 1.7m local people use the free bus services,  which is funded by the airport.    The hybrid buses running on the 7 series in the Slough area is a joint venture between Heathrow Airport Limited, the local authority,  First the bus operator and a bid was made to Government.  One of the projects that Heathrow committed to look at was the  charging mechanism for buses and coaches, as well as taxis,  as they do for aircraft to create a fair charging system.  The Mayor of London had made a commitment that all black cabs  In London will be hybrid or electric.  Discussions were ongoing with TfL as to what facilities they can  provide at the feeder park at Heathrow Airport to allow those vehicles  to be charged properly.  Simon Earles said that it was anticipated going forward that the Chairman  of the Heathrow Area Transport Forum would provide a periodic review  of the progress made to the HACC.  A copy of the HATF membership would be circulated. **ACTION:**  **SIMON**  **EARLES**  John Gurney stated that there was no direct cycle access  to the South-West corner of the airport as different parts of  the road was owned by various local authorities and the  Highways Agency and was deemed too difficult to resolve.  Simon Earles agreed to look at this matter and build it into **ACTION:**  workplan going forward. **SIMON**  **EARLES**  John Gurney requested an update on the T5 spur and the  traffic jams leading to the motorway.  Simon Earles responded that Heathrow had been running  some trials on some of the localised problems experienced,  particularly on a Monday morning on the T5 forecourts.  Different configurations had been trialled on the layout,  trying to reduce some of the traffic queues.  The results had been positive, with a view to converting the  temporary into permanent measures.  It had been found that much of the traffic is created by private hire cars.  The industry was rapidly changing with the use of apps to book private hire.  As a consequence of that, there were more private hire drivers dwelling in the local area waiting for that particular kind of job.  Heathrow had been challenged by the private hire industry that, as they  had a taxi feeder park, could they also accommodate a facility for them.  A commitment had been made to look into this.  Susan Parsons asked if the Network Rail Link consultation could be provided.  Simon Earles agreed. **ACTION:**  **SIMON**  **EARLES**  Cllr. Gilham said that he understood Crossrail would replace  the Heathrow Connect service.  Simon Earles confirmed that the service commitment Crossrail  would be providing is four trains an hour into Heathrow, which  will run from the Central Terminal Area into T2. The only terminal  for which it will be necessary to change is T5.    Mark Gardiner asked for confirmation that the Highways Agency  were represented on the HATF.  He also commented that the Heathrow Cycle Hub offered an  excellent service.  Simon Earles confirmed that the Highways Agency were  members of the HATF.  Cllr. Roberts referred to AirTrack and said that it was important  to bring forward rail projects for southern rail access.  Simon Earles agreed, but said that Heathrow were an airport operator  and could not solve the issues of a national rail network, who had  to take the lead. It also needed strong political support and strong  support from stakeholders.  Unfortunately, the biggest challenge Airtrack faced was that it did not  have that support to deliver the project.  Cllr. Turrell referred to the black cab legislation and the high fares  charged to airport passengers.  Simon Earles responded that whatever form of surface access a  passenger used to/from the airport, Heathrow wanted to offer the best choices. It was hoped they would seek to use public transport, but if they do not make that choice and travel by cab or private hire, it should be a good passenger experience.  Historically, the black cab industry had been difficult to engage with,  but when they were called to attend a meeting, the trade body and individual operators were willing to engage and help to deliver a better proposition.  Cllr. Beer advocated the regular half-hourly scheduled 7 series bus services.  However, on the question of taxis, the Metropolitan regulation was good,  but did not exist out of‘ the Metropolitan area,. It could be approached  on the basis of extending the ‘Fares Fair’ policy.  Cllr. Summers referred to the taxi vehicles waiting in and around the airport.  Simon Earles responded that Heathrow had said to TfL that there were many thousands of drivers who are licensed to operate at the airport.  They tended to ‘lay- over’ because of the way the business operated and  the taxi feeder park.  Heathrow were currently in discussions with the GLA in relation to opportunities for joint funding and have the potential to put this infrastructure  in place by 2018.  It had been brought to the attention of Heathrow that private hire vehicles  were waiting in the local area.  The LB Hillingdon had done an excellent job mobilising their enforcement team to police some of the residential areas to get the private hire vehicles  moved on.  Kathleen Croft stated that since the opening of Terminal, 5, loitering taxi drivers in the Stanwell Moor area was very apparent.  Simon Earles agreed to discuss this matter further outside of the **ACTION:**  meeting.  **SIMON**  **EARLES** |
