



**MINUTES OF THE MEETING HELD ON WEDNESDAY, 7<sup>th</sup>  
JULY 1999 AT 7 PM AT CITY AVIATION HOUSE, LONDON  
CITY AIRPORT**

Consultative Committee

**PRESENT:**

|                  |   |
|------------------|---|
| John Adshead     | Chair                                     |
| Bill Dunlop      | Deputy Chair                              |
| Stuart Innes     | Secretary                                 |
| Alan Medlock     | London City Airport                       |
| Robin Whitehouse | London Borough of Newham                  |
| David Senior     | LCCI                                      |
| David Kent       | ABTA                                      |
| Sid Keys         | Thameside Tenants & Residents Association |
| Arthur Cattell   | Drew Road Tenants & Residents Association |
| Gertie Duffy     | North Woolwich & Silvertown Area Team     |
| Alan Taylor      | Custom House and Canning Town Forum       |
| Glynis Webb      | North Woolwich TRAs                       |
| Roderick Hamer   | Chaplain, London City Airport             |

**APOLOGIES:**

|                    |                          |
|--------------------|--------------------------|
| Cllr Alec Kellaway | London Borough of Newham |
| Ian Fines          | London Borough of Newham |
| David Carr         | English Partnerships     |
| Hamish Stewart     | RODMA                    |
| Sara Mendoza       | Docklands Business Club  |

**IN ATTENDANCE:**

|                 |   |
|-----------------|---|
| Sue Stranders   | London Borough of Newham                |
| Polly Larner    | London City Airport                     |
| Rob Grafton     | London City Airport                     |
| Liz Payne       | London City Airport                     |
| Joanathan Smith | London City Airport                     |
| Chris Orphanou  | London City Airport                     |
| Susan Dewey     | Silverlink Trains                       |
| Julia Whitehead | Silverlink Trains                       |
| Steve Marshall  | Silverlink Trains                       |
| Simon Smith     | Silverlink Trains                       |
| Rose Geaney     | Drew Road T & RA                        |
| Jane Graves     | Drew Road T & RA                        |
| J. Dunlop       | North Woolwich and Silvertown Area Team |

## 1. PRESENTATION - SILVERLINK METRO

The representatives of Silverlink Metro, led by Susan Dewey, talked about their services on the North London Line and in particular that section between Stratford and North Woolwich. This was one of four Metro routes involving 33 trains and 60 stations of which 51 were run by them. There had been a 28% growth in the number of passengers using these services last year.

There was a determination to improve the performance of the services by the setting up of a new Service Delivery Centre at Willesden and by the provision of spare trains and crews. The stations would also be improved through Customer Information Screens, CCTV, Long Line Public Address systems, Gating and Station Regeneration. The station improvements included better signage and decoration at Custom House and Silvertown and better lighting at North Woolwich. The public address system was currently being audited by the supplier and any required repairs or improvements would be carried out.

In line with the OPRAF Franchise it was Silverlink's intention, in the summer 2000 timetable, to offer 4 trains per hour between Richmond and Stratford and 2 trains per hour between Stratford and North Woolwich. The number of trains could be increased if this was justified by passenger demand.

Overall the reliability of Metro services was good and still improving. There had been problems of punctuality but this too was on an upward trend. The reliability and punctuality of the service was dependent to a large degree on Railtrack who owned the infrastructure on which the trains ran and also on the availability of drivers and trains. The recruitment of drivers had been a problem and there had been difficulties in providing trains notably during the period following the refurbishment or rolling stock. Some of the refurbished trains had not been as reliable in their operation as the company had expected.

To further improve performance drivers are now based at Stratford. It was proposed now to position a train overnight at Stratford so that the early morning services could get off to a good start.

In relation to the marketing of Airport services it was proposed to change the focus from Silvertown to Canning Town from where the Airport shuttle bus would operate once the Jubilee Line was open to Waterloo. This would be reflected on the network maps and in customer announcements on trains and at the stations. Silverlink are looking to develop through journey ticketing for the train and the new bus journey. The Silverlink presence in the Airport terminal would be improved so that passengers were more aware of the Silverlink routes and the destinations served. There would also be promotions with the airlines.

In discussion:

- local members expressed dismay and frustration at the proposed reduction of the service between Stratford and North Woolwich. This intention was being made known without any consultation locally and without any attempt to justify the action taken. It demonstrated a complete lack of consideration for local people, for many of whom the service was essential, and for Airport passengers. No account seemed to have been taken of the new residential developments in the area or of the University (which would open in September bringing many students to the area) or of the Excel Exhibition Centre

which was now under development immediately adjacent to Custom House Station. The position for local people had been aggravated by recent reductions in local bus services. No account had been taken of the correlation between poverty and poor transport.

