

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 19 July 2012

Present: Dr. John Godfrey (Chairman)

John Byng	-	Environmental and Amenities Groups
Ross Feeney (substitute)		South London Business
Mike George	-	Horley Town Council
Peter Hall	-	Passenger Representative
Ken Harwood	-	Tandridge District Council
Beryl Healy (substitute)		East Sussex County Council
Chris Hersey	-	Mid Sussex District Council
Graham Hill	-	Rusper Parish Council
Alan Jones	-	Burstow Parish Council
Liz Kitchen	-	Horsham District Council
Isobel Knox	-	BATA
Peter Lake	-	Kent County Council
Neil Maltby	-	Mole Valley District Council
Mike Miller	-	Reigate and Banstead Borough Council
Pieter Montyn	-	West Sussex County Council
Susan Parsons	-	ABTA
John Peel (substitute)	-	Coast to Capital LEP
Bryan Reynolds	-	Which?
Dorothy Ross-Tomlin	-	Surrey County Council
Jeremy Taylor	-	Gatwick Diamond Business
Ken Trussell	-	Crawley Borough Council
Charles Yarwood	-	Charlwood Parish Council

Also present:

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
David Livesley	-	Head of Master Planning, Gatwick Airport Limited
Julia Gregory	-	Head of Surface Transport, Gatwick Airport Limited
Rosie Snashall	-	Department for Transport
Barry Smith	-	Deputy Honorary Secretary
Ros Howell	-	Independent Technical Adviser
Paula Street	-	Assistant Secretary

Apologies for absence were received from: Peter Collin (Tourism South East), David Elkin (East Sussex County Council), Peter Pledger (South London Business), Eddie Redfern (IACA), Tim Wates (Coast to Capital LEP) and Tim May (Department for Transport).

MEMBERSHIP OF GATCOM

Appointment of Vice-Chairman

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

New Members

2. 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

3. The Chairman reported that he had met with James Colman, the new Corporate Affairs and Sustainability Director, Gatwick Airport Limited (GAL) to discuss the work of GATCOM and key issues for the coming year.

4. The Chairman also reported that he had attended the Annual Meeting of UK Airport Consultative Committees on 22 May 2012 at Birmingham Airport which had been a productive meeting.

5. Members also noted that the Vice-Chairman, Vice-Chairman of the Passenger Advisory Group and the Secretariat had met representatives from the CAA to discuss the new powers and responsibilities for the CAA as contained in the Civil Aviation Bill currently going through Parliament and the advantages and disadvantages of the future regulation of Gatwick Airport. The meeting had been most beneficial.

6. The Chairman was pleased to report that his Annual Review of the work of GATCOM had been published and had now been circulated to all members as well as to a wide range of stakeholders and interested groups. Members were encouraged to disseminate the publication widely within their organisation and communities.

MINUTES

7. Resolved – That the minutes of the meeting held on 26 April 2012 be approved as a correct record and that they be signed by the Chairman.

National Aviation Policy – Future Airport Capacity

8. Reference was made to minute no. 148 and the letter that had been sent to Rt. Hon. Justine Greening MP, Secretary of State for Transport. The Chairman reported that he had received a response from the Secretary of State which was non-committal but gave reassurance that the Government would follow a proper process in developing a long term aviation policy which was in the UK's best interests.

GATCOM STEERING GROUP – MATTERS CONSIDERED

9. GATCOM received the report of the Vice-Chairman summarising the matters considered at the meeting of the GATCOM Steering Group on 28 June 2012 (copy attached to the signed minutes).

Local Air Quality Monitoring – Annual Report

10. The Chairman drew members' attention to the results of the annual air quality monitoring around Gatwick which had revealed that there had been no breach in the annual air quality average standards for pollutants under the local authority air quality management regime. A copy of the Annual Report was available on GATCOM's website. Reigate and Banstead Borough Council was thanked for all the work in helping to ensure that air quality around Gatwick was contained and regularly monitored.

P-RNAV DEPARTURE ROUTES CONSULTATION

11. GAL launched at the meeting the start of a 12 weeks consultation on the implementation of P-RNAV (Precision Area Navigation) departure routes, specifically Standard Instrument Departure (SID) routes, at Gatwick. Tom Denton, GAL and Andy Taylor, National Air Traffic Services (NATS), presented to members the consultation proposals, the benefits of implementing P-RNAV as an interim measure and the consultation process (copy of presentation slides attached to the signed minutes). It was noted that the implementation of P-RNAV at Gatwick was termed "interim" since there would be a London-airspace-wide implementation of P-RNAV Standard Instrument Departures (SIDs) under the NATS London Airspace Management Programme (LAMP) after 2018.

