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MINUTES OF THE MEETING HELD ON TUESDAY 16th JANUARY 2006 AT 7 PM IN THE BOARD ROOM AT CITY AVIATION HOUSE, LONDON CITY AIRPORT



PRESENT:

John Adshead	Chair
Stuart Innes	Secretary
Charles Buchanan	London City Airport
Gary Hodgetts	London City Airport
Russell Bryan	London Borough of Newham
Helen Allen	Airline Operators Committee
Howard Sheppard	Docklands Business Club
David Kent	ABTA
Dennis James	Custom House and Canning Town Community Forum
Gertie Duffy	North Woolwich and Silvertown Community Forum
Madeline Brayford	Beckton Community Forum
Glynis Webb	North Woolwich TRAs
Keith Coote	Metropolitan Police - SO18 - Observer
Chris Noye	Metropolitan Police - SO18 - Observer

APOLOGIES:

Bill Dunlop	Deputy Chairman
Elizabeth Hall	London TravelWatch
Cllr Ayesha Chowdhury	London Borough of Newham
Cllr Daniel Francis	London Borough of Bexley
Brian Russ	London Borough of Newham
Robin Whitehouse	London Borough of Newham
Cllr Alec Kellaway	London Borough of Newham
Hamish Stewart	RODMA
Sid Keys	Silvertown TRAs
Insp. John McKay	Metropolitan Police - SO18
Ian Thomas	AMEC
Rob Grafton	London City Airport
Elizabeth Hegarty	London City Airport

IN ATTENDANCE:

Melanie Burnley	London City Airport
Janet Goulton	London City Airport
Angeline Barnes	London City Airport
Jonathan Smith	London City Airport
Harvey Pownall	CARE
Leah Coleman	Metropolitan Police – Newham
Pat Kent	

1. The **MINUTES** of the meeting held on 4th October 2005¹ were approved as a correct record

2. MATTERS ARISING

(a) Item 1 – DLR Stratford International Extension

The Committee noted that the Secretary of State had ordered a public inquiry into the proposed order under the Transport and Works Act 1992 authorising this project. The Committee would open on Tuesday 14th March 2006 at Cabot Hall Conference Centre at Canary Wharf.. The Committee confirmed they would not wish to be represented at the

¹ <http://www.lcacc.org/committee/minutes.html>

inquiry and that its support for the scheme should rest on the letter sent by the Secretary following the last meeting.

(b) Item 3(a) – Jet Centre – Visit by Committee

Five members of the Committee would visit the Jet Centre on Tuesday 31st January 2006 at 14.30hrs. Other members wishing to join the group were asked to contact the Secretary. It was suggested that members should meet at the Airport terminal where transport to the Jet Centre would be provided. The Secretary would inform those participating in the visit where and when to meet.

(c) Item 3(b) – Jet Centre – Blast from Engines

Gary Hodgetts said there had been trials using a section of fencing specially designed to deal with the blast from jet engines. These had been successful and it was now proposed to investigate and seek approval for the costs for installing such a fence along the western boundary of the Jet Centre adjacent to the Connaught Crossing. The permanent fence would have a more attractive appearance than the trial section now in place.

(d) Item 4(d) – Committee Membership - West Silvertown Village Community Foundation (WSVCF)

It was noted that the WSVCF had still to nominate a member to replace Pamela Bertrand. The Secretary had sent a reminder.

(e) Item 9 – DLR Airport Extension

The new railway had opened for passenger services on Friday 2nd December 2006 with an official launch of the new service on the following Tuesday, 6 December, which had been attended by a number of members of the Committee.

With opening of the DLR Extension bus services to the Airport had been re-organised as follows:

- *Route 69* - which used to run from Walthamstow to the Airport via Stratford, Plaistow and Canning Town, now serves as a feeder service into Canning Town for the DLR and no longer operates beyond Canning Town.
- *Route 473* - which runs from Stratford to North Woolwich via Plaistow and the Airport continues to operate without change.
- *Route 474* – which used to run from Beckton to Canning Town via North Woolwich and Silvertown (passing but not entering the Airport), now directly serves the Airport and has been extended from Beckton northwards via East Ham to Manor Park. This service starts at 0400hrs each day.
- The Airport's shuttle bus to Canning Town no longer operates.
- The Airport's shuttle bus to Canary Wharf and Liverpool Street continues for the time being to operate. A decision on whether to continue this service in the longer term would be based on the use made of it.