| **4863**  1.  **4864**  1. | **AIR SAFETY STATISTICS: A BASIC INTRODUCTION**  Presentation by the Chairman as ***(enclosed).*** A Summary had been circulated with the Agenda and was noted.  **OPERATIONAL UPDATE – REPLACEMENT OF INSTRUMENT LANDING STSTEM (ILS)**  Update by Peter Leeming, Heathrow Head of Airfield Development  and Strategic Planning on the replacement of the ILS at Heathrow  as ***(enclosed).*** |
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| **4865** | **PASSENGER SERVICES SUB-COMMITTEE** |
| 1. | Minutes of the Passenger Services Sub-Committee meeting held  On 28th January 2015 had been circulated with the Agenda and were  noted.  Brian Yates reported, as Chairman of the PSSC, on the meeting held  on the morning of 15th April 2015.  Heathrow presentations were received on the ‘AirPort Operations Centre’  (APOC) to show their vision and how they anticipate managing and  improving the resilience of the business, with an invite extended to visit  the Operations Centre and ‘Digital Heathrow’ on the new website and  mobile apps prior to launch.  There were further planned presentations for future meetings.  A new provider of PRM services would be appointed.  As part of the new secretariat arrangements, there were currently six  independent members on the PSSC. The target number is eight.  Three members would retire in August 2015.  It was requested that Cheryl Monk and the new secretariat assist  in the recruitment process of new independent members to commence  reasonably soon. **ACTION**  **CHERYL**  One new member should be, in some way, mobility impaired. **MONK** |
| **4866** | **AIR QUALITY AT HEATHROW AIRPORT** |
| 1. | Heathrow Air Quality Monitoring Report at Heathrow Airport  for Quarter 1 (January-March) 2015 ***(to follow).*** |
| **4867** | **AIRCRAFT NOISE COMPLAINTS REPORT** |
| 1.  2.  **4868**  1. | Heathrow Noise Complaints Report for Quarter 1 (January-March) 2015 had been circulated with the Agenda and was noted.  Cllr. Linnette thanked Cheryl Monk for her assistance in dealing with  the many Teddington residents who had complained about the easterly  operations to which she responded by e-mail.  **HEATHROW FLIGHT PERORMANCE ANNUAL REPORT 2014**  The Heathrow Flight Performance Annual Report 2014 was recently  published and is available on their website ***(enclosed).***  <http://www.heathrowairport.com/noise/what-we-do-about-it/our-reporting> |
| **4869** | **PLANNING APPLICATIONS** |
| 1.  2. | Planning Applications for the Heathrow Ward of the London Borough of Hillingdon for January-March 2015 ***(to follow).***  John Gurney asked of the proposed plans for the service area land on the south side of the airport by the Hilton. |
| **4872** | John Holland-Kaye understood that two units had been allocated for  this site.  **NEWS RELEASES** |
| 1. | Press and news releases had been circulated with the Agenda and were noted. |
| **4873** | **ANY OTHER BUSINESS** |
| 1.  2. | John Gurney stated that originally when Terminal 5 was built, there were  three car parks; N1 and N5 for BA staff and N2 for HAL staff.  When there was a downturn in numbers, it was decided that N2 would  be for Terminal 2 construction workers and HAL staff moved into N1 and N5. When the construction of T2 was complete, the N2 car park was handed over to Commercial and is currently a visitors’ car park.  The result of that is there is insufficient car parking for staff.  There were staff who had to travel around T5 to find a car parking space.  It could take 30 minutes on average to get in to a car park or as much  as one hour. This has been evident for the past 18 months.  Theo Panayi responded that Heathrow were aware of this problem.  The N6 car park is for permit holders only.  The responsibility for car parks sit with the Retail team with whom **ACTION:**  this matter would be investigated.  **THEO**  **PANAYI**  The Chairman thanked the members for a constructive meeting and  as there were no further items to discuss he closed the proceedings  at 4.30 p.m. |
|  | **DATE OF NEXT MEETING:-**  **WEDNESDAY 15th JULY 2015**      ***DATES OF 2015/2016 MEETINGS***  **HACC MEETINGS –**  **2.00pm Rooms 1,2 & 3, Heathrow Academy**    **THURSDAY 24th SEPTEMBER 2015**  **WEDNESDAY 27th JANUARY 2016**  **STEERING COMMITTEE MEETINGS –**  **10.00am Compass Centre (unless otherwise stated)**  **MONDAY 22 JUNE 2015 – 2.00pm Heathrow Academy**  **WEDNESDAY 2nd SEPTEMBER 2015**  **WEDNESDAY 6th JANUARY 2016** |
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