

Minutes of the Consultative Committee Meeting held at
Leeds Bradford Airport
Wednesday 11th December 2019

Members Present:

Mr M Goodwin	Chairman
Mr M Dobson	Deputy Chairman
Mr K Cothliff	Aireborough Neighbourhood Forum
Cllr Gill Dixon	Baildon Town Council
Mr B Dunsby	Harrogate Chamber of Trade and Commerce
Mr A Elsegood	Menston Neighbourhood Forum & Community Association
Mr B Felstead	Burley in Wharfedale Parish Council
Cllr I Greenberg	Yorkshire Local Council's Association – Leeds Branch
Mr J Howard	Bramhope & Carlton Parish Council
Mr M Hughes	Horsforth End of Runway Representative
Cllr Chris Pillai	Calderdale Council
Cllr P Robinson	Otley Town Council
Ms H Ruane	Airport Support Group
Ms C Shaw	Welcome to Yorkshire - (P Dodd Representative)
Mr K Stephenson	Unite the Union – (R Bedford Representative)
Cllr P Wadsworth	Leeds City Council

Members Apologies:

Cllr Colin Campbell	Local Resident Representative – Yeadon
Cllr M Morley	Wakefield Council
Cllr J Whiteley	Burley in Wharfedale Parish Council

Other Attendees:

Rupert Basham	ICCAN
Rob Light	ICCAN

Airport Officers Present:

Hywel Rees	CEO
Charles Johnson	Head of Planning Development
Tracey Stevenson	Environmental Manager
Rachel Hawkes	Operations Executive Assistant (Minute Taker)

2. Minutes of the Last Meeting

The September minutes had been circulated ahead of the meeting.

Alan Elsegood questioned the duration taken to distribute the minutes from the previous meeting. LBA confirmed the minutes were distributed within one month of the meeting but will endeavour to distribute these in a timelier manner.

The chairman reminded the forum that members can add items onto the agenda for discussion.

Q. It was agreed that the drone presentation from the last meeting would be shared, however not received.

A. Yes, apologies, this can be shared. Charles Johnson will distribute the presentation.

3. CEO Update

Hywel Rees welcomed all to the meeting. HR expressed his desire to attend as many ACC meetings as possible and apologised for not being in attendance at the September meeting.

HR informed the committee that he is in the process of putting cost and resource back into the airport, this includes the recruitment of 3 key roles - Chief Commercial Officer, Head of Customer Experience and Head of Operations.

The Summer season has seen many issues arise with the baggage belts within Hall B, HR confirmed that LBA are making a significant investment to replace the current belts. This work will be completed in time for Summer 2020.

HR also advised the committee that improvements are being made from January 2020 to enhance passenger experience through security and immigration. There will also be changes to our landside retail units.

HR advised the committee that unfortunately at this meeting he is unable to discuss any further redevelopment works, however, he will be holding a meeting in January 2020 to provide further details which he would like to invite the ACC members to.

Q. A Elsegood – Has a new Head of Air Traffic been recruited as yet?

A. Yes, we have promoted Jamie Babbins into the role of Air Traffic Services Manager.

Q. K Cothliff – What plan does LBA have for dealing with publicity and local groups?

A. We have recruited a Content Marketer, Alice Winterburn who will oversee this.

Q. P Wadsworth - Still issues with the escalator not working at arrivals, never working when I return?

A. The escalator isn't broken, it is turned off deliberately to remove the risk of injury to passengers. If the escalator remains on and an influx of passengers arrive there is insufficient room at the top of the steps/escalator for people to go to.

Q. P Wadsworth – there needs to be signage.

A. Agree, this will be highlighted to the terminal teams..

Q. H Ruane – I believe the issue is at baggage reclaim, do passengers get held at immigration?

A. We do not have a policy for holding passengers at immigration. I receive all customer correspondence and it is frustrating that we cannot fix the arrivals area yet. The infrastructure does not allow for it. It is very high on my list of priorities.

HR presented at the Leeds Climate Emergency Advisory Committee meeting in September. Unfortunately, there was insufficient time to present his plans to the committee. HR fully supports the need to reduce CO₂ and is looking at ways that LBA can make reductions.

P Wadsworth – apologies on behalf of Leeds City Council for not allowing enough time for you to present. LCC would like to invite you back to present.