(f) 11(e) – Local Development Framework – Stakeholders meeting

Members noted that the Council's *Core Strategy* and the *Area Action Plan for West Thameside and the Royals* were likely to be issued for consultation in the New Year and that the Council's officers had offered to talk to local groups about them. The Committee decided to reserve a decision on a presentation by the Council's officers until after the documents had been published and circulated to members.

3. COMMITTEE MEMBERSHIP

(a) Beckton Community Forum

The Committee noted that because of boundary changes Jagadish Jha now lives in the area of the Custom House and Canning Town Community Forum and accordingly is no longer eligible to represent the Beckton Community Forum. The Secretary had written to Jagadish expressing appreciation of his active and constructive participation in the work of the Consultative Committee.

The Forum's new representative was Madeline Brayford of 37 Linton Gardens, Beckton, London, E6 5SQ, Tel/Fax: 020 7366 0645, E-Mail: madie.bcf@btinternet.com

(b) London Borough of Newham

John Hermann had been replaced by John Tunney, the Council's Head of Regeneration and Infrastructure. John is based at the Town Hall Annexe, 330 - 354 Barking Road, London, E6 2R, telephone 20 8430 2000 Extn 22310, e-mail: john.tunney@newham.gov.uk

(c) Renewal of Committee – April 2006

The Secretary reminded the Committee that it was now in its last year and that the whole membership was due for renewal following the next meeting in April. Madeline Brayford and Dennis James said that they had been appointed on the basis that they would serve for the balance of the present Committee term and the next.

4. AIRPORT DIRECTOR'S REPORT

A copy of the Report is attached to these minutes.

(a) Community Relations Team

Charles Buchanan added that the Airport's Community Relations team had been strengthened. Angeline Barnes had been promoted and was now the Airport's *Community Relations Manager* and her previous post as *Community Relations Executive* had been filled by Elizabeth Hegarty who had been recruited from the Airport's staff.

(b) Re-Branding

It was also reported that the Airport had recently launched a re-branding exercise and as part of this the Airport now had a new logo.

(c) Ten Minute Check-in

In response to a question by David Kent, Charles Buchanan said that in spite of the growth in the number of passengers the Airport still offered passenger check-in 10 minutes before departure. It was likely that most passengers aimed to check-in 30 minutes before departure but in doing so they felt secure in the knowledge that if there were travel or other delays they would still be accepted 10 minutes before the flight departed

5. COMMUNITY REPORT

A copy of the Report is attached to these minutes.

6. STANDING ITEM ON ENVIRONMENTAL ISSUES

Gary Hodgetts tabled the Environmental Report on behalf of Rob Grafton. The Report was noted - a copy is attached to these minutes.

7. NOISE INSULATION PROGRAMME – PART IV

Jonathan Smith (London City Airport) reported on the progress being made in implementing Part IV of the Programme. A copy of his report is attached to these minutes.

8. DLR EXTENSIONS – PROGRESS REPORT

Harvey Pownall reported.

(a) City Airport Extension

As already reported the new line was now open and fully operational. The contractor was now completing minor works and tidying up land occupied temporarily during the construction phase prior to its transfer back to those who owned it.

(b) Woolwich Arsenal Extension

The construction of the tunnel launch chamber was now nearing completion. The Canadian tunnel boring machine would be delivered by low loader (via the eastern entrance to the King George V Dock) at the end of the January and be lifted into the chamber. Boring would start in March, and following establishment of the tunnel face the spoil would be transported by conveyor for loading onto barges in the KGV Dock for removal. Meanwhile the on site

facility for prefabricating tunnel segments was now operational. The segments would be stored on site ready for use.

9. AIRPORT MASTER PLAN

Janet Goulton said that there was to be a special joint meeting of the consultative committee and the *Airport's Transport Forum* on Friday 17th February at which the Airport would brief members on the draft of the Plan, answer questions and receive comments. The draft would be available online ahead of the meeting and the Secretary would notify members as soon as it was posted on the Airport's website. Hard copies would be available for members without Internet access. Members who were unable to attend the special meeting should communicate any comments direct to Janet Goulton.

