



AIRSPACE AND FUTURE OPERATIONS CONSULTATION FEEDBACK QUESTIONNAIRE – JANUARY 2019

Please use this feedback questionnaire to respond to our consultation on Airspace and Future Operations.

The questions are grouped into the following sections:

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Please respond to the consultation by using one of the following methods:

- **Feedback questionnaire:** Please complete as many sections of this feedback questionnaire as you would like and send it to: **Freepost LHR AFO CONSULTATION.**

You do not need a stamp.

If you need more space to answer any of the questions, please continue on a separate piece of paper and attach it to this questionnaire.

If you would prefer to send us a letter please send this to the freepost address.

- **Online:** Feedback can be submitted online at **www.heathrowconsultation.com**

- **Email:** Feedback provided by email should be sent to **feedback@heathrowconsultation.com**

We cannot accept responsibility for responses that are sent to any addresses other than those described.

Thank you for your feedback.

The deadline for responding to the consultation is 11.55pm on 4 March 2019.

If you would like any help to complete this questionnaire, or information about our proposals, you can:

- Call our dedicated consultation helpline **0800 307 7996**
- Send an email to us at **info@heathrowconsultation.com**
- Go online at: **www.heathrowconsultation.com**

About you

It's useful for us to understand who has taken part in the consultation, so please can you provide the following details.

Name

Email

Postcode / Location

Age group (please tick): 13–34 35–50 51–65 over 65

Are you responding on behalf of an organisation or group? Yes No

If yes please specify the name of your organisation/group and a brief description of its role and membership:

Please confirm you have the authorisation to respond to the consultation on behalf of this organisation (please tick):

For information on how we will use your information, please see the Data Privacy Notice on the back of this feedback questionnaire.

1. Managing noise for an expanded Heathrow

The proposed noise objective is as follows:

To limit and, where possible, reduce the effects of noise on health and quality of life and deliver regular breaks from scheduled flights for our communities during the day and night. We need to do this whilst making sure the measures we put in place are proportionate and cost effective.

For more information please see section 2 of the consultation document.

1a. Do you support our proposals for a noise objective? Yes No I don't know

1b. Please provide any comments you have on our proposals for a noise objective:

1c. Please provide any other comments or suggestions you have on our proposed approach to developing a package of noise measures for an expanded Heathrow:

2. Respite through runway and airspace alternation

With three runways we plan to revise our approach to **runway alternation** to make sure that all communities get respite from noise. We are also proposing to provide respite for communities further away from the airport by using **airspace alternation**. Respite = predictable relief from aircraft noise for a period of time.

For more information please see section 3.1 of the consultation document.

2a. Would you prefer to have longer periods of respite less frequently (all day on some days but no relief on other days) or a shorter period of respite (e.g. for 4-5 hours) every day?

Please tick one of the following options:

A longer period of respite, but not every day A shorter period of respite every day I don't know

2b. Please tell us the reasons for your preference:

2c. Please provide any other comments or suggestions you have on runway and airspace alternation:

3. Directional preference

With expansion, we want to use directional preference to manage noise. We have been testing whether this means we should change the 'westerly preference' that is in place at Heathrow during the day today. Our current thinking is that we should adopt a **managed preference** which can adapt to circumstances over time.

Our work so far demonstrates that if we managed the preference with the objective of minimising the total number of people affected by noise, this would mean requiring aircraft to operate on westerly operations during the day and easterly operations at night where there is a choice.

However, we also acknowledge that people value breaks from a certain operating direction and would like us to avoid extended periods where Heathrow flight paths overlap with routes from other airports. This is why we are considering a managed preference so that we could respond to extended periods of operations in one direction by intervening to operate in the other direction to provide relief.

For more information please see section 3.2 of the consultation document.

3a. Should we prefer westerly operations during the day and easterly operations at night to reduce the total number of people affected by noise?

Yes No I don't know

3b. Please tell us the reasons for your answer:

3c. Should we sometimes intervene to change the direction of arriving and departing aircraft to provide relief from prolonged periods of operating in one direction – even if that means slightly increasing the number of people affected by noise?

Yes No I don't know

3d. Please tell us the reasons for your answer:

3e. Please provide any other comments or suggestions you have on directional preference:

4. Night flights

Early morning arrivals

With today's two runway operation, Heathrow's early morning arrivals land on **one runway** between 0430–0600.

For an expanded Heathrow with three runways, we are looking at opportunities to schedule these early morning arrivals later, to provide a longer time without flights at night.

