

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 26 April 2012 at the Arora Hotel, Crawley.

Present: Dr. John Godfrey (Chairman)

John Byng	-	Environmental and Amenities Groups
Peter Colling	-	Tourism South East
Beryl Healy (substitute)	-	East Sussex County Council
Mike George	-	Horley Town Council
Peter Hall	-	Passenger Representative
Chris Hersey	-	Mid Sussex District Council
Phil Hamlet (substitute)	-	Burstow Parish Council
Christine Kerr (substitute)	-	Rusper Parish Council
Alan Jones	-	Tandridge District Council
Liz Kitchen	-	Horsham District Council
Peter Lake	-	Kent County Council
Pieter Montyn	-	West Sussex County Council
Richard Olliver	-	Reigate and Banstead Borough Council
Peter Pledger	-	South London Business
Bryan Reynolds	-	Which?
Dorothy Ross-Tomlin	-	Surrey County Council
Jeremy Taylor	-	Gatwick Diamond Business Association
Ken Trussell	-	Crawley Borough Council
Charles Yarwood	-	Charlwood Parish Council

Also present:

Stewart Wingate – Chief Executive Officer, Gatwick Airport Limited
James Colman – Corporate Affairs and Sustainability Director
Sean McKee – Head of Public Affairs, Gatwick Airport Limited
David Livesley – Head of Master Planning, Gatwick Airport Limited
Jeremy Bennet – Surface Transport Team, Gatwick Airport Limited
Siegrid Fake – Flight Evaluation Analyst, 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), Neil Maltby (Mole Valley District Council), Susan Parsons (ABTA), Eddie Redfern (IACA) and Tim Wates (Coast to Capital LEP)

CHAIRMAN'S UPDATE ON ACTIVITIES

141. The Chairman reported that since the last meeting he had attended the Product Matrix event that GAL hosted for members of the Passenger Advisory Group (PAG) which outlined the way in which GAL was developing its business and the key projects being taken forward. He had also attended GAL's rail event where the results of the consultants', Arup, rail study had been presented.

142. The Chairman was also pleased to report that he had positive discussions with the Service Manager at West Sussex County Council about the County's continued provision of the Secretariat Service for GATCOM.

MINUTES

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

GATCOM STEERING GROUP – ISSUES CONSIDERED

144. The Chairman introduced his report on the issues considered at the meeting of the GATCOM Steering Group on 29 March 2012 (copy attached to the signed minutes). Reference was made to the item on local noise disturbance issues. Mr. Jones clarified that the Three Woods Residents' Group comprised representatives from Domewood, New Domewood and Furnace Wood.

145. GATCOM considered the Steering Group's recommendations in respect of the following:

146. **P-RNAV Departure Routes** - The Chairman referred members to the Steering Group's discussion on the P-RNAV trials that were being undertaken on departure routes at Gatwick and highlighted the Steering Group's recommendations in respect of the further analysis that it felt still needed to be undertaken before any decisions could be made for the longer term.

147. Resolved – That:

(1) the extension of the P-RNAV trial for a further year be supported; and

(2) NATMAG be requested to monitor closely the impacts of the trial, including the density of the population overflowed on each of the P-RNAV routes, the number of noise complaints received attributable to the trial and whether the route(s) being flown within the swathe is/are the one(s) that cause least annoyance for local communities.

148. **National Aviation Policy – Future Airport Capacity** – The Chairman sought members views on the Steering Group's recommendation that GATCOM should write to the Secretary of State for Transport to express concern about a possible third runway at Heathrow being excluded from the options being explored as to where future airport capacity could be provided. It was highlighted that the previous Government's consideration of future runway capacity had originally excluded consideration of Gatwick as an option which resulted in a successful High Court challenge that meant the DfT had to re-consult on the draft policy which included Gatwick as an option. Members believed that if the option of a third runway at Heathrow was excluded from the Government's forthcoming consultation and call for evidence, the preparation of the new aviation policy framework maybe subject to legal challenge. With the exception of the representative of Kent County Council, all members present at the meeting supported the Steering Group's view.

149. Tim May, DfT advised that the consultation on the draft policy framework was now planned for later in the Summer.

150. Resolved – That a letter be sent to the Secretary of State for Transport urging the Government to ensure that options for airport expansion included the option of a third runway at Heathrow so as to avoid a possible High Court challenge.

AIRPORT COMMENTARY

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

152. **Traffic Performance** - Members noted that the year end traffic performance revealed that passenger numbers for the twelve months up to March 2012 rose by 6.9% but the underlying growth was approximately 3%. This difference was mainly due to the impact of the volcanic ash incidents. Gatwick was now handling 33.8 million passengers per annum. There had been continued growth in the short haul market especially from low cost carriers as well as growth from the introduction of new carriers from Asia.