10. THAMES GATEWAY BRIDGE – PUBLIC INQUIRY

The Committee noted that *Transport for London* had submitted new evidence to the inquiry including new traffic analyses and possible changes to the proposed tolls regime involving a 50% increase in non-local peak period tolls so that the peak hour charge for cars would be £3 (at 2004 prices), with the same percentage increase for other vehicles, but with no change to tolls for local residents.

The Committee confirmed it would not wish to be represented at, or give oral evidence to, the Inquiry and that the Committee's support for the project should rest on the written submission made following the Committee's meeting in October 2004.

The Committee noted that the Airport had given evidence to the inquiry and the Inspector was fully briefed on the Airport's safeguarding requirements.

11. EAST LONDON TRANSIT (ELT) - CONSULTATION

The Secretary noted that the ELT offered the prospect of much improved access by public transport to the Airport and other destinations to the south of the Royal Docks including the proposed development at Silvertown Quays (where the new National Aquarium, a major visitor attraction, is to be built) and the Riverside Industrial belt. Between them these destinations would generate a significant number of employment opportunities for the increasing population of the Thames Gateway but at present public transport facilities from the east were very poor.

In its comments on the options the Airport had expressed no strong preferences as to the route to be followed by this leg of the ELT but had noted that on the face of it the Option One route (The Shaftesburys) seemed to offer a good balance of advantage.

However, concern had been expressed that the onward connections from Gallions Reach towards the west should be the best possible.

When this project was last considered by the Committee in 2001/2002 the plans showed a possible extension of the ELT from Gallions Reach to the Airport via North Woolwich and Silvertown. There was no reference to such a link in the documents and plans published in connection with this consultation and the Airport had asked whether this suggested extension of the scheme was still being planned for?

Without such an Airport extension of the ELT transit passengers bound for the Airport and other destinations to the south of the Royal Docks would need to use:

- the Docklands Light Railway (DLR) from Gallions Reach to Canning Town and then change to the new Airport Extension of the DLR. This was not a very direct option.
- the 474 bus which passes Gallions Reach on its way from East Ham to Canning Town via North Woolwich and Silvertown and which now calls in at the Airport. This offered a direct connection but TfL would need to ensure that levels of service on the route were adequate to meet the increased demand from passengers arriving at Gallions Reach via the ELT and vice versa.

There would need to be good interchange facilities for passengers at Gallions Reach. It was not clear whether these were planned for and, if so, whether any land in the vicinity needed to be safeguarded.

The Committee agreed that the Secretary should write to *Transport for London* in support of the comments submitted by the Airport.

12. WEEKEND TUBES: LATER START, LATER FINISH - CONSULTATION RESULTS

The Committee noted that the suggested compromise made no change to the original proposal for a later start on Saturday mornings and that the Secretary had written to *Transport for London* on 5th December 2005 to re-affirm the Committee's original comments.

13. LONDON CITY AIRPORT – EXTENSION OF CONTROL ZONE

The Committee noted that NATS had delivered to the CAA's *Directorate of Airspace Policy* a proposal requesting that the boundary of the Airport's protected airspace be marginally increased by 1 nautical mile to the south and north and 1.5nm to the east. This new protected airspace would extend from 1500 feet to 2500 ft above sea level in where it would abut the present *London Terminal Manoeuvring Area (LTMA)*. The extended area would be known as the "London City Control Area". The rules in the control area would be very similar to those in the present control zone.

Gary Hodgetts commented that the proposed extension arose from the need to allow more room for the larger and faster aircraft which now used the Airport.

14. CONSULTATIVE COMMITTEE - TIME OF MEETINGS

After discussion the Committee decided to defer a decision on the time of future meetings until the next meeting which would take place at 19.00 hours as usual. The Secretary said that if the time of meetings was to be changed it was important to take a decision before the organisations represented on the Committee were invited to nominate members for the Committee's next three year term. It was planned to do this after the next meeting.

