

GATWICK AIRPORT CONSULTATIVE COMMITTEE

Minutes of the meeting of the Consultative Committee held on 19th April, 2007.

Present: Mr. P.W. Bryant (Chairman)

Mr. P. Barclay	-	Environmental Amenities Group
Mr. K. Brockwell (substitute)	-	Crawley Borough Council
Mr. G. Blundell-Pound	-	International Air Carriers' Association
Mrs. C. Denman	-	Crawley Borough Council
Dr. J. Godfrey	-	Chairman Designate
Mr. P. Hall	-	Passenger Representative
Mr. C. Hersey	-	Mid Sussex District Council
Mr. R. A. Jones	-	Tandridge District Council
Mrs. E. Kitchen	-	Horsham District Council
Mr. G. Larcombe	-	Horley and District Chamber of Commerce
Mr. N. Maltby	-	Mole Valley District Council
Dr. R. Olliver (substitute)	-	Horley Town Council
Lt. Col. Pemberton	-	West Sussex County Council
Mr. E. Redfern	-	ABTA
Mrs. D. Ross-Tomlin	-	Surrey County Council
Mrs. H. Sewill	-	Charlwood Parish Council
Mr. J. Taylor	-	CADIA
Mr. R. Thomas	-	East Sussex County Council
Mr. J. Woodward-Nutt	-	WHICH?

Also present:

Mr. A. Flower – Managing Director, BAA Gatwick  
Ms. E. Trevor – Head of Business Strategy, BAA Gatwick  
Mr. T. Lockwood – Head of Corporate Responsibility, BAA Gatwick  
Mr. R. Norman – Environmental Strategy and Stakeholder Manager, BAA Gatwick  
Mr. F. Evans – Department for Transport  
Mrs. R. Howell – Technical Adviser  
Mrs. P. Street – Assistant Secretary  
Mrs. R. Pugh – Secretariat

Apologies for absence were received from: Mr. Acraman, Mr. Blake, Mr. Brock, Mr. Hudson, Mr. J. Kendall, Ms. Knox, Mrs. Myland, Mr. Saunders and Mr. M. Kendall.

MINUTES

Minutes of the Consultative Committee Meeting held on 1st February, 2007

131. Mr. Blundell-Pound referred to minute no. 98 and clarified the point he made about the future investment that would be required at the London airports. He advised that investment needed at the three BAA London Airports may not be forthcoming if the airports were operated by three different owners. It was agreed that the minute would be amended to reflect this.

132. Mr. Flower also clarified under minute no. 91 that the new security service level target was a passenger queuing time of five minutes for 95% of the time. It was agreed that the minutes would be revised to reflect this.

133. Resolved – That subject to the above corrections the minutes of the meeting held on 1st February, 2007 be approved as a correct record and that they be signed by the Chairman.

## General Purposes Sub-Committee

134. The Committee noted the unconfirmed minutes of the meeting of the General Purposes Sub-Committee held on 22nd March, 2007 (copy attached to the signed minutes). The Chairman referred to minute no. 102 and the request that had been received from BATA's representative seeking a revision to the Committee's response which had been submitted in response to the CAA's consultation on the proposed price cap for Gatwick Airport. He advised that a correction had been made to the unconfirmed minutes since the publication of the papers. The Chairman confirmed that the letter of clarification and the original submission to the CAA intended to convey only that the investment cost for environmental measures should be funded through the price cap.

135. The Chairman also referred to minute no. 113 and the Sub-Committee's consideration of the disturbance being suffered by residents of Hever Parish caused by aircraft approaching the airport. He confirmed that a full response had been sent to one particular complainant but the local resident remained unconvinced about the explanation that had been given on the situation. The Chairman emphasised that the Sub-Committee was sympathetic to the disturbance suffered by local communities under the flightpaths and regretted that there was little prospect of any change or improvement in the situation in the foreseeable future. However, there were a couple of issues that the Sub-Committee had asked the Noise and Track Monitoring Advisory Group (NATMAG) to consider further. He also advised that he and the Vice-Chairman would be happy to meet the local resident to discuss his concerns further.

136. Mr. Barclay referred to a paper that had been prepared by the Gatwick Area Conservation Campaign (GACC) which had been forwarded to the Minister for Aviation. This had been forwarded to members of the General Purposes Sub-Committee but had not yet been discussed. It was agreed that a copy of the GACC paper would be forwarded to all members of the Consultative Committee and would be reported to the next meeting of the General Purposes Sub-Committee.

## AIRPORT COMMENTARY

137. The Committee received the Managing Director's commentary on activity at the airport since the date of the last meeting (copy attached to the signed minutes).

138. Mr. Flower gave details of his background and experience, particularly as Managing Director at Aberdeen Airport where there was good partnership working with the local authorities on reaching agreement on a number of fundamental changes at Aberdeen Airport. He described the challenges ahead for Gatwick Airport and advised that a key focus was to become a more efficient airport for the benefit of passengers. He recognised that improvements to the passenger experience in terms of security, check-in and transport were priorities. He also emphasised that the environmental agenda was important at Gatwick and this was a key consideration in the future development of the airport.

139. The past twelve months had been very challenging for BAA following the change in ownership, changes to the security regime and the current public scrutiny by the OFT and Competition Commission on the management and provision of efficient airport services by BAA. Mr. Flower highlighted that there were constraints around the provision of infrastructure at Gatwick and that this was an issue of great importance to passengers. For the airlines, there were important issues in relation to slot availability and the use of the runway.

140. Another challenge ahead was for the airport to maintain its position on the international aviation scene. The recent Open Skies decision would be a major issue for BAA Gatwick to consider over the next few months and Mr. Flower wished to ensure that

Gatwick continued to have a prominent role in the UK. He believed that Open Skies would provide opportunities for Gatwick as it had the ability to offer a wide range of services and routes to a number of worldwide destinations. Lt. Col Pemberton confirmed that West Sussex County Council fully supported the continued success of Gatwick as the world's best one runway, two terminal airport.

#### BRIGHTON MAINLINE ROUTE UTILISATION STRATEGY – GATWICK EXPRESS

141. The Committee considered a report by the Honorary Secretary giving details of the DfT's decision in respect of the implementation of the Brighton Mainline Route Utilisation Strategy (RUS) and what it meant for the Gatwick Express service (copy attached to the signed minutes). The Committee noted that the announcement had been received with mixed opinion and acknowledged that there were many positive features of Option 2A which were to be welcomed. However, the majority of members remained concerned about the disbenefits of extending the peak hour services to Brighton which could result in a deterioration of journey experience for passengers particularly during the morning peak. It was important therefore that during discussions between the DfT, Southern and BAA, all parties viewed the implementation package as an interim solution and that pressure was maintained to bring forward Network Rail's longer term plan for the Gatwick area and station within the timescale indicated by Network Rail in its presentation to the Committee.

142. A number