

Tony Kershaw
Honorary Secretary

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Gatwick Airport Consultative Committee

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Dear Sir/Madam,

CAA CONSULTATION: REVIEW OF GATWICK AIRPORT LIMITED'S COMMITMENTS FRAMEWORK

GATCOM welcomes the opportunity to comment on the proposed scope of the CAA's mid-term review of Gatwick Airport Limited's (GAL) commitments framework.

GATCOM notes that the overarching aim of the review is to identify any aspect of the new framework that is acting against the interests of passengers. It is also noted that the main focus of the review will be on issues within GAL's commitments framework that could influence on-time performance. GATCOM supports this approach but also highlights the need for the CAA to recognise on-time performance in the wider context across the South East region.

On-time performance remains a key focus for GAL and the risks for summer 2016 have already been highlighted to GATCOM. Our Passenger Advisory Group (PAG) has been fully engaged in GAL's work on this and fully supports the effective collaborative working GAL has established with the airline and the wider airport community to help improve the on-time performance of flights at Gatwick. GAL has invested a significant amount of time and effort on this important area as the benefits of maintaining on time performance are wide ranging from maintaining an efficient use of the capacity constrained runway and reduction in environmental impact to a greater passenger experience.

An issue of concern to GATCOM is however the differences in the way in which GAL and the CAA measure on-time performance which means that the information regularly presented to our PAG is based on GAL's measurement. GATCOM is disappointed therefore that CAA is not proposing to include in the scope of the review the current monitoring framework to address the current discrepancies in on-time performance monitoring. It is important that this matter is addressed to obtain an accurate picture of performance over the remainder of the commitments period. GATCOM therefore urges the CAA to reconsider this particular area of commitments monitoring and asks that this be included as part of the scope of the review.

Finally, whilst we appreciate that the CAA is not seeking evidence at this stage of the process, we would like to commend the way in which GAL has approached delivering the new commitments framework. The experience of GATCOM, especially our PAG, is that the commitments framework has brought an enhanced willingness by GAL to engage with us and serious consideration is given to our comments and concerns on a wide range of issues both for those areas and requirements that fall within the scope of the commitments framework and for

BY EMAIL

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other matters of equal importance outside the scope of the framework. Our PAG would however welcome the opportunity to discuss in more detail its experience to date on how the passengers' perspective is taken into account by GAL, how service quality and resilience is addressed and the processes that have been put in place which provide the opportunity to do this. A representative of the CAA is also welcome to attend a meeting of our PAG to observe one of the ways GAL engages with the PAG.

GATCOM trusts its comments will be fully considered as part of the Review.

Yours faithfully,

A handwritten signature in blue ink that reads "Paula Street". The signature is written in a cursive, flowing style.

Assistant Secretary