

**Minutes of the meeting of the
London City Airport Consultative Committee
held on 9th June 2017 at 12.00pm
at City Aviation House, London City Airport**

Present: Duncan Alexander (Chair), Glynis Webb (Vice-Chair), David Matthews (NATS), Mari Grigoriadou (Swiss/Lufthansa), Frank Rosillo-Calle (Canning Town), Mirsad Bakalovic (Beckton), John Shaw (Passenger Representative), John Stewart (Hacan East), Dave Whittaker (LBN), Joy-Caron Canter (RDLAC), Robin Whitehouse (LBN), Giovanna Grandoni (Richard house), Cllr Pat Holland, Julia Dunlop (Silvertown Deputy), David Conroy (North Woolwich), Richard Goodwin (Metropolitan Police), Andy Colwell (Metropolitan Police)

In attendance from LCY: Anna Boss, Melanie Burnley, Tim Halley, James Shearman, Aaron Uthman, Gary Hodgetts

1. Opening remarks.

The Chair opened the meeting and thanked members for their attendance.

Feedback on notes being sent earlier well received.

2. Minutes of the meeting on 6 March 2017

The minutes of the meeting on 6 March 2017 were approved by the Committee with no further items being raised.

3. Matters arising

The Chair went through matters arising from the previous meeting of the Committee. These included:

4. Digital Air Traffic Control Tower

David Matthews, NATS General Manager at London City Airport (DM) presented the new air traffic digital tower.

The key matters which arose from the presentation were as follows:

- A digital tower is a 21st century solution for the airport that will enhance the safety and efficiency of operations and improve resilience, replacing the existing ATC tower which is approaching the end of its operational lifespan.

- The tower will have 14 high definition cameras, with the capability of providing a 360-degree view of the airport. In addition, the tower has two pan-tilt-zoom cameras which can magnify any part of the airfield up to 30 times for close inspection.
- The new tower is going to be 50m tall and will be located in the existing long-stay car park.
- The airport security team will work closely with the Met Police to ensure that the tower and other parts of airport infrastructure are protected.
- If camera(s) fail then the system has a backup system, so the safety of the operation will not be impacted
- The tower should be completed in 2018-19
- David Conroy (North Woolwich resident) (DC) raised the following concerns about the tower
 - DC- Swanwick ATC centre went down, is there a possibility of that happening with the new digital tower at LCY?
 - DM replied that it was a voice coms failure that happened at Swanwick and it is a low probability of all tower equipment failing, if it did the airport would reduce the capacity of aircrafts it allows in during the period.
- DC- How will the new tower be safe from terrorism?
 - DM- The airport is constantly taking advice from anti-terror organisation.
- The Chair expressed that the local community have interest to make sure no similar incidents happens at the airport like the recent runway incursion.
- Glynis Webb & Cllr Pat Holland both raised their concerns about the tower being landside.

Action: The Chair suggested taking this topic of The Tower forward for future updates and discussion.

5. UKACC

The Chair provided an update on the meeting of the UKACC, Glasgow Airport which took place 6-7 June 2017 and other matters for future LCACC meetings.

The key matters which arose were as follows:

- Chair announced that John Adshead's contribution over many years was recognised at the UKACC and that the airport had suggested and implemented several gestures for the Adshead family.
- The Chair- introduced the UKACC to the committee and its role, particularly regarding the current CAA consultation process on the changes to UK Airspace. LCACC and its Environment Sub-Committee have submitted a report to the CAA as part of this.
- Best practice across ACCs was discussed and the Chair was pleased to state that LCACC seems to be functioning extremely well compared to other ACCs in terms of the level of information flow and problem resolution.
- An update from the LCACC was provided on issues such as the LCY's efforts addressing disabilities and local community activity.
- The Chair has offered to host the UKACC at LCY in the future.
- The next ACC will be in Aberdeen in June 2018.

6. Summer Peak Plans

Melanie Burnley (MB) Director of customer experience provided an update on LCY plans for the summer peak. Key actions and points made included:

- The airport is going to implement a traffic light system to manage the flow of passengers.
- Outbound passengers are being processed within targets but more is needed to be done to address the inbound flow.
- Positive feedback has been received regarding the implementation of e-gates. Border Force resources will be supported even further with all 15 E-gates are in operation.
- Departure lounge this year will be better due to the new west pier and additional shopping and food and beverage entities.
- For the month of July, the morning and evening peaks are expected to be similar to last year, however off peak is expected to be busier than last year.

7. Aircraft Noise Categorisation Scheme (ANCS) report

Tim Halley provided a briefing on the upcoming consultation on the ANCS.

- LCY will be consulting on a draft scheme to manage the noise created by aircraft and incentivise airlines to minimise this. The new regime will incentivise airlines to use quieter aircraft and will ensure that no noisier aircraft than currently operate at London City will be allowed to operate in future.
- The new scheme will use independently assessed noise certification data to categorise each aircraft. This will mirror the approach adopted by other UK airports including Heathrow, Gatwick and Stansted to control noise at night
- LCY will become the first UK airport to adopt this method for daytime flights
- The consultation will run from 2 June 2017 and will end on the 14 July 2017. Members of the committee can review the ANCS documents at www.londoncityairport.com/ANCS and submit any comments to ANCS@londoncityairport.com
- Once consultation is complete all comments will be reviewed and a report prepared prior to submitting to London Borough of Newham for approval in August 2017.
- Through questions raised it was clarified that the new scheme has several significant improvements including there being more monitoring stations and that the scheme is much tighter than the old one.
- The new ANCS will be supplemented by a new Incentives and Penalties scheme (IPS) which will further encourage airlines to operate their fleets more quietly by rewarding improved performance and penalising poor performance.
- LCY will reward improved noise performance by partnering airlines in delivering an annual Community Projects Fund of £75,000 in the local community. Airlines will be penalised for poor noise performance with a minimum fine of £600 per

decibel exceeded above a fixed threshold, per flight. An update on both the ANCS and the supplementary IPS will be provided at the next meeting.