15. ANY OTHER BUSINESS

(a) Policing at Airports

The Committee noted that on 21st November 2005 the Government had announced an independent, wide-ranging review of policing at airports. The aim of the review would be to identify a sustainable approach to the policing of airports which takes account of the roles and responsibilities of all stakeholders in protecting an airport and in particular address the need for funding arrangements which are objective and transparent. The review would also be asked:

- to compare the present method of policing airports with that of other modes of transport to establish any differences or similarities in policing approaches, roles, responsibilities and accountabilities that may apply.
- consider whether the principle of designation now operating at Heathrow, Gatwick, Stansted, Birmingham, Manchester, Prestwick, Edinburgh, Glasgow and Aberdeen (pursuant to section 25 of the Aviation Security Act 1982) can be made to work. If it cannot, the review would propose alternative options.

The Government expects the review team to report back with recommendations by the Spring.

The Secretary drew attention to the paper on Aviation Security discussed by the Liaison Group of UK Airport Consultative Committees at their annual meeting at Liverpool in June 2005 – the paper, which also explained in more detail the designation of Airports for the purposes of policing under s.25 of the 1982 Act, could be seen on the Liaison Group's website² and hard copies were available from the Secretary.

(b) Consultative Committees - Opposition amendment to Civil Aviation Bill

The Secretary noted that among the Opposition's proposed amendments to the Civil Aviation Bill in the Commons was one relating to s.35 of the Civil Aviation Act 1982, i.e. the provision under which consultative committees are established pursuant to DfT

² See <http://www.ukaccs.info/05almfiles/05security.doc>

Guidelines. The key proposal (unsuccessful because it ran out of time) was that consultative committees should henceforth be set up by the local authority rather than the airport operator. It was understood that this proposal might have been inspired by the *Aviation Environment Federation*. The Bill has passed its Commons stages and was now in the Lords.

(c) London TravelWatch

The Secretary noted that the London Transport Users Committee (LTUC) is now known as *London TravelWatch*. This is the statutory watchdog protecting, promoting and speaking for the interests of the non-freight users of transport provided, procured or licensed by *Transport for London*. In recent years London TravelWatch had been taking an interest in surface access to London's airports. Although they were not formally represented on the Consultative Committee they sent an observer, Elizabeth Hall, who also represented London TravelWatch on the Airport's Transport Forum.

(d) Crossrail

The Committee noted that the Petitions against the Crossrail Bill could now be seen on Parliament's website³. It was noted that the Airport was among the petitioners. The petition expressed concerns about the impact of the project on the Jet Centre and more generally on the approach lighting and navigation aids and the implications for airport safety and security. It was noted in particular that the works, possibly involving rigs and cranes, would be carried out in the Airport's public safety zone (PSZ) and very close to a live runway. Concerns were also expressed about the siting of the proposed station in the Royal Docks – a concern echoed by a number of other petitioners.

Charles Buchanan said that the petition was a precautionary move aimed at securing binding assurances from the promoters in relation to some aspects of the Bill as it related to the Airport. For example, as drafted the Bill would allow the opening up of the Connaught Tunnel which lay under the Airport's Jet Centre. The promoters would thus be authorised to build the railway across the Jet Centre in cutting at surface level and the impact on the Airport's business would be very considerable. It was clear, however, that the promoters intended that the railway should pass under the Jet Centre in a tunnel as at present - the petition would ensure that there was clarity on the point before the scheme was authorised.

(e) Dublin Airport Stakeholders Forum

On a recent visit to Ireland the Secretary had responded to a request by the newly formed *Dublin Airport Stakeholders Forum* to brief its members on the arrangements made for airport consultation in the UK and, by way of illustration, the experience gained in operating the consultative committee at London City Airport.

16. DATE OF NEXT MEETING

Tuesday 4th April 2006 at 19.00 hours at City Aviation House, London City Airport.

³ See <http://www.publications.parliament.uk/pa/cm200506/cmbills/001/001pet.htm>

Statistics

Full year 2005

Aircraft Movements	2003	2004	2005	% Variation 2004 vs 2005
Scheduled services	47907	52945	60634	15%
Corporate Aircraft	3784	7026	9733	39%
Positioning & training	872	529	545	3%
Total	52563	60500	70912	17%

Passengers	2003	2004	2005	Variation 2004 vs 2005
Scheduled services	1464142	1670098	1979067	19%
Corporate Aircraft	8130	14447	18855	31%
Positioning & training				
Total	1472272	1684545	1997922	19%

Route Developments

2005 was a record year for the airport in terms of both passenger and flight numbers. But for the fire in the Limehouse link, and a couple of days of fog, we would have carried over 2 million passengers for the first time.

