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### MINUTES OF THE MEETING HELD ON TUESDAY 5<sup>th</sup> APRIL 2005 AT 7 PM IN THE BOARD ROOM AT CITY AVIATION HOUSE, LONDON CITY AIRPORT



#### PRESENT:

John Adshead	Chair
Bill Dunlop	Deputy Chair
Stuart Innes	Secretary
Alan Medlock	London City Airport
Gary Hodgetts	London City Airport
Brian Russ	London Borough of Newham
Helen Allen	Airline Operators Committee
Elizabeth Hall	London Transport Users Committee
David Kent	ABTA
Sid Keys	Silvertown TRAs
Pamela Bertrand	West Silvertown Village Community Foundation
Jagadish Jha	Beckton Community Forum
David Atkins	Cyprus TRAs
Glynis Webb	North Woolwich TRAs

#### APOLOGIES:

Cllr Daniel Francis	London Borough of Bexley
Hamish Stewart	RODMA
Robin Whitehouse	London Borough of Newham
Howard Sheppard	Docklands Business Club
Gertie Duffy	North Woolwich and Silvertown Community Forum
Henry Philp	Custom House and Canning Town Community Forum

#### IN ATTENDANCE:

Janet Goulton	London City Airport
Angeline Barnes	London City Airport
Rob Grafton	London City Airport
Jonathan Smith	London City Airport
Ian Thomas	AMEC
Vince Onyejeli	CARE

#### 1. PRESENTATION – AIRPORT UPDATE

Alan Medlock briefed the meeting on the Airport's emerging ideas on how develop the Airport progressively over the years to meet expected increases in traffic both on scheduled services and corporate aviation. The Airport's conclusions would form the basis of the *Airport Master Plan* about which the Committee would be consulted later in the year.

The slides used in the presentation would be posted to the Committee's website.

Arising from the Presentation the Committee noted that contrary to expectations the DLR would not at the outset be running services on the new Airport Extension direct from the Airport to Canary Wharf which was a primary source of air passengers. Although in practice it would not be difficult or time consuming for passengers to change trains at Poplar or Canning Town, it would be a psychological deterrent and the Airport was seeking to persuade the DLR to run direct services from the beginning. The Committee shared the Airport's concern and the Secretary was asked to write to the DLR accordingly.

#### 2. The MINUTES of the meeting held on 11<sup>th</sup> January 2005<sup>1</sup> were approved as a correct record

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

### 3. MATTERS ARISING

#### (a) Item 1 – Committee Membership

The London Borough of Newham had still to nominate a replacement for Malcolm Smith. Brian Russ said that a response could be expected very shortly.

#### (b) Item 4(c) – Airport Surface Access Strategy (ASAS)

The Airport had finalized the new Strategy in February 2005. Copies had been sent to members on 1<sup>st</sup> March 2005 and the Strategy could also be seen on the Committee's website<sup>2</sup>

#### (c) Item 6(a) – People with Reduced Mobility (PRMs)

The proposed new EU Regulation on the rights of people with reduced mobility when travelling by air had been published on 16<sup>th</sup> February – full information about the proposed regulation had been posted to the website of the *Liaison Group of Airport Consultative Committees*<sup>3</sup>

Alan Medlock drew attention to the recent findings of the appeal in the case of Ross v Ryanair and the BAA plc, concerning a disabled person charged by Ryanair for the use of a wheelchair at Stansted Airport. The court had found that while Ryanair had failed to provide free assistance to a passenger with reduced mobility, Stansted Airport had not taken sufficient steps to ensure its provision. It was thus judged that the weight of blame should be split equally between the parties.

The new arrangements introduced at LCY last year for providing assistance to people with reduced mobility seemed fully to meet the requirements of both the proposed new European legislation and the findings in the Ryanair case.

#### (d) Item 11 - Crossrail

The hybrid Bill authorising this project was introduced in Parliament on 22 February 2005 - details were sent to members on 1<sup>st</sup> March including the Department of Transport's press release<sup>4</sup> and information about how to access the Bill on Parliament's website<sup>5</sup>

Although it supported the Crossrail project in principle, the Airport had concerns on a number of matters in relation to its impact on the Airport. In particular, the formal Notices served by Crossrail were based on Ordnance Survey plans which were out of date and did not reflect the reality of the built environment on the ground. Notably the plans did not recognise the existence and operation of the Airport's Jet Centre on which Crossrail might well have a serious impact.