12. It was emphasised that the implementation of the P-RNAV would not result in any change to the published noise preferential routes (NPRs) or to air traffic control operating practices. The implementation at this early stage would present a unique opportunity for Gatwick in the longer term transition to P-RNAV as it would enable the impact on communities to be monitored, evaluated and solutions developed for the future. It would enable Gatwick to influence the national roll out of the new procedure with evidence from the local level before longer term decisions were made.

13. It was noted that P-RNAV would mean that the dispersion of departing aircraft would become more concentrated than before with the result that some residents would be overflown less, while others would be overflown more and therefore the noise impact would be redistributed. As the P-RNAV trial currently being conducted was being flown by very few aircraft to establish whether it was operationally feasible, the impact on communities was not yet known. Mr. Taylor emphasised that if it was found that as the use of P-RNAV increased communities suffered significant impacts, then there was scope to revert to the current use of RNAV and solutions for the future could be reconsidered.

14. GATCOM also considered a report by the Secretariat setting out the process for GATCOM's consideration of the consultation (copy attached to the signed minutes). Mrs. Street advised that GATCOM's role in the process was as a consultee to offer views on the proposed interim implementation. Mr. Denton also advised that GAL was looking to the counties/districts and borough councils as well as GATCOM members to inform parish councils and local communities of the consultation.

15. Resolved – That

- (1) the timetable for considering GATCOM's response to the consultation as set out in paragraph 3.1 of the Secretariat's report be agreed; and
- (2) the Secretariat seeks the views of members via email for consideration in the preparation of the draft response for the GATCOM Steering Group's initial consideration at its next meeting. (Deadline for responses – 3 September 2012)

AIRPORT COMMENTARY

16. 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

17. Mr. Wingate was pleased to report that over the last quarter traffic growth had been steady with an increase of 1.7% compared with the same quarter the previous year. He was also pleased to report that GAL's end of year financial results demonstrated the success of the business and had been well received by the City and investors.

UK Border Force

18. Mr. Wingate referred to the media coverage of the problems with passenger queuing times at the border across UK airports. He reported that the Chairman of the Home Affairs Select Committee, Keith Vaz MP, had visited Gatwick and was impressed by the co-operative working practices between UK Border Force and GAL in place at the airport. Mr. Hall, Chairman PAG was pleased to report that PAG had been closely monitoring the performance of border control and on recent visits to the immigration hall the Border Force's processing desks were fully manned and all the processes appeared to be working efficiently.

19. GAL's investment in the South Terminal had significantly improved the passenger environment and new technology had now come on stream making the process more efficient. GATCOM noted that GAL was in discussion with the airlines to seek agreement to invest in more new technology across both terminals. Ms. Knox, BATA, highlighted that there were longer term issues that needed to be clarified and addressed with the Home Office as well as with airlines. Reference was made to the investment in the IRIS technology which was already being taken out of service. There was a need therefore to ensure that the investment in new technology was right and was not on technology that would soon become redundant.

20. GATCOM was also pleased to note that the UK Border Force was now consistently achieving its national targets for both EU and non-EU passenger processing times. GAL continued to seek with the UK Border Force stretch targets to further improve waiting times at the border.

UK Airport Travel Hub

21. GATCOM congratulated GAL on the launch of the UK Airport Travel Hub (journey planner) on its website <http://www.gatwickairport.com/parking-transparent/travel-hub/>. Reference was made to the availability of onward travel information within the airport for passengers and it was

highlighted that the airport information desks did not have access to local bus timetables and information points/leaflets were not available at all access/exit points at the railway station. GAL agreed to consider the number and siting of onward travel information points and the information available at the airport's information desks.

New aircraft - Airbus A380 and Boeing 787 Dreamliner

22. Members were pleased to note that Thomson and First Choice would introduce the fuel efficient B787 Dreamliner aircraft to its fleet in May 2013. GATCOM also noted that Emirates had flown into Gatwick an A380 aircraft in celebration of 25 years of operating at Gatwick. The business community and the PAG welcomed GAL's investment in infrastructure to accommodate future A380 operations at Gatwick and the prospect of GAL being able to attract more long haul services and connections to the Far East.

