

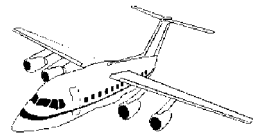
NOTICE OF MEETING

Tuesday 8th APRIL 2003

(*Note the change of date*)

7.00pm in the Board Room at City Aviation House, London City Airport

London City Airport



Consultative Committee

AGENDA

1. **APOLOGIES FOR ABSENCE** should be notified to the Secretary at 9 Palace Green, Croydon, CR0 9AJ, Telephone: 01689 843434, Fax: 0208 251 9858, E-mail: secretary@lcacc.org
2. **PRESENTATION – NOISE INSULATION SCHEME**
Rob Grafton will brief members on the details of this scheme
3. **BRIEFING - VOLUNTARY COMMITMENT ON AIR PASSENGER RIGHTS**
London City Airport is now signed up to this commitment in which consultative committees have a monitoring role. A copy of the commitment is attached. Alan Medlock will brief the Committee
4. **THE MINUTES OF THE MEETING HELD** on 7th January 2003 – previously circulated
5. **MATTER ARISING**
Item 10 – 2002 Noise Contour
A copy of the map showing the Summer 2002 57 and 60 LAeq (16 hour) contours is attached. A copy has also been posted to the Committee's website
6. **COMMITTEE MEMBERSHIP**
When the Committee's new constitution was approved by the Committee in April 2002 it was agreed that the term of office of the present members should be extended up to and including this meeting at which time nominations should be invited in accordance with the new arrangements, i.e. for three years.
The Secretary will be taking early action after this meeting to renew the Committee's membership in time for the next meeting in July.
7. **AIRPORT STATISTICS**
The usual charts are attached.
8. **AIRPORT DIRECTOR'S REPORT**
This will include an update on the works now in progress to construct the runway holding point.
9. **DOCKLANDS LIGHT RAILWAY – AIRPORT EXTENSION**
Work on the extension of the DLR to the Airport and North Woolwich commenced early in March 2003. AMEC's Project Director, Bob Goldring, has been invited to brief the Committee at its July meeting on the impact of the works on the Airport and the local area.
10. **STANDING ITEM ON ENVIRONMENTAL ISSUES**
The report of the Airport's Environment & Planning Manager will be tabled at the meeting.
11. **AMBIENT NOISE STRATEGY – CONSULTATION BY THE MAYOR OF LONDON**
The Committee are invited to comment on the draft of this Strategy. Copies of the draft, along with a Summary and a Leaflet, can be seen/downloaded online from:

<http://www.london.gov.uk/mayor/strategies/noise/index.jsp>

For those receiving this Agenda by post I am enclosing a copy of the Summary and the Leaflet. Copies of the full Strategy can be obtained by calling 020 7983 4100.

The Strategy deals with noise from a range of sources but the Committee will be chiefly concerned with noise from aviation. This is dealt with Section 4C of the draft Strategy (see also page 9 of the Summary). It contains a number of proposed policies and proposals which have been abstracted into the listing attached to this Agenda.

So far as London City is concerned the draft Strategy notes that noise at the Airport is regulated through a s.106 planning agreement with the London Borough of Newham, that the Airport is closed at night and that there is a noise insulation scheme where homes are eligible for sound insulation at lower levels than any other airport in the UK. The draft also says the mayor will work with the Government, Transport for London, the Airports and other stakeholders to improve public transport to and around Heathrow and London City Airports and to reduce the adverse environmental impacts otherwise associated with surface access.

To the extent that the proposals and policies are site specific they refer entirely to London Heathrow and there are none in relation to LCY. The Committee will wish to consider whether any of the Heathrow items require comment (e.g. the Mayor's proposal to oppose a third runway) and the extent to which the other more general policies and proposals can be supported.

In relation to surface access the Committee might wish to take the opportunity to remind the Mayor of the Committee's support for the Crossrail project and in particular the Royals option for the suggested branch from the Isle of Dogs to Ebbsfleet with a centrally placed station in the vicinity of the Connaught Crossing. The Committee might also wish to record its support for the extension of the DLR to Woolwich Arsenal and to point out again the need for improved access by public transport from the east through such schemes at East London Transit which should include a branch to the Airport.

