

STANSTED AIRPORT CONSULTATIVE COMMITTEE: REPORT FOR 2003-2004

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FOREWORD BY CHAIRMAN OF THE COMMITTEE

My foreword to the last of these Reports (1999 – 2002) referred to “an extraordinary increase in business at the Airport”. From December 2000 to December 2002, passenger numbers rose from 12 mppa (million passengers per annum) to 16 mppa (33%). December 2002 to December 2004 has seen an even greater increase – 16 mppa to 21 mppa – a greater number, but a slightly lower percentage (31%). Against this background, it is not surprising that evidence of major building work is to be found frequently at the Airport; nor that, sometimes, the sheer pressure of that work and the number of passengers and staff puts its facilities under strain.

A major issue over the last two years has been the proposals for the future of the Airport. For many years there had been strong criticism of Governments of both parties that air transport decisions were being taken piecemeal and that, for an industry and form of transportation of such importance, growth potential and environmental implications, a long term policy framework was essential. This was underlined in recent years by the phenomenal development of the low cost sector. On that ground, the present Government’s decision to formulate a 30-year Airports Policy was welcomed even if, as was inevitable, the detailed implications were not going to be universally applauded; and this, of course, has been the case round Stansted.

There has been criticism of the process leading up to the formulation and issue of the White Paper of the Future of Air Transport in December 2003 and also of aspects of the proposals in it. These have been taken up in applications for Judicial Review, the outcome of which at the time of writing have not been determined.

The Committee’s contribution to the consultation stage and the debate since is in the relevant section of this Report. Subject to the outcome of the Judicial Review, the Committee sees its role in relation to the proposed two stages of expansion – up to about 35 mppa (25 mppa+) to maximise the use of one runway, and the provision of a second runway (Generation 2) – as being similar to that for earlier stages of development: to scrutinise the details of BAA’s and associated proposals and to monitor the consultation process.

Another major issue with which the Committee has been concerned has been night noise, on which the Department for Transport is currently conducting a consultation exercise on the regime to apply for the next five years. Others are referred to in the various sections of this Report.

There have been significant changes amongst the senior posts in STAL. Terry Morgan, already well known to members from his earlier spell in the post, succeeded John Stent as Managing Director; Chris Butler (Director of Business Planning and Development), with Chris Bush’s retirement has assumed the responsibility for the 25 mppa+ development; and Alastair McDermid (Project Director, Stansted Generation 2 Project) is heading up that Project. I thank them and their colleagues for the willing support they give to the Committee and me. Their task is becoming inevitably and increasingly difficult given the controversial development they are charged with implementing. We and they will have to work hard to maintain the

generally harmonious and constructive relationships that have hitherto been a notable feature of the workings of the Committee.

As ever, I am indebted to the contributions from members, especially the Chairman and members of the Passenger Service Group, who give time to monitoring the operations of the Terminal and the associated activities that affect the service provided to passengers.

Finally, as previously, I should like to record our thanks to Graham Redgwell and Amanda Day for the outstanding secretarial services they provide, including the preparation of this Report – never, I have to say a popular assignment but this year for the first time during my chairmanship tackled without prompting!!

MORRIS LE FLEMING

STANSTED AIRPORT CONSULTATIVE COMMITTEE (STACC)

Constitution

The Stansted Airport Consultative Committee (STACC) was set up to fulfil an obligation falling upon the British Airports Authority (now BAA plc) under Section 2(7) of the Airports Authority Act 1965. This obligation has been updated by section 35 of the Civil Aviation Act 1982 and the Airports Act 1986 and reads:-

“This Section applies to any aerodrome which is designated for the purposes of this Section by an order made by the Secretary of State.

The person having the management of any aerodrome to which this Section applies shall provide:

- for users of the aerodrome.
- for any local authority (or, if the person having the management of the aerodrome is a local authority, for any other local authority) in whose area the aerodrome or any part thereof is situated or whose area is in the neighbourhood of the aerodrome; and
- for any other organisation representing the interests of persons concerned with the locality in which the aerodrome is situated,

adequate facilities for consultation with respect to any matter concerning the management or administration of the aerodrome which affects their interest.”

It comprises the Chairman and 20 other members, as detailed elsewhere in this Report.