Since the meeting the ANCS consultation has closed with a total of 10 responses, LCY is currently reviewing responses and is preparing a consultation report which will be circulated with the final scheme prior to submission to LBN in August 2017.

Action: Circulate details for the consultation to the committee

8. Parking Issues

David Whittaker provided a report from LBN on parking proposals for the local area.

The key matters which arose from the report were as follows

- Resident parking areas for Royal Docks East was enforced 22nd May and Royal Docks West 5th June
- Addison Lee have been monitoring the conduct of their drivers

Feedback from the Committee was as follows:

- Royal Docks East, residents received tickets during the grace period.
- Some residents complained that they did not want the CPZ and they feel that Newham had enforced this as a money making scheme.
- Small businesses and charities cannot afford business permits so they are struggling.
- There is an improvement since the CPZ has been rolled out. Airport has helped with the problem.
- Uber issue brought up again, specifically about behaviour problems. The Chair suggested the airport sends a letter to the company about the indecent behaviour.

Action: The topic of parking and the impact of the new scheme to be discussed further at the next LCACC.

9. LCY 30th Anniversary

Aaron Uthman (AU) provided an update on the plans to celebrate the 30th anniversary of the airport

The key matters which arose from the report were as follows:

- News outlets have covered the story about the airport celebrating its 30th anniversary. BBC news online and Mail online covered the story.
- There has been a focus on staff engagement, with the airport giving out 30th anniversary branded giveaways.
- The 30th anniversary community fund was launched during “Responsible Business Week” to encourage community groups to apply.
- There will be a 30th anniversary book published covering the history of the airport.
- Members of staff will be participating in a cycle ride to Amsterdam to raise money for Richard House Children’s Hospice.

- There will be an event for stakeholders.
- There will be a Lord Mayor's Hot Air Balloon Regatta weather permitting

10. Sub-Committee updates:

Verbal updates were provided from the Sub-Committees detailing progress made since the last LCACC meeting

a) The Airspace & Environment Sub-Committee- draft of sub-committee report, drafted response of airspace consultation. (James Shearman)

Positive feedback was provided on the consultation from the environment sub-committee.

b) The Community Sub-Committee (Anna Boss)

- LCY organised 3 awareness events attracting 160 businesses and are planning two more.
- The 30th anniversary fund was highlighted again.

11. Airport Reports

The airport reports were posted on the LCACC site in advance of the meeting and Chair thanked everybody for the timely submission.

The key matters arising were as follows:

a) Environment Update (James Shearman)

- The key matters arising was to focus on the trend in the rise of complaints from Waltham Forest.
- Moving forward the report will be issued and an update from the Sub-Committee will be provided rather than having to separate agenda items.

b) Airport Directors (Melanie Burnley, Customer Experience)

- KLM and Irish regional airline CityJet have announced a new co-operation on routes between UK and the Netherlands.
- British Airways are now operating two daily flights from LCY to Milan in Italy.
- Ladurée, has opened in the terminal
- City airport have a new welcome sign which was officially opened on 24 April. It is located by the entrance of the jet centre at the roundabout on Connaught road.

c) Community (Aaron Uthman)

- 1143 primary school students visited the airport for an educational tour of the airport.
- River champion's programme was launched. This is an environmental stewardship programme in partnership with Thames21.
- Take off into work: 22 Newham residents have been helped into employment this year.

- Future Focus Academy was launched in collaboration with the London Borough of Tower Hamlets.
- Runway to Success was launched in collaboration with the Royal Borough of Greenwich.
- Fight for Peace partnership was launched.
- Volunteering fortnight was launched with 77 members of staff signing up for activities.
- To date £6,300 has been raised for Richard House hospice.

d) Planning (Tim Halley)

- To date 39 of the 42 CADP pre-conditions have been satisfied with the remaining three expected to be approved by the end of June. Since the meeting all pre-commencement conditions have been satisfied.
- Lord Mayor balloon regatta- LCY has applied to LBN for a non-material amendment to the existing planning permission to ensure the event takes place compliant with the controls on the permission.

e) Airport Transport Forum

The report was circulated prior to the meeting and there were no major matters arising. Tim Halley updated the Committee that Gavin Wicks has recently been appointed as LCY's Head of Transport Planning and will be present to deliver future reports.

f) Directors Report, Commercial (Gary Hodgetts)

The main matter arising was the updated provided on the testing of the new C-series aircraft which is much quieter than the current airframes. This will come into operation later in the year with Swiss and will be the quietest aircraft at the airport.

12. AOB

a) Meeting format

A conversation was held regarding the flow and format of the meeting. In general it was felt the meetings are more engaging and a midday meeting assisted with this.

The Chair offered to discuss this again at the next meeting and discuss the balance between the best timing to achieve the best attendance and overall meeting effectiveness.

There is consensus that the LCACC sub-committees are working well. Moving forward we will focus on reports and updates from the Sub-Committees and reduce the length of time spent on Airport Reports which will be circulated in advance and only key points, or updates will be provided.

13. Date of next meeting

The Committee will next meet on Friday 8 September 2017, at 12.00pm at Civil Aviation House, London City Airport.

Duncan Alexander
Chairman of the LCACC