Since the meeting in October, no routes have ceased to operate, and the new service to Copenhagen twice daily has started with SAS. A further four times daily service to Newcastle is planned to start at the end of January, operated by Eastern Airways. We continue to work with airlines, both existing operators and new ones, to develop more routes, focussing on the core market to financial centres, while at the same time increasing the level of leisure traffic we carry.

DLR

The DLR extension to the Airport opened at the start of December. Anecdotal reports suggest that early passenger numbers have been encouraging and broadly in line with forecasts. We will be working with DLR and exchanging information in order to monitor the success of the service and feed back to them comments we receive.

Initial data from DLR indicates that the service is carrying the equivalent of around 67% of airport passengers. These include local resident users of the train, visitors to the airport who are not passengers, staff and tourist and enthusiasts who simply wish to try the new service.

We undertook a survey in September to investigate the travel habits of passengers coming to the Airport before the DLR opened. This will be repeated in March to compare the results and establish the transfer of traffic from road to rail.

As a result of the start of the DLR service, the Airport Shuttle bus to Canning Town has ceased to operate. However the 474 route, which previously passed by the entrance to the Airport, now has a stop at the terminal. The 69 route now terminates at Canning Town.

The continuation of the remaining Airport Shuttle service is under review. Options include:

- Carry on with the service as currently;
- Modify the frequency;
- Operate only between the Airport and Canary Wharf; or
- Cease operation altogether.

The result of this review is likely to be put into effect in February.

ViaLondonCityAirport.COM

As part of our strategy to promote East London and to attract visitors here (of which a proportion will use the Airport), we launched ViaLondonCityAirport.com. This is a one-stop shop for a wide range of East London accommodation, attractions, venues and activities. This product is being actively promoted in source market in the North-West of England, Scotland and the Irish Republic.

Over the coming months the amount and range of information and purchasing opportunities will increase. In addition, we are seeking to develop a relationship with ExCeL so that visitors are made aware of and can buy the wide range of the facilities and services that this part of London has to offer.

Community Relations

London City Airport is committed to building ever improving relationships with the local community. In order to be able to do even more in this area, we have doubled the size Community Relations Team, by recruiting Elizabeth Hegarty as Community Relations Executive and promoting Angeline Barnes to Manager. Both of these changes show the importance that the Airport puts in its relationships with our community.

Terminal Development

As passenger numbers through the Airport have increased, there has developed some issues of crowding in the terminal, particularly in the Departure Lounge. To address this some office and staff accommodation in the area of the Trattoria Restaurant is being incorporated into the lounge. This will add some 90 additional seats to the capacity of the lounge. In addition, we are trialling new seat designs for customer comment, with a view to seeing if there is a different style that could allow more seats in the existing area.

Charles Buchanan

Director of Business Development

MINUTE 5

Community Relations Report – October/December 2005

Sponsorship

TICKETS

- Beacontree (Barking) swimming club – raise funds to get club going
- Maypole Project (Bromley and Lewisham Hospice)
- Cutty Sark – Greenwich
- Gallions Residence Board Volunteer of the Year Award
- Docklands Settlements Group
- Tower Hamlets Winter Ball
- ELBA Volunteer of the Year Award
- Newham Mayors Association
- Curlew Rowing Club – Greenwich – Fundraiser for Hospice
- Ascension Eagles – Fundraising for World Championships
- Kier Hardy Primary School – Christmas Fete
- New City Primary School – Christmas Fete
- Tower Hamlets Summer University Art Auction

TOURS

- Greenslade Primary School, Greenwich
- Two groups from Lansbury Lawrence Primary School, Tower Hamlets
- John Ruskin College, Croydon

- Carshalton College, Surrey
- Three groups from East Surrey College, Surrey
- University of East London
- John Ruskin College, Croydon
- Newham Sixth Form College Travel and Tourism students