Terms of reference

- (i) To advise BAA plc on any matter which it may refer to the Committee.
- (ii) To consider any question in connection with the problems of the Airport as they affect the users and communities and organisations represented.
- (iii) To make suggestions to the Managing Director on any matter connected with the administration of the Airport which could further the interests of passengers and the communities and organisations involved.
- (iv) To stimulate the interest of the local population in the achievements of the Airport.

Membership as at 31 December 2004

Chairman of the Consultative Committee : Mr Morris le Fleming

<u>Representative</u>	<u>Organisation</u>
Mr Keith Artus	Uttlesford Association of Local Councils
Mrs Mary Bayes	Hertfordshire CC
Mr Peter Cansick	ABTA
Mr Alex Chambers	Bishop's Stortford Trades Council
Ms Elizabeth de Winton	London Chamber of Commerce and Industry
Mr Bernard Engel	Hertfordshire CC
Mr Tony Fegent	Consumers Association
Mr Ralph Gilbert	East Herts DC
Mr Nigel Harley	Braintree DC
Mr John Harrington	Epping Forest DC
Mr John MacDonald	IATA
Mr Gerard McEwen	Essex CC
Mr Norman Mead	NWEEHPA
Ms Carolyn Moxon	Airline Operators Committee
Mr Peter Odrich	Passenger Service Group
Mr Jim Pailing	Harlow DC
Mr Duncan Peek	Association of East Herts Town & Parish Councils
Mr Paul Sztumpf	Essex CC
Mr Peter Wilcock	Uttlesford DC
Mr Richard Woodfull	Essex Economic Partnership

Meetings

The Consultative Committee meets at 2 p.m. on the last Wednesdays in January, April, July and October. Meetings are open to the public and press and are held at venues on the airport site. Agendas and accompanying papers may be accessed on www.ukaccs/info/stansted.

AIRPORT DEVELOPMENT ISSUES AND GENERAL PURPOSES SUB-COMMITTEE

Constitution

This Sub-Committee was reconstituted during 2004. It has eight members, appointed by the Committee, and the membership has due regard to geographical balance and the interests represented on the Committee.

Details of the current membership are given elsewhere in this Report.

Terms of reference

To consider:-

- (1) The development of the Airport.
- (2) Any other matters requiring attention as a matter of urgency or expediency.

Membership as at 31 December 2004

Chairman of the Sub-Committee : Mr Morris le Fleming.

Mrs M V Bayes
Mr T Fegent
Mr R Gilbert
Mr J S K MacDonald
Mr N W Mead
Mr P Sztumpf
Mr P A Wilcock

Meetings

Sub-Committee meetings are usually held two/three weeks before Consultative Committee meetings. They are not open to the public or press.

PASSENGER SERVICE GROUP (PSG)

Constitution

This Group's role is to focus attention on the needs and problems of passengers using the Airport. It consists of seven members in total - three appointed by STACC and four representatives of passenger interests appointed by Stansted Airport Limited (STAL). The Chairman is appointed by STAL. All appointments are for three-year periods but can be renewed with the agreement of the Committee or STAL, as appropriate.

Details of the current membership are given elsewhere in this Report.

Terms of reference

- (i) To consider on its own initiative, or by direction of the Committee, any questions in connection with the Airport affecting passenger/user interests.
- (ii) To act as an advisory body to the Committee on its considerations with, where appropriate, recommendations.
- (iii) To report to the Committee on its considerations with, where appropriate, recommendations.

Membership as at 31 December 2004

Chairman of the Group : Mr Ralph Gilbert **

Mr K Artus *
Mr A Chalmers *
Mr T Fegent *
Mrs B Hayter **
Mr R Mansbridge **
Mr P Odrich **

* appointed by the Committee
** appointed by STAL

Meetings

The Group's meetings take place at 10.30 a.m. on the day of the Consultative Committee meetings. They are not open to the public or press.

Comments by the Chairman of the Group

The role of the PSG is to advise STACC and STAL on all matters which concern passenger and airport users, focusing particular attention on the needs of users. The PSG includes representatives from local authorities, amenity groups, business aviation management, and business and family travellers.

We continue to meet quarterly, making an early start to visit some area of the airport's activity, before convening for our formal meeting. The considerable increase in passenger throughput has meant our paying particular attention to Terminal cleanliness, standards of food outlets and issues of safety on the Terminal forecourt, as well as the coach and railway stations.