The Airport would continue in its efforts to discuss this and other issues with the Crossrail promoters, but in the meantime felt it had little choice but to prepare a petition of objection.

Sid Key noted that the deposited plans for Crossrail also showed that the project might encroach on the car park of the St John's Centre in North Woolwich and it was not clear why this should be necessary.

The Committee asked the Secretary to write to Crossrail to express its concern that the Airport's worries should be addressed, and hopefully resolved, without delay.

#### (e) Item 12 –Thames Gateway Bridge

The applications for planning permission for this project had been called-in by the Secretary of State because he considered the applications "may conflict with national and regional policies on important matters". The decision on the application would therefore be taken by Secretary of State following a public inquiry which was planned to start on 7th June 2005 and last 5-6 weeks. A copy of the letter calling in the application had

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<sup>2</sup> <http://www.lcacc.org/atf/asas05.pdf>

<sup>3</sup> <http://www.ukaccs.info/euprmcom200547en.pdf>

<sup>4</sup> [http://www.dft.gov.uk/pns/DisplayPN.cgi?pn\\_id=2005\\_0018](http://www.dft.gov.uk/pns/DisplayPN.cgi?pn_id=2005_0018)

<sup>5</sup> <http://www.publications.parliament.uk/pa/cm200405/cmbills/062/2005062.htm>

been sent to members along with details of the public inquiry, and the pre-inquiry meeting which had been held the previous day.

**(e) Item 13(b) – Parker Street – Lighting**

Bill Dunlop said that the Parker Street entrance was currently closed and it was not clear whether and, if so, when it would re-open. There seemed to be a fair amount of spare land in the vicinity of this entrance. It was not clear who owned this land or how it might be used – some residents felt it might be used for car parking or as a play area.

Ian Thomas said the entrance was presently closed to allow the land referred to be reinstated and tidied-up. [See post meeting note on page 6]

It was agreed that the Airport would find out more about these matters and the Secretary would send on the information to local members.

**4. AIRPORT STATISTICS**

The charts were noted. Since the Airport Director's Report invariably included statistical data it was agreed that these charts would no longer be included in the Agenda for the Committee's meetings. If at any time members wished to see the charts they were available on the Committee's website.

**5. AIRPORT DIRECTOR'S REPORT**

A copy of the Report is attached to these minutes. Arising from the report the following matters were discussed:

**(a) Car Parking**

In response to a question Alan Medlock said that in response to growth in passenger traffic the Airport had recently extended the car park eastwards adding a further 30-40 spaces. With the opening of the DLR Extension it was expected more passengers would travel to and from the Airport by public transport and efforts would be made to encourage staff to do likewise - the details of this had still to be settled. In the longer term there were plans for a multi-storey car park. If the Airport was to grow there would need to be sustainable arrangements for car parking. This was an issue which would be addressed in the forthcoming *Airport Master Plan*.

**(b) Air Traffic Control**

In order to deal with the growth in the number of flights the Airport had upgraded the Tower to allow it to be operated by two controllers. This would allow more flights to be handled. Some ATC delays arose because of congestion en-route, or at the destination airport, although such delays were not a frequent occurrence at LCY.

**(c) Parking in Residential Streets – Mini Cabs and Chauffeurs**

Bill Dunlop drew attention to the growing problem of the drivers of mini-cabs and chauffeurs who wait in the local residential streets to the south of the Airport in order to avoid the car park charge in the Airport. In some instances these drivers had been guilty of anti-social behaviour which was very distressing for local residents.

Alan Medlock said the Airport was aware of the problem. The London Borough of Newham had received a written complaint from a resident and there had been discussions with the Council as to how it should be dealt with. The roads in question were public highways not under the control of the Airport. Nonetheless the Airport was planning to employ a traffic warden to patrol the roads within the Airport and, if the Council so desired, this individual could also patrol local streets immediately adjoining the Airport boundary. The warden would have no powers outside the Airport boundary but the patrols might have a deterrent effect. There had also been discussion of better signs to deter drivers from using local streets.

The Secretary asked whether the position had worsened since the opening of the new Hartmann Road which gave direct access to Camel Road. The possibility of restrictions at that junction could perhaps be considered.

