

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 28 July 2011

Present: Dr. John Godfrey (Chairman)

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| Trevor Brock | - | Burstow Parish Council |
| John Byng | - | Environmental and Amenities Groups |
| Claire Denman | - | Crawley Borough Council |
| David Elkin | - | East Sussex County Council |
| Peter Hall | - | Passenger Representative |
| Chris Hersey | - | Mid Sussex District Council |
| Jamie Hobbs | - | Gatwick AOC |
| Liz Kitchen | - | Horsham District Council |
| Peter Lake | - | Kent County Council |
| Neil Maltby | - | Mole Valley District Council |
| Pieter Montyn | - | West Sussex County Council |
| Richard Olliver | - | Reigate and Banstead Borough Council |
| Susan Parsons | - | ABTA |
| Eddie Redfern | - | International Air Carriers' Association |
| Dorothy Ross-Tomlin | - | Surrey County Council |
| Fiona Stimpson (substitute) | - | Horley Town Council |
| Jeremy Taylor | - | Gatwick Diamond Business Association (CADIA) |
| Jim Woodward-Nutt | - | Which? |
| Charles Yarwood | - | Charlwood Parish Council |

Also present:

Andrew McCallum – Director of Communications and External Affairs, Gatwick Airport Limited
Sean McKee – Head of Public Affairs, Gatwick Airport Limited
Tom Hall – Head of Corporate Responsibility, Gatwick Airport Limited
Frank Evans – Department for Transport
Tim May – Department for Transport
Barry Smith – Deputy Honorary Secretary
Ros Howell – Independent Technical Adviser
Paula Street – Assistant Secretary

Apologies for absence were received from: Mike George (Horley Town Council), Alan Jones (Tandridge District Council), and Sue Saville (Tourism South East).

VICE LORD LIEUTENANT OF WEST SUSSEX

1. The Chairman welcomed Mr. Gordon Tregear, the Vice Lord Lieutenant of West Sussex, and his wife Alexandra, to the meeting.

MEMBERSHIP OF GATCOM

Appointment of Vice-Chairman

2. Resolved – That Mr. Neil Maltby, Mole Valley District Council, be appointed as Vice-Chairman of GATCOM for the ensuing year.

New Members

3. GATCOM noted its membership and new members and nominated substitutes were welcomed to the Committee (copy attached to the signed minutes).

Independent Technical Adviser

4. GATCOM was pleased to note that Mrs. Ros Howell had agreed to be GATCOM's Independent Technical Adviser for an interim period to help develop the specification and role for the post.

Frank Evans, Department for Transport

5. The Chairman announced that the DfT's representative, Frank Evans, was retiring from the Department at the end of July and that this was his last meeting of GATCOM. On behalf of GATCOM, the Chairman thanked Mr. Evans for his contribution to the work of the GATCOM and also to the national group of UK Airport Consultative Committees since 2006. GATCOM looked forward to working with Mr. Tim May who would represent the DfT at future meetings.

CHAIRMAN'S UPDATE ON ACTIVITIES

6. The Chairman reported that he had attended the Annual Meeting of UK Airport Consultative Committee Chairmen and Secretaries on 8/9 June at Aberdeen Airport which had been a productive meeting.

7. The Chairman also reported that he, along with Peter Hall, Chairman of the Passenger Advisory Group (PAG), Jim Woodward-Nutt and Sheila Plant members of PAG, had participated in an interview with the Inspector for the UK Borders Agency. The report of the inspector was due to be issued in October. GATCOM would be kept informed of the outcome of the inspection.

8. Members noted that the Chairman's Annual Review of the work of GATCOM would be published shortly. This year's publication would be in electronic form only. Members would be emailed a weblink to the Annual Review as soon as it was published.

MINUTES

9. Resolved – That the minutes of the meeting held on 7 April, 2011 be approved as a correct record and that they be signed by the Chairman.

10. Reference was made to minute no. 187 regarding the possibility of publishing the performance of airlines in the achievement of continuous descent approach (CDA). Mr. McCallum advised that the matter had yet to be considered by NATMAG and that the outcome of NATMAG's deliberations would be reported to the next meeting of GATCOM.

