

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 22nd July 2010.

Present:

Dr. John Godfrey

Lionel Barnard	- West Sussex County Council
Keith Blake	- Crawley Borough Council
John Byng	- Environmental and Amenities Groups
David Elkin	- East Sussex County Council
Barry Ealey	- Gatwick AOC
Tracey Forbes (substitute)	- Burstow Parish Council
Jane Griffin	- SEEDA
Peter Hall	- Passenger Representative
Chris Hersey	- Mid Sussex District Council
Liz Kitchen	- Horsham District Council
Isobel Knox	- British Air Transport Association
Peter Lake (substitute)	- Kent County Council
Neil Maltby	- Mole Valley District Council
Marian Myland (substitute)	- Tandridge District Council
Richard Olliver	- Reigate and Banstead Borough Council
Eddie Redfern	- International Air Carriers' Association
Bryan Reynolds (substitute)	- Which?
Dorothy Ross-Tomlin	- Surrey County Council
Jeremy Taylor	- Gatwick Diamond Business Association (CADIA)
Charles Yarwood	- Charlwood Parish Council

Also present:

Stewart Wingate – Chief Executive Officer, Gatwick Airport Limited

Andrew McCallum – Director of Communications and External Affairs, Gatwick Airport Limited

Liz Trevor – Head of Sustainability, Gatwick Airport Limited

Lee Howes – Flight Evaluation Unit, Gatwick Airport Limited

Sean McKee – Head of Public Affairs, Gatwick Airport Limited

Frank Evans – Department for Transport

Barry Smith – Deputy Honorary Secretary

Ros Howell – Technical Adviser

Paula Street – Assistant Secretary

Apologies for absence were received from: Trevor Brock, Denese Brooke-Harte, Nick Chard, Alan Jones, Simon Matthews, Susan Parsons and Jim Woodward-Nutt.

LORD LIEUTENANT OF WEST SUSSEX

1. The Chairman welcomed Mrs. Susan Pyper, the Lord Lieutenant of West Sussex to the meeting.

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.

MEMBERSHIP OF GATCOM

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

CHAIRMAN'S UPDATE ON ACTIVITIES

4. The Chairman reported that he and the Vice-Chairman had attended the Annual Meeting of UK Airport Consultative Committee Chairmen and Secretaries on 2nd/3rd June at

London City Airport. The Annual Meeting had been a particularly productive one and a small delegation of UKACCs Chairmen were seeking a meeting with Theresa Villiers, Minister for Aviation and Rail to discuss the Government's suggestions for enhancing passenger representation at airports and other aviation policy issues.

5. The Chairman added that he had also, along with Peter Hall, Chairman of the Passenger Advisory Group, interviewed prospective candidates to fill the vacant positions for voluntary passenger representatives on the Passenger Advisory Group.

MINUTES

6. Resolved – That the minutes of the meeting held on 22nd April, 2010 be approved as a correct record and that they be signed by the Chairman.

GATCOM Steering Group Minutes

7. Resolved – That the draft minutes of the GATCOM Steering Group held on 1st July, 2010 be received and noted (copy attached to the signed minutes).

AIRPORT COMMENTARY

8. 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).

Traffic Performance

9. Mr. Wingate reported that at the year end June 2010, Gatwick had handled 31.8 million passengers which was 2.6% below the previous year. Members noted that despite the decline in passenger numbers this was strong performance given the challenging economic conditions and the airspace closures (six consecutive days and other isolated disruption during the first part of May) caused by volcanic ash from the eruption of Iceland's Eyjafjallajökull volcano.

Capital Investment Programme

10. Mr. Wingate reported that Gatwick Airport Limited had now completed its review of the original investment programme which had identified opportunities to re-examine projects and scope to deliver additional projects for a lower overall investment. He was also pleased to report that the refurbished inter-terminal shuttle had been opened two months ahead of schedule. GATCOM congratulated the airport on this tremendous achievement and dedication of the teams involved. Mr. Hall thanked Gatwick Airport Limited for involving PAG in this important project and for the dedication of the teams involved in ensuring the project was delivered ahead of schedule. He highlighted however that there were some teething problems and behind the scenes work that had yet to be resolved/completed on this project. The PAG would continue to work with the project team on this.

11. GATCOM noted that six new aircraft stands situated in the North West Zone had been opened and brought into use on 28th June. These new stands were part of the North West Zone project which includes the stands, taxiway, balancing ponds and an enhanced landscaping bund to protect views from the local countryside and for local residents. Members were pleased that Charlwood Parish Council had been kept informed about this project and had met on site with the principal contractors to view the new stands and the progress on the extensive planting scheme.