- concern was expressed at the present lack of information for passengers especially when there were problems in maintaining a reliable and punctual service. It was unusual to hear announcements by train conductors who were supposed to keep passengers informed. Early information on the termination of a train at Custom House would allow passengers to change trains at a previous station and not have to cross to other platform at Custom House - this was difficult for some elderly and disabled passengers.
- the proposed refocusing of the service for Airport passengers to Canning Town was questioned. It would not help to improve the choice available to Airport passengers if network maps no longer indicated that the Airport could be accessed via Silvertown station. For some passengers this might be a much better alternative. (Silverlink pointed out, however, the need to avoid confusion.)
- reference was made to the need for improved signage at stations for Airport passengers especially in foreign languages.

Susan Dewey said she would take away these points and consider them carefully. Roderick Hamer suggested that Silverlink should attend a public meeting locally to put their case for the reduced service and to answer questions. Susan Dewey said she would consider this and come back to the Secretary who would liaise with local interests and, if desired, act as an independent chair for such a meeting.

### 3. MATTERS ARISING

#### (a) Boundary Fence

Rob Grafton said the sizing and costing exercise had been completed and this showed that the cost of replacing the whole of the fence would be prohibitive. This was largely because of a requirement for expensive land remediation works. Because of this, and because of uncertainty about the requirements of the DLR Extension, it was proposed at this stage professionally to repair the fence where this was urgently required and a specialist contractor was being appointed for the purpose. He invited local members to point out those sections of fence requiring immediate attention.

Gertie Duffy said she had already pointed out the sections of the fence she felt required attention both on site and by letter. Glynis Webb pointed out the school holidays would soon begin and there was an urgent need to secure the fence to prevent children entering the former dock area for swimming or other dangerous pursuits. Arthur Cattell drew attention to a length of garden fence adjacent to Fernhill Street. It was thought this had been erected by (Beezer) Bellway homes. It was agreed it was unsuitable and ought to be replaced.

It was agreed that Rob Grafton would produce a programme for the repairs with the aim that they should be completed before the next meeting of the committee. Meanwhile local members would inform him of any sections of fence they felt required attention.

### **(b) Citation V Departure Noise**

The operators of this aircraft had been written to emphasising the need for compliance with the Airport's noise regime. Because of the problems with the Noise Monitoring Scheme it had not been possible to monitor the aircraft for some time although enough data had been available for the purposes of the annual noise categorisation exercise. The monitoring system was now again on-line and there would be a report to the next meeting.

### **(c) Noise Management Scheme**

The scheme had been approved by the London Borough of Newham on 28<sup>th</sup> April. The Airport now had nine months (as from 30<sup>th</sup> April 1999) to instal the linked noise monitoring and track keeping system required by the scheme and to introduce the associated systems of incentives and penalties. A full copy of the Scheme was available on the Committee's web site or from the Secretary.

There had been delays in procuring the noise monitoring and track keeping equipment referred to in the Agreement because the supplier could not guarantee that it was Year 2000 compliant. The Airport had thus been compelled to look at the more expensive alternatives of other suppliers. Negotiations were in progress.

## **4. RENEWAL OF COMMITTEE MEMBERSHIP**

The Committee noted that this was the last meeting of the 1998/99 Committee year. The Secretary was asking participating organisations to nominate or re-nominate their representatives for the coming year. The Committee noted the following nominations received:-

|                              |  |
|------------------------------|--|
| London Borough of Newham:    | Councillor Alec Kellaway and Malcolm Smith.<br>(The Council is entitled to appoint three members of the Committee and a further nomination is awaited) |
| London Borough of Bexley:    | Councillor Cheryl Potter   |
| London Borough of Greenwich: | Councillor C Roberts   |

## **5. AIRPORT STATISTICS**

The charts were noted.

## **6. AIRPORT DIRECTOR'S REPORT**

A note of Alan Medlock's report to the Committee is attached to these minutes.

Concerning the proposed renewal of the catering facilities Alan Medlock said that the programme of work would be phased so that facilities for passengers would be maintained throughout. The details of this had still to be worked out.

In relation to the present discussions about the renewal of Riverbus services, Alan Medlock said that he was not aware of any plans to bring such a service to the Airport.

**7. STANDING ITEM ON ENVIRONMENTAL ISSUES**

The Report was noted. In response to a question Rob Grafton said the complaints from Canning Town were all from a dual source. The complainants had been visited.