153. **UK Border Force** - Mr. Wingate reported that GAL continued to work collaboratively with UK Border Force (UKBF). Gatwick's significant investment in the

improvement of the immigration halls and automation had resulted in a much improved service to passengers. This was welcomed by GATCOM.

154. Reference was made to the recent press and media reports about the excessive queues passengers were experiencing at London's main airports. Mr. Wingate advised that there had been some misreporting in respect of the experience at Gatwick. He was pleased to report that over the past year UKBF had achieved its nationally set passenger processing times targets for EU and non-EU passengers (25 mins and 45 mins respectively for 95% of the time) in both terminals. In respect of the more stringent locally agreed targets at Gatwick (EU 10 mins and non-EU 20 mins for 95% of the time), there was generally good performance during the winter months but the targets were much more challenging to achieve in the summer period, particularly in the South Terminal.

155. Mr. Wingate had recently met Brian Moore, Interim Head of UKBF. GAL looked forward to more discussions on improvements at airports' border controls with the Home Office and the UKBF command. GATCOM noted that work to improve the service to passengers at Gatwick was on-going and suggested that Brian Moore be invited to attend a future meeting to outline UKBF's work programme at Gatwick.

156. Mr. Wingate also reported that for the period of the Olympic and Paralympic Games additional UKBF staff would be deployed at London airports to help prevent excessive queuing at border control.

157. **Noise Governance** - Members noted that as a result of GAL's internal noise governance review, the Flight Evaluation Unit (FEU) had been renamed the Flight Performance Team (FPT) and was now located within the new Corporate Affairs and Sustainability Team. The Gatwick Area Conservation Campaign (GACC) representative highlighted some of the problems experienced with obtaining timely responses from GAL on a range of noise related matters and assurances were sought for future engagement. The Chairman emphasised the importance of GAL effectively engaging with key interest groups, particularly GACC in view of the fact that noise complainants were encouraged to pursue their issues through GACC. Mr. Wingate noted the concerns and was pleased to report that James Colman, the newly appointed Corporate Affairs and Sustainability Director, looked forward to developing effective working partnerships with GACC and other key interest groups.

158. **Community Noise** - Mr. Wingate reported that the actions arising out of the Hever, Edenbridge and Marsh Green noise issues working group were being considered by NATMAG. A project group with representatives of GAL and NATS had been set up to explore the potential for the 'rotating respite' idea on the arrivals routes to Gatwick. Some members expressed their reservations about the concept of rotating respite as it was possible that it could have a negative impact on certain communities. It was therefore important that the benefits and disbenefits of the idea were evaluated and carefully considered. Members stressed that if it was found that the idea was operationally feasible then formal consultations with affected communities must be undertaken.

159. **Section 106 agreement** - Members noted that GAL's current action plans had been reviewed and aligned with GAL's Decade of Change strategy. GAL had added further actions plans on biodiversity, economy, carbon and the community. All action plans ran from 2012 to 2014 inclusive. SKM Enviro had been commissioned to prepare the annual monitoring report, reviewing GAL's 2011 performance against its commitments and the action plans. The final report would be published in August 2012. Mr. Smith advised that West Sussex County Council and Crawley Borough Council had some reservations about the action plans and had asked GAL to refer the issues to the auditors for examination.

DRAFT GATWICK MASTER PLAN

160. David Livesley, Head of Master Planning, GAL outlined the issues raised by respondents to the Gatwick Master Plan consultation exercise and provided an update on the progress made on revising the Gatwick Master Plan. GAL had published a summary

Participation Report on the three month public consultation exercise at the end of March. In early April GAL's executive considered the key issues and themes raised and the way in which respondents views would shape the preparation of the final Master.

161. He advised that the traffic forecasts had been updated since the draft airport master plan was published. The revised forecasts indicated a slippage in traffic growth by approximately one year and it was now expected that Gatwick would be handling 40 mppa by 2021. The revised plan would explain how the forecasts had been calculated.

162. GAL had commenced a review of its surface access strategy which it hoped to publish later in 2012. A key theme was to examine the indicators to improve public transport modal share and what could be done to better promote public transport usage by passengers and staff. Car parking provision and forecasts would also be a key theme for review.