12. Mr. Wingate informed members that the enabling works for the consolidation of the security areas in the South Terminal had commenced in the Village area and would involve the closure of several landside retail outlets. The project was due for completion in Summer 2011.

Service Quality

13. GATCOM was most encouraged by the improvement in service standards at Gatwick, particularly in respect of customer service at security and security queuing times which had met regulatory performance targets for six consecutive months.

14. GATCOM was also pleased to note that locally agreed queuing times with the UK Borders Agency (UKBA), which were more stringent than the nationally agreed targets, had been introduced and that Gatwick Airport Limited was working with the UKBA to improve performance. Ms. Knox advised that the airline community welcomed the focus on passenger service and the more stringent performance targets for processing passengers at immigration was an issue airlines had been pursuing for sometime. Members agreed that UKBA should be invited to attend to a future meeting to present its work programme and service performance.

South East Airports Task Force

15. Mr. Wingate reported that Gatwick Airport Limited had accepted an invitation from the Minister for Aviation, Rt. Hon. Theresa Villiers MP, to sit on the South East Airports Task Force. The first meeting of the Task Force took place on 14th July and a number of workstreams had been identified for the Task Force to consider.

X11 Coach Service to Kent

16. GATCOM was disappointed to note that the X11 coach service had not been well used and had therefore been terminated. Mr. Wingate reassured members that there was potential to develop public transport connections to areas in Kent and that other options were now being explored with potential operators and with Kent and Surrey County Councils.

Environment Strategy

17. Members noted that a new environment strategy had been developed and would be launched in August under the title "Decade of Change".

PLANNING FOR THE OLYMPICS AND PARALYMPIC GAMES 2012

18. Gatwick Airport Limited updated GATCOM on the preparation for the increased traffic expected for the Olympic and Paralympic Games in 2012 (copy of presentation attached to the signed minutes). Mr. McCallum explained that Gatwick's key aim was to provide a great welcome with a positive airport experience and a first class onward journey for the Games family, heads of state and spectators. The expected increase in traffic through Gatwick would span mid-June to mid-September 2012 peaking in July/August. He outlined the priorities for planning as:

- Capacity planning
- Multi-agency operational planning
- Multi-agency resilience planning
- Onward transport infrastructure – Gatwick Station, Gatwick Express and other transport packages
- Promoting sustainable transport options
- Marketing Gatwick as a key gateway and seeking designation for a port of entry for the Games
- Customer service skills
- Volunteering arrangements
- Facilitating pre-Games visits
- Keeping the local community informed

19. Members enquired about the designation of points of entry into the UK and what it would mean for Gatwick. Mr. McCallum advised that Gatwick Airport Limited was still working through the detail of seeking designation status and the funding required. There was a need to demonstrate that Gatwick was able to provide and deliver all the infrastructure and

services required and was able to offer a range of onward travel connections for visitors. Mr. Evans added that the DfT was working closely with various airports, ports and local suppliers and was looking at all the options for air travel. There was a study being undertaken on the likely demand for helicopter travel in respect of VIP transportation but he stressed that the indications for such provision at Gatwick were currently very low.

20. Some members highlighted that it was unrealistic to expect all the Games teams to be directed through Heathrow particularly as there were venues in the locality of Gatwick that would be used by the visiting teams in the run-up to the Games. Mr. McCallum noted this and confirmed that Gatwick was working with a number of key stakeholders, including local authorities and other agencies.

21. There was some concern about the extra traffic that would travel through Gatwick and the airlines were keen to ensure that there would be no disruption to scheduled services.

22. Mr. McCallum advised that preparations for the Games were still in the early stages following the sale of Gatwick and an update would be given at a future meeting.

CRAWLEY BOROUGH COUNCIL'S DIRECTOR FOR ENVIRONMENT AND HOUSING REPORT

23. 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).

GATWICK RAILWAY STATION AND GATWICK EXPRESS

24. GATCOM noted that a decision on the funding for the Gatwick Station enhancement scheme was still awaited from the Government. In a recent letter from Norman Baker, in his role as Minister for regional and local major schemes, he had advised that the Secretary of State was still considering whether or not additional funding could be released so that the enhancement scheme can be delivered at the same time as the planned maintenance works.

25. Mr. Wingate confirmed that Gatwick Airport Limited was continuing its discussions with the DfT and had raised a number of rail issues affecting Gatwick, including the need to preserve the Gatwick Express service.