GATCOM STEERING GROUP – ISSUES CONSIDERED

11. The Vice-Chairman introduced his report on the issues considered at the meeting of the GATCOM Steering Group on 30 June 2011 (copy attached to the signed minutes).

Valet Car Parking Operators

12. Mrs. Street reported that since the meeting of the Steering Group she had contacted Trading Standards Officers at West Sussex County Council about the nuisance in residential roads around the airport caused by rogue valet car parking operators. Trading Standards advised that the number of complaints received over the past year was relatively low and that they had received little evidence of consumer detriment that would warrant the intervention of Trading Standards. It was important therefore that local residents advised Trading Standards of problems so that incidents could be investigated. Trading Standards in both Surrey and West Sussex were monitoring known sites and new operators by checking advertising to ensure that customers received the service that was offered.

13. Local authority representatives welcomed the update and added that the problems experienced in Povey Cross Road, Hookwood was also as a result of airport staff parking to catch the bus to the airport and taxi companies parking so as not to incur short stay car parking fees. Members therefore asked Gatwick Airport Limited to report on the number of car parking spaces that were available for airport staff and to

consider ways in which taxis meeting and greeting passengers could be better accommodated on airport. Mr. McCallum advised that Gatwick Airport Limited was currently considering the placing of consumer advice on its website and it was hoped that this would be added in the near future. As regards employee car parking spaces available at the airport and taxi waiting areas, Mr. McCallum agreed to provide members with the figures.

AIRPORT COMMENTARY

14. GATCOM received the Chief Executive's commentary on activity at the airport since the date of the last meeting (copy attached to the signed minutes).

Gatwick Station Ticket Gating

15. Mr. McCallum reported that the Minister for Transport, Norman Baker MP, had not approved Southern Railway's request to vary the Southern franchise agreement. Ticket gating would therefore be installed at Gatwick by the end of the year. Mrs Street advised that the Managing Director of Southern, Chris Burchell, had informed her of the Minister's reasons for declining the request. GATCOM expressed its disappointment that the Minister had taken such a stance. GAL would continue to work with Southern to ensure that service protocols were in place to reduce the potential for congestion on the station concourse and to preserve the premium Gatwick Express service.

16. Members expressed concern about the gradual reduction in the quality of the premium airport express service particularly as passengers were still expected to pay a premium price for the service. It was felt that the introduction of ticket gating would create a congestion bottleneck on the Gatwick Station concourse at peak times which would be detrimental to GAL's work on improving the overall end-to-end journey experience for airport passengers.

17. Reference was also made to Southern's practice of altering station stops on services on the Brighton Main Line at short notice during periods of disruption which often resulted in many passengers disembarking at Gatwick to catch an alternative service. This added to the congestion experienced at the station.

18. Members asked for their concerns to be raised with Mr Burchell, Southern Railways.

Traffic Performance

19. Mr. McCallum reported that during the last quarter (April to June) traffic growth had been strong with a total of 8.9 million passengers travelling through Gatwick during the quarter. Members were pleased to note that GAL had achieved its surface access modal split target of 40% of non-transfer passengers accessing the airport by public transport.

Capital Investment Programme

20. Mr. McCallum reported that GAL had entered the most intensive part of the capital investment programme with a number of major projects nearing completion or had commenced construction. A number of lanes in the new security central search area in the South Terminal had now opened and the Minister for Aviation, Rt. Hon. Theresa Villiers MP, would formally open the new area in the autumn.

Service Quality

21. GATCOM was pleased to note that GAL was consistently meeting its service quality performance targets.

22. Members were also pleased to learn that GAL was committed to making Gatwick a more family friendly airport and continued to work closely with the Passenger Advisory Group and other airport partners to achieve this. As part of this aim GAL was now a founding partner of a new national 'family friendly' scheme alongside Barclays, easyJet and the Department for Education.