12. STREET NAMING IN THE ROYAL DOCKS

The LBN are creating a set of names which capture the history of the Docklands area. These will be used to create a list for choosing the approved names for new developments and the naming of new streets, etc. This will ensure that the rich history of the docks is not lost.

The Council has asked if Committee members can assist by suggesting some names that evoke especial memories for themselves or have a special part in the history of the area.

Suggestions include: shipping lines, wharf and dock names, mill companies, people associated with the docks, original builders, architects of churches or buildings etc

The Council say it would be most helpful if those submitting names could provide a short resume/description of the name. This will enable Members and developers to choose/approve names that will keep the heritage alive.

The Council is also anxious to know of any other societies which might be able to help with this.

The LBN officer dealing with this is Chris Stoneham on 020 8430 2724.

13. FUTURE DEVELOPMENT OF AIR TRANSPORT – SOUTH-EAST

As reported at the last meeting, the High Court in November 2002 held that it was wrong for the Government to exclude from the South East consultation document options for the development of new runways at Gatwick. The Government has now published revised versions of the South East main and summary consultation documents, and questionnaires for all areas of the U.K, which take account of the decision to consult on options for Gatwick. Interested bodies now have until **30th June 2003** to send in new or revised responses.

The Secretary will report at the meeting but meanwhile if any member wishes to see the revised consultation documents they can be accessed online as follows:

Main Report

<http://www.aviation.dft.gov.uk/consult/airconsult/se/secondedition/main/index.htm>

Summary Report

<http://www.aviation.dft.gov.uk/consult/airconsult/se/secondedition/summary/index.htm>

Revised NOP Questionnaire

<http://surveys.surveys.com/scripts/mrwebpl.dll?project=j43461se>

Or copies can be obtained by post from:

DfT Free Literature, PO Box 236, Wetherby, WestYorkshire, LS23 7NB, Tel: 0845 100 5554; Fax 0870 122 6237; E-mail: dft@woten.press.net

14. ANY OTHER BUSINESS

15. DATE OF NEXT MEETING

Tuesday 1st July 2003 at 1900 hours at City Aviation House, London City Airport.

AIRPORT VOLUNTARY COMMITMENT ON AIR PASSENGER SERVICE

PREAMBLE

European airports have developed an Airport Voluntary Commitment on Air Passenger Service following extensive consultation with representatives of consumers, European governments, the European Commission and the air transport industry.

Air passengers' expectations have grown considerably in recent years especially in regard to quality of service. Furthermore, as airports are working more and more in a competitive environment, quality criteria have been widely adopted by European airports as a means of competitive definition.

The Airport Voluntary Commitment on Air Passenger Service contains commitments to deliver a defined quality of service to air travellers. Although the commitments are not legally-binding, the signatories to the Airport Voluntary Commitment on Air Passenger Service will continue to strive to meet the needs of customers and achieve the quality set out in this Commitment on a consistent basis.

Signatory airports will each develop their own individual service plans incorporating the Airport Voluntary Commitment on Air Passenger Service.

Clearing the confusion between airport, airline and others

Clarification: When a passenger buys an air ticket their contract is with the airline. In fact no contractual relationship exists between passengers and airports. However, airport operators recognise that they have a duty of care towards the passengers.

Clarification: Many "airport services" are not performed by the airport operator at all and, although airports strive to work closely with all business partners and government agencies, often airports have little or no choice over the selection of these suppliers. This can include critical services such as ground handling, which is organised by airlines and covers matters such as check-in and baggage delivery, as well as security checks, border controls, airport access etc. Unfortunately, the airport operator cannot be held responsible should the level of these services fall below a desired level.

1. PERSONS WITH REDUCED MOBILITY

Each airport will prominently publicise the services it offers for assisting passengers with reduced mobility (PRMs). Most crucially each airport commits itself to the new special protocol on "Meeting the needs of people with reduced mobility" (attached).