The Group is particularly appreciative of its views being sought by STAL on proposed changes and developments at the Terminal and satellites, as well as supporting other developments, such as the Radisson SAS hotel, where our proposals for a covered walkway from the hotel to the Terminal were taken on board.

At our formal meetings we have had presentations from representatives of airlines serving Stansted, WAGN (now One) on the rail services, Customs and Excise, Police, security, and food and retail providers.

In addition to the guided tours, members of the PSG make regular and unannounced visits to the Terminal, to access the standards of service being provided for passengers. These findings are reported back to the PSG and discussed with STAL's staff.

The PSG has been particularly interested in the efforts of STAL to promote greater use of public transport, by both passengers and staff, to access the airport. The increase in the percentage of people using this form of transport is commendable and becomes increasingly necessary as the airport grows.

During our meetings we receive regular reports from the Terminal General Manager, the Head of Service Delivery and the Head of Retail Operations. Issues raised by PSG members from their visits can be discussed with these members of STAL's staff and, where appropriate, recommendations are made for improvement. Further monitoring is done by keeping a regular check on feedback and analysis reports received by the Group. These include the Feedback Card Analysis and Quality Service Monitor.

The continuing growth of Stansted presents new challenges that the Group is happy to meet.

RALPH GILBERT

MAJOR ISSUES CONSIDERED BY THE COMMITTEE, SUB-COMMITTEE AND PASSENGER SERVICE GROUP DURING 2003-04

(If you wish to comment on any of the issues raised in this report please contact Mr Graham Redgwell, Secretary to the Consultative Committee c/o Essex County Council, County Hall, PO Box 11, Chelmsford, Essex CM1 1LX (telephone 01245 430360 or E Mail grahamr@essexcc.gov.uk).

COMMUNITY LINKS

The Committee supported the merger of two charitable Funds.

The STACC Community Fund had been in operation for a number of years, disbursing funds obtained by fines on operators whose aircraft exceeded the approved upper noise limit. Due to the quieter aircraft now operating, the funds available had diminished over recent years.

The Stansted Airport Community Trust Fund was established in 2004, as part of the commitment under the Section 106 Agreement with Uttlesford District Council. STAL has undertaken to contribute £100,000 per annum to this Fund over the next seven years.

The Committee agreed that it made sense to subsume the work of the Community Fund into that of the Trust Fund. One of its Members serves as a trustee and it is intended to receive updates on its work from time to time.

DISABLED PASSENGERS

The important test case of *Ross v Ryanair* and STAL was the subject of two hearings; first in the Central London County Court and then in the Court of Appeal.

It concerned an application from Mr Ross, who suffers from cerebral palsy and arthritis, and who had been charged for the use of a wheelchair to get him between the Terminal building and his aircraft at Stansted Airport.

The case centred around the provisions of Part III of the Disability Discrimination Act 1995. The result of the appeal hearing was to find that both Ryanair and STAL had unlawfully discriminated against Mr Ross. The outcome is that the airline and the airport operator should share the responsibility for meeting the cost of providing wheelchair assistance where it is required by a passenger. No cost should be incurred by the individual.

This case is likely to have implications for airlines and airport operators throughout England and Wales.

Full details can be found in the transcript of the Judgement on www.bailii.org/ew/cases/EWCA/CIV/2004/1751.

ENVIRONMENT AND COMMUNITY (E & C) REPORT

STAL issues such a report annually, which is submitted to the Committee for information and comments.

The Committee is pleased that the airport operator chooses to set itself demanding targets, whose attainment is by no means a foregone conclusion, and that its performance is monitored independently. Stansted has always been seen as 'the airport in the countryside' and its location places a premium on satisfying a wide range of environmental issues and concerns, which the E & C Report seeks to address.

Copies of the most recent E & C Report can be obtained from STAL.

FEEDBACK CARD ANALYSIS

At each meeting, the PSG received details of compliments or complaints received during the previous quarter as a result of Feedback Cards filled in by customers at the Airport. In particular, the PSG notes those activities where most concerns have been expressed and will investigate them during its tours of, and visits to, the Airport (either collectively or individually). Suggestions on how to improve services are then put to STAL for consideration and the PSG is happy to record that the vast majority of its suggestions are acted upon by management.