23. Reference was made to the new taxi concession at Gatwick. A member advised that there had not been any significant improvement in the quality of service offered by the new operator. There was also a concern that the operator was not able to accept payment by credit card. Mr McCallum agreed to look into this.

Airport Master Plan

24. Mr. McCallum reported that the production of the reviewed airport master plan had slipped by around 2 months. Initial consultation with airlines on the preliminary draft plan was underway and once their views had been received and taken into account GAL would consult wider community stakeholders during the Autumn. He confirmed that prior to the launch of the consultation draft master plan, GAL would seek the comments of the Steering Group via email on its consultation plan.

Airport Documentary on Sky 1

25. Members noted that the documentary about life at Gatwick would be transmitted at the end of August.

Special Assistance Service

26. Mr. McCallum provided an update on the new contract for the service for persons with reduced mobility (PRMs). Members were pleased to note that the rate of pre-notification had improved and GAL was continuing its efforts to improve upon the targets for pre-notification.

27. The new arrangements for passenger drop-off at the terminal was referred to and it was highlighted that improvements needed to be made to the drop-off facilities for PRMs. Mr. Hall advised that the PAG would look into this and advised members that there were a number of issues that needed to be addressed in the drop-off areas.

CRAWLEY BOROUGH COUNCIL'S DIRECTOR FOR ENVIRONMENT AND HOUSING REPORT

28. GATCOM noted the report by Crawley Borough Council's Director for Environment and Housing on planning applications determined and outstanding in respect of Gatwick since the date of the last meeting (copy attached to the signed minutes).

[NB. A correction has since been made to the report in respect of application CR/2011/0143/FUL: Extension to existing car parking at Mecure Hotel, Povey Cross Road. The report should have read "Tandridge District Council raised no objection subject to conditions".]

PASSENGER ADVISORY GROUP

29. GATCOM received a report from Mr. Hall, Chairman of the Passenger Advisory Group (PAG), in respect of activities of the PAG since the date of the last meeting (copy attached to the signed minutes).

30. He congratulated the airport on the significant improvements made in wayfinding within the terminals, particularly the South Terminal which had resulted in enhanced passenger satisfaction. The new concierge service had also received much positive feedback.

31. The PAG was however disappointed that there had been problems with the shuttle between the two terminals and he hoped that the problems would soon be resolved.

32. GATCOM was concerned to note that the new passenger complaints handling system had resulted in longer response times to complainants. Mr. Hall advised that the PAG planned to undertake an additional audit in August.

33. Mr. Hall welcomed UKBA's initiative to introduce assistance lanes (similar to those introduced by GAL security) in the arrivals hall.

FLIGHT EVALUATION UNIT (FEU) REPORT

34. GATCOM considered the quarterly report of the FEU together with the key messages arising from the recent meetings of the Noise and Track Monitoring Advisory Group (NATMAG) and the Ground Noise Committee (copy attached to the signed minutes). GATCOM noted that all the key monitoring indicators had shown improvement compared to the previous year with the exception of the number of complaint enquiries. The increase in the number of complaints over the year was a result of a few individuals from areas east of the airport (Hever and Marsh Green) persistently calling to log an aircraft event. GAL was looking at how to record these types of complaints so as not to distort the overall complaints figures.

35. Reference was made to Gatwick's telephone 'Noiseline' which currently provided a recorded message to noise complainants. GAL was asked to give consideration to the need for noise complainants to be able to speak to a member staff on first contact about a noise event during the day in order to enhance community relations with those most affected by aircraft noise. GAL advised that a review of noise governance was currently underway and this was something that could be look at as part of the review.

36. Members referred to the number of noise events reported from a couple of residents of Hever. It was noted that data would soon be available from the newly installed mobile noise monitor which would establish the actual noise disturbance over a period of time. GAL was asked to include in the report of the monitoring results the decibel levels recorded at the monitor. Mr Lake, Kent County Council, was concerned that the original mobile noise monitor had still not been released by the landowner and advised that he would contact the local MP, Sir John Stanley, to help secure the retrieval of the inactive monitor. GAL welcomed this help.