We still need to maintain the same number of pre-6am arrivals as we currently have, but our aim is to start our operation later than today. This will mean we need to narrow the window within which these flights land.

For more information please see section 3.3 of the consultation document.

Please note the exact times are subject to further evaluation of the options.

4a. To help inform our consideration of the options, we want to know whether you would prefer for us to:

- Option 1 – Use one runway for scheduled arrivals from 5.30am (runway time 5.15am)
- Option 2 – Use two runways for scheduled arrivals from 5.45am (runway time 5.30am)
- I don't know

4b. Please tell us the reasons for your preference and any other comments or suggestions you might have:

5. Other night restrictions

During the night period (outside of the proposed scheduled night flight ban) we are looking to further encourage the use of the quietest types of aircraft with the following measures:

- A night quota system
- Restrictions on the most noisy aircraft
- Higher landing charges at night
- Higher charges for noisier aircraft

For more information please see section 3.3 of the consultation document.

5a. Please provide any comments or suggestions on how we should encourage the use of the quietest type of aircraft at night (outside the proposed scheduled night flight ban):

5b. Please provide any other comments you have on night flights and restrictions:

Airspace – local factors

To help us design new flight paths we want to know whether there are any sites or locations that you think require special consideration by us in determining where future flight paths should be.

The following questions ask you to describe the special characteristics of these locations, stating why they would be sensitive to flights overhead. For example, this could be because they would be sensitive to noise or visual impacts associated with overhead flights.

6. To answer this question, please look at the design envelopes for expansion online using the postcode checker or look at them in our document *Heathrow's airspace design principles for expansion*.

What sites or local factors should we be aware of in your area (or other area of interest to you), when designing flight paths for an expanded three-runway Heathrow?

Please give enough information (e.g. postcode, address or place name) for us to identify the site(s) or local factor(s) you are referring to and tell us why you think it is important:

7. To answer this question, please look at the design envelopes for Independent Parallel Approaches (IPA) online using the postcode checker or look at them in our document *Making better use of our existing runways*.

What sites or local factors should we be aware of in your area (or other area of interest to you), when designing new arrival flight paths to make better use of our existing two runways?

Please give enough information (e.g. postcode, address or place name) for us to identify the site(s) or local factor(s) you are referring to and tell us why you think this local factor is important:

Please tick the box if you would like your response to 6a to be copied as a response to 6b

If you have any other comments relating to the airspace elements of the consultation please provide these in the 'other comments' box at the end of this questionnaire.

General comments

8. Having considered everything within the consultation, do you have any other comments?

9. Please give us your feedback on this consultation (such as the documents, website or events):

10. Please tell us how you found out about this consultation:

- Leaflet through your door
- Newspaper advert
- Online advert
- Billboard/Outside advertising
- Local radio
- Other (please specify) _____

Privacy Notice

Airspace & Future Operations Consultation Updated: 18th December 2018

This privacy statement tells you what to expect when you provide your personal information to Heathrow Airport Ltd (**Heathrow**) in response to the Airspace and Future Operations Consultation.

Heathrow is committed to protecting your personal information when you use Heathrow services. Whenever you provide personal information we are legally obliged to use it in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (**GDPR**) and the Data Protection Act 2018.

What information will we collect about you?

When you provide your views to Heathrow in respect of the Airspace and Future Operations Consultation, we will collect the following information about you:

1. Name;
2. Post Code;
3. Email address; and
4. Any additional items of information that you choose to provide in the course of submitting your views (please see "Who will have access to my information?" below).

We will also collect certain information automatically when you visit our website. This will include your IP Address and Browser ID.

Heathrow may also collect unique online identifiers such as IP addresses, which are numbers that uniquely identify a specific computer or other network device on the internet. For more information, see our section on 'cookies'.

How will Heathrow use the information it collects about me?

Heathrow will use your personal data for several purposes, including the following:

- To record accurately and analyse any questions you raise during consultation or feedback you have provided in response to a Heathrow consultation;
- To report on our consultation, setting out what issues have been raised and how we have responded to that feedback (individuals will not be identified in any such reports);
- To ensure the safety of our staff.

Heathrow will use the information, along with the responses provided to help enable us to develop our designs further.

Who will have access to my information?

We may be required to make copies of responses to the consultation available to the Secretary of State, the Planning Inspectorate and/or the Civil Aviation Authority. We will request that personal information is not placed on the public record, however please note that these third parties may use any personal information that is disclosed to them in accordance with their own privacy policies, over which we have no control. We recommend that you do not include any information in your response to the consultation that you would not want to be viewed by these third parties, or to be placed on the public record.