Throughout the last two years, STAL has set a target of receiving no more than one complaint per 5,000 passengers passing through the Terminal. The PSG is pleased to note that this level has been comfortably exceeded throughout that period and might suggest that a more challenging target should now be set.

FLIGHT OPERATIONS COMMITTEE (FOC)

This body consists of representatives of airlines, NATS and STAL and its main roles are to look at air safety; air traffic control procedures; capacity; planning issues; and environmental issues, insofar as they relate to flight operations at the Airport.

The Committee thanks the FOC for its constructive attitude to these roles, particularly the airline operators, who have enabled the Airport to achieve good performances in relation to both track keeping and noise levels.

FORECOURT TO THE TERMINAL

On behalf of the Committee, the PSG has taken a close interest in the proposals to redevelop the forecourt area. The interim arrangements seem to be working well and the Group is looking forward to commenting on the long-term proposals during 2005.

GOVERNMENT WHITE PAPER ON THE FUTURE OF AVIATION

White Paper and its repercussions

This was the most important issue discussed by the Committee in this period.

As the Chairman's foreword recorded, on 16 December 2003, the Government issued its White Paper on the Future of Air Transport, setting out its views on how aviation policy in the UK should be developed over the next 30 years.

A major component of the policy is the development of existing airports to cater for predicted demand. Stansted is envisaged to play a major role in this, with two elements to the proposals: -

- (i) maximising use of the existing runway.
- (ii) construction of a second runway and associated works.

At the consultation stage the Committee submitted a wide range of comments, including:

- a reminder of the Government's acceptance in 1983 of the Inspectors view on the proposal for the development of the Airport to up to 15 mppa, that an unequivocal declaration of intention should be given that a second main runway would not be built.
- strong opposition to the prospect of the additional runways (up to three) being canvassed as options.
- support for maximum use of regional airports and measures to constrain demand in the south east.
- concerns about issues of noise, air space, surface access, urbanisation, pollution and blight.

Following the issue of the White Paper, the Committee has taken up with the Department for Transport its continuing anxieties; the seriously adverse effects of the defined position of the second runway on local communities; concern that, as in relation to earlier stages of development at the Airport, necessary infrastructure to be provided by agencies other than BAA may not be in place when it is required; and the need for property blight difficulties local residents would face, to be addressed as a matter of urgency.

The Committee agreed that the best way for it to handle this matter was to reconstitute the Airport Development Issues and General Purposes Sub-Committee. That Sub-Committee meets quarterly and looks at both issues in detail. It then reports to the main Committee, drawing attention to any items of significance.

In December 2004 a judicial review took place, when a number of local Councils and organisations put forward concerns and objections to elements of the White Paper. The outcome of this will be received during 2005 and the Committee will need to take account of any implications that arise. The Committee knew that the review was to take place and, although it had that in mind when undertaking its deliberations, it felt that it should look at any proposals on the basis that the White Paper is in place until it is advised otherwise.

At the end of 2004, the position on the two main elements was as set out below:-

Maximising use of the existing runway

This project is often referred to as '25 mppa plus' (mppa = million passengers per annum)

The Committee commented on the scoping report published by STAL, which was out for consultation during the autumn of 2004.

The planning application for facilities to enable the Airport to cater for about 35 mppa is expected to be submitted in 2005. STAL envisages effective full use of a single runway being reached by 2012.

The Committee will comment on specific proposals as and when they arise. However, it welcomes the commitment made by STAL that all the work will be contained within the existing airport boundary.

Construction of a second runway and associated works

This project has been called 'Stansted Generation 2'.

The Committee has been advised of, and commented on, potential airport designs, using the White Paper's preferred model of a wide spaced second runway. It would stress that these were only outline designs and that more detailed proposals will be the subject of a consultation exercise in early 2005. It has also commented on traffic forecasts, a surface access strategy and a wide range of environmental issues.

STAL's intention is to submit a planning application to Uttlesford District Council in late 2005, with a view to the runway being operational by 2011/12.

Related issues

Other issues related to the expansion of the airport that the Committee has considered are follows:-

- (a) There have been two guest speakers – Mike Clasper, Chief Executive, BAA plc; and Jonathan Sharrock, Head of Airports Policy Division, Department for Transport (DfT) – who spoke about national aviation policy from their perspectives. An entertaining question and answer session followed both presentations.

