UKACCS ANNUAL MEETING 2016 – KEY POINTS AND OUTCOMES

REVIEW OF UKACCS SECRETARIAT AND SUPPORT SERVICE

- Stuart Innes retirement - UKACCs expressed its gratitude and appreciation for all the time that Stuart had devoted to the work of UKACCs over many years. His outstanding service, advice and friendship would be greatly missed.
- The new arrangements for the Secretariat and Support Service were agreed.
- The new scale of membership subscriptions was agreed and would take immediate effect (attached) is attached.
- It was agreed that a new UKACCs website would be developed on the Yodel web hosting template. It was also agreed that UKACCS should no longer offer to host other ACCs websites and those ACCs were asked to seek alternative website facilities with their airports.

AIRPORTS COMMISSION FINAL REPORT
- The Airports Commission's recommendations of wider interest to member ACCs were noted.
- It was confirmed that there was no intention of setting up Community Engagement Boards at airports. The Commission's recommendation only related to the airport where a new runway would be provided.
- Proposed Noise Levy – DfT advised that it was looking at evidence from many airports other than Heathrow and Gatwick. The DfT will consult on how its thinking has evolved based on the evidence. It was confirmed that local circumstances needed to be taken into account in setting any levy rather than on a universal blanket basis.
- Surface Access – it was highlighted that there needed to be a joined up approach to planning surface access connectivity to airports and between regional airports and the London airports. ACCs had a role in helping to lobby for improvements to the rail and road networks in the vicinity of their airports.
- Regional access to London airports, principally Heathrow and Gatwick, remained a concern particularly in the short term before new runway capacity was delivered in the South East. Domestic access to Heathrow and Gatwick continued to be under threat as airlines looked for more profitable routes to maximise the use of the available slots. The DfT was urged to not lose sight of the urgent need to protect domestic connectivity to London in the short term.

AVIATION POLICY UPDATE
- The DfT gave an update on its work reviewing a number of areas of the Government's Aviation Policy Framework.
- In light of aviation navigation technological changes, the recommendations of the Airports Commission and other recent developments/experiences, the DfT has commenced review of its policies and guidance. A number of stakeholder focus groups have been held to seek evidence and views on a range of subjects.
- The DfT is exploring the concept of an Independent Commission on Aircraft Noise (ICAN) to ensure that noise is properly considered in decisions and that all parties are aware of best practice. UKACCs highlighted the need reflect/re-enforce the role/work of ACCs in considering local issues.
- The DfT's airspace and noise project is considering:
  - a review of guidance on concentration, respite and the use of multiple routes. It was highlighted that the policy needed to reflect the need to balance the issues at individual airports.
  - the metrics used to help calibrate the decisions made on airspace design. It was highlighted that metrics needed to be devised that reflected local circumstances e.g. a metric developed for Heathrow would not be appropriate to apply at Stansted due to the rural location of the airport, or if a metric was developed for Manchester it would not be appropriate to apply at Southampton.
  - compensation policy/guidelines that reflect the impact of airspace changes.
  - the Government's engagement mechanisms.

- the Government's role in regulating airspace and noise. The DfT is supporting the CAA in its review of CAP725 (Guidance on airspace change process) and is reviewing the DfT's guidance to the CAA
  - A review of the policy on noise preferential routes at the designated airports
  - The framework for dealing with noise that is consistent across all airports – for non-designated airports controls are agreed locally and in light of any independent noise body a review of designation of airports.
- Edinburgh ACC highlighted the mistrust of local communities in what the airport and air service providers/regulators advise. Edinburgh Airport is in the process of setting up Noise Forum involving local community groups with its own budget so that it can undertake its own research into issues.
- The DfT's review of the Aviation Policy Framework 2013 was noted. The UKACCs Working Group was asked to consider the issues raised in the presentation slides.