163. As regards the comments received about the economic benefits of Gatwick, members noted that the employment forecasts and economic benefits assumptions had been reviewed by GAL's consultants. Mr. Wingate advised that the consultant's report would be published alongside the final Master Plan so as to enable interested parties to examine and compare the figures. As it was important for GATCOM to have an understanding as to how the assumptions have been derived, Mr. Livesley suggested that the consultants be invited to the next meeting of the GATCOM Steering Group to explain its work and the assumptions made.

164. Members noted that GAL intended to publish the final Master Plan in the summer. GAL would provide a further update on progress at the next meeting of the Steering Group.

GATWICK'S INITIAL BUSINESS PLAN TO 2020 AND BEYOND Q5

165. Mr. Wingate gave an overview of GAL's Initial Business Plan to 2020 and beyond Q5. The Business Plan set out GAL's vision and strategic priorities and the emerging capital programme. It also sets out a suggested service quality proposal for beyond Q5 and the proposed targets. GATCOM noted that the Secretariat had circulated a copy of the Initial Business Plan to all members for consideration on 19 April.

166. Mr. Wingate explained that the Business Plan represented GAL's first submission to the constructive engagement process with Gatwick's airlines. Under new ownership the benefits of introducing competition in the London airports market were now becoming evident. Members noted GAL's desire to seek the removal of the regulatory red tape and that it would be for the CAA to assess the market within which Gatwick now operated. Members felt that detailed consideration needed to be given as to whether GATCOM could endorse GAL's view about future regulation. It was agreed therefore that Kyran Hanks, Strategy and Regulation Director, GAL be invited to the next meeting of the GATCOM Steering Group to outline GAL's views on future regulation and to provide an overview of the pricing of landing charges and differentials at Gatwick.

167. In terms of service quality, GAL had suggested the inclusion of measures to deal with snow disruption management, availability of outbound baggage equipment, a requirement to publish performance information with comparisons with other airports, and the introduction of measures to other services beyond GAL's responsibility such as airlines check-in queues, arrivals baggage and on time performance.

168. Mr. Wingate explained that the Business Plan was essentially for consultation with the airlines but he welcomed GATCOM's views. Following constructive engagement with airlines, GAL would submit to the CAA its final report of the process in December 2012 and the revised version of the Business Plan would be submitted to the CAA early in 2013.

169. Resolved – That the Secretariat would seek the views of members via email. Upon receipt of members' views the Secretariat will agree a response in consultation with the Chairman, Vice Chairman and the Chairman of the Passenger Advisory Group.

CRAWLEY BOROUGH COUNCIL'S DIRECTOR FOR ENVIRONMENT AND HOUSING REPORT

170. 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).

PASSENGER ADVISORY GROUP

171. 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).

172. Mr. Hall updated members on the improvements and refurbishment to the railway station concourse which would commence on 1 May for completion by the end of June, in time for the Olympic Games. Southern Railway would install additional ticket machines (from 6 to 14) but PAG was of the view that more machines would still be required in order to minimise passenger queuing times. Members also noted that Southern was considering the potential to introduce smart phone readers and was in discussion with two on-airport hotels to install ticket machine in their reception areas.

173. Reference was made to the signage on the South Terminal's forecourt and it was commented that improvements needed to be made to wayfinding. Mr. Hall advised that a wayfinding improvement project was underway which would take into account all signage in the vicinity of the forecourt as well as from all the access roads into the airport. As regards the signage for guesthouses and the information provided this was constantly being reviewed and updated.

174. The Chairman was pleased to report that the PAG had re-appointed Mr Hall as its Chairman and Mr. Dick Hobbs as Vice-Chairman for a further term of four years. GATCOM expressed its thanks to both Mr. Hall and Mr. Hobbs for the time and commitment they devoted to the work of PAG.

175. Resolved – That:

- (1) the action being taken by PAG encourage Southern to raise the standard of the station upgrade works be supported; and
- (2) PAG's involvement in a wide range of projects and operational matters be noted.

OLYMPIC AND PARALYMPIC GAMES 2012 – UPDATE

176. Richard Townsend, Customer Services Improvement Manager, GAL provided an update on GAL's preparations for the Olympic and Paralympic Games. GAL was working with LOCOG, the DfT, UKBF, the Police, airlines, handling agents and the wider Gatwick community in preparing for the many teams (23 Olympic and 25 Paralympic teams), VIPs (100-150) media/press (4,500) and spectators that were expected to travel through Gatwick. A number of Ambassadors would be based at Gatwick throughout the duration of the Games.

177. There was in place a staff volunteer programme to offer assistance at the airport and a series of open days for a wide range of business partners were being hosted to raise awareness of the Games' preparations. Reference was made to the additional staffing, equipment and surface transport services needed to handle the increase in passenger numbers, particularly in respect of handling PRM's and the increased use of the special assistance service during the Paralympic Games. Mr. Townsend confirmed that additional equipment had been purchased and a dedicated area for PRM athletes and their specialist equipment would be provided. GAL was also working with the taxis companies.