- (b) Under guidance issued by the DfT in July 2004, airport operators must prepare Airport Master Plans. The Committee has been advised by STAL that an interim Plan will accompany and support the application for 25 mppa plus and a full Plan will support the Generation 2 application.

The Committee would have welcomed a shorter timescale for the preparation of these Plans but accepts that the proposals of STAL are realistic.

- (c) The Committee supported a proposal put forward by the DfT that responsibility for setting the number of Air Traffic Movements at the airport should move from Parliament to Uttlesford District Council. This change was subsequently agreed by Parliament and the new arrangements came into operation during 2004. The setting of a number will in future be looked at alongside any planning applications.

GROWTH OF THE AIRPORT 2003-04

In the two years covered by this Report, the annual moving total of passengers has increased by just under 30%. Details at the end of each quarter are set out below:-

<u>Date</u>	<u>Year</u>	<u>Passengers (as a moving annual total)</u>
December	2002	16,170,876
March	2003	16,869,464
June	2003	17,329,972
September	2003	18,037,128
December	2003	18,549,681
March	2004	19,512,680
June	2004	20,227,705
September	2004	20,729,187
December	2004	21,007,793

Despite this substantial increase, passenger loads per aircraft (accompanied by the use of larger aircraft) have increased even more dramatically, so that during this period the number of Passenger Air Transport Movements has increased by less than 17% (from 141,763 to 165,652).

There has also been a substantial growth in cargo tonnage and, pleasingly, this has required only a very small increase in the number of cargo only aircraft.

GUIDELINES FOR AIRPORT CONSULTATIVE COMMITTEES

In December 2003, the DfT published new guidelines to assist those involved in establishing, running and participating in Airport Consultative Committees. They superseded guidance issued in 1987/88.

Having considered the points raised, the Committee was content that it was already working within both the wording and the spirit of the guidelines and, as a result, did not need to change any of its working practices.

HOME OWNERS

The Committee considered two major schemes put forward by STAL.

Home Value Guarantee Scheme

This Scheme came into operation on 1 April 2004. It is a voluntary initiative by STAL to purchase homes within the proposed new airport boundary, and offers compensation to those effected by the possible second runway.

It covers about 100 properties.

Home Owner Support Scheme

This Scheme came into operation on 29 September 2004. It is aimed at homeowners whose property values may be affected by noise associated with the second runway.

The Committee commented on the content of, and financial values proposed in, both Schemes. Both have been the subject of much local debate and the latter is the subject of an ongoing judicial review, relating to the noise criteria set and the geographical area covered.

MAJOR INCIDENTS

Bad weather January 2003

During this period of bad weather, up to 10,000 passengers were marooned at the airport. Although the runway was cleared fairly quickly, flights were unable to operate as air and ground crews were not able to reach the airport due to road conditions.

The Committee acknowledges the work carried out by STAL's staff during this period – some stayed on site for up to three days and used the VIP lounge as temporary sleeping quarters.

Bomb threats September and October 2004

Two aircraft (operated by Olympic Airways and Virgin, respectively) were diverted to the airport following bomb threats. Whilst arrangements for handling these unexpected passengers went smoothly, the Committee was disappointed that Stansted was used as the divert airport, as it is not designated for that role. The Committee reiterates its view that it would be more appropriate for a less busy civil airport or a military airfield to fulfil that function in the future.

NIGHT FLYING RESTRICTIONS AT HEATHROW, GATWICK AND STANSTED

Extension of existing arrangements

The Committee supported a proposal by the Government to extend the current night restrictions regime by a further year, to 30 October 2005. This meant that the movements limit and noise quota for both the winter and summer seasons remained the same as in the period 26 October 2003 to 30 October 2004, namely:-

<u>Season</u>	<u>Movements limit</u>	<u>Noise quota</u>
Winter 04/05	5,000	3,550
Summer 2005	7,000	4,950

The movements' limit has remained unaltered since winter 1999, whilst the noise quota has increased by 3.5% each year from winter 1999 to summer 2004.

Future arrangements

In the autumn of 2004, the Government undertook consultation on the outline of proposals to be adopted from October 2005 (known as the Stage 1 consultation).