AIRSPACE ISSUES

FAS Overview
- The CAA gave a presentation outlining the future airspace strategy and the key issues. It was acknowledged that the current airspace, which had been developed over 40 years ago, was now out of date and required updating to reflect on technological advance.
- Change would be required regardless what decision was made over runway capacity in the South East.
- The CAA's Future Airspace Strategy (FAS) was underpinned by four main principles - safety, capacity environment and efficiency. It did not provide a blueprint for airspace design but provided a shopping list of technologies and methods to be used. It was up to industry to design and implement.
- The Government guidance on the altitude based priorities was outlined:
  - Below 4,000ft the priority was noise
  - 4,000 – 7,000ft the priority was the noise and emissions
  - Above 7,000ft the priority was emissions
- Edinburgh ACC highlighted the problems experienced at its airport in taking forward proposed changes to its airspace and the mistrust that now exists amongst communities. The experience at Gatwick over the past few years were also shared.

Review of CAP 725 – Airspace Change Process
- The CAA gave a presentation on its proposed principles to revise the current airspace change process, essentially the guidance contained in CAP 725.
- Following an independent review by Helios, the CAA was consulting on new arrangements which sought to provide a fair transparent process (all relevant documents would be published and posted on a new online portal) and sign off at key gateways.
- There would be greater engagement with stakeholders especially local communities. It was suggested that ACCs could play a key role in these new engagement arrangements. It was hoped that the new process would help avoid some of the previous acrimonious issues that had arisen in the past and help regain public trust in the process.
- At the time of the meeting four member ACCs had responded to the consultation. The consultation closed on 15 June. Member ACCs were encouraged to respond the consultation.
- Some ACCs suggested that the response process especially using the portal was not particularly user friendly.

USE OF DRONES AND LASERS NEAR AIRPORTS

- The extent of the problem of the use of drones and laser attacks on flights near UK airports was acknowledged. It was noted that the reference in the Secretariat's paper to the number of laser attacks in the vicinity of Newcastle Airport related to the North East region and not just Newcastle Airport.
- The Minster for Aviation's response Manchester ACC's concerns about the use of drones was noted.
- The Modern Transport Bill, announced in the Queen's Speech in May 2016, would bring forward drone legislation. UKACCs welcomed the introduction of new legislation and regulations.

- UKACCs supported the work of aircraft manufacturers in developing glass to help mitigate the effect of laser attacks.
- The possible role of ACCs in helping to raise awareness amongst communities about the inappropriate use of drones and lasers and the need for communities to help be the eyes and ears for the police was discussed. The risk of raising awareness in further encouraging inappropriate use was acknowledged and that a careful balance needed to be struck and local circumstances taken into account.
- Agreed that UKACCs support the National Police Air Service's work on the Government's multi-agency working group pushing for the need for stronger legislation to bring the UK in line with other countries such as Australia, New Zealand and the USA.

PRM SERVICES AT UK AIRPORTS

- A presentation was given by the CAA on the results of its monitoring of the quality of PRM Services across UK airports. PRM numbers had risen twice as fast as passenger numbers between 2010 and 2015.
- The results of the CAA's monitoring revealed that generally overall the results were good with many airports measuring 100% every month. However:
    - some airports marginally missed targets regularly, including Heathrow, London City, Leeds Bradford, Cardiff, East Midlands, Inverness, Birmingham and Stansted
    - Glasgow and Bristol, missed targets by significant margins on 3 months
    - Edinburgh, repeatedly missed targets by significant margins throughout the year
    - Some airports did not measure and record sufficiently robustly (e.g. Cardiff, Luton, Exeter, Doncaster and Aberdeen). CAA intervened with these airports, requiring it to take immediate action to come into compliance
    - All airports had reported for 2015/16 except Doncaster Sheffield