**8. NOISE INSULATION PROGRAMME**

Jonathan Smith said that the contractor, Granville Noise Insulation, had now been appointed. They had been selected not least because of their experience and expertise in customer liaison. They would be mounting an exhibition, possibly in a mobile unit, to show affected residents the facilities to be installed. It was expected this would be ready in 3-4 weeks time. In the meantime the details of the administration of the scheme would be settled. This would include the matter of grants for householders who had previously installed double glazing which met the required noise insulation standards.

The new programme affected more than 800 homes including remedial works to homes already insulated under Phase I and the insulation of properties in Phase II (where insulation was now a requirement) and Phase III which were to be insulated ahead of need. Priority would be given to homes which were not already insulated.

There would be a further report to the next meeting when the shape of the programme would be more clear. It was expected that the programme would take about a year to complete.

**9. PUBLIC SAFETY ZONE REVIEW**

The letter from the Department was noted. The details of the new PSZs at the Airport were awaited. These might have a significant effect on the development of some parts of the Royal Docks.

**10. ANNUAL LIAISON MEETING OF AIRPORT CONSULTATIVE COMMITTEE CHAIRMEN AND SECRETARIES**

The reports were noted. Alan Medlock outlined the arrangements being made for the Airport Transport Forum at London City Airport and a note of these is attached to these minutes. It was noted that Chris Orphanou would be leading the Forum and that the Consultative Committee would be among the "other interests" to be represented.

**11. DATES OF FUTURE MEETINGS**

Wednesday 6<sup>th</sup> October 1999

Wednesday 5<sup>th</sup> January 2000

Wednesday 5<sup>th</sup> April 2000

Wednesday 5<sup>th</sup> July 2000

(End of Committee Year)

Wednesday 4<sup>th</sup> October 2000

12. **ANY OTHER BUSINESS**

**Car Parking - Parker Street Estate**

Arthur Cattell drew attention to those airport users who parked their cars on the streets of this estate presumably to avoid parking charges. A number of these vehicles had been broken into and/or vandalised. The Airport agreed to consider publicity urging passengers and staff in their own interests to use the car parks provided. It was noted that the charges at LCY were the lowest among the London area Airports and that staff parking was invariably paid for by the employing company.

13. **DATE OF NEXT MEETING**

Wednesday 6<sup>th</sup> October 1999 at 7 p.m. in the new Terminal Board Board room (if completed) or otherwise at City Aviation House.

1. The growth in passengers using London City has continued, with 127, 665 passengers travelling through the airport in June. This surpassed our previous best month in March 1999 by 211 passengers. During the first 6 months, to the end of June, passenger numbers have grown by 5% over the same period last year.

2. Routes

The Suckling Airways services to Glasgow and Dundee are now operating at 4 services per day during the week. Load factors, particularly on the Dundee route, are exceeding expectations for a new service.

VLM have introduced a weekday service to Jersey,

Preparations for the new British Regional Airlines service to Sheffield continue, with services planned to start this winter.

We also expect additional service to Paris by Air France and to Amsterdam and Manchester by KLMuk.

3. Facilities Developments

Work continues on the installation of the covered dockedge walkway, linking the terminal with the car park. The walkway will also extend to the areas serving the bus stops and taxi pick-up points. The fencing around the work area has resulted in some loss of space in the set-down area.

Ledger Building – Due to the high cost of repair, we now intend to build a new facility to accommodate the Ledger building tenants, including Execair and the cargo warehouse. This project will also include the construction of a new fire station and engineering building, as well as a permanent solution to the increased security requirements at Gate 1. Completion is planned for early 2001, to be followed by the demolition of the existing facilities, and the construction of additional aircraft parking facilities.

Catering Concession – Rest Air have been appointed as the new catering concession, and will take over the existing facilities in November, prior to a complete redevelopment starting in January 2000. This is a major expansion and improvement to the airport catering facilities, involving a capital investment in excess of £1 million. Rest Air operate the majority of catering facilities at Brussels Airport, and also have extensive catering operations throughout Belgium, Luxembourg and Scandinavia.

Rest Air will develop the London City restaurant in partnership with Michael Gottlieb, who has many years experience managing and operating restaurants in London.

Bewleys will continue to operate the coffee shop on the main concourse.

Gate Lounges

We have installed a new design of desk at Gate 2, along with sliding doors, upgraded lighting, and repairs to floors and walls. The design of the desk enables two sets of handling agent computer equipment to be installed, and provides a significant increase in work space. Feedback from users has been extremely positive, and we now intend to extend the refit to the remaining gate lounges.

5. Airport Developments

Arrivals Upgrade  
FIDS + Ceefax (BBC2 page 498)  
City Aviation House – move completed

6. Airfield Developments

Installation of the new Instrument landing System has started, and should be completed by the end of August.

