

No.	Source	Question	Response from the Chair
1	Resident	<p>On 5th May, there was an Evening Echo article about plans for 7200 homes in Southend. The local response was v negative, a large part of which was focussed on over congested roads.</p> <p>Given the % of your targeted 12m passengers that would use the road is the equivalent of about 9000 households per day in their cars, how does the airport propose to ease community congestion fears given no projects are planned to increase road capacity?</p> <p>It's also noted Greater Anglia has no extra capacity during rush hour period (Based on 70% of passengers coming by car: $70\% \times 12,000,000 = 8,400,000$. $8,400,000 / 363 \text{ days (the number of days the airport operates)} = 23,141 \text{ passengers per day.}$ $23,141 / 2.4 \text{ (average number of people in a U.K. household)} = 9,642 \text{ cars}$)</p>	<p>Town planning issue not the ACC. No substance to road/traffic calculations so cannot answer question. Number of pax per day is irrelevant, would need to look at pax per hours as roads/rail are congested at different times of the day. The site referred to is one of a number of possible development sites being promoted to the Council through its Local Plan process. The Council is duty bound to consider, assess and seek feedback through consultation on all potential options presented to it. We understand that the Council will be consulting on the next stage of its plan-making in the Summer.</p>
2	Resident	Has anyone from the ACC actually tried to use LSA's setup of the Webtrak system before the meeting.	<p>Yes, members of the ACC were provided with a presentation on WebTrak before it went live and all members were sent a link to WebTrak to try the system before approving the new Noise Complaiunts Procedure.</p>
3	Resident	<p>Any comment re the recent coverage of the 70yr old resident who had complained over 1000 times about night flights. It seems the only thing that has been actioned in that time is to make the complaints form more inaccessible</p> <p>The Jacobs Report commissioned by the Councils that it's stated under Establishment of Controls it should be a condition of planning consent that the airport provide a functioning Complaints process and that an ACC be established to monitor the airport's progress and its obligations. Therefore the current inability of the ACC to carry out its responsibility to do due diligence in monitoring the complaints over the change in the Complaint process and its fitness for purpose is a breach of the planning consent intentions. How will the ACC rectify this breach of its duty?</p>	<p>The 70yr old resident in question has contacted the ACC directly and the committee have discussed his concerns. The ACC will respond to him directly.</p>
4	Resident	<p>The Jacobs Report commissioned by the Councils that it's stated under Establishment of Controls it should be a condition of planning consent that the airport provide a functioning Complaints process and that an ACC be established to monitor the airport's progress and its obligations. Therefore the current inability of the ACC to carry out its responsibility to do due diligence in monitoring the complaints over the change in the Complaint process and its fitness for purpose is a breach of the planning consent intentions. How will the ACC rectify this breach of its duty?</p>	<p>No evidence of breach - The ACC reviewed the noise complaints procedure and approved it after consultation with all members.</p>
5	Resident	Is it possible to query how it has been possible to have the scale of flight movements (not freight) during the past year during a lock down? I would query how that was possible with essential flights only.	<p>All aircraft movements were permitted in accordance with CAA and Government regulations. The airport logs all flights with the CAA and reports the totals to the ACC.</p>
6	Resident	<p>I'm particularly peeved that both flights that landed via Leigh, first approached via Rochford before deciding to fly over hundreds more houses and then approaching via Leigh. Why?</p> <p>It's bad enough that the residents of Rochford have these things every two hours now but to have two aborted landings is very worrying!</p>	<p>This sounds like a noise complaint which should be directed to the LSA Noise Manager for investigation. Without more information the ACC cannot confirm that the landings were aborted or comment on the circumstances.</p>

7	Resident	<p>What do they intend to do about the people at end of Wells Avenue as they increase these millions of passengers yet just ignore the residents, by expanding this airfield, have caused misery and health risks ,mental and physical . Redoing and upgrading an old taxiway and Placing a holding point ridiculously near causing carcinogenic pollution to be inhaled at such a close range is negligent and an infringement of our human rights. If they are intent to continue to expand this once small airfield in the middle of a densely populated area which the size of the airfield hasn't changed yet the amount of traffic has, it's too small an area and dangerous.It's outgrown its size making it a danger. There are too many obstacles around it to be safe . What effect do they expect these 12 to 20 million passengers will have on the residents 40/50 metres away from these revving jets exhausts. If they want an airport in this area then they should look for areas without houses so close and flight paths too close</p>	<p>The size of the airfield has not changed. There is no evidence to suggest the airfield is dangerous. The ACC understands that the airport has met with Wells Avenue residents a number of times. It is up to Planning authorities to decide on future developments. Any future expansion would require planning permission and a subsequent S106 agreement.</p>