26. GATCOM noted the Steering Group's discussion with David Scorey, Franchise Improvement Director, Southern about its franchise commitments in respect of the Gatwick Express and Southern services to/from Gatwick. Members remained concerned about the franchise commitment to replace all the existing Gatwick Express rolling stock with Class 442 units (with the narrow, single width exterior doors) by May 2011 and the commitment to install ticket gates at Gatwick and Platforms 13 and 14 at London Victoria. Members commented on the tremendous support for the previous airport management's campaign to preserve the Gatwick Express and urged Gatwick Airport Ltd to instigate another "Save the Gatwick Express" campaign. Members also felt it important that the new Government was informed of its concerns about a number rail issues affecting Gatwick. It was agreed therefore that the Chairman would write to the Secretary of State for Transport to request that as part of the review of the rail franchising policy, that consideration is given to the need for appropriate rolling stock to be used on airport express services and to the gating of stations serving airport express service .

27. The Chairman also urged members to encourage their organisation to continue to lobby the Government to help secure the funding for the Gatwick Station improvement scheme.

PASSENGER ADVISORY GROUP (PAG)

28. GATCOM received the report from the Chairman of the Passenger Advisory Group in respect of activities of the PAG since the date of the last meeting (copy attached to the signed

minutes). Mr. Hall congratulated Mr. Wingate and his team on the improvement to service quality, particularly in respect of the passenger experience at security. The introduction of the assistance lane for those passengers who need additional help going through security, such as families and the elderly, had vastly improved the passenger experience and helped in reducing overall queuing times. He also thanked Gatwick Airport Limited for the increasing number of projects upon which it was seeking PAG involvement.

29. Mr. Hall also informed GATCOM of PAG's serious concerns about the excessive queues at Easyjet's check-in desks. He was arranging a meeting with a representative of Easyjet to discuss this and other performance issues relating the to airline.

30. Mr. Wingate reported that the re-tender of the contract for the PRM service was nearly completed. The changeover of the contract was expected to take effect in November 2010. He also advised that Gatwick Airport Limited was still in discussion with Easyjet in respect of the airline's request to provide its own service. He confirmed that Gatwick Airport Limited would prefer to have a consolidated service provider but he was considering Eayjet's request and had taken note of the guidance received from the regulator, the CAA. It was hoped to reach a decision on the request within the next few weeks.

31. GATCOM was also pleased to note that the recent recruitment campaign for new PAG members was proving successful and that it was hoped that new members could be appointed following interview.

32. Resolved – That:

- (1) the success of the assistance lanes in security, the opening of the new shuttle between terminals and the significant decline in the level of passenger complaints be noted;
- (2) the Passenger Advisory Group's concerns regarding queues at Easyjet check-in and its intention to communicate with the airline to seek improvements to the situation be noted; and
- (3) the Secretary of State for Transport be urged to secure funding for improvements to the Gatwick Railway Station and ensure the future integrity of the high quality Gatwick Express service is preserved.

FLIGHT EVALUATION UNIT (FEU) REPORT

33. 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).

34. Members were pleased to note that National Air Traffic Services (NATS) had implemented a plan to reduce the number of aircraft overflying Horley and that this was already producing good results.

35. Reference was made to the inactive mobile monitor at Hever and Mr. Lake advised that he would like to see the inactive monitor restored, if not on the current site, as it would give the local community suffering noise disturbance some confidence that the situation was continuing to be monitored. Mr. McCallum advised the noise disturbance had been extensively researched by Gatwick Airport Limited and the DfT, which had commissioned the independent Eurocontrol Report, and the mobile noise monitor had been used to provide the data needed for that research. However, Mr. Wingate noted the request and advised that he would look into the matter.

LOCAL AIR QUALITY MONITORING – ANNUAL REPORT

36. Members considered a report prepared jointly by Reigate and Banstead Borough Council and Gatwick Airport Limited on the results of the 2009 air pollution monitoring

undertaken on and in the vicinity of Gatwick Airport (copy attached to the signed minutes). Members were pleased to note that 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. GATCOM thanked Mr. Hibbs of the Borough Council and Gatwick Airport Limited for the informative report. Members also noted the impact the closure of the airport (due to volcanic ash) had on local air quality.

NEW COALITION GOVERNMENT

37. GATCOM considered a report by the Secretariat giving details of the new Coalition Government's programme of priorities insofar as they related to aviation, security, transport and the environment (copy attached to the signed minutes). Mr. Smith outlined the key decisions which had already been made by the new Coalition Government in terms of planning and aviation policy and it was noted that it was still the intention of the Government to issue a statement of national aviation policy. The Minister was expected to make a further statement on this in the Autumn. There was some concern however from airline representatives about ways in which the existing airports system in the South East could be made better rather than bigger given the congestion and capacity constraints at the London airports and how this would impact on the long term future of the aviation industry.