Brian Russ said the fact that the roads were public highways, and that the drivers remained with their vehicles, made it a very difficult problem to deal with. The situation

might worsen with the opening of the DLR with commuters parking in local streets to continue their journeys by rail. If this happened a controlled parking zone might need to be considered.

## 6. **COMMUNITY REPORT**

### (a) **Quarterly Community Report**

Angeline Barnes presented her report a copy of which is attached to these minutes.

### (b) **Community Review**

The Quarterly Report included a note of the chapter headings for the Airport's planned *Community Review* which was to be printed and published later in the year. Comments on the structure of the Review were invited. Members with suggestions were asked to contact Angeline Barnes or the Secretary within two weeks of the meeting.

## 7. **STANDING ITEM ON ENVIRONMENTAL ISSUES**

The Environmental Report was tabled and noted - a copy is attached to these minutes.

### (a) **Jet Centre – Blast from Engines**

Sid Keys referred to the problem of jet blast on the Connaught Crossing caused by aircraft parked facing eastwards in the Jet Centre along the Airport's western boundary fence. This was likely to be an increasing problem as the use being made of the Jet Centre built up. The Airport said the matter would be looked at again.

### (b) **Noise Maps**

The Secretary pointed out that up to date maps were needed for the Committee's website showing the present location of the Noise Monitoring Points as well as a map showing 2004 Noise Contours.

## 8. **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.

Glynis Webb queried the time limit within which people have to respond to the letters sent out by the contractor. Jonathan Smith said eligible people have plenty of time to respond and he would speak to Glynis Webb after the meeting.

Sid Keys said that in Muir Street the contractor had completed the work in three homes and then left the area leaving other properties still to be dealt with. Jonathan Smith said there was a continuing difficulty in making contact with residents and gaining access to their homes for the work to be carried out. The contractor would return to the area when contact had been made with the remaining householders and arrangements for the work had been agreed.

In response to a question Jonathan Smith said the scheme included the installation of ventilation units but the noisy mechanical units were no longer used. They had been replaced by a passive type which were both effective and silent

## 9. **DLR AIRPORT EXTENSION – PROGRESS REPORT**

Ian Thomas (AMEC) had submitted a written update which was circulated to members present. A copy of the note is attached to these minutes.

In response to a question about the extension of the new line to Woolwich Arsenal, Vince Onyejeli (CARE) said the details of the contract were now being finalized with the DLR. Once the contract had been signed work would start on the detailed design of the scheme and it was expected that construction work would get under way at the end of the year at about the same time that the Airport extension opened for passengers.

## 10. **LONDON TRANSPORT USERS COMMITTEE – LONDON AIRPORTS ACCESS FORUM (LAAF)**

This Forum met at London City Airport on 23<sup>rd</sup> March. The Agenda for the meeting included presentations by the Airport on the Airport's new Airport Surface Access Strategy and the

DLR on the Extension of the light railway to London City Airport and North Woolwich. The minutes of the meeting would be circulated to members as soon as they had been agreed .

This had been the last meeting of the LAAF – following a reorganisation within LTUC, the Forum's functions would henceforward be the responsibility of LTUC's *Strategy and Integration Sub Committee* which in recognition of the importance of airport access issues would follow LAAF practice and hold some of its meetings at airports. The Consultative Committee expressed its regret at the abolition of the LAAF which had been a useful point of contact with LTUC on airport access issues. Elizabeth Hall pointed out, however, that she would be attending meetings of the Airport's Transport Forum and this would provide an ongoing channel of communication on these important issues.

**11. LCY EMPLOYMENT SURVEY**

Janet Goulton said she regretted that the findings of this Survey – which would provide up-to-date information on where people working at the Airport live - were not yet ready for publication. They would be made available to the Secretary as soon as possible for circulation to the Committee and for posting to the Committee's website.

**12. CONSULTATION- EU DIRECTIVE 2002/49/EC – IMPLEMENTATION**

Rob Grafton said that because of their experience it was probably sensible for airports to be responsible for mapping and actions plans. However, other modes of transport were not to be dealt with in a similar manner and accordingly the operators would not have to meet the not inconsiderable costs involved. This seemed to be inequitable.