2. PASSENGER INFORMATION ON LEGAL RIGHTS

Each airport will prominently display in key strategic locations:

- The European Commission's "Charter on Air Passenger Rights"
- Future material prepared by the European Commission which aims to inform passengers of their rights under European Union and other international law.

3. ASSISTANCE DURING PERIODS OF SIGNIFICANT DELAYS OR DISRUPTION

Each airport will make available the information given by airlines about expected delays and update passengers as frequently as possible.

Each airport will have contingency plans for assisting involuntarily stranded passengers suffering significant delay. This plan will address the most important needs of passengers, including appropriate seating arrangements, medical support and support for those with particular needs such as families with young children.

Each airport will make every effort to ensure catering concessionaires remain open during such periods.

Each airport will set up appropriate working arrangements with other organisations to provide effective care for passengers in this situation.

4. AIRPORT ACCESS AND GROUND TRANSPORTATION

Each airport will work closely with partners to develop and improve public transport. Wherever possible airports will encourage public transport timetables to be co-ordinated with airline schedules.

5. PROVISION OF INFRASTRUCTURE FOR CHECK-IN, BAGGAGE AND SECURITY

Each airport will provide appropriate infrastructure for business partners (airlines, ground handling companies etc) for serving passengers at check-in, baggage delivery, security and border control.

6. MAINTENANCE

Each airport will ensure that all equipment used to serve passengers is subject to regular and systematic maintenance in compliance with the manufacturers' recommended guidelines. This is particularly important for equipment critical for core airport operations – baggage handling systems, escalators, moving walkways, air conditioning, lifts, car park equipment etc.

7. TROLLEY MANAGEMENT

Each airport will ensure that sufficient trolleys for passengers with hold baggage are available and in good working order at all times at appropriate locations.

8. WAY-FINDING AND INFORMATION DESKS

Each airport will ensure user-friendly and comprehensive signage, taking account of local culture and language without compromising the benefits of consistency. All signs, brochures and other materials and any modern technology (such as Internet pages) will be used in the simplest and clearest way possible.

Each airport will have staffed information desks, wherever feasible, which will be open in line with the airport or terminal's operating hours.

9. CLEANLINESS

Each airport will ensure that all public areas are kept clean at all times. Particular care will be taken over the cleanliness of toilets and washrooms.

10. CUSTOMER COMMENT MANAGEMENT

Each airport will ensure that there are clearly promoted and understandable comment and complaint procedures. Customer comments will be stored for easy access and management.

Each airport will establish a reliable method of monitoring, investigating and evaluating customer compliments, comments and complaints. Under normal circumstances, each airport will provide a response to a complaint within 28 days of receipt. When this does not permit sufficient time for a complaint to be investigated, an interim response will be provided giving the reason for the delay.

11. REGULAR REPORTING

Each airport will produce regular consumer reports (at least once a year) based on passenger satisfaction results. These reports will be made available to the relevant national or international bodies.

The performance indicators will usually take the form of passenger satisfaction levels measured through regular monitoring in all those areas which are totally under the airports' control. Examples of exceptions to this are:

- During times where contingency plans are in operation to deal with severe disruption.
- When check-in, baggage handling and security is provided by a third party.
- On issues of airport access when services are provided by transport partners.

There will also be a performance indicator measuring the number of days taken to respond to passenger comment as defined in paragraph 10 "Customer comment management" above.

ATTACHMENT

SPECIAL PROTOCOL TO MEET THE NEEDS OF PEOPLE WITH REDUCED MOBILITY

Introduction

The purpose of this document is to improve the accessibility of air travel to people with reduced mobility by ensuring that their needs are understood and provided for, and that their safety and dignity are respected. It forms the basis on which a voluntary Code (or Codes) of Practice may be prepared by airports. When preparing Codes, the appropriate provisions of the European Civil Aviation Conference (ECAC) Document 30 (Section 5), and the International Civil Aviation Organisation (ICAO Annex 9) will be incorporated.