Q. G Dixon – Great to hear all the work that is being done to make improvements, LBA needs an environmental statement.

A. Agree, Tracey Stevenson is in the process of producing a booklet similar to what other airports do. We acknowledge that LBA hasn't been very good at communicating and we want to change this.

Q. Ian Greensberg – What substitutes will be used in place of plastics?

A. We would expect cardboard to be used in place of plastic drinks bottles.

Q. G Dixon – Can you ensure that changes will also be made landside?

A. Changes will be made to both landside and airside; suppliers will be advised that we will not allow plastics to be used.

Q. P Wadsworth – Are you reducing the amount of plastics the airlines use?

A. We have very limited control over airlines.

Q. What can Leeds Bradford Airport do to stop fuel tankering?

A. Tankering is very rare, however we can't control where the airlines purchase their fuel from.

Q. H Ruane – In the absence of John Cunliffe, who will be providing a business update?

A. Charles Johnson has a verbal update to read out from John.

HR provided a brief update on airline development and advised that the current infrastructure will not allow for increased passengers at peak time. Leeds is the second wealthiest City outside London with a catchment area representing 9.3% of the UK population within a 90 minute radius.

Q. M Goodwin – The previous 3 CEO's have said they'd applied for longer flying hours, what's happening?

A. The original consent was submitted in 1994, unless we extend daytime operating hours we can't grow. Night time flying divides opinion, it depends what the local community want. Further details will follow in January.

Q. Manchester Airport offer a wider range of routes.

A. Analysis is required to see how much carbon can be saved. No one wants to travel to Manchester, it's not a pleasant drive.

Q. Leeds Bradford needs a train station.

A. We are looking at coach transfers between Leeds and Bradford Train Stations.

Q. H Ruane – Jet2 have announced Lisbon from Manchester Airport,

A. We are presently looking at a wide number of additional route options.

4. Independent Commission on Civil Aviation Noise – ICCAN

Rob Light, Head of Commissioner at ICCAN welcomed the group and gave a presentation.

ICCAN (Independent Commission on Civil Aviation Noise) is a new body, created to act as an independent, impartial voice on civil aviation noise and how it affects communities.

Since January 2019, ICCAN's task has been to develop an understanding and knowledge about aviation noise as well as meet organisations, people and communities that are affected.

In the first six months of ICCAN's existence, they have met with hundreds of different stakeholders, including community groups, academics, airports, airlines, industry bodies and government.

ICCAN's aim for its first two years is:

- To improve public confidence and trust in the management of aviation noise, by building their expertise, credibility and profile across the UK.

ICCAN's strategic objectives are:

- To increase trust, transparency and clarity in the aviation noise debate.
- To promote consistency, responsibility and accountability within the industry and beyond.
- To establish their expertise, authority and credibility.

ICCAN's Corporate Strategy is:

- Reviewing the Survey of Noise Attitudes (SoNA) and making recommendations to the Government on future public opinion research.
- Reviewing metrics used for measuring and providing guidance on the management of aviation noise.
- Studying how airports consult with their communities when planning airspace changes and publishing new best practice guidance.

Q. What proportion of carbon is the UK compared to the world?

A. We should be looking at the future figures, not today's.

Q. Alan Elsegood – I would be keen to speak to ICCAN, is this possible?

A. Yes, I [Rob Light] can arrange this.

Q. Alan Elsegood – Is your presentation available to present to our communities?

A. I [Rob Light] would welcome the opportunity to visit your community to present to.

Q. P Robinson – Can we have a copy of your presentation?

A. Yes, of course.

Q. M Hughes – I am not aware that noise causes global warming, aircraft should focus on carbon efficiency. There isn't a need for balance, the environment should be the priority.

A. That's a view, it may not be shared by others living around the airport.

5. Terminal Expansion Update

CJ advised the group that there wasn't an update at the moment but would like to invite the members to attend an update meeting in January.

6. Business Update

John Cunliffe was unable to attend the meeting, however sent a verbal business update which was read out by Charles Johnson:

- The summer months have proved difficult for passenger numbers with LBA showing a negative % vs. 2018. This is reflected across the industry, with many UK airports also showing negative growth during S19. The current economic climate and difficult landscape in the UK has clearly had an impact on people's summer holiday plans.
- The reduction in Inclusive Tour operations is mainly a result of the reduction of TUI's services in S19 vs. S18. Unfortunately, TUI took the decision to remove a based aircraft for S19, resulting

in a loss in capacity of 54,240 seats and 8 routes. S20 is currently on sale with TUI and they have maintained a similar level of capacity to S19.

