

# Unconfirmed minutes – to be confirmed at the next meeting of GATCOM to be held on 26 April 2012

Agenda item no.3

## GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 26 January 2012.

Present: Dr. John Godfrey (Chairman)

John Byng	-	Environmental and Amenities Groups
Maddy Carr	-	Tourism South East
David Elkin	-	East Sussex County Council
Tim Farmer (substitute)	-	Mid Sussex District Council
Mike George	-	Horley Town Council
Peter Hall	-	Passenger Representative
Phil Hamlet (substitute)	-	Burstow Parish Council
Graham Hill	-	Rusper Parish Council
Alan Jones	-	Tandridge District Council
Liz Kitchen	-	Horsham District Council
Isobel Knox	-	BATA
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?
Dorothy Ross-Tomlin	-	Surrey County Council
Ken Trussell	-	Crawley Borough Council
Tim Wates	-	Coast to Capital LEP

Also present:

Sir David Rowlands – Chairman, Gatwick Airport Limited  
Stewart Wingate – Chief Executive Officer, Gatwick Airport Limited  
Sean McKee – Head of Public Affairs, Gatwick Airport Limited  
Tom Denton – Head of Corporate Responsibility, 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:

Gary Davies (Burstow Parish Council), Chris Hersey (Mid Sussex District Council), Peter Lake (Kent County Council), Eddie Redfern (IACA), Jeremy Taylor (Gatwick Diamond Business Association), Jim Woodward-Nutt (Which?) and Charles Yarwood (Charlwood Parish Council).

## **FAREWELLS**

### **Jim Woodward-Nutt**

94. The Chairman reported that Jim Woodward-Nutt, Which?, appointed in 2001 had retired from the Committee. Members expressed their appreciation and thanks for the time he had devoted to the work of GATCOM, particularly the Passenger Advisory Group. Bryan Reynolds was now the main Which? representative.

### **Dr. Chris Hill**

95. Members expressed their thanks and appreciation to Dr. Chris Hill, Surrey County Council's contracted noise specialist, who had provided valuable support and expert advice to GATCOM members serving on NATMAG and the DfT's Aircraft Noise Monitoring Advisory Committee for nearly 20 years. GATCOM wished him well for the future.

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Members agreed that Ros Howell, Independent Technical Adviser, would in future provide the support to GATCOM's lead member for noise at the DfT's ANMAC meetings.

### **CHAIRMAN'S UPDATE ON ACTIVITIES**

96. The Chairman reported that he, Alan Jones (GATCOM's lead member for noise) and Stewart Wingate had met one of the lead members of the Hever, Edenbridge and Marsh Green Noise Issues Working Group to discuss the outcomes of the Working Group and the issues of concern. The Working Group's 20 point action plan had been referred to NATMAG for consideration.

97. The Chairman thanked GAL for the invitation to GATCOM members to attend the official opening by Sir John Major, of the extension to the North Terminal. Stewart Wingate was pleased to report that the project had been delivered on time and on budget.

### **MINUTES**

98. Resolved – That the minutes of the meeting held on 13 October 2011 be approved as a correct record and that they be signed by the Chairman.

#### **Draft Aviation Policy Framework**

99. Tim May, DfT, advised that the Government would issue for consultation the draft aviation policy framework in March 2012. The Government would also publish at the same time a call for evidence on hub airports.

#### **2011 Noise Exposure Contours**

100. The Chairman enquired as to when the 2011 noise exposure contours would be published by the DfT. Tim May advised that the CAA's Environmental Research and Consultancy Department that produced the analysis and report for the DfT was in the process of finalising the report. The DfT hoped to publish the report in the summer.

### **GATCOM STEERING GROUP – ISSUES CONSIDERED**

101. The Chairman introduced his report on the issues considered at the meeting of the GATCOM Steering Group on 5 January 2012 (copy attached to the signed minutes). Members noted that the noise insulation scheme for residential properties was a priority for GAL to review. GAL hoped to consult on a revised scheme at the end of 2012.