The Secretary said that thought would need to be given to the coordination of these arrangements with any measures for the mitigation of noise agreed under planning or other powers. At LCY the planning authority had a direct interest in the control of noise through arrangements agreed with the Airport in the s.106 agreement of July 1998.

The Secretary was asked to respond to the consultation in these terms. It seemed the new Directive would have little impact on London City Airport where noise was already tightly controlled.

**13. AIRPORT TRANSPORT FORUM**

The next meeting of this Forum would be held at London City Airport on Friday 15<sup>th</sup> April. The Agenda for the meeting included presentations by the DLR on the progress made with their various extension projects and by London Buses on local bus service proposals and ideas. The Consultative Committee was represented by Bill Dunlop and other members of the Committee would attend representing other organisations. The Consultative Committee would receive a report of the discussions at the Forum at its next meeting.

**14. LOCAL DEVELOPMENT FRAMEWORK - DRAFT STATEMENT OF COMMUNITY INVOLVEMENT**

It was agreed that members would respond individually to the draft if they had comments to offer. Meanwhile the Secretary would make inquiries about the process for drawing up and agreeing the Local Development Framework and circulate information to Members as soon as possible.

**15. WEEKEND TUBES: LATER START, LATER FINISH - CONSULTATION**

The Airport would be expressing its opposition to any later start of the tube services on Saturdays as this would adversely affect access to the Airport for passengers and staff. It was not yet clear whether the proposals would affect services on the DLR.

The Committee asked the Secretary to write in support of any objection submitted by the Airport

**16. ANNUAL LIAISON MEETING OF AIRPORT CONSULTATIVE COMMITTEES**

Members were asked to notify the Secretary of any suggested additional items for discussion at this meeting at Liverpool Airport on 22<sup>nd</sup> /23<sup>rd</sup> June 2005. The Chairman and Secretary would report at the Committee's next meeting in July.

**17. ANY OTHER BUSINESS**

**Airport Master Plan – Social Survey**

Janet Goulton said that in connection with the drawing up of the AMP the Airport had commissioned independent consultants to carry out economic and social assessments of the Airport's plans. The social assessment would be carried out by the University of East London who would be conducting a survey of 500 local people in E16 and E6 using a short questionnaire which should take no more than 10 minutes to complete. Those contacting local people would be students of the university who would carry appropriate ID and work in pairs.

**18. DATE OF NEXT MEETING**

The next meeting would take place on Tuesday 5<sup>th</sup> July at 1900 hours at City Aviation House, London City Airport

The October 2005 meeting would take place a week later than planned on Tuesday 11<sup>th</sup> October 2005. Members were asked to make this change in their diaries.

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**Post Meeting Note by Ian Thomas (AMEC) – Item 3(e)**

With regard to the question raised by Bill Dunlop, I have spoken to the Agent and the plan and program is within the next 4 to 6 weeks to continue re-instating and tidying the area opposite LCY Station, to reopen the footpath that originally ran from the end of Parker Street to Hartman Road and reopen to vehicles that part of Drew Road that we closed following the demolition of the old Drew School.

The land will then be handed back to LBN and I understand that Drew School have made application to buy some of it so that they may extend the playground.

## Airport Director's Report – April 2005

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### Statistics

#### January - March

<b>Aircraft Movements</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>% Variation 2004 v. 2005</b>
Scheduled Services	13,005	13,038	14,175	+20%
Corporate Aircraft	791	1,505	2,147	+43%
Positioning & training	208	124	101	-19%
<b>Total</b>	<b>14,004</b>	<b>14,667</b>	<b>16,423</b>	<b>+12%</b>

<b>Passengers</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>% Variation 2004 v. 2005</b>
Scheduled Services	352,631	388,583	454,181	+17%
Corporate Aircraft	1,670	3,162	4,260	+35%
Positioning & training	-	-	-	-
<b>Total</b>	<b>354,301</b>	<b>391,745</b>	<b>458,441</b>	<b>+17%</b>

- Passengers in March were 15% up on March 2004
- The March total of 172k is a new monthly record
- The moving annual total has increased to 1.751m, a new record
- The second week in March was a new weekly record with nearly 43,000 passengers
- We had a new daily record in March with 8,000 passengers

### Routes

- EAE ceased operations to London City with the withdrawal of their Dusseldorf service. Lufthansa will take over this route on 18<sup>th</sup> April, operating an ATR42.
- Euromanx will start operations to Galway in Ireland also from 18<sup>th</sup> April.
- KLM now compete with VLM on the Rotterdam route.
- VLM began operating to Amsterdam yesterday.
- British Airways have increased their services to Edinburgh to 5 per day.