LOCAL AIR QUALITY MONITORING – ANNUAL REPORT

37. Members considered a report prepared jointly by Reigate and Banstead Borough Council and GAL on the results of the 2010 air pollution monitoring undertaken on and in the vicinity of Gatwick Airport (copy attached to the signed minutes). Members were pleased to note that there had been no breach in the annual air quality average standard for nitrogen dioxide or the air quality standards for other pollutants under Reigate and Banstead Borough Council's air quality management regime for the Horley Gardens estate. Members were also pleased to note that the three year rolling average trend analysis at properties most at risk of breaching air quality objectives continued to show a downward trend. Mr. Hibbs advised that the improvements were most likely due to improvements in road vehicle emissions and the significant fall in air traffic and passenger numbers over the last three years. GATCOM thanked Mr. Hibbs of the Borough Council and GAL for the informative report.

SOUTH EAST AIRPORTS TASKFORCE

38. GATCOM considered the executive summary from the report of the South East Airports Taskforce (SEAT) on its work and conclusions (copy attached to the signed minutes). Mr. McCallum advised that GAL had been an active member of SEAT and highlighted that GAL had been asked to undertake some case studies over the coming months. He was pleased to report that SEAT had recognised as best practice a number of initiatives that had been introduced by GAL such as the publication of passenger commitments, the posters advising passengers of baggage delivery performance, and its work with UKBA. The effectiveness of GATCOM had also been recognised.

39. Mr. McCallum advised that the Minister will reconvene SEAT in year to review the progress made at the London airports. Members noted that the charter and leisure industry had not been represented on the Taskforce. The IACA representative hoped that leisure carriers would be engaged in any new initiatives going forward especially in terms of the work on resilience.

DEVELOPING A SUSTAINABLE FRAMEWORK FOR UK AVIATION – SCOPING DOCUMENT

40. GATCOM considered a report by the Secretariat which set out a suggested form of response to the DfT's consultation "Developing a Sustainable Framework for UK Aviation" (copy attached to the signed minutes). Mrs. Street advised that the GATCOM Steering Group had given initial consideration to the draft response and its views had been incorporated.

41. Mr. Evans, DfT, advised that the Government's aim was to develop a policy framework to enable airports to grow but which also recognised local impacts. He clarified that the Government wished to explore the concept of a noise envelope and that it fully appreciated and recognised that what might be appropriate for one airport might not be for another. The Government was also seeking specific comments on the night flying regime and whether improvements could be made by extending the period of respite for local communities. The DfT consultation on the next night flying regime would be undertaken in Spring 2012 and would take into account the responses to the Scoping Paper.

42. In respect of the question about the airport consultative committees, the DfT wished to know what worked well for committees as well as where improvements could be made. He also advised that when responding it would be helpful if GATCOM suggested areas which it considered to be a priority to be addressed.

43. Members considered the suggested form of response and the comments made by Mr. Evans and asked that the following points be incorporated into the draft response:

General comments:

- To clarify Gatwick's available operating capacity
- To remove the specific reference to Gatwick on the need to safeguard land

Economic impacts:

- To enhance some of the responses in terms of the benefit of Gatwick to the local, regional and national economy

Climate Change impacts:

- To revise response to Question 5.34 to highlight that biofuels have a role but only if sourced in a fully sustainable way that would not deplete global land use for food supply

Local Impacts:

- Highlight the need to consider and implement steeper aircraft approaches to help minimise noise and disturbance
- the need for the Government to commission further studies into the cause annoyance
- provide more detail about the effectiveness of ACCs and what works well/not so well for GATCOM

44. Mr Smith, Deputy Secretary, asked members to forward any other comments on the suggested draft response to the Secretariat by the end of August so that they could be taken into account in the response to be agreed by the GATCOM Steering Group.

45. Resolved – That the views expressed by members be incorporated into a final draft response for approval by the GATCOM Steering Group at its meeting on 29 September 2011.

ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)

46. Members noted a report by the Secretariat summarising the topics discussed and the outcomes from this year's Annual Meeting of UK Airport Consultative Committees held at Aberdeen Airport on 8 and 9 June 2011 (copy attached to the signed minutes). Mr. McCallum confirmed that GAL would like to host the Annual Meeting of UKACCs in 2014.