### **AIRPORT COMMENTARY**

#### **Sir David Rowlands, Chairman, Gatwick Airport Limited**

102. The Chairman welcomed Sir David Rowlands, Chairman, GAL. Sir David gave an overview of the significant changes made at Gatwick over the past two years under Global Infrastructure Partners' (GIP) ownership.

103. Sir David was pleased to report that GAL was no longer paying penalties for poor service standards and performance and emphasised that the company wished to continue to build on the improvements made to facilities for passengers and airlines, service quality and performance. GAL also wished to grow the business and traffic through introducing new carriers, routes and destinations served such as Asia and China.

104. He confirmed that GAL had no current plans to develop a second runway at Gatwick and would honour the 1979 legal agreement that prevented the construction of a second runway until 2019. The company would continue to safeguard land in the eventuality that another runway may be required at sometime in the future. The Government's forthcoming consultation on the draft aviation policy framework expected in March 2012 would no doubt look at all the options as to where future capacity could

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be provided in the South East except for the third runway at Heathrow. It was probable therefore that others would comment on the need to provide more capacity at Gatwick.

105. Sir David advised that GAL hoped that the outcome of the Government's consultation on the future aviation policy framework would result in a truly joined up transport policy. GAL was committed to addressing its environmental impact and an efficient surface transport network was a key element of ensuring sustainable growth at Gatwick. GAL had commissioned consultants, ARUP, to look broadly at rail services to and from Gatwick. GAL hoped that the wider community would help and support the campaign for improved rail services at Gatwick.

106. GAL also wished to build on the legacy of constructive community engagement at Gatwick and the master plan consultation exercise had demonstrated that there was genuine support for the airport across the wider community. The Chairman endorsed GAL's positive approach to working with its community and neighbours which was also evident by the time and resource GAL devoted to the work of GATCOM.

107. Reference was made to the media speculation about a possible hub airport in the Thames Estuary and whether GAL would comment/lobby on the affect that could have on the future operation of Gatwick. Sir David believed it not necessary or desirable for GAL to lobby against the proposal at this stage. He also believed that building a new airport in the Thames Estuary would not solve future capacity problems in the South East. Even if the Government entertained the idea of new hub airport for London and funding found to pay for it, it would be at least 30 years in development. It was also doubtful whether the proposal would be acceptable in environmental and air traffic control terms. If such a hub airport was to be built, it could over the long term mean the closure of both Heathrow and Gatwick.

108. Sir David's views were also sought on the speculation about a possible high speed rail link between Heathrow and Gatwick. Sir David advised that although GAL had not given any detailed consideration to the suggested link, his initial view was that the high speed rail link idea was not a realistic proposition in terms of cost (an estimated £5bn), engineering challenges or from a passenger experience. The impact of High Speed 2 Rail (HS2) on the forecast passenger growth at Gatwick was also discussed. It was noted that Gatwick would not benefit from the HS2 network and that Heathrow Airport would only be linked to the network as part of Phase 2 of the scheme in approximately 20 years time. HS2 was unlikely to have a significant impact on Gatwick's traffic as international passengers wishing to visit London were unlikely to want to fly to Manchester or Birmingham and then take a train to London.

109. Sir David was asked whether GIP still envisaged a ten years investment in Gatwick. It was confirmed that the infrastructure fund was set up in 2008 for a period of ten years terminating in August 2018. GIP would therefore dispose of its interest in Gatwick in due course but members were assured that there were no current plans to dispose of Gatwick early and it was likely that any future sale of GIP's equity would come towards the end of the life of the fund. The sale would be conducted in the same way as any other private sale of assets.

110. Reference was made to noise climate which was of concern to many local communities. Assurances were therefore sought as to how the proposed 25% increase of passengers to reach a throughput of 40 million passengers per annum (mppa) would be achieved on Gatwick's single runway. Sir David assured members that there was capacity at Gatwick in the off peak and the structure of landing charges at Gatwick gave incentives to airlines to use larger aircraft. It would be several years before Gatwick would handle 40 mppa. The DfT was due to consult on a rollover of the current night flying regime and Sir David confirmed that GAL would not be seeking any increase in the existing night quota but that the company would seek to use the runway more intensively at other times of the day.