### Security

The Department for Transport has announced that from 25<sup>th</sup> April, passengers will be able to carry knitting needles and scissors, with blades < 3cm. This delay in relaxing the regulations is to allow all airports to brief staff, and amend signage and other publications.

### Customer Services

#### Check-in

Air France and KLM have introduced on-line check-in, following the introduction of this service by British Airways.

#### Services for Passengers with Reduced Mobility

From discussions with the airlines, it is clear that we have regular passengers using the service and have gained a number directly from Stansted as a result of perception within the disabled community of the standard of service available following the recent court case involving Ryanair charges to passengers for the provision of a wheelchair.

In January, the Appeal Court published its judgement in a case involving Ryanair and in a separate case involving Central Trains. The judgements contained a number of relevant points for the service at London City:

- London City Airport is not following hitherto normal UK industry practice in the division of responsibilities for the provision of services to PRMs, where airlines assume responsibility for the provision of the departure service from check-in, and for arrivals until the passenger clears Customs. Our arrangements follow proposed EU legislation, which seeks a seamless service and suggests a centrally managed service.
- In the Appeal Court judgement, Stansted Airport has now been held partly responsible due to their failure to take action when Ryanair declined to conform to the Disability Discrimination Act (DDA).
- The transport exception contained within the DDA does not apply to the ground handling element of an air journey.
- In the Central Trains case, the Court made some comments on “reasonable alternative methods” for the provision of services to PRMs. In determining what is reasonable, the Court discounted cost from the consideration, but introduced the concept of “demeaning or onerous solutions” in providing the service.

### Baggage Allowances

A baggage weight limit has been introduced at London City Airport of 32kg (70lbs) per single item of luggage, in line with safety recommendations by airports, airlines and ground handling companies internationally.

If passengers baggage weighs more than this, they will be asked to re-pack it into smaller bags when they check-in. We recommend that they check their allowances directly with the airline, and the weight of individual bags, before they arrive at the Airport.

*Alan Medlock  
Operations Director  
April 2005*

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## **MINUTE 6**

### **LCY and the Community January – March 2005**

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#### **Sponsorship**

- 2 tickets to Edinburgh, prizes for the Civic Ambassador Ball
- Donation to Hospital Radio Publications at Newham General
- Help for Neighbours in Poplar towards the cost of days at the seaside or to visit a theme park. The money will cover transport costs for 50 young people to go away
- 50 LCY lollipops and 150 LCY pencils were donated to ELBA to go inside ‘goodie’ bags for the reception to celebrate 15 years of ELBA
- A member of staff has been sponsored to run London marathon – proceeds to Cancer Research
- 2 tickets for ‘No Smoking Day’ – Prizes for the ‘Quitathon’ winner. (NHS)

#### **Tours**

- Education and Youth Services, students studying NCSE Level 1 qualification in airports. Work in conjunction with Redbridge College. Following the tour, Security team presented a comprehensive presentation on their team.
- Waltham College – BTEC Travel and Tourism Group looking at the economic, environmental and political objectives and impacts of the airport.
- London Labour Mayors Association. Group of past and present London Mayors. 30 visitors in total
- Barnet College (North West London) 2 groups over 2 days

- Mayor of Waltham Forest. (Janet and Michael Lewis)
- Orpington College (BR6) A Level Travel and Tourism, Business Travel Module
- Alan Clifford Over 50's Tour
- Central Foundation for Girls (Mile End) Tour
- Eastside Young Leaders Academy (Canning Town) – Saturday morning, time also spent in outbound bags and with the Fire Service