OTHERS

- Team Challenge at Families at Canning Town. A number of employees decorated the hall ready for the Christmas party and the Airport helped with the cost of decorations and Santa hats for 80 children as well as the food. Each child also received a squeezey aeroplane and volunteers also wrapped 80 presents for children.
Sponsorship of the 'Discover' centre in Stratford.
- Presentation delivered to group of Tower Hamlets Year 10 students – 'working in an Airport'
- Volunteers involved with mock interviews for Little Ilford School.
- Employability presentation at UEL Barking Campus (Accounting Students).
- Toy Appeal – a small number of toys were donated by employees for the ELBA toy appeal, and LCY also helped with the cost of some of the gifts.
- Security employees collected for the Asian Earthquake fund.
- New Years Day parade Entry – in partnership with Brick lane Music Hall, DLR and Tate and Lyle. Gained third place overall, winning £7500 for Cancer You are Not Alone.
- Financial help with:
 - * The Pro-Star under 10 Football Team – based in Customhouse.
 - * Eastside Young Leaders Academy – thank you for singing carols in the terminal.
 - * St Luke's School - thank you for singing carols in the terminal.
 - * Weavers Restaurant Trust – three course Christmas Meal – volunteers gave feedback to students.
 - * North Woolwich Senior Citizens Club Christmas Party.
 - * Presentation at the Access to Jobs Forum – 'London City Airport Committed to the Community'
 - * A computer package for Families at Canning Town.
 - * St Lukes School – paid for 'Actors Workshop' for young people.
 - * Britannia Village School – Special Needs Students to have music therapy.
 - * Neighbours in Poplar Christmas Party.
 - * Trinity Steering Group.
 - * West Silvertown Village Community Foundation Fire Works.
 - * Rainbow Ward – Newham General Children's party.
 - * North Woolwich Friendship Group Christmas party.
 - * Wear it Pink Donation.
 - * Ascension Eagles to deliver Cheer Leading lessons for to the students of Drew School.

ADDITIONAL ACTIVITY

- Work Experience programme has been updated. KGS (Handling Agents) have joined the programme.
- Relationship formed with West Ham Community Football and plan to support the Ascension Church football academy coaches with their Level 1 and Level 2 Coaching certificates.
- Trialled the Pilot 'Runway to Success' programme, aimed at getting long term unemployed into employment. One person from the first intake has gained full time employment. Working with NewCeys and Reed in Partnership to take this programme forward.
- First edition of Community Newsletter delivered to residents living south of the A13 in Newham and libraries and medical centres across the Borough. Proved very successful, with

many residents telephoning to comment on what an informative newsletter it was. Second edition due February.

- Prize giving of the Runway News winner – Sharon Dodson, resident of Custom House won two tickets to Geneva.
- St Luke’s School Choir and Eastside Young Leaders Academy sang Christmas carols in the terminal. Eastside raised £34 for Richard House. LCY donated £100 to each group so they can donate this to a charity of their choice.
- Britannia Village Book Appeal began, staff donating books of their choice to the School Library. Developed in conjunction with the Airports intranet.
- C-Space project – Young Persons Guide to the Royal Docks spent 2 days at the Airport in conjunction with their project. LCY provided a room and catering.
- Newham Sixth Form College German students spent a half day at the Airport practicing their language skills, a group of ‘A’ Level French students visiting in March 06.
- A Newham Sixth Form College student was awarded the Diploma for Contribution to language. LCY sponsored this Diploma by providing two tickets to Geneva and lunch for two.
- Member of the Senior Management team has offered a local teacher to ‘work shadow’ for 5 days to learn about things in the Travel and Tourism industry.
- Winners of the Christmas card competition were announced. A student from Drew School 1st, students from St Luke’s School 2nd and 3rd. The winning card was used as the corporate card for 05.
- Work Experience continues to be popular with 15 emails coming to Angeline in the month of November. This excludes the contact that goes directly to Newham Sixth Form College.
- LCY hosting students from Britannia Village School for the Borough wide Citizenship Week activities. Students will learn about various jobs at the Airport as part of the ‘Economic Wellbeing’ section of the programme.
- LCY attending the Connections Employment Fair this week.
- Donation of new chef and front of house uniform to Weavers Restaurant – Café E16 in Canning Town.
- Barnaby Bear returns! All local primary schools (south of the A13) have been invited to participate in the Barnaby Bear programme. Currently booked four of the eleven schools.