8	Resident	<p>Why is it necessary for the residents of Leigh on Sea and Rochford to suffer the noise and disturbed sleep from night flights when the sky's are completely free in daylight hours?</p>	<p>Airline contractual arrangements. The cargo operation is part of a 24/7 network and therefore the scheduling is reliant on network arrangements - this has been discussed at previous ACC meetings The B734 is permitted to operate at night under the S106 agreement. London City Airport was built much more recently than Southend and was constructed into an already built up area. Every airport will have different controls.</p>
9	Resident	<p>How is it that it has ever seemed reasonable to fly old and extremely noisy freight aircraft over densely populated urban areas each and every night? Why are there not control measures such as London City Airport, which does not permit night flights and has weekend and Sunday afternoon flight restrictions?</p>	<p>Airport is acting within the S106 - noise complaints and actions taken to reduce noise are routinely discussed at ACC meetings.</p>
10	Resident	<p>The airport continues to receive high levels of complaints from residents particularly since the introduction of night flights, what measures (other than trying to make it as difficult as possible to complain) has the airport or airlines taken to reduce the impact of night noise on residents?</p>	<p>This is incorrect - night flights are limited to 120 ATMs per month</p>
11	Resident	<p>I understand that there is a night flights limit written into the section 106 operating agreement in that night flights should not be greater than 10% of total flights. If there have been no day flights then surely there has been a clear breach of the agreement, in which case what is the sanction?</p>	<p>The WebTrak system is used by over 60 airport and meets the requirements of the S106. Data suggests that the number of complaints has remained consistent and therefore unaffected by the introduction of the new system</p>
12	Resident	<p>I understand that there is requirement in the section 106 agreement that the operator is required to provide a complaints system and that it is available to the public. The new complaints system is far from accessible and has been put in place so as to deliberately make it difficult to complain and drive the huge numbers of complaints from residents down. This is clearly a breach of the section 106 agreement, in which case what is the sanction and what actions will the airport be making to ensure people can access the complaints system?</p>	<p>WebTrak is compatible with all Apple software - users may need to update internet browsers as advised on the LSA website</p>
13	Resident	<p>The recently introduced complaints system is not easily accessible to the public and in particular is not compatible with Apple standard software. Apple equipment users are likely to represent 30% of potential users of any system and therefore the new complaints system software needs to be modified or better still replaced with the original or supplemented with a telephone contact point.</p>	

14	Resident	Recently a number of light aircraft have started to use the airport during the night adding further to the nuisance of noise during the night. Is this strictly necessary surely there must be some controls of the airports use at nights? Are these light aircraft being accounted for as night flights and the monitoring of the section 106 agreement?	HM Coastguard flights are exempt as reported quarterly. Other light aircraft are permitted to operate during the night and are counted towards the night quota as detailed in quarterly papers and annual report, as well as ACC meetings
15	Resident	Why does the airport operator consider it necessary to carry out noisy maintenance works, often at the boundaries and therefore close to residents homes, during the late evening or nights. These cases of noise nuisance could easily be managed so as to minimise the distress to local residents. Will the operator commit to eliminating these noise incidents?	For safety reasons, maintenance work must be scheduled around aircraft movements. As with all UK airports this may mean that some works are carried out at night.
16	Resident	Why does the operator and or airlines need or require aircraft or aircraft ancillary engines to be operated at the perimeter of the airport and near the boundaries with residents properties? These instances cause both noise and air pollution with fuel fumes entering people's houses and gardens. These instances are particularly distressful at night. Will the airport operator commit to eliminating these instances ?	The airport is already committed to reducing the use of Charlie taxiway at night where possible. The taxiways cannot be moved and are an essential part of the airfield and connect the runway to the aircraft stands. The airport has also undertaken a commitment to reduce APU use at night. The preferred runway scheme has been operating since 2012 but is subject to weather and safety exemptions - as is the case at all UK airports . Data against this control are received by the ACC quarterly. It is not clear from this question when the press article was. The ACC cannot comment on the story printed in the Echo without further details or a copy of the article.