Your information will be handled and used by Heathrow's service providers who assist in recording, analysing and reporting on feedback received, including:

- The agency managing this consultation website for us;
- The company which analyses the consultation responses and passes the results and data to Heathrow;
- The company which analyses the equalities responses and passes the results and data to Heathrow;
- Third party service providers facilitating postcode and address look ups, mapping and email facilities (email records may be stored on US-based servers but will be protected according to the EU-US Privacy Shield framework).

We will keep your information within Heathrow and our trusted third parties except where disclosure is required by law, for example to government bodies and law enforcement agencies. Your information is processed only in the UK and is not moved or transferred overseas.

Optional equalities survey

To demonstrate that Heathrow is engaging with and seeking the views of, the widest possible range of local residents and communities, we are inviting you to provide the information set out below, but **only if you are over the age of 18 and you wish to do so**. You are under no obligation to provide it and it will not affect the consideration of your consultation responses:

- Age;
- Gender;
- Identity assigned at birth;
- Sexual Orientation;
- Whether you consider you have a disability;
- Ethnicity;
- Details of religion or belief;
- Whether you are or have recently been, pregnant;
- Marital or Civil Partnership status.

At the point you voluntarily submit responses, the information will be separate from your personal details and will be completely anonymised and aggregated for statistical purposes only. Your responses to the equalities survey will NOT be linked to your IP or Browser ID nor will we attempt to identify the individuals behind the responses.

What is the legal basis for processing personal information?

The lawful basis for collecting your personal data is that we have obtained your consent to do so. Your consent is given when you check the 'opt-in' field and provide your name, contact details and your response in respect of the consultation via the Heathrow Consultation website.

We are further using your personal information as necessary in order to fulfil our statutory obligations under planning law. We may use your personal data in exceptional circumstances where necessary for our legitimate interests to contact you by the email provided to invite you to complete the questionnaire, if you have only part completed it or for ensuring the safety of our staff.

How long will Heathrow keep my information?

Your information will be retained and held in a secure environment until the outcome of the Development Consent process is complete and, if granted consent, the proposed development is operational. Access to personal data will be restricted only to those who have a legitimate interest in seeing it. All personal data will be deleted by Heathrow once we no longer need to retain it. Specifically, for the IP Address and Browser ID logged with the consultation responses, this data shall be deleted upon completion of the review of the corresponding consultation responses, provided that there are no staff safety concerns raised by the responses.

What rights do I have over my personal data?

Under the GDPR and the Data Protection Act 2018, you have the right to:

1. Obtain a copy of the personal data we hold about you by making a subject access request;
2. Ask us to correct any incorrect information we hold about you;
3. Ask us to delete any of your personal information which we no longer have a legitimate reason for keeping;
4. Restrict the processing of your information if we are using it for a purpose other than for which it was originally collected;
5. Object to the processing of your information where this is justified;
6. Withdraw consent for the processing of your information where this is justified and we have no other legitimate grounds for processing it.

To exercise your rights in respect of your data, please contact the Heathrow Data Protection Officer at the following address:

Data Protection Officer,
Heathrow Airport Ltd,
The Compass Centre,
Nelson Road,
Hounslow,
Middlesex.
TW6 2GW

Alternatively, you can email your request to:
privacy@heathrow.com

What if I find your response unsatisfactory?

Should you find our response unsatisfactory, you have the right to lodge a complaint with the UK's supervisory authority for information rights – the Information Commissioner's Office (ICO). You can find more information on the ICO website: <https://ico.org.uk/make-a-complaint/>

Changes to this privacy notice

We will keep this privacy notice under regular review. At the start of this privacy notice we will tell you when it was last updated.

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What happens next?

Thank you for completing this feedback questionnaire.
Your views are important to us.

You have until **11.55pm on 4 March 2019** to provide us with your feedback to this consultation.

At the end of this consultation we will analyse and consider all of the feedback received as we develop our proposals. We will then produce a report that sets out how we have had regard to the feedback received.

If you would like a large text or alternative format of this document, please contact us on 0800 307 7996 or send an email to us at: info@heathrowconsultation.com

There are lots of ways you can contact us and find out more information:

- visit our project website: www.heathrowconsultation.com
- send us an email at: info@heathrowconsultation.com
- call our dedicated consultation FREEPHONE: **0800 307 7996**
(open Monday to Friday, 9am-6pm)
- follow us on Twitter [@LHRConsultation](https://twitter.com/LHRConsultation)