Definition of a person with reduced mobility (PRM)

A person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to any physical disability (sensory or locomotory), an intellectual impairment, age, or any other cause of disability when using transport, and whose situation needs special attention or adaptation of services ordinarily made available to all passengers.

Basic assumptions

- PRMs have the same rights as other citizens to freedom of movement and freedom of choice. This applies to air travel as to all other areas in life.
- Airports and related service providers have a responsibility to meet the needs of PRMs. PRMs also have a responsibility to identify their needs to the proper channels at the proper time.
- Information, using accessible formats, must be made available to enable PRMs to plan and make their journey.
- Disability should not be equated with illness and therefore PRMs must not be required to make medical declarations about their disability as a condition of travel.
- Organisations representing PRMs will be consulted on all issues relevant to PRMs.
- Staff will be given appropriate training in understanding and meeting the needs of PRMs.
- Control and security checks will be undertaken in a manner which respects the dignity of PRMs.
- PRMs must be enabled to remain independent to the greatest possible extent.
- The cost of providing for the needs of PRMs must not be passed directly to PRMs.

PROVISION OF INFRASTRUCTURE

Each airport will ensure that its infrastructure is compatible with the needs of people with reduced mobility and that this part of the service is provided in an efficient manner.

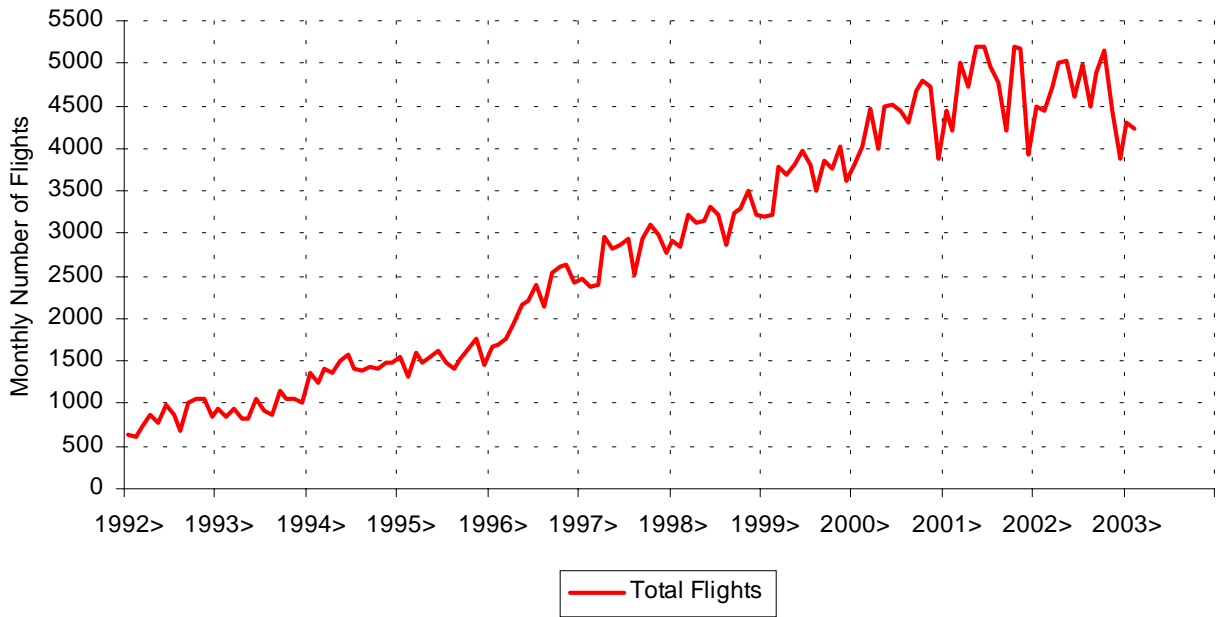
This will include:

- Access to landside and airside ground transport;
- Parking, pick-up, drop-off and transfer arrangements;
- Information provided both audibly and visually.