The Committee commented at some length. Its overarching principles were:-

- (a) It re-endorsed a view it had set out several times before, that the DfT should seek to set a limit on what local people should have to 'endure.' This should be the guiding principle and the airline industry should have to work within that limit.
- (b) Should a total ban on night flights ever be contemplated, it was accepted that this would need to be done in stages rather than immediately.
- (c) Quotas and movement limits should be more closely related to past take up of them. This would serve to encourage the use of quieter aircraft by operators, one of the claimed purposes of the scheme.

Stage 2 of this process, dealing with more detailed proposals, will take place during 2005.

PASSENGER SERVICES

Important developments during this period included:

- the opening of the four star Radisson SAS Hotel (adjacent to the Terminal) in August 2004.
- the opening of a petrol station on the airport site.
- redevelopment and upgrading of the retail and catering provision within the Terminal and Satellites.
- extension to the baggage reclaim and security areas.

QUALITY SERVICE MONITORING

Each year, about 7,500 passengers passing through the Airport are interviewed and invited to comment on a range of activities relating to services being provided in or adjacent to the Terminal and Satellite buildings. These are then 'scored' within a range of 0 to 5.

The PSG receives updates at each meeting and is pleased to report that the overall average score is about 4.0. The Group looks closely at any activity that consistently scores 3.5 or less and has found that the lower scores tend to be concentrated in four areas:-

- (a) cleanliness (this is always going to be a problem in premises and facilities catering for 21 million people a year. STAL has split contracts between two companies and the PSG is pleased that standards seemed to have improved in recent months).
- (b) split of smoking and non-smoking areas (this has been a longstanding problem and the PSG has expressed the view that the Terminal and all Satellites should be made a non-smoking area. This stance is not supported by BAA plc as a corporate policy across all its seven UK airports).
- (c) transfer of passengers (the use of coaches/buses to take passengers out to aircraft depresses this score, but it is an operational procedure preferred by some operators, who feel that it helps to keep turnaround times to a minimum).
- (d) overcrowding and queuing in peak periods (STAL has notified the PSG of a number of schemes to improve the situation at peak times).

SECTION 106 AGREEMENT

With the agreement of Uttlesford District Council, the Committee has access to the S106 Agreement between that Council and STAL. This outlines a range of actions, which STAL undertakes, to fulfil requirements imposed as part of the most recent planning permission to expand the airport to about 25 mppa (referred to in the Committee's 1999-2—2 Report).

The Committee welcomes this opportunity and passes on any observations to either the District Council or STAL as appropriate.

SURFACE ACCESS

Important issues occurring during this period included:

- opening of the dualled Stansted - Dunmow stretch of the A120 in time for Christmas 2003 and of the entire Stansted – Braintree length by the summer of 2004.
- responsibility for the Stansted Express train service changing from WAGN to ONE in April 2004. The new operator is now looking to provide considerably enhanced services, with a new timetable due in December 2005.
- closure of the main railway line on Sundays over a period of months (and for several consecutive days during 2004) for major maintenance work. Fortunately, this did not lead to the major inconvenience that had been feared.
- proposals to upgrade and improve the bus/coach station (plans to be implemented during 2005) and a wider range of regular coach services to a variety of venues.
- the collection of hundreds of thousands of pounds from the car park levy, which was then channelled into public transport initiatives.
- the opening of a telephone 'hotline' to receive information about instances of fly parking in nearby towns and villages.

TRACK KEEPING SURCHARGE

Just prior to the start of this period, a Directors Notice on the surcharging of airlines flagrantly failing to operate in accordance with the Noise Preferential Routes came into operation. The level of surcharge was set at (and remains) £500.

The Committee welcomed this initiative and is pleased to see that it has had to be applied on a relatively limited number of occasions. Infringements have been predominantly by airlines new to and unfamiliar with Stansted. Airlines are paying the fines and are co-operating with STAL to improve their level of performance.

VECTORING HEIGHT TRIAL

In late 2002, the daytime vectoring height was raised from 3,000 feet to 4,000 feet on some Noise Preferential Routes (NPRs) as a trial by National Air Traffic Services and at the request of the DfT.

This proved to be successful and was made permanent in May 2003. The Committee supported this change, as it felt that it would benefit local residents, and this seems to have happened. It would like to see the arrangement introduced on all NPRs but accepts that, due to potential airspace conflicts, this is not possible at present.

WEBSITE

A dedicated website is now available via either www.ukaccs.info/stansted or www.stacc.info (the latter is a 'holding' address only which will automatically redirect you to the first site).