Runway resurfacing

23. It was noted that the resurfacing of the main runway which commenced in May had progressed slowly due to the prolonged heavy rainfall as well as poor visibility on a number of nights. The contract for the works was due to end in October and it was hoped that the lighting would be back in place by 1 October. GAL was currently reviewing the scope of the resurfacing project and was discussing with airlines the possibility of a longer operational window for the works and how to minimise disruption.

Future Runway Capacity – Media Reports

24. Reference was made to recent media reporting on an interview with Mr. Wingate and the speculation about future runway capacity. The headline in the Telegraph's article that GAL was looking to resurrect proposals for a second runway had caused much anxiety within local communities. GAL was therefore asked to comment on the press reports and to clarify its position regarding a second runway. Mr. Wingate advised that the press coverage was at the time of GAL reporting its financial results. He assured GATCOM that there was no hidden agenda and that the position taken with the press was consistent with the views of Sir David Rowlands, Chairman GAL as expressed at the GATCOM meetings in January 2010 and January 2012 and the position in the Gatwick Master Plan. 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. Members asked that GAL consider refuting the misleading press coverage.

Services for Persons with Reduced Mobility (PRMs)

25. Mrs. Parsons, ABTA, was pleased to report that ABTA and the CAA had launched new guidelines (Pre-Notification Guidance - for Supporting Passengers with Reduced Mobility), for the travel industry to help deliver a smooth airport experience for people with reduced mobility. The guidelines were drafted by the CAA in conjunction with ABTA and developed by an industry group. The guidelines gave information and advice to travel companies and airports on how to provide the optimal experience for PRMs at the airport and covered matters as such as what should happen during and after the booking process. GATCOM was pleased to note that the Industry was now working with the EU to examine to the possibility of modifying the legislation so that priority for passengers receiving the service was given to those PRM passengers who pre-booked the service.

GATWICK MASTER PLAN

26. GAL launched at the meeting the publication of the Gatwick Master Plan. Mr. Livesley, GAL advised that following the conclusion of the public consultation in January, GAL had made a number of changes to the Master Plan. The published Master Plan included more information on passenger research, updated traffic forecasts, revised assumptions on employment and economic benefit forecasts, surface access and environmental impacts. GATCOM noted that no changes had been made to the chapter on the longer term vision. It was also noted that a new Chapter been included which detailed the nature of the responses received to the consultation and how comments had been taken forward.

CRAWLEY BOROUGH COUNCIL'S DIRECTOR FOR ENVIRONMENT AND HOUSING REPORT

27. 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).

FLIGHT PERFORMANCE TEAM (FPT) REPORT

28. GATCOM considered the quarterly report of the FPT (copy attached to the signed minutes). Members noted that the key monitoring indicators revealed that continuous descent approach (CDA) and track keeping showed positive improvement over the past year. However there had been two 1000ft height infringements that were below 900ft and GAL had addressed this with the airlines concerned. As regards noise complaints, it was noted that noise complaints had reduced compared to the same period the previous year.

29. Reference was made to the siting of mobile noise monitors and Mr. Harwood, Tandridge District Council asked if a monitor would be sited at Domewood as had been suggested at a meeting with local residents. Mr. Denton advised that there was a process whereby the locations of mobile noise monitors were assessed by the Gatwick Noise Monitoring Group and recommendations were then put forward to NaTMAG for endorsement or otherwise. GAL would put forward the request for a monitor at Domewood for consideration by the Gatwick Noise Monitoring Group.

30. Reference was also made to the inactive mobile noise monitor at Hever. Mr. Lake, Kent County Council, reported that the local resident had indicated his willingness to release the monitor and it was hoped that another site could be found in Hever so that the noise monitoring could continue. Mr. Wingate advised that there was a process to consider the siting of mobile noise monitors but it was likely that a new site would be found in the Hever area.

NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)

31. Summaries of the matters considered at the meeting of NATMAG held on 17 May 2012 were noted (copies attached to the signed minutes). Reference was made to the progress made on taking forward the 20 action points from the Hever, Edenbridge and Marsh Green Noise Issues Working Group. Mr. Denton advised that timeframes and proposed action for taking forward the 20 points had now been developed and the annotated list would be circulated to NATMAG members in the near future. GAL also agreed to provide a copy of the list to other interested GATCOM members.

32. GATCOM noted that some progress had been made on the rotating respite idea and that NATS had confirmed that there would be significant impacts on carbon emissions. Ways to reduce those impacts were now being examined. Mr. Jones, lead member for noise, highlighted that the issue of respite was something that the Government was also considering and was pleased that it was an issue for consideration in the draft Aviation Policy Framework consultation.