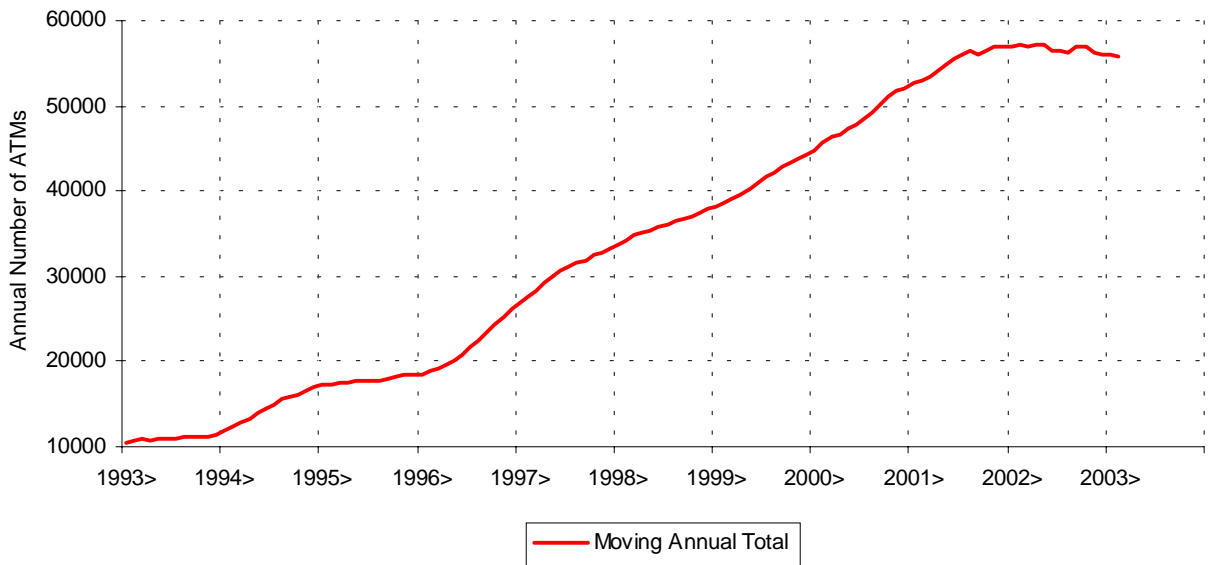
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Agenda Item 4 Airport Statistics

**LONDON CITY AIRPORT
Monthly Number of Flights**



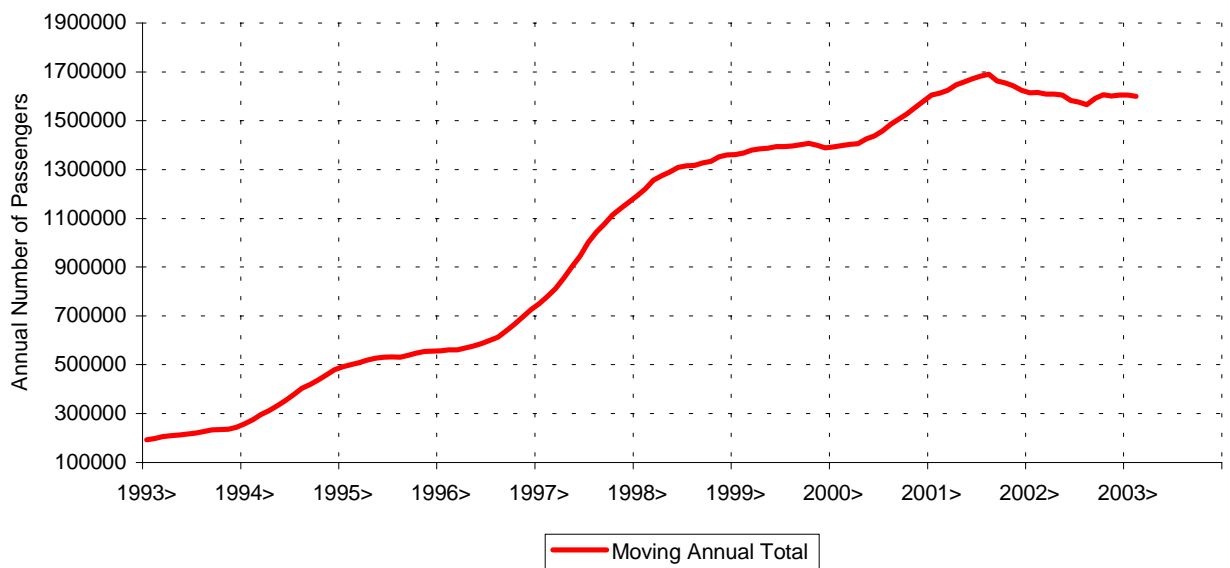
**LONDON CITY AIRPORT
Number of Flights - Monthly Moving Annual Totals**