- Passenger satisfaction ratings on all areas of the PRM service show generally 60-80% satisfaction with a rating of 'excellent', 'good' or 'acceptable'.
- The CAA would publish the compliance report in summer 2016.
- Pre-notification rates in the UK continued to rise and 74% of passengers were now pre-notifying compared with an average of 54% in Europe.
- The carriage of electric wheelchairs/buggies was increasing and posed a challenge for airlines and airports (16,000 items carried in 2015) which needed to be addressed due to capacity within aircraft holds, safety implications in the tying down of items, and the impact on the airport's operation and on time performance.
- The CAA's consultation on hidden disabilities - those passengers whose disability was not easily recognised (autism, dementia mental health and hearing loss) closes on 15 July. UKACCs welcomed the CAA's initiative in seeking to address the issue. The CAA planned to publish guidance in 2017. A number of airports had already initiated action e.g. training staff in handling passengers with dementia and providing information for parents of children with autism. Airlines were also starting to take action.
- Stansted ACC submitted a paper outlining some PRM issues that had arisen at the airport which raised issues of concern as who had ultimate responsibility for providing PRM services and resolving problems if the service was contracted out to third parties. It was acknowledged that each airport had different contracts and services in place.

CAA CONSUMER PANEL

- UKACCs expressed disappointment that the Chairman of the Consumer Panel had given apologies. Member ACCs commented that they had not had any interaction with the Panel over the past few years and it was not known how the Panel formed its views.

- Agreed to write to the Panel to express concern and seek engagement.

DISRUPTIVE PASSENGERS

- The increase in the number of incidents involving unruly and disruptive passengers was discussed. Stag and Hen parties were a known problem.
- ACCs shared experiences of how their airports addressed unruly and disruptive passengers in departures lounges through creating the right environment, working with the police and raising awareness about the consequences of inappropriate behaviour such as posters in restaurants and bars.

UK BORDER FORCE AND ACC ENGAGEMENT

- Since 2012 it appeared that UKBF's performance at airports had improved. The Secretariat's paper was noted.
- Some member ACCs highlighted the good engagement they had with UKBF at their airports. ACCs were encouraged to seek to actively engage with the local UKBF and it was acknowledged that the development of improved engagement required effort.
- The key concern was in relation to UKBF's cut backs and reductions in resourcing against a backdrop of growth in passenger numbers.

SURFACE ACCESS TO AIRPORTS

- The CAA's recent consultation on issues affecting passengers' access to airports was noted.
- The CAA's Consumer Panel had input to the CAA's work leading up to the consultation but there was concern that the Panel had not first approached ACCs to seek their views as to whether there were problems with the market structure and the provision of information to passengers.
- Some ACCs were of the view that airports needed to provide more information to passengers about the range of choices on offer.
- In terms of improving public transport links to airports, it was noted that finance was often the governing factor and involved a number of parties.

MEMBERSHIP OF THE UKACCS LIAISON GROUP
- The CAA's air traffic statistics at UKACCs airports for 2015 and details of those airports which fall within UKACCs' membership admission criteria were noted.

CONSULTATION ON A SCOTTISH REPLACEMENT FOR APD
- The report by the Aberdeen ACC Chairman on the Scottish Government's consultation on 'a Scottish replacement for APD' was noted.

VENUES FOR FUTURE MEETINGS

2017 - Glasgow
2018 - Heathrow
2019 - Inverness (offer received following the meeting)

Paula Street
UKACCS SECRETARIAT

SCALE OF MEMBERSHIP SUBSCRIPTIONS 2016-17
(As agreed at the Annual Meeting in Belfast on 8 & 9 June 2016 based on the CAA's 2015 traffic figures)

Passenger throughput based on the CAA's Airport Statistics for 2015	Subscription £	Total £
Under 3 million passengers per annum (mppa) (Belfast City, Bournemouth, Doncaster Sheffield, Glasgow Prestwick, Inverness, Southampton, Southend)	325	2,275
Over 3 mppa but under 6 mppa (Aberdeen, Belfast International, East Midlands, Leeds Bradford, Liverpool, London City, Newcastle)	425	2,975
Over 6 mppa but under 10 mppa (Bristol, Glasgow,)	625	1,250
Over 10 mppa but under 20 mppa (Birmingham, Edinburgh, Luton)	875	2,625
Over 20 mppa but under 40mppa (Manchester, Stansted)	1,125	2,250
Over 40 mppa (Gatwick, Heathrow,)	1,375	2,750
		£14,125