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111. The impact of use of larger aircraft, particularly A380 aircraft, on the facilities and surface access networks was discussed. Sir David confirmed that the handling of an A380 aircraft was no different to Gatwick's current handling of two B747 aircraft at the same time. GAL was investing in A380 stands to accommodate future use.

112. As regards the level of job growth expected at Gatwick over the next few years, Sir David was asked what local bodies could do to support new quality, sustainable jobs at and around the airport. GAL acknowledged that as the airport continued to grow this would help to ensure a buoyant local economy. Youth employment was a particular challenge over the next few years but GAL was keen to ensure it played a key role in developing apprenticeships and skills to ensure a sustainable workforce for the future.

### **Stewart Wingate, Chief Executive's Report**

113. GATCOM considered Stewart Wingate's, Chief Executive, commentary on activity at the airport since the date of the last meeting (copy attached to the signed minutes).

114. Traffic Performance - Members were pleased to note that over the last quarter there had been strong growth at Gatwick, an increase of 7% compared with the same period the previous year. New routes to Vietnam, Hong Kong, South Korea and China had been introduced. Mr. Wingate was sorry to report that Air Asia X had decided to withdraw its European routes. Rising fuel prices along with APD and ETS taxation had been a bearing on its consideration to withdraw services.

115. Rail Services - Mr. Wingate reported that leading rail consultants, ARUP, had been commissioned to examine how the quality of rail services to and from Gatwick could be substantially improved. GAL wished to look ahead to the new franchise period so that it could highlight service requirements essential to ensure a high quality non-stop Express service as well as improved links to Kent, the South West and the Midlands. The Chairman and Mr. Hall advised that members of the Passenger Advisory Group had met the consultants to highlight the areas of concern to GATCOM about existing and future rail services and the aspiration ensuring a high quality end to end journey experience for air passengers. It was commented that there was also a need to ensure the needs and experience of staff travelling to and from Gatwick as well as the fares structure were taken into account in future discussions with the consultants and in the development of a strategy to present to the DfT and future prospective franchisees. The Chairman and Mr Hall would raise this with GAL and the consultants at the next project team meeting.

116. Hever, Edenbridge and Marsh Green Noise Issues Working Group - Reference was made to the 20 point action plan the Working Group had put forward for GAL's and NATMAG's consideration. The Chairman advised that the Kent County Council representative serving on GATCOM would be invited to attend a meeting of NATMAG to present the case on behalf of the local residents. It was noted that one of the action points referred to the residents' wish list. GAL advised that the wish list formed part of a more detailed report of the Working Group's discussions which had yet to be agreed by the parties. Once agreed GAL would seek approval from the residents for the wish list to be circulated to NATMAG members for consideration. Once NATMAG had fully considered the 20 point action plan a full report would be presented to GATCOM.

### **DRAFT GATWICK MASTER PLAN**

117. GAL's consultants, Green Issues, gave a presentation on the initial results of the draft Gatwick Master Plan consultation. GATCOM noted that the three-month public consultation on the draft Plan had now closed. The consultation exercise was the largest and most extensive to be held by Gatwick to date. More than 1,700 people attended 24 consultation sessions and 267 official responses had been received. The key issues raised during the consultation related to aircraft noise, recycling and waste, and the impact of extra passengers on local roads and railways around Gatwick and public transport.

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118. GATCOM noted that GAL was most encouraged by the level of response and participation from the local community and although issues of concern had been raised there was general support for Gatwick's plans to grow to 40 million passengers per year on a single-runway, two-terminal airport operation.