- The loss of capacity with TUI was however offset by an increase in capacity by Jet2 for S19. This is reflected in the foreign scheduled numbers, which show an increase in passenger numbers.
- KLM has also continued to perform strongly, with load factors at the 90%+ mark. This has resulted in KLM taking the decision to upgrade the mid-morning service to a mainline 737-700 from March 28th 2020.
- Aer Lingus added a third daily rotation on Monday/Friday/Sundays effective from October 28th. Forward bookings have looked strong with an increase particularly in the number of passengers connecting onwards to North America.
- There was also growth with Eastern as they added an extra rotation to SOU on the J41 aircraft in early September. They now operate 3 flights a day (Monday to Thursday).

Q. Previously we have had sight of the passenger figure charts, can these not be sent in advance.

A. CJ – They have been prepared but I'm not able to show them on the screen. They will be circulated in advance for the next meeting.

Q. M Goodwin – I have written to John Cunliffe as I find it disgraceful that there are no route to Scotland.

A. CJ will pick this up with JC.

Q. Alan Elsegood – Given the passenger decline, why spend so much money trying to gain more passenger?

A. As mentioned by HR, we do not have the infrastructure to accommodate more passengers at peak times. The planned redevelopment will address this.

Q. M Goodwin – Continued criticism to BA about their service, the times of the LHR flight are not very good.

A. Discussions are ongoing, unfortunately the route isn't given the priority that it needs.

7. Noise and Track Keeping

Tracey Stevenson gave a brief overview of the tabled report.

Q. M Hughes – Why do aircraft go off track?

A. There are many reasons, windy conditions if the aircraft is unable to land, pilot error or if the pilots are unable to take the planned route due to weather (thunderstorm).

Q. A Elsegood – Are these tracks in the swathe or NPR?

A. The wider swathe forming the NPR.

Q. I Greenberg – Why is there a variance over an annual cycle on the Horsforth chart?

A. This is the average noise level and is seasonal. Variances also depend on runway usage.

Tracey advised the forum that an updated noise complaints policy has been updated and is now available via the Leeds Bradford Airport website, this will ensure that all noise complaints are directed to Tracey and the correct information is given so that the complaint can be investigated fully.

Q. H Ruane – Are any complaints received following the RAF fly overs?

A. No, we receive enquiries asking what the aircraft was rather than a noise complaint.

Q. P Robinson – I have received some complaints of aircraft over Otley, these appear to be RAF aircraft; FAQ's would be helpful.

A. I [Tracey] can put together some FAQ's.

8. Membership Update

CJ advised the forum that he has received a letter from Leeds City Council requesting a rationale as to why the request for a representatives for each of the Inner and Outer Leeds Community Committees was declined.

Q. Does the committee review members who do not turn up to meetings?

A. Yes, CJ recently wrote to all members who had not been in attendance for a year.

Following a short debate, it was agreed that a decision could not be reached at this time and the Chairman would consider the request further.

9. 2020 ACC Dates

Charles advised the Committee that the meeting dates in March and September would need to be changed as there is a company board meeting on the same dates.

10. AOB

Q. P Wadsworth – Very disappointing experience of Arrow Taxi's recently, wasn't told of the wait time when booking and then had to wait a long time for the taxi to arrive.

A. Not what we want to hear, please send us the dates and times so we can address this with Arrow.

Q. K Cothliff – Why do we only have the option of one taxi?

A. This is a commercial decision.

Q. P Robinson – I returned via LHR and had a long wait for an Arrow Taxi's.

A. This will be raised with John Cunliffe.

Q. Local people seem to be penalised as taxis can't return to the 1 hour free drop off within an hour

A. The same restriction on the Terminal Express Car Park was removed so local taxis can recirculate in this area without paying the penalty charge that was proposed.

G Dixon – Please can we discuss taxis' at the next meeting.

Mr Goodwin thanked all for attending and closed the meeting.

Meeting Dates for 2020;

Thursday 26th March – 14.00
Wednesday 17th June – 14.00
Thursday 24th September – 14.00
Wednesday 9th December – 14.00