

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 13 October 2011

Present: Dr. John Godfrey (Chairman)

John Byng	-	Environmental and Amenities Groups
Gary Davies	-	Burstow Parish Council
Mike George	-	Horley Town Council
Peter Hall	-	Passenger Representative
Beryl Healy (substitute)	-	East Sussex County Council
Graham Hill	-	Rusper Parish Council
Alan Jones	-	Tandridge District Council
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
Bryan Reynolds (substitute)	-	Which?
Sue Saville	-	Tourism South East
Jeremy Taylor	-	Gatwick Diamond Business Association
Ken Trussell	-	Crawley Borough Council
Tim Wates	-	Coast to Capital LEP
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
Sean McKee – Head of Public Affairs, Gatwick Airport Limited
Tom Denton – Head of Climate Change and Environment, Gatwick Airport Limited
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:

David Elkin (East Sussex County Council) Chris Hersey (Mid Sussex District Council), Isobel Knox (BATA), Eddie Redfern (IACA), Dorothy Ross-Tomlin (Surrey County Council), and Jim Woodward-Nutt (Which?)

NEW MEMBERS

54. The Chairman welcomed to the meeting Tim Wates and John Peel (substitute) from Coast to Capital LEP who had been invited to take up the regional economic body seat on GATCOM previously held by SEEDA. He also welcomed Sue Saville and Maddy Carr (substitute) from Tourism South East, Ken Trussell from Crawley Borough Council, Graham Hill from Rusper Parish Council and Gary Davies from Burstow Parish Council.

CHAIRMAN'S UPDATE ON ACTIVITIES

55. The Chairman reported that the GATCOM Annual Review had been published on-line in August 2011. All members and a whole range of other interests had been provided with a link to the publication.

56. The Chairman reported that he had attended a meeting of the Gatwick Security Executive Group and it had been agreed that Superintendent Brian Bracher, Commander Gatwick, Sussex Police and Geoff Williams, Head of Security, Gatwick Airport Limited (GAL) would provide an update on the Security Risk Plan to the next meeting of GATCOM.

57. He had also attended on behalf of GATCOM the official opening of the South Terminal security area by Rt. Hon. Theresa Villiers M.P., Minister for Aviation.

MINUTES

58. Resolved – That the minutes of the meeting held on 28 July, 2011 be approved as a correct record and that they be signed by the Chairman.

GATCOM STEERING GROUP – ISSUES CONSIDERED

59. The Chairman introduced his report on the issues considered at the meeting of the GATCOM Steering Group on 29 September 2011 (copy attached to the signed minutes).

Railways Seasonal Preparedness

60. Members were pleased to note that the Brighton Main Line had been identified in the pan-route railway network plan as a priority route for snow clearance.

Gatwick Express

61. The Chairman reported that Network Rail's published London and South East Route Utilisation Strategy (RUS) included the recommendation to insert a stop at Clapham Junction on certain peak hour Gatwick Express services. The Steering Group had discussed in detail with representatives from Southern Railways GATCOM's concerns about the gradual deterioration of the premium Gatwick Express service. Members were pleased to learn that Southern had no plans under the current franchise agreement to insert a stop at Clapham Junction. However it was recognised that there was a need to develop a strategic proposition for the future which would improve the current Gatwick Express service. Mr. Wingate advised that the current development plans for the Gatwick Station will help to improve the passenger environment and will provide some capacity on the Brighton Main Line. GAL was equally concerned about the future prospects for the premium non-stop service and was now looking to lead a campaign with a range of key stakeholders to seek improvements to the current Gatwick Express service. GATCOM welcomed this approach and looked forward to lending its support to the campaign.

Developing a sustainable framework for UK aviation – Scoping Document

62. The Chairman reported that the response to the aviation scoping document had now been submitted to the DfT for consideration. Reference was made to recent press reports about the idea of a high-speed rail scheme which linked Heathrow and Gatwick airports, "Heathwick". Mr. Wingate advised that GAL had not been advised of detail of the idea but he was of the initial view that it would be costly, possibly challenging in terms of engineering, whether it could provide the right connectivity with the wider rail network and whether a competitive product could be offered. Mr. May, DfT advised that the idea was press speculation and confirmed that the development of the new aviation policy framework was the process for considering such ideas.

AIRPORT COMMENTARY

63. 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). Members were shown a short corporate DVD of life at Gatwick under GIP's ownership.

Traffic Performance

64. Mr. Wingate reported that during the last quarter (July to September) traffic growth had been strong with a total of 10.8 million passengers travelling through Gatwick during the quarter with average load factors of 87% for the quarter. However, growth into the winter season was not looking as strong.