### **Additional Activity**

- Participated in a Team Challenge at Lower Lea Valley, organised through ELBA. 7 LCY volunteers built large planters down by the river as part of a regeneration effort. The group was filmed by BBC and shown on the 10<sup>th</sup> February on BBC London news.
- 6 staff involved in the Number Partners programmes at Drew Road School and St Lukes School in Canning Town. Staff spend one hour a week with children playing number games to help children improve their maths. (10-week programme)
- Attended prize giving at Town Hall for New Years Day Parade, LCY proud to support the Ascension Eagles. They have been winning a number of trophies lately.
- Attended an Employability Fair at UEL, working closely with UEL in regards to helping local people get local jobs. LCY presentation focused on preparing an application form and 'surviving' an interview.
- Take Your Teachers to Work Days – One teacher from Lister Community School and one from Rokeby School. Each teacher spent a day at LCY with 4 different staff members, learning about how different parts of the business works, they then take this knowledge back to the students. The idea behind this day is to help students with the transition from school to the workforce.
- Senior Manager participating in GP Mentoring Scheme. (Barking Road East Ham)
- Hughs and Hughs ran a book promotion for Families at Canning Town. The promotion is in conjunction with World Books Day on 3 March. Passengers buy a book for the charity and then for every 9 books donated, Hughs and Hughes donated a book.
- 4 Staff attended BOSS Day at Brampton Manor and then another 4 attended one at Kingsford School.
- Attended Employment Fair – Eastbury School, Barking and Dagenham.
- Interviewing with ELBA for Project Manager for Tourism project.
- Director of Business Development starting Mentoring CEO of Community Food Enterprise.

### **Work Experience**

Our work experience programme continues to be a success.

- Trident Scheme placement in the Jet Centre.
- Every week, a local student visits LCY for 1 week - with priority given to Newham students.

### **Future**

- Fun Day is coming along well. **Date set for 16<sup>th</sup> July, starting at 2pm.** Posters will be put out and about in next few weeks.
- Have taken on board feedback from last year.
- This year gone back to Village Fete concept, areas divided, e.g. Fun Fair, Under 5's, Animal Farm, Food Hall etc.
- Community Review currently being written, now seeking LCACC feedback.

### **Community Review**

A summary of what involvement we have had with the community in the past two years.

We propose the following headings for our Community Review. If you feel we have missed anything, or added anything we shouldn't have, please give your feedback to Stuart or Angeline.

- Education
- Employment
- Community Outreach
- Richard House Trust
- Surface Access
- Noise
- Waste
- Consultation and Communication

A draft of this completed document will be circulated at the July meeting, and feedback is welcome.

**LCY Out and About – A Snap Shot!**



Angeline and Gary building planters



Educational Visit



Barnaby Bear arrives at LCY!

**MINUTE 7**

**Environmental Matters– January to March 2004**

- 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;
  - 2 referred to aircraft noise/flight path
  - 2 referred to alleged increase in aircraft ground running of engines
  - 2 referred to alleged odour from aircraft operations
  - 1 referred to an alleged early departure
  - 1 referred to an alleged late departure
  - 1 referred to 'airport associated' vehicles (Chauffeurs and mini cabs) parking in local streets
  - 1 referred to nuisance from loose cladding on derelict airport building

1. DATE RECEIVED: Fri 21.1.05  
 TIME OCCURRED: PM 21.1.05    DATE OCCURRED: 21.1.05  
 AREA: Silvertown, E16  
 COMPLAINT: Alleged aircraft odour  
 RESPONSE: Telephone call and letter

2. DATE RECEIVED: Mon 24.1.05  
 TIME OCCURRED: 15.35 DATE OCCURRED: 24.1.05  
 AREA: Canning Town, E16.  
 COMPLAINT: Aircraft noise & flight path  
 RESPONSE: Telephone call - Ops
  
3. DATE RECEIVED: 26.1.05 Newham Recorder  
 TIME OCCURRED: Various DATE OCCURRED: Various  
 AREA: London City Airport  
 COMPLAINT: Alleged increase in aircraft noise at the airport  
 RESPONSE: Letter to Newham Recorder
  
4. DATE RECEIVED: Fri 28.1.05  
 TIME OCCURRED: 22.23 DATE OCCURRED: 27.1.05  
 AREA: Silvertown, E16.  
 COMPLAINT: Alleged late departure  
 RESPONSE: Telephone Call
  
5. DATE RECEIVED: Tues 1.2.05  
 TIME OCCURRED: Various DATE OCCURRED: various  
 AREA: Silvertown, E16.  
 COMPLAINT: Perceived increase in ground running of engines  
 RESPONSE: Telephone call and letter
  