119. David Livesley, GAL outlined to members the next steps. A more detailed analysis of the responses would be undertaken during February and GAL would publish a report outlining in more detail the key issues raised as part of the consultation in March. An issues action plan outlining the way in which GAL would address the issues raised by respondents would be presented to the next meeting of GATCOM. The final master plan would be published in June and would show, where possible, how the views and opinions expressed by the local community and its stakeholders had been taken into account.

120. GATCOM considered a report by the Secretariat setting out a draft response for GATCOM's approval together with a couple of amendments tabled at the meeting which had been suggested by members prior to the meeting (copies attached to the signed minutes). The airlines representative was concerned about the wording of the third bullet point in paragraph (28) of the suggested response which suggested that it was the number of events that caused most annoyance to local residents. As studies into the issue of annoyance caused by aircraft noise were inconclusive, it was suggested that the paragraph be reworded to reflect the fact that the number of movements were of concern to local communities. Members agreed to the inclusion of the amendments.

121. Resolved that:

- (1) subject to the inclusion of the tabled amendments and the amendment agreed above, the draft response be approved and submitted to GAL for consideration
- (2) GAL's programme for considering the responses to the consultation be noted
- (3) GAL report its Master Plan issues action plan to the next meeting.

### **CRAWLEY BOROUGH COUNCIL'S DIRECTOR FOR ENVIRONMENT AND HOUSING REPORT**

122. 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).

### **SECURITY RISK PLAN**

123. The Chairman welcomed to the meeting Inspectors Christine Deakin and Mark Callaghan, Sussex Police. Geoff Williams, Head of Security, GAL updated GATCOM on the Security Risk Plan for Gatwick. He outlined the way in which the broader security processes and the key legislative/regulatory components ensured continual assessment of the threats to aviation and airports. Well established multiagency working and planning ensured that all possible threats had mitigation plans and that all development plans at the airport were assessed from a security perspective.

124. Reference was made to the working partnerships with Surrey Police. Inspector Deakin assured members that Sussex Police had good cross border working partnerships and joint intelligence/counter terrorism teams in place.

125. Reference was also made to the Civil Aviation Bill which had now entered the parliamentary stage and the proposed transfer of some security responsibilities from the Government to the CAA. Mr. Williams assured members that GAL was already working closely with the DfT and the CAA on the transition programme and the changes to responsibilities would not be noticeable to the travelling public.

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FLIGHT EVALUATION UNIT (FEU) REPORT**

126. GATCOM considered the quarterly report of the FEU covering the period July to September 2011 (copy attached to the signed minutes). Members were pleased to note that the key performance indicators continued to show slight improvement across a number of the indicators, particularly in departures track keeping. GAL reported that during the quarter there had been one noise infringement during the night period but no complaints had been received relating to that flight. Reference was made to the opening text of the "About this report" section of the quarterly report and it was suggested that the text also demonstrated that the FEU was seeking best practice as well as compliance. GAL agreed to alter the wording of the text.

127. Mr Jones, GATCOM's lead member for noise, provided an update on the discussions with residents of Domewood (aircraft departures) and Dormansland (aircraft arrivals) and the efforts of GAL and NATS to address the disturbance suffered. He was pleased to report that improvements had been made in respect of Domewood which had been acknowledged by the residents. However the residents continued to raise issues of concern.

128. Members also noted that Mr. Jones and Mr. Denton, GAL had attended a positive meeting with Dormansland Parish Council but they were concerned about the misreporting in the local press about the work of GAL/NATS which had caused mistrust amongst a number of local communities.

129. Both cases were of concern to GATCOM as it was important for local residents to understand that there were a wide range of factors that needed to be taken into account, both legislative and operational, in managing and mitigating the impact of the noise climate, many of which were outside the scope and responsibility of GAL/NATS. GATCOM was most appreciative of the time and effort devoted by Mr. Jones, GAL and NATS in endeavouring to establish whether there are any possible solutions to minimising the disturbance suffered by local communities.

130. Reference was made to community noise monitoring and the format of the data that should be reported to NATMAG and the wider community. It was suggested that a breakdown of aircraft type and airline should be included in the data. GAL agreed to this.