Service Quality

65. GATCOM was pleased to note that GAL was consistently meeting its service quality performance targets. Mr. Wingate reported that GAL continued to work collaboratively with the UK Border Agency and was pleased that new family assistance lanes had been introduced at arrivals in both terminals.

66. GAL was also working with the CAA on putting in place improvements to the service quality rebate system. It was noted that the CAA had recently published an independent audit of the measurement process for security queuing at Heathrow and Gatwick airports which revealed that there were improvements needed to the measurement system at Gatwick's North Terminal. The ABTA representative was pleased to report that despite the findings of the audit GAL had achieved vast improvements in the security process particularly in the South Terminal.

67. Members were also pleased to note that baggage delivery performance continued to improve particularly in respect of the achievement of the last bag performance target. During the last quarter 97.8% of bags were delivered within 55 minutes in the South Terminal and 98.1% of bags delivered within 55 minutes in the North Terminal. GAL was asked whether it had any plans to improve the performance targets so that passenger waiting times were reduced further. Mr. Wingate advised that the last bag delivery performance had been reviewed and improved from 60 minutes to 55 minutes and this had posed a challenge to both GAL and the airlines. He assured members that GAL continued to look at ways to improve the passenger journey and experience across the airport including baggage delivery.

Gatwick Station

68. Reference was made to the Gatwick Station improvement scheme and whether the location and ease of finding lifts would be improved. Mr. Wingate confirmed that the improvement scheme would enhance the passenger environment and new escalators and lifts would be provided. The work to the station would be completed by the end of 2013.

Independent Airport Passenger Panel

69. The Chairman referred to the independent airport passenger panel established by GAL since the last meeting. Mr. Wingate clarified that the new panel had been carefully selected to ensure that the diverse challenges and needs of different traveller groups were well represented and it would look at the passenger experience across many airports. As Gatwick Airport was in a competitive environment it needed to gather information and ideas from a wide range of sources and to learn of good practice and innovation from around the world to help develop ideas for future developments at Gatwick. He assured members that the Panel was just one of the sources of information used by GAL's management and was not intended to undermine the work of PAG but to complement it.

CRAWLEY BOROUGH COUNCIL'S DIRECTOR FOR ENVIRONMENT AND HOUSING REPORT

70. 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).

DRAFT GATWICK MASTER PLAN

71. The Chairman thanked GAL for hosting the Master Plan Workshop for GATCOM. Members noted that the 12 weeks consultation period closed on 13 January 2012 during which GAL would host six exhibitions and ten workshops at key community locations. GATCOM was pleased to note that an additional workshop and exhibition had been included in the Capel area as a result of a request from the GATCOM Steering Group. Mr. McCallum also advised that GAL would post to selected households (guided by the area of the noise contours), local communities, businesses and special interest groups details of the draft Gatwick Master Plan consultation exercise together with "Our Vision for 2020" summary leaflet. Members were happy with the general comprehensiveness of the consultation plan but felt that a further exhibition/workshop should be considered for residents of Surrey possibly in the Dorking area. GAL was asked to consider this request.

72. Reference was also made to the role of GATCOM members in helping to disseminate information about the consultation exercise amongst the wider community and other partner organisations. Members were encouraged to take an active role in helping to inform others.

73. Members noted that GAL hoped to publish the final Master Plan in Spring 2012. The final plan would show how feedback from the consultation exercise had helped shape and influence the final plan.

74. Mr. Smith, Deputy Honorary Secretary set out a suggested programme for GATCOM to consider its response to the consultation as follows:

- Following the GATCOM meeting/workshop members submit views to the Secretariat preferably by Friday 2nd December
- Secretariat to prepare a report for consideration of the GATCOM Steering Group on 5th January 2012
- Consultation period closes 13 January 2012
- GATCOM to agree a response at its meeting on 26 January 2012. At that meeting GAL to briefly outline the number and nature of the consultation responses received. This would enable GATCOM to consider any other points raised prior to agreeing its response.

75. Resolved – That the suggested programme as set out above be agreed.

PASSENGER ADVISORY GROUP

76. 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).

Complaints and Feedback Handling

77. Mr. Hall reported that PAG was closely monitoring the implementation of the new passenger complaints and feedback team and system. PAG was pleased that there had been a significant improvement in both the quality and timeliness of the responses to passengers and that GAL aimed to resolve the remaining issues of concern by the end of the year.

Gatwick Express

78. As regards the Gatwick Express service, Mr. Hall advised that the PAG remained concerned about the future prospects for the service and looked forward to working with GAL in developing a blueprint for the future service that can be presented to the DfT and the rail industry.

79. Resolved – That:

- (a) PAG's involvement in a wide range of projects and operational matters be noted; and

- (b) PAG's discussions to develop a plan to improve the Gatwick Express in partnership with GAL be supported.

