

Ref CCB-013 Date 09/04/18 Time 12.45-13.45 Location Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW6 2GW.

CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 9 APRIL 2018
12.45 – 13.45 AT HAL COMPASS CENTRE**

Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> ▪ Jeff Halliwell (JH) - Chair ▪ Trisha McAuley (TM) ▪ Isabel Liu (IL) ▪ David Holden (DH) ▪ Amy Breckell (AB) - Secretariat 	<ul style="list-style-type: none"> ▪ Claire Whyley (CW) ▪ Jayne Scott (JS) 	N/A

Summary of Open Board Meeting Actions

Action ID	Origin		Status	Date Identified	Owner	Action
CCB_A025	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement the CAA Board
CCB_A035	Board Meeting	004	In Progress	07-Aug	CCB	Develop a timetable for CCB activity
CCB_A047	Board Meeting	006	Closed	1-Nov	CCB	CCB produce a status report in the first quarter of 2018.
CCB_A050	Board meeting	007	In Progress	23-Nov	CCB	Engage HAL on R3, HAL's work to date and how consumer engagement fits into this.
CCB_A052	Board meeting	008	Closed	18-Dec	AB	Request forward plan of activity from Heathrow's PM including how the CCB fit into this.
CCB_A073	Board meeting	010	In progress	05-Feb	CW	Review part C of HAL's consumer research and engagement strategy re how the different aspects of the strategy feed into the business plan
CCB_A076	Board meeting	013	New	11-Apr	AB	Arrange a meeting with HAL to understand the breakdown of what passenger charges are levied

1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-011 on 19th February and CCB-012 on 19th March.

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2. Meetings Update

- a. Airport charges was discussed and the CCB would like to understand from HAL the breakdown of what passenger charges are levied.
- b. JH and IL have formed a surface access subgroup and updated the CCB about their meeting with HAL on the 29th April. The CCB noted they were encouraged by the new workstream in the consumer research and engagement strategy titled “surface access trade off analysis” which the CCB understand to be focusing on moving around the airport. The CCB also discussed surface access in the context of expansion, specifically in terms of the division of cost between the tax payer and consumer to achieve the modal shift and not increase the amount of car journeys, or whether there might need to be a congestion charge to deter people from using private transport.
- c. The CCB discussed the meeting they had with HAL that occurred the morning of the 9th April and noted that the HAL consumer research and engagement strategy had advanced.
- d. The CCB also discussed their meeting with the LACC that occurred the morning of the 9th April, the CCB are pleased to see an improved quality of engagement between the airlines and airports.

ACTION Arrange a meeting with HAL to understand the breakdown of what passenger charges are levied

3. Future meeting dates and locations

- a. The following meetings are planned:
 - 23rd April the CCB are meeting with CAA to get an update on the consultation and S16. Location HAL.
 - 23rd April the CCB are meeting with HAL to discuss consumer engagement on vulnerable passengers, the current status of research and engagement and business planning, the passenger insight community, the principles of costs benefit analysis and to feedback on synthesis brief and experiments. Location HAL.
 - 24th April JH to attend a HAAG meeting. Location HAL.
 - 21st May the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.