LONDON CITY AIRPORT Number of Passengers



LONDON CITY AIRPORT Passengers - Monthly Moving Annual Totals



**Mayor of London's Draft Ambient Noise Strategy
Aircraft Noise Policies and Proposals abstracted from Section 4C**

Policies

- Policy 37 The Mayor will urge the Government (which has the key decision-making powers at Heathrow), the aviation industry, local authorities and other stakeholders to minimise the impact of aviation noise on London, within the context of meeting London's needs as a world city. The Government is urged to work vigorously to reduce noise associated with aviation, including through international agreements, national and airport-related regulation and economic measures.
- Policy 38 The Mayor will urge the Government, European Union, and the aviation industry to negotiate vigorously for and support economically the more rapid development of quieter aircraft, particularly those which are quieter on landing, and the rapid replacement of existing noisier aircraft by the quietest available aircraft, including measures to secure removal of the noisiest aircraft at specific airports where necessary, recognising that sustained improvements in environmental performance are required.
- Policy 39 The Mayor will urge Government to create a supportive regulatory environment for, and airport operators to use, all available incentives, including consideration of differential landing charges, to encourage the development and deployment of the quietest available aircraft. This includes:
- distinguishing between aircraft of different noise levels within existing or future 'Chapter' categories
 - examining the merits, particularly at Heathrow, of weighting charges according to the landing element of the certification test.
- Policy 40 The Mayor supports review of the aircraft noise index currently used at Heathrow and other airports in the UK. Review should, or should be extended to, encompass issues related to getting to sleep and getting back to sleep once woken, as well as being woken once asleep. The index should be reviewed, normally at five-yearly intervals or as appropriate in the light of developing scientific understanding.
- Policy 41 The Mayor will urge the Government periodically to review the balance between easterly and westerly preference at Heathrow, and other noise abatement operational procedures, in relation to changes in population exposure to take-off and landing noise as aircraft engine and airframe technologies and airspace management practices or capabilities change. Studies should be carried out, to identify how people across London are being, or may be, affected by aircraft noise, in varying air traffic conditions, and as the size and performance characteristics of aircraft change over time.
- Policy 42 The Mayor supports the view that night flights should be banned. In the short term, the night quota period at Heathrow should be extended to cover the whole period from 2300 to 0700 hours, and quota controls and financial incentives used to minimise adverse impacts.
- Policy 43 The Mayor will urge the Government to assess the effects of weekly night rotation of runway preferential use at Heathrow, when the scheme has been operating fully for an adequate period following runway refurbishment works in

2002/3, with a view to introducing full easterly preference for such landings, if assessment so indicates.