178. As regards air traffic volumes and night flights throughout the period of the Games, Mr. Townsend advised that the airlines' flight schedules were declared on 31 January 2012. GAL was not expecting any significant increase in traffic movements and

it was likely that movements would be similar to the usual peak summer's traffic. GAL did not expect any increase in the number of flights during the night time period.

FLIGHT PERFORMANCE TEAM UPDATE

179. Quarterly Evaluation Unit (FEU) Report

GATCOM considered the quarterly report of the FEU covering the period October to December 2011 (copy attached to the signed minutes). Ms. Fake gave an overview of the key performance indicators for noise and track-keeping. CDA performance continued to show slight improvement and members noted that over the past 3 years the 12 months average had increased from 80% to 90%.

180. **Mobile Noise Monitors** - Members noted that mobile noise monitors had been relocated to new sites – one at Leigh in Surrey and one at Haywards Heath. It was also noted that there was still an inactive mobile noise monitor at Hever which had yet to be released by the landowner.

181. **Noise Complaints Handling** - Ms. Fake advised that the number of enquiries had reduced considerably compared to the previous twelve months. It was noted that the postcode areas with the greatest number of complaints for the quarter were Edenbridge (which includes the surrounding villages), Horley and Crawley. GAL also confirmed that the figures for the frequent East Grinstead caller had not been included in the figures.

182. Members commented on the decline in the number of noise complaints and questioned whether it was due to complaint fatigue, the nature of response received from GAL and the fact that many people were not comfortable with leaving a voice message on an answerphone. GACC's request for a manned noise-line was also reiterated. GAL noted the request and advised that the staff resource available within the Flight Performance Team had to be deployed in the most effective/efficient way and a significant amount of time would need to be dedicated to manning such a service. However GAL agreed to consider the matter with the existing staff to determine whether there was scope to provide such a service at certain times.

183. **Night Flights** - Reference was made to the traffic growth at Gatwick and GAL was asked whether the introduction of new routes to Asia would result in an increase in night flights. Mr. Wingate advised that Gatwick had headroom within the current night flights movements and quotas but it was unlikely that Asian carriers would operate in the night time period as they tended to arrive between 0600-0800 hours and depart in the early afternoon.

184. **Overflight of High Weald AONB** - Members commented that the High Weald AONB Joint Committee had written to a number of organisations to highlight the number of complaints it had received from the public and local businesses about aircraft noise increasing the in AONB and the adverse effect this was having on the enjoyment and tranquillity of the AONB as well as on economic activities such as tourism.

185. Mrs. Street confirmed that GATCOM had received a letter from the AONB Joint Committee and the response had given details of GATCOM's consideration of aircraft disturbance, particularly arrivals noise, over past few years including the consideration of the Technical Adviser's paper on the overflight of AONBs. Mrs. Howell added that there were a number of national policies that applied to aircraft overflight of areas (both built-up areas and AONBs) and it was a matter for the Government to address and provide guidance. An unavoidable consequence of Gatwick being surrounded by AONBs meant that the AONBs were overflowed. She also advised that the pending procedure for continuous climb departures would help a little once implemented in that aircraft would be a littler higher over some AONBs. The Joint Committee had been provided with a copy of the AONB paper and advised that as the responsibility for developing national policy and legislation lay with the Government, it might wish to make its views known to the Government for consideration in the development of a new sustainable aviation policy framework for the UK. [A copy of the technical adviser's paper is available on the

GATCOM website: www.gatcom.org.uk/, found under agendas/October 2009/agenda item 11].

186. **Overflight of the Three Woods Area** - Members noted the position in respect of the overflight by departing aircraft over the Three Woods area and the Woods Residents' Group's work in seeking changes to airlines' flight management systems to secure a slightly different use of the noise preferential route (NPR). Mr. Jones, Tandridge District Council, reported that the residents had secured improvements with easyJet and were now approaching other major airlines that regularly used the NPR to seek a similar change. It was not known whether there would be any impact or knock-on effect for other communities under the NPR as a result of the slight change in the flight management procedure.