17	Resident	Much publicity was made in the local press and particularly in the Echo with a 5 page spread including the front page with the news that all aircraft would use a preferred route to land and takeoff to minimise the noise impact on residents. The route is to be WNW over Rochford. When will the operator and airlines be adopting the route?	2012 but is subject to weather and safety exemptions - as is the case at all UK airports . Data against this control are received by the ACC quarterly. It is not clear from this question when the press article was. The ACC cannot comment on the story printed in the Echo without further details or a copy of the article.
18	Resident	Much publicity has recently been made by the airport operator with regard to its Accreditation to Carbon Reduction. This membership requires the operator to commit to a program of reducing its carbon usage with year on year objectives and targets. Can the operator share any of the tangible targets? Will any of these objectives mean setting standards of aircraft fuel type or consumption?	LSA is working with SBC and progress on the EAP will be updated at ACC meetings
19	Resident	Where are the noise monitors exactly placed. Are they fixed or are they mobile ones? Who looks at the readings and where does the reports go? Is there a legal requirement for them to be placed in a certain position?	A map showing the location of the fixed noise montiors is shown in the LSA annual reports published on the LSA website. The position of the monitors was agreed by noise experts and the local authorities in preperation for the runway extention.
20	Resident	How will they address the constant black film from the aircrafts that cover the windows in Wells AVE? If it sticks to the windows, what is it doing to people's health, how will they address this?	Evidence of this would need to be presented to LSA for investigation. Without further information the ACC cannot comment.
21	Resident	As the airport will take time to recover and will not be so busy they should not using Charlie taxiway and move the holding point back to the terminal, why can't this be done?	Most aircraft taxi straight to the runway however if holding is required, for safety and operation reasons, aircraft must be within a certain distance from the runway to prevent the pilot missing the allocated slot and entry into the upper controlled airspace.

22	Resident	Do the airport agree with recent studies that have been proven that you need at least 7 hours a sleep a night, that these night flights are making people ill, or do they disagree with the studies? If they do disagree, what proof do they have that being woken up every couple of hours is acceptable.	ACC members have been invited to take part in the DfT night consultation. The airport will await the outcome of the DfT night consultation and follow regulations as published in the future.
23	Resident	Do the ACC committee actually feel as though they are standing up for the residents, what have they done to improve things for residents, because from previous minutes it would seem that nobody hardly says anything.	The ACC ensure that the airport is operating within the terms of the S106. ACC members are free to bring matters of concern to the meetings for discussion. Role of ACC is to provide a forum for airport issues to be discussed. The CAA states "The role of the Consultative Committee is to help provide a forum for discussing airport-related issues with all those who may be affected. Typically, the Consultative Committee will include representatives of businesses that operate from the airport, passengers, and local residents."
24	Resident	if they were invited to attend a meeting with Wells Avenue residents at their homes, would the ACC attend?	The airport has previously met with Wells Avenue residents as reported to this committee. This suggestion will be raised at the next ACC meeting for members to consider.
25	Resident	In reference to outlet eb2 - in April 2019 it was intended a system would be in place within 2019/2020. What has been done to date? Has the consultancy working for LSA submitted anything for review? How many consultants has LSA used to look at the same surface water management system?	This is a matter for planning. LSA is working with SBC on this matter.
27	Councillor	Please provide an update (with committed timeframes) for the Environmental Management Plan	Publication of the EAP is due soon - expected June/July 2021
28	Councillor	When are the runway side monitors going to be in place and where will they be located. Please provide committed timeframes	This question is not very clear however, if referring to Particular Matter (PM) monitoring, LSA is working to procure a PM monitoring system that will include monitoring on the airfield.
29	Councillor	Please confirm the date, publication plan and venue for the full public meeting of the ACC. Can this be held in the evening to allow working residents to attend	The ACC is looking to host a public meeting after the ACC meeting on 1st September. The purpose of the meeting will be to inform residents of how the ACC operates. The ACC is currently seeking advice from the UKACC on the best way to run a public meeting and will publish details in due course.