Photo Gallery

New Years Day Parade, Winners of LCY Christmas card Competition





MINUTE 6

Environmental Matters – October/December 2005

- A total of 10 complaints relating to environmental matters were received during the period detailed above. As breakdown is given as follows:
- Of the 10 complaints received;
 - 5 referred to aircraft noise/flight path
 - of which 1 was confirmed not related to LCY air traffic
 - 2 referred to a perceived increase in air traffic levels
 - 1 referred to nuisance from children throwing stones at buses on airport road
 - 1 referred to inadequate lighting around the landscaped area near the LCY DLR station
 - 1 referred to alleged nuisance from car headlights from vehicles parked under DLR on airport land

1. DATE RECEIVED: Tuesday 11.10.05
 TIME OCCURRED: Various DATE OCCURRED: Various
 AREA: Dagenham Essex
 COMPLAINT: Perceived sudden increase in air traffic levels
 RESPONSE: Email and letter
2. DATE RECEIVED: Tuesday 11.10.05
 TIME OCCURRED: Various DATE OCCURRED: 11.10.05
 AREA: Sidcup, DA14.
 COMPLAINT: Perceived increase in aircraft over area
 RESPONSE: Telephone call
3. DATE RECEIVED: Tuesday 11.10.05
 TIME OCCURRED: n/a DATE OCCURRED: n/a
 AREA: LCY Terminal parking area – under DLR
 COMPLAINT: Lighting from parked cars causing nuisance
 RESPONSE: Telephone call and visit
4. DATE RECEIVED: Tuesday 18.10.05
 TIME OCCURRED: Various DATE OCCURRED: Various
 AREA: Dagenham Essex
 COMPLAINT: Aircraft noise and flight path
 RESPONSE: Letter and telephone call
5. DATE RECEIVED: Wed 19.10.05
 TIME OCCURRED: Various DATE OCCURRED: Various
 AREA: New open space area opposite DLR station
 COMPLAINT: Children throwing stones at buses on airport Rd
 RESPONSE: Discussion at Forum meeting and telephone calls

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|-----|----------------|--|------------------------|
| 6. | DATE RECEIVED: | Friday 28.10.05 | |
| | TIME OCCURRED: | Various | DATE OCCURRED: Various |
| | AREA: | Wansted E11 | |
| | COMPLAINT: | Aircraft noise & flight path | |
| | RESPONSE: | Letter & Email | |
| 7. | DATE RECEIVED: | Mon 31.10.05 | |
| | TIME OCCURRED: | Various | DATE OCCURRED: Various |
| | AREA: | Barking & Dagenham generally | |
| | COMPLAINT: | Aircraft noise & flight path | |
| | RESPONSE: | Telephone calls and letter | |
| 8. | DATE RECEIVED: | Sat 11.11.05 | |
| | TIME OCCURRED: | Various | DATE OCCURRED: Various |
| | AREA: | Canning Town, E16 | |
| | COMPLAINT: | Aircraft noise & flight path | |
| | RESPONSE: | Telephone call | |
| 9. | DATE RECEIVED: | Thurs 24.11.05 | |
| | TIME OCCURRED: | Various | DATE OCCURRED: Various |
| | AREA: | Canning Town, E16 | |
| | COMPLAINT: | Inadequate lighting near DLR LCY Station | |
| | RESPONSE: | Telephone call & visit | |
| 10. | DATE RECEIVED: | Mon 12.12.05 | |
| | TIME OCCURRED: | Various | DATE OCCURRED: Various |
| | AREA: | Canning Town, E16 | |
| | COMPLAINT: | LEE, SE12 aircraft noise & flight path | |
| | RESPONSE: | Telephone call – Not LCY related | |

Rob Grafton
Environment Planning Manager
LONDON CITY AIRPORT
January 2006

MINUTE 7
Sound Insulation Scheme –January 2006 Update

General + Current Activity

The survey work in Britannia Village and western Silvertown has been progressing steadily, with many of these properties requiring only ventilators. With the weather deteriorating during winter making external works difficult, the contractor has been carrying out spot surveys where they can get access. It is planned that installation work etc will therefore pick up again in early Spring. Our aim is still to focus on properties within the 2003/4 contour and gradually move out, most of these have been addressed and across the whole Scheme we are just around the halfway point.