South East Airports Taskforce

38. GATCOM welcomed the establishment of a South East Airports Task Force by the new Government to explore ways in which to make the most of existing airport infrastructure and to improve the experience for all users in the short to medium term. Members also noted that first meeting had taken place on 14th July and the terms of reference for the Task Force and possible workstreams were the key items of consideration. Mr. Wingate added that it had been confirmed at the Task Force meeting that its remit was not to examine national aviation policy as that was being considered separately by the DfT.

39. GATCOM considered the membership of the Task Force and acknowledged the need to confine its membership to key stakeholders so that its work and deliberations did not become too unwieldy. Members felt it important however for GATCOM to register its interest in participating in the work of the Task Force at the appropriate time, particularly in relation to surface access to airports, security queuing and the performance of the UK Borders Agency. Members also wished to highlight to the Minister the the important role of airport consultative committees which should not be overlooked in the Government's review.

40. Mr. Wingate acknowledged that there were a number of interests seeking membership of the Task Force and confirmed that should there be any matter that GATCOM wished the Task Force to consider then he could relay views on behalf of GATCOM. Members agreed that this was a sensible approach and suggested that GATCOM also feeds its views relating to enhancing passenger representation locally to Air Transport Users' Council (AUC) to put forward at meetings of the Task Force.

41. Resolved – That:

- (1) the new Government's programme of priorities be noted; and
- (2) a letter be sent to the Minister for Aviation and Rail to:
 - (a) welcome the establishment of the South East Airports Task Force;
 - (b) seek details of its terms of reference
 - (c) register GATCOM's interest in participating in the work of the Task Force at the appropriate time, particularly in relation to surface access to airports, security queuing and the performance of the UK Borders Agency; and
 - (d) highlight the work of GATCOM in representing the interests of passengers at the local level and to highlight GATCOM's concerns about the former Government's decision in respect of Passenger Focus; and

- (3) a letter be sent to the Minister for Aviation and Rail to request that as part of the review of the rail franchising policy the need for appropriate rolling stock be used on airport express services and to give further consideration to the requirement of gating of stations so as to encourage locally agreed solutions to manage ticket avoidance.

ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)

42. 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 which was held at London City Airport on 2nd/3rd June (copy attached to the signed minutes).

43. Members noted that delegates had shared experiences on the preparation of and consultation on the draft noise action plan for their airport. Mr. Maltby was pleased to report that by comparison Gatwick Airport Limited's NAP and its consultation exercise appeared comprehensive.

44. It was also highlighted to members the concerns UKACCs had about the decline in the number of regional services that had access to the main London airports, particularly Heathrow. Of the London airports, Gatwick currently served the greatest number of regions. Members recognised the need therefore to ensure that Gatwick remained well connected to central London and other regions. It was also acknowledged that high speed rail could not be a substitute for domestic services, particularly if Heathrow was not connected to the proposed network.

APPOINTMENT OF SUB-GROUPS AND MEMBERS TO SERVE ON GATWICK AIRPORT LIMITED'S NOISE AND TRACK MONITORING ADVISORY GROUP AND GROUND NOISE COMMITTEE

45. 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)
Neil Maltby (Mole Valley District Council and Vice-Chairman)
Lionel Barnard (West Sussex County Council)
Dorothy Ross-Tomlin (Surrey County Council)
Keith Blake (Crawley Borough Council)
Liz Kitchen (Horsham District Council)
Richard Olliver (Reigate and Banstead Borough Council)
Jeremy Taylor (CADIA)
Isobel Knox (BATA)
Eddie Redfern (International Air Carriers' Association)
John Byng (Environmental and Amenities Groups)
Peter Hall (Passenger Representative)

PASSENGER ADVISORY GROUP

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

(N.B. Gatwick Airport Limited appoints 12 independent passenger representatives)

GATWICK AIRPORT LIMITED'S GROUPS:

Noise And Track Monitoring Advisory Group

John Byng (Environmental and Amenities Groups)
Keith Blake (Crawley Borough 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)
Keith Blake (Crawley Borough Council)
Chris Hersey (Mid Sussex District Council)
Alan Jones (Tandridge District Council)
Liz Kitchen (Horsham District Council)
Charles Yarwood (Charlwood Parish Council)

46. GATCOM also appointed Mr. Alan Jones 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.

DATES OF NEXT MEETINGS

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

GATCOM Steering Group	– Thursday 30 September 2010 at 10.00 a.m.
Passenger Advisory Group	– Thursday 6 October, 2010 at 2.00 p.m.
GATCOM	– Thursday 21 October, 2010 at 2.00 p.m. (Annual tour of airport in the morning)

48. 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 16 September 2010 at 9.30 a.m. and 11.30 a.m. respectively.

Chairman