6. DATE RECEIVED: Tues 8.2.05  
 TIME OCCURRED: 06.34 DATE OCCURRED: 8.2.05  
 AREA: Beckton, E16.  
 COMPLAINT: Alleged early departure  
 RESPONSE: Telephone call
  
7. DATE RECEIVED: Fri 25.2.05  
 TIME OCCURRED: Various DATE OCCURRED: Various  
 AREA: Silvertown, E16.  
 COMPLAINT: Airport related vehicles parking in street  
 RESPONSE: Referred to AMEC
  
8. DATE RECEIVED: Mon 7.3.05  
 TIME OCCURRED: 10.55 DATE OCCURRED: 7.3.05  
 AREA: Canning Town, E16.  
 COMPLAINT: Aircraft noise & flight path  
 RESPONSE: Telephone call
  
9. DATE RECEIVED: Wed 23.3.05  
 TIME OCCURRED: Various DATE OCCURRED: various  
 AREA: Silvertown, E16.  
 COMPLAINT: Noise from loose cladding on derelict airport building  
 RESPONSE: Telephone call
  
10. DATE RECEIVED: Wed 23.3.05  
 TIME OCCURRED: 18.06 DATE OCCURRED: 3.3.05  
 AREA: Silvertown, E16.  
 COMPLAINT: Aircraft odour – Jet Center  
 RESPONSE: Telephone call

### **NTK Update**

In the middle of March Bruel Kjaer, the manufacturers of the NTK system visited the airport and carried out a complete hardware and software upgrade. As part of the system upgrade the two Noise Monitoring Terminals (NMTs) which have been non-functional

(NMT 2 –Silvertown Quays site due to disconnection of power and comms, and NMT 3 – Royal Quays site due to construction of new residential site) have both been re-instated.

The system therefore is now fully functional including all four NMTs.

The new computer for the London Borough of Newham has also been configured and is to be delivered early April.

Rob Grafton  
Environment Planning Manager  
LONDON CITY AIRPORT

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## **MINUTE 8**

### **Sound Insulation Scheme – April 2005 Update**

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Granville Noise Insulators, the airport contractor, are currently working in the North Woolwich area predominantly and are preparing to begin vent-fitting works in the Dunedin House tower block. Work is carrying on in the surrounding properties and overall they are about a third of the way through the scheme and on programme.

Grants have been paid out to property owners where the work or the installation has been signed off, but representatives are reminded to point out to people querying payments that a freeholder must have current proof of ownership. Properties owned by Newham Council or housing associations generate grants for sound proofing paid to those authorities and not tenants. Payments to freeholders are made once the ownership, survey, works if required and sound proofing assessments have been done and a valuation produced. So, in reality, this can average two months from the time the survey has taken place to payment being sent out.

Jonathan Smith  
Project Manager  
April 2005

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## **MINUTE 9**

### **DLR City Airport Extension – Progress Report – April 2005**

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Work continues to progress well with the fabric of the Viaduct, Trough and Trough Walls now complete. The track slab totalling .6km. in length will be completed by the end of April 2005.

Reinstatement of both North Woolwich Road and North Woolwich Roundabout is progressing with the traffic flows at the roundabout having already returned to their original configuration. These works, which include the erection of permanent fencing, are scheduled to be finally completed with the next three to four months. In the areas of Lower Lea, parapet works and electricity cable diversions continue and are likely to do so for the forthcoming months. Road and drainage works will continue in the vicinity of London City Airport for the next three months.

A significant proportion of the work is now elevated on to the viaduct, with operations involving track laying, the installation of handrails, noise screens, sightcreens and cable troughs underway. The installation of the track will be completed during May and June and the energisation program commencing towards late June. During this period applications will be made to the London Borough of Newham to extend our hours of working through the night. The works will be noise free and cannot be carried out during the operational periods of the Docklands Light Railway. Following on directly from the energisation process test trains are scheduled to run during the first week of July.

Construction of the stations is continuing progressively from West Silvertown through to King George V; roofing, platform canopies and cladding to the stairs is currently being installed at West Silvertown with the stairs at Pontoon Dock being completed during the early part of this month. Work on the erection of the canopy enclosure at London City Airport will commence next week, followed by the erection of steel works on the concourse by mid to late April. A similar program at King George V will see work commencing on the link bridges and canopy in late April.

Ian Thomas  
1<sup>st</sup> April 2005