187. **Noise and Track Monitoring Advisory Group (NATMAG)**

GATCOM considered a summary of the key outcomes of the meeting of NATMAG held on 16 February 2012 (copy attached to the signed minutes). Reference was made to the progress made on taking forward the suggested actions from the Hever, Edenbridge and Marsh Green Noise Issues Working Group. Mr. Lake, Kent County Council, pointed out that one of the main action points related to steeper approaches which was unlikely to be achieved in the short term. Mrs Howell clarified that there were many issues that the industry still needed to resolve in terms of steeper approaches. However there were other suggested actions that needed to be addressed and decisions made as to what could be achieved. The Chairman asked GAL to expedite the actions where this was possible or to provide timescales for action or reasons given as to why a suggestion could not be taken forward.

188. GATCOM noted that NATMAG had agreed an increase in its membership to enable GATCOM to appoint an additional member to represent the wider community to the east of the airport.

189. Resolved – That Peter Lake, Kent County Council, be appointed to NATMAG.

DFT AIRCRAFT NOISE MANAGEMENT ADVISORY GROUP (ANMAC)

190. Tim May, DfT reported on the recent meeting of ANMAC held on 15 March 2012. GATCOM noted that ANMAC was to review the noise abatement procedures for the designated airports which would include track-keeping, continuous descent approach and noise and height infringements. It was also noted that NATS had provided an update on the LAMP (the London Area Management Programme) which would redesign the airspace around London. Mr. May also advised that future meetings of ANMAC would consider night noise, planning guidance, research on health and ICAO standards. The next meeting would be held in late June/early July.

191. Reference was made to the need for the DfT to consider and devise a better metric for measuring annoyance. It was agreed that Mr. Jones/Mrs. Howell would raise this at the next meeting of ANMAC.

SURFACE ACCESS UPDATE

192. **Surface Access Strategy Review and Timetable**

Jeremy Bennett, Surface Transport Team, GAL reported that a Surface Access Vision Workshop had been held with stakeholders on 20 April to help identify the key areas of focus in the development of a revised Surface Access Strategy for Gatwick. The separate studies on rail and coach/bus provision and the desire to increase public transport modal share would feed into the review. Whilst GATCOM was pleased that GAL had achieved its current 40% public transport modal split target, it was hoped that more challenging public transport modal split targets, including the corridor targets, would be included in the reviewed Strategy. It was also hoped that the new strategy would include the aspiration of further developing Gatwick as a regional transport interchange for use by the wider region as well as airport passengers.

193. The final draft of the Strategy would be available in June for consultation with the Transport Forum Steering Group members over the summer. The final Strategy would be launched at the Transport Forum in October 2012.

Rail Study Update

194. GAL summarised the results of the rail study undertaken by its rail consultants, Arup. The study had highlighted that there were possibilities to unlock capacity on the Brighton Main Line creating a win – win solution for both commuters and air passengers. GAL had presented the results of the study at two events hosted in March 2012 and was now hoping that stakeholders would endorse a Joint Vision Statement to help influence, support and raise the profile of the need to ensure Gatwick's rail links were maintained and improved in the future.

195. The Chairman advised that the draft Joint Vision Statement had been circulated to members prior to the meeting to seek views on whether GATCOM should endorse the statement. Mr. Smith advised that the general thrust of the statement was consistent with the views expressed by GATCOM over the past few years in its responses to the Network Rail's RUS' consultations and the in correspondence with the Government and would not detract from those views being expressed separately by individual organisations represented in the Committee. With the exception of Surrey County Council and Tandridge District Council, the majority of members agreed that GATCOM should endorse the statement.

196. Resolved – That the Joint Vision Statement be endorsed.

THAMESLINK FRANCHISE

197. GATCOM considered a report by the Secretariat giving details of the Government's process to let the Thameslink rail franchise and of the services to be included in the franchise area (copy attached to the signed minutes). Members noted that the GATCOM Steering Group had considered a request from Passenger Focus, the national consumer body set up to protect the interests of rail passengers, to hear about local aspirations for the new franchise and that it had agreed a response on behalf of GATCOM. It was noted that the Steering Group had recommended that the aspirations highlighted in the response set out in Appendix 1 also be used in any further engagement with the DfT and prospective bidders.

198. Resolved – That:

- (1) the aspirations set out in the response to Passenger Focus at Appendix 1 of the Secretariat's report be used in future discussions/correspondence with the DfT and prospective franchise bidders; and
- (2) the DfT's consultation on the specification for the franchise when issued later in 2012 be reported at a future meeting.

DATES OF NEXT MEETINGS

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

Passenger Advisory Group – Thursday 21 June 2012 at 1.30 p.m.
GATCOM Steering Group - Thursday 28 June 2012 at 10.00 a.m.
GATCOM – Thursday 19 July 2012 at 2.00 p.m.

200. Members also noted that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) would take place on Thursday 19 May, 2012 at 10.00 a.m.

Chairman