The works programme is as follows:

|                  |   |
|------------------|---|
| July 11          | : start work on Rwy 28                            |
| 18 July - 12 Aug | : 28 ILS out of commission                        |
| 31 July - 01 Sep | : 10 ILS out of commission                        |
| 19 Aug - 01 Sep  | : 28 new ILS out of commission due 10 ILS testing |
| Flight Checks    | : 28 ILS – 30 July<br>10 ILS – 19 Aug             |

Arrestor beds:

In 1996 we installed arrestor beds at either end of the runway. The arrestor bed can best be described as a carefully designed gravel trap. Due to damage, we plan to replace the entire content of the bed. A programme is expected to commence later this month.

7. Local Transport

Adshel have provided 2 shelters on Hartman Road, one on either side of the road, between the two roundabouts on the approach to the airport. These will be used by all London Transport buses that pass outside the airport and those that call at the terminal building.

8. Other

Disabled Passenger Handling: Reports have recently appeared in the Scottish press regarding charges being made by one airline to disabled passengers requiring wheelchair assistance to or from the aircraft. We have also had correspondence with Dundee City Council on this matter. Our policy on charging is that handling agents may recover any additional costs from airlines, but in our Conditions of Use we specifically prohibit both handling agents and airlines from passing on any charges to passengers. Richard Gooding has written to the airline concerned to insist that this practice is immediately stopped.

The annual airport emergency exercise took place on 3<sup>rd</sup> July. This exercise simulated the response to an aircraft landing in the dock, the water-rescue of passengers and crew. The Airport Fire Service, together with London Fire Brigade, London Ambulance Service, and the Metropolitan Police, responded to the exercise. Over a period of two hours we tested response times, and the various methods of water rescue. The whole exercised was filmed, and we will be producing a video for future training purposes.

The second part of the exercise will take place early in September, and will deal with survivor reception, casualty identification, handling relatives and their enquiries, as well as briefing the media.

Alan Medlock  
Operations Director  
7<sup>th</sup> July 1999

## **AIRPORT TRANSPORT FORUM**

All airports in England and Wales with scheduled services are to establish Airport Transport Forums (ATFs) and prepare Airport Surface Access Strategies (ASAS) to feed into Local Transport Plans (LTPs).

However London Boroughs are not covered by the White Paper requirement to produce LTPs. Following the election in May 2000, the mayor will have a duty to produce an integrated transport strategy for London. The boroughs will produce local implementation plans to put the mayor's strategy into practice. The ASAS will feed into these plans.

DETR issued a consultation document in March 1999, and a good practice guide is to be issued shortly.

### **Airport Transport Forum**

Airport operators are responsible for taking the lead in setting up ATFs, inviting appropriate organisations to become members and preparing Airport Surface Access Strategies.

ATF to be comprised of:

- local authorities with a direct interest
- regional planning bodies
- PTAs
- Infrastructure providers
- Transport operators
- Regional Development Agencies
- Other interested parties, (including the Consultative Committee)

The ATF should adopt a co-ordinated, collaborative approach involving all stakeholders. It is particularly important for local authorities to participate fully in ATFs.

The ATF should have three specific objectives:

- to increase the proportion of journeys made to airports by public transport, agreeing short and long term targets
- To devise a strategy for achieving these targets
- To oversee implementation of the strategy

The ATF should meet at least twice a year

### **Airport Surface Access Strategy**

Likely to include:

- An analysis of existing surface access arrangements
- Setting of short-term targets and long term goals
- A mix of short term actions and long term proposals and policy measures
- An indication of the cost of schemes and associated policy measures
- A set of performance indicators
- Green transport plan for those working at the airport

These strategies will need to be consistent with the Government's integrated transport White Paper. The ASAS will be expected to address air quality issues, as outlined in the National Air Quality Strategy and the Air Quality Regulations 1997.

### **Costs**

Running costs to be met by airport operators, with contributions from partners. (LHR finances its ATF through a levy on car parking).

### **Timetable**

|             |   |
|-------------|---|
| 12 May 1999 | Response to consultation document   |
| July 1999   | Local authorities outside London produce 'provisional' 5-year local transport plan, 2000/01-2004/05 |
| 2000        | Comprehensive ASAS to feed into the 'full' local transport plan                                     |
| May 2000    | Election of Mayor and Assembly  |
| July 2000   | Local authorities outside London produce 'full' 5-year local transport plan, 2001/02-2005/06        |

Timetable for the establishment of ATFs and the preparation of ASAS will be similar.

### **Other Key Dates**

DLR application for a Transport and Works Act Order for extension to LCY

### **Statutory References**

Road Traffic Reduction Act 1997

Air Quality regulations 1997

The Transport White Paper: "A New Deal for Transport: Better for Everyone"