33. Reference was made to the forecast increase in ground noise as set out in the new Gatwick Master Plan. GAL was asked to confirm the mitigation measures it proposed to help contain ground noise disturbance. Mr. Denton advised that several options including the siting of a ground run pen were being considered but no decisions had yet been made.

PASSENGER ADVISORY GROUP

34. 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). It was noted that PAG continued to urge GAL to explore options to increase the period of free wi-fi at the airport with its service provider.

35. Mr. Hall reported that PAG was monitoring the various parking products now on offer at Gatwick, particularly in the South Terminal where level 2 in all the multi storey car parks was now allocated for premium or valet car parking services. PAG was concerned about the impact this would have on passengers requiring access to disabled parking bays.

36. As regards Gatwick Station, Mr Hall was pleased to report that the refurbishment works to the station concourse had very recently been completed. The PAG remained concerned however about the passenger queuing times at the ticket machines and wished to see more ticket machines installed.

37. Resolved – That:

- (1) PAG's efforts to improve the wi-fi provision at Gatwick be supported; and
- (2) PAG's involvement in a wide range of projects and operational matter be noted.

DFT CONSULTATION ON THE COMBINED THAMESLINK, SOUTHERN AND GREAT NORTHERN FRANCHISE

38. GATCOM considered a report by the Secretariat giving details of the DfT's consultation on the specification for the new Thameslink "super" franchise (copy attached to the signed minutes). The suggested form of response to the DfT's consultation appended to the Secretariat's report was considered together with GATCOM aspirations for the franchise as agreed at the last meeting. Ms. Gregory, GAL advised that Gatwick was a national asset and it was important that this was recognised as such in the new super franchise and to reinforce the importance of connectivity to the region and London.

39. Reference was made to the lack of capacity on the Brighton Mainline and it was suggested that there may be potential to increase capacity on the Main Line north of Gatwick if trains from the Arun Valley Line via Horsham fed in to the Main Line at Three Bridges. It was suggested that this be included in the suggested response.

40. It was commented that GATCOM should state its priorities for the franchise that would improve the passenger experience for air passengers using the combined Thameslink services. It was suggested that the points raised in GATCOM's aspirations should be reiterated in response to Q27 of the consultation response.

41. In respect of GATCOM's aspirations for Gatwick Station, it was suggested that the removal of the tickets gates at Gatwick Station be reiterated particularly in respect of the platforms serving the Gatwick Express service.

42. Resolved – That:

- (1) subject to the inclusion of the comments raised above, the response set out in Appendix 1 of the Secretariat's report be approved and submitted to the DfT; and
- (2) Passenger Focus be asked to reconsider whether the results of its 2007 surveys in respect of the Gatwick Express service and Gatwick Station still remain valid for the purpose of informing the new franchise in view of the changed circumstances.

REVIEW OF GATWICK'S SURFACE ACCESS STRATEGY – UPDATE

43. Ms. Gregory, Head of Surface Transport, GAL provided an update on the development of a new Surface Access Strategy for Gatwick (copy of presentation attached to the signed minutes). It was noted that the review of the Surface Access Strategy would be aligned to the new Gatwick Master Plan. It was also noted that the opportunity would be taken to look at improving Gatwick's public transport modal share in a different way both as a destination and as a regional interchange. GAL was considering setting itself a stretch public transport modal split target of 45% at and beyond 40 million passengers per annum.

44. The draft Strategy would be subject to consultation with key stakeholders over the summer and it was intended to launch the new Strategy at the Transport Forum on 19 October to which all GATCOM members would be invited to attend.

DRAFT SUSTAINABLE FRAMEWORK FOR UK AVIATION

45. Ms. Rosie Snashall, DfT outlined the key themes of the draft aviation policy framework and highlighted those aspects of the consultation of key interest to GATCOM. The Chapter on "Working

Together” was of particular interest and it was noted that the Government was keen to streamline consultation processes and to strengthen the role of airport consultative committees as well as the way in which airports and the wider communities worked together. It was also noted that it was suggested that the CAA could assume a greater role in providing an independent oversight in improving local accountability and engagement on noise management to help build trust with local communities.

46. Ms. Snashall also advised that as part of the consultation process the DfT would hold stakeholder workshops during the Autumn. The Secretariat would keep GATCOM informed of the events being held. It was noted that the Government intended to issue final policy framework in March 2013.

47. Mr. Smith, Deputy Secretary, outlined the suggested timetable for GATCOM to consider its response to the consultation as follows:

July – 10 September – Secretariat to seek members’ views. The deadline for submission of initial views to help inform the GATCOM response was 10 September 2012.