NETWORK RAIL CONSULTATION: ROUTE UTILISATION STRATEGY – PASSENGER ROLLING STOCK

47. GATCOM considered a paper by the Secretariat suggesting a response to Network Rail's consultation on the draft Route Utilisation Strategy for passenger rolling stock (copy attached to the signed minutes). Members were concerned about the lack of recognition given to the characteristics of airport rail services. It was vitally important for rail networks serving airports (and ports) to cater for airport passengers' needs such as rolling stock being able to accommodate large amounts of luggage, appropriate facilities such as catering and toilet facilities, appropriate door layout, width and height of step to ensure trains are easily accessible for passengers particularly, PRMs and families travelling with small children.

48. Resolved – That, subject to the inclusion of GATCOM's comments as set out above, the suggested response be agreed and submitted to Network Rail.

APPOINTMENT OF SUB-GROUPS AND MEMBERS TO SERVE ON OTHER GROUPS

49. GATCOM appointed members to serve on the following sub-groups and Gatwick Airport Limited's Noise and Track Monitoring Advisory Group and Ground Noise Committee as follows:

GATCOM Steering Group

John Godfrey (Chairman)
John Byng (Environmental and Amenities Groups)
Claire Denman (Crawley Borough Council)
Peter Hall (Passenger Representative)
Alan Jones (Tandridge District Council)
Liz Kitchen (Horsham District Council)
Isobel Knox (BATA)
Neil Maltby (Mole Valley District Council and Vice-Chairman)
Pieter Montyn (West Sussex County Council)
Eddie Redfern (International Air Carriers' Association)
Dorothy Ross-Tomlin (Surrey County Council)
Jeremy Taylor (CADIA)

Passenger Advisory Group

John Godfrey (Chairman)
Jamie Hobbs (Gatwick AOC)
Neil Maltby (Mole Valley District Council and Vice-Chairman)
Susan Parsons (ABTA)
Jim Woodward-Nutt (Which?)

(N.B. Gatwick Airport Limited appoints 13 independent passenger representatives)

Gatwick Airport Limited's groups:

Noise and Track Monitoring Advisory Group

John Byng (Environmental and Amenities Groups)
Mike George (Horley Town Council)
Chris Hersey (Mid Sussex District Council)
Alan Jones (Tandridge District Council)
Liz Kitchen (Horsham District Council)
Charles Yarwood (Charlwood Parish Council)

Ground Noise Committee

John Byng (Environmental and Amenities Groups)
Mike George (Horley Town Council)
Chris Hersey (Mid Sussex District Council)
Alan Jones (Tandridge District Council)

Liz Kitchen (Horsham District Council)
Charles Yarwood (Charlwood Parish Council)

50. GATCOM also appointed Mr. Alan Jones (Tandridge District Council) as GATCOM's lead member on noise issues and to also represent GATCOM at the DfT's ANMAC. Members expressed their thanks and appreciation to Alan Jones for his commitment and the time he dedicated in taking on this important role.

Gatwick Airport Community Trust

51. GATCOM also appointed Mr. Chris Hersey (Mid Sussex District Council) as GATCOM's nomination to serve on the Gatwick Airport Community Trust for a further term of four years. Members expressed their thanks and appreciation to Chris Hersey for his commitment in continuing with this role.

DATES OF NEXT MEETINGS

52. Members noted the next meetings of GATCOM as follows:

GATCOM Steering Group – Thursday 29 September 2011 at 10.00 a.m.

Passenger Advisory Group – Wednesday 5 October, 2011 at 2.00 p.m.

GATCOM – Thursday 13 October, 2011 at 2.00 p.m. (Annual tour of airport in the morning)

53. Members also noted that the next meetings of Gatwick Airport Limited's Ground Noise Committee and Noise and Track Monitoring Advisory Group (NATMAG) would take place on Thursday 15 September 2011 at 9.30 a.m. and 11.30 a.m. respectively.

Chairman