- Policy 44 The Mayor and Transport for London will work with BAA/Heathrow, London City Airport Ltd, the Government and other stakeholders to improve public transport to and around Heathrow and London City Airports, to reduce the adverse environmental impacts otherwise associated with surface access. This will require additional funding from Government, or airport operators, for this purpose. The noise impact of additional transport facilities should be included appropriately in the assessment process as schemes are brought forward, and cost-effective noise mitigation measures incorporated where applicable.
- Policy 45 The Mayor will work with boroughs to ensure that planning guidance is properly applied so that residential development provides suitable conditions for residents. Londonwide Housing Capacity Studies should, where appropriate, take account of prospective changes in the balance of road, rail and aircraft noise over the period of the London Plan (Spatial Development Strategy). They should assess how housing needs can be met while minimising noise exposure, such as through mechanisms to transfer development potential between more and less noise-sensitive uses, and noise-reducing urban design.
- Policy 46 The Mayor urges the Government to produce guidance on the use of ‘worst mode’ aircraft noise contours in assessing the need for building insulation for schools, homes, and other noise-sensitive uses, and to ensure the provision of necessary funding, in the context of the ‘polluter pays’ principle, where appropriate.
- Policy 47 The Mayor will urge the Government to assess the particular noise characteristics associated with potential changes in aircraft fleet mix and technology, and produce updated projections of aircraft noise impact in areas affected by Heathrow Airport, with particular reference to the final approach glidepaths across London. Consideration should be given to a new Noise Insulation Scheme, incorporating more flexible, graduated measures in affected areas. Work should, wherever possible, be integrated with measures to reduce fuel poverty and save energy.
- Policy 48 The Mayor will urge the Government to examine how people use different types of aircraft noise information for different purposes. A study should assess what forms of communication would be more transparent and inclusive, and what arrangements for preparation, publication and independent verification would best earn and maintain public confidence. The Government should consider what information on aircraft noise and flightpaths would be found most useful by those moving into an area.
- Policy 49 The Mayor will urge the Government to work vigorously, including through international agreements, national and airport-related regulation and economic measures, to minimise the environmental impacts of air freight, including its overall implications for noise, and to promote effective and sustainable alternatives.
- Policy 50 The Mayor will urge the Government, the Civil Aviation Authority and airport operators, as technologies evolve and opportunities occur, to review the potential for airspace design and management to reduce the overall impact of aircraft noise on affected communities, with particular reference to the location of holding stacks, navigational aids, and aircraft routing at relevant heights, relative to built-up areas.
- Policy 51 The Mayor will urge the Government, European Union, and the helicopter industry to progressively tighten noise emission standards, support the development of quieter

helicopters, and ensure that noise impacts of related emerging aviation technologies are minimised.

- Policy 52 The Mayor will urge the Government and air traffic services to keep the noise implications of changing helicopter use under review, together with emerging opportunities for cost-effective monitoring and control, and to examine, in consultation with the Mayor, London boroughs and others, how relevant technologies could provide new ways of minimising the noise impact of helicopters on particular corridors or localities.
- Policy 53 The Mayor will expect applicants of any proposed heliport or similar facilities, and affected local planning authorities, to assess fully and minimise noise impacts in the vicinity, in terms of take-off and landing paths, and in terms of wider impact, including changes in intensity of use of helicopter routes across London. Boroughs should, in general, resist proposals for private helicopter landing facilities, with the exception of predominantly emergency use facilities.
- Policy 54 The Mayor will keep potential changes in the spatial distribution of London-related runway capacity and airport facilities under review, and will seek the fullest possible scrutiny of noise and other environmental impacts, as part of the consideration of implications for London. On the basis of information available to date, and taking a strategic view, he is minded to oppose creation of an additional runway at Heathrow on grounds of its likely overall environmental impact on Londoners.
- Policy 55 If aviation technologies prove unable to deliver sufficient improvements in noise and other environmental performance to match Londoners' legitimate expectations, and the needs of sustainable development, the Mayor considers that the Government should promote international action to manage aviation demand sustainably.
- Policy 56 The Mayor supports the view that the aviation industry should pay for the external costs which it imposes on society, including those related to noise.

Proposals

- Proposal 23 Transport for London will work with stakeholders to minimise the noise impacts of surface movements related to London area airports, including freight movements.
- Proposal 24 The Mayor encourages the Government to include proposals in the forthcoming Air Transport White Paper for levies to mitigate the environmental impacts of aviation, which should be distributed through Aviation Environment Funds for each airport.