131. As regards the noise complaints handling policy, it was suggested that the term "persistent" complainants should not be used. GAL agreed to change the wording in future.

**PASSENGER ADVISORY GROUP**

132. 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).

133. Mr. Hall was pleased to report that the quality and timeliness of responses to passenger complaints had improved compared to the PAG's previous two audit reviews. He also reported that seven passengers had referred their complaints to GATCOM for consideration. Members were pleased to note that all those complaints had now been satisfactorily resolved. He also drew to members' attention the CAA's new passenger portal on its website giving details of how and where passengers could raise their complaints. The PAG will discuss the CAA's advice with GAL to ensure that the GATCOM/PAG's complaints referral process remained appropriate.

134. Reference was made to the changes that had been made to the access arrangements to the terminal's forecourts for hotel/guesthouse buses. It was highlighted that the signage gave incorrect telephone numbers to passengers and the

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areas allocated for hotel buses were confusing and caused conflict between operators. GAL and the PAG were asked to review the signage and arrangements.

135. Resolved – that:

- (1) The improvements made by the customer service team in responding to passenger complaints be noted;
- (2) PAG's continued involvement in a wide range of projects and operational matters be noted; and
- (3) PAG' contribution to assist the work of the rail consultants and continued input to the rail station upgrade be supported.

### **OLYMPIC AND PARALYMPIC GAMES 2012 – UPDATE**

136. Richard Townsend, Customer Services Improvement Manager, GAL provided an update on GAL's preparations for the Olympic and Paralympic Games. The Olympic Torch will arrive in the UK from Athens on 18 May 2012, the Olympic Games were to be held between 22 July and 12 August and the Paralympic Games were to be held between 29 August and 9 September. Although Gatwick was not an official sponsor of the Games many of the teams, the media and spectators were expected to travel through Gatwick so it was important to give a welcoming and excellent first impression of the country and experience at Gatwick. GAL had to date received confirmation that 25 teams would travel through Gatwick for both the Olympic and Paralympic Games comprising more than 2000 athletes. GAL was working with the DfT, the commonwealth, tourist boards and a range of other partners in further developing the preparation plans.

137. GAL was strengthening its capabilities to accept all the additional bags and equipment for the teams, officials, media and spectators. GAL would have extra people on hand to be of assistance to the paralympic competitors and spectators and staff will be putting in extra hours to help meet and greet some of the VIPs. Members noted that GAL would also host over 300 London Volunteers from the Mayor's office who will be working across the airport for the duration of the Olympics and Paralympics. Members also noted that GAL would have a dedicated PRM team for the period of the Games which would provide assistance within the airport terminals as well as helping passengers from the airport's car parks, forecourts and rail station.

### **GATWICK TRAVEL CARE**

138. Julie Ayres, GAL reminded GATCOM of the important welfare support work provided by the on-airport charity, Gatwick Travel Care. Jean Lloyd, Manager, Gatwick Travel Care gave an update on the work of the Charity over the last year. Travel Care provided vital services to airport passengers at times of crisis. Travel Care's budget comprised funding sources from GAL, the Home Office, charitable donations, collection boxes in the terminals (money spinners) and fund raising. Like a number of organisations, its budget had been cut for the current financial year and savings had been found from staff reducing their working hours by 1 day a month. Members were pleased to note however that in view of the potential additional demand arising from the Olympics this year GAL had agreed to offer a top-up to its annual donation to the charity. Members were encouraged to promote the work of Gatwick Travel Care with their organisations and communities with the aim of gaining financial support.

### **DATES OF NEXT MEETINGS**

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

Passenger Advisory Group – Wednesday 28 March 2012 at 1.30 p.m.  
GATCOM Steering Group - Thursday 29 March 2012 at 10.00 a.m.  
GATCOM – Thursday 26 April 2012 at 2.00 p.m.

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140. 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 February, 2012 at 9.30 a.m. and 11.00 a.m. respectively.

Chairman