20 September – initial draft response to be considered by the GATCOM Steering Group to be circulated to all members for comment.

27 September – GATCOM Steering Group consider initial draft response and any comments received from members.

18 October – GATCOM considers and approves its response. If revisions are required as a result of GATCOM's consideration, the amended response to be agreed by the Chairman and Vice-Chairman for submission to the DfT.

48. It was felt that there were a number of issues in relation to noise mitigation, management and governance that would benefit from the advice of NATMAG. GATCOM therefore requested that NATMAG consider this aspect of the draft policy framework at its next meeting and provide its advice to the GATCOM Steering Group for consideration.

49. Resolved – that:

- (1) the suggested timetable for considering GATCOM's response to the consultation be agreed; and
- (2) NATMAG be asked to consider the Government’s proposals for future noise mitigation, management and governance at its next meeting.

CAA CONSULTATION: REVIEW OF PRICE AND SERVICE REGULATION AT HEATHROW, GATWICK AND STANSTED AIRPORTS

50. GATCOM considered a report by the Secretariat giving details of the CAA’s consultation on the review of price and service regulation at Heathrow, Gatwick and Stansted airports, the issues to be considered and the suggested draft response (copy attached to the signed minutes). Members noted that GAL was of the view that under new ownership it no longer had substantial market power as it was competing with Heathrow and Stansted. GAL was therefore questioning whether Gatwick should continue to be subject of economic regulation beyond the end of the current regulatory period, Q5. Mr. Wingate advised that GAL’s submission to the consultation recognised the concerns of airlines and other interests and it had set out proposals to reduce the level of risk of potential abuse if Gatwick was de-regulated. GAL had proposed transitional commitments for the period following Q5 including a path for prices, and commitments on service levels and investment to provide assurance to its customers about the behaviours that GAL would continue to demonstrate into the future.

51. GATCOM noted GAL’s position and believed that a lighter touch regulation was needed for a period of time beyond Q5. The airlines representative was concerned that GATCOM's draft response suggested possible price monitoring as a way forward and that service standards be set without penalties. Members noted the implications of this and agreed that the draft response

should be amended to remove reference to price monitoring and to include provision for service quality penalties.

52. Resolved – That, subject to the inclusion of the above amendments, the suggested draft response be approved and submitted to the CAA.

ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)

53. 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 Birmingham Airport on 22 May 2012 (copy attached to the signed minutes).

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

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

GATCOM Steering Group

John Godfrey (Chairman)
John Byng (Environmental and Amenities Groups)
Ken Trussell (Crawley Borough Council)
Peter Hall (Passenger Representative)
Liz Kitchen (Horsham District Council)
Isobel Knox (BATA)
Neil Maltby (Mole Valley District Council and Vice-Chairman)
Mike Miller (Reigate and Banstead Borough Council)
Pieter Montyn (West Sussex County Council)
Eddie Redfern (International Air Carriers' Association)
Dorothy Ross-Tomlin (Surrey County Council)
Jeremy Taylor (Gatwick Diamond Business)

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 14 independent passenger representatives)

Gatwick Airport Limited's Noise and Track Monitoring Advisory Group:

55. GATCOM appointed Mr. Alan Jones (Burstow Parish Council) as GATCOM's lead member on noise issues, to serve on NATMAG and to also represent GATCOM at the DfT's ANMAC.

56. Following a secret ballot, the following members/organisations were appointed to serve on NATMAG for the ensuing year:

John Byng (Environmental and Amenities Groups)
Mike George (Horley Town Council)
Alan Jones (Burstow Parish Council)
Liz Kitchen (Horsham District Council)
Peter Lake (Kent County Council)
Ken Trussell (Crawley Borough Council)
Charles Yarwood (Charlwood Parish Council)

57. GATCOM requested that NATMAG give consideration to increasing the number of seats held by GATCOM by one more seat. Subject to NATMAG's consideration and approval, it was agreed that Chris Hersey (Mid Sussex District Council) take up the extra seat.

DATES OF NEXT MEETINGS

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

GATCOM Steering Group – Thursday 27 September 2012 at 10.00 a.m.

Passenger Advisory Group – Wednesday 3 October, 2012 at 1.30 p.m.

GATCOM – Thursday 18 October, 2012 at 2.00 p.m. (Annual tour of airport in the morning)

59. Members also noted that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) would take place on Thursday 13 September 2012 at 10.00 a.m.

Chairman