FLIGHT EVALUATION UNIT (FEU) REPORT

80. 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). Members were encouraged to note that there had been good performance against all flight/noise mitigation key performance indicators achieved through the efforts of the FEU in working with airlines to improve adherence to flight procedures/practices.

Dormansland and Domewood

81. Mr. Jones, GATCOM's lead member for noise, highlighted to GATCOM two cases of local noise disturbance issues – one in respect arrivals noise disturbance at Dormansland and one in respect of the departures route over Domewood, that needed to be further examined. GAL agreed to refer both matters to NATMAG for consideration.

Ground Noise

82. Mr. Jones was pleased to report that the data now provided for the Ground Noise Committee had aided meaningful discussions leading to positive improvements in noise disturbance from the airfield.

HEVER, EDENBRIDGE AND MARSH GREEN NOISE ISSUES WORKING GROUP

83. Mr. McKee and Mr. Denton presented to GATCOM the key outcomes from the meeting of the informal Working Group (copy of presentation attached to the signed minutes). Mr. McKee advised that while the Working Group was with residents from the Hever, Edenbridge and Marsh Green areas, GAL's approach was to look at the general principle of arrivals aircraft noise rather than being location specific.

84. GATCOM noted that 20 suggested remedies had been put forward on the themes of transparency, community engagement, operational excellence, hard targets and respite. The report of conclusions would now be reported through the formal noise governance structure of NATMAG and then GATCOM.

85. Mr. Lake, Kent County Council, thanked GAL for bringing the Group together which had resulted in number of suggested remedies on a range of matters including community engagement issues that needed further consideration.

86. Mr. Jones advised that GATCOM members serving on NATMAG would consider the suggested remedies but highlighted that GATCOM had an important role in considering noise issues affecting all communities around Gatwick rather than just the views of one particular area. The Chairman also reminded members of the views of the GATCOM Steering Group in that a great number of communities around Gatwick suffered similar disturbance to those residents of Hever, Edenbridge and Marsh Green and had stressed the importance of ensuring that any conclusions reached by the Working Group not having a detrimental impact on other communities. GATCOM endorsed that view.

87. Reference was also made to the paper produced by the Gatwick Area Conservation Campaign on suggestions for improving the disturbance suffered by communities from approach noise. Mr. Byng, GACC asked that the paper also be considered by NATMAG.

GATWICK AIRPORT'S DECADE OF CHANGE PERFORMANCE REPORT 2011

88. Mr. Denton reported on GAL's progress in delivering its sustainability targets. He was pleased to report that GAL's carbon footprint had decreased slightly and in recognition of GAL's approach an ACI accreditation had been awarded. GAL had

decreased the amount of water used by nearly 10% and saw improvements in managing the airport's waste streams. However, keeping the airport operational and passengers comfortable and safe during the snow events last winter resulted in the company's electricity and gas consumption in 2010 increasing on the previous year. In response to that GAL was looking at how to increase its use of sustainable energy.

89. Members were pleased to note that overall the key performance indicators showed positive improvement and hoped that the good work would continue.

DFT NOISE EXPOSURE CONTOURS 2010

90. Members received a report from the Technical Adviser summarising the results of the DfT's noise monitoring for a period of summer 2010 (copy attached to the signed minutes). GATCOM noted that the results of noise monitoring for the summer period of 2010 showed a reduction in the noise footprint compared with the 2009 contours. It was also noted that 2010 area of 39.6 km² within the actual 57 dBA leq contour was the lowest ever recorded at Gatwick. The likely reason for the decreases was that there had been a 5% decline in total movements at the airport and, in particular, a reduction in B733 aircraft movements, which decreased by 9%.

91. Whilst members welcomed the decrease in the area covered and the population within the noise contours, it was highlighted that it was the frequency of aircraft passing over properties that caused annoyance and it was questioned whether the 57 dBA leq was the right measurement for noise. Mrs. Howell acknowledged the deficiency of the current measurement system but it did provide a good baseline on which to monitor and compare over the years. Mr. May, DfT advised that BAA and HACAN (a Heathrow environmental group) were looking at the possibilities for a new measure for noise and it would be interesting to see what that work revealed. It was commented that if a new measurement was developed for the future then it would need to be phased in over a period of time.

DATES OF NEXT MEETINGS

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

GATCOM Steering Group - Thursday 5 January 2012 at 10.00 a.m.
Passenger Advisory Group – Thursday 12 January, 2012 at 2.00 p.m.
GATCOM – Thursday 26 January 2012 at 2.00 p.m.

93. 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 1 December, 2011 at 9.30 a.m. and 11.00 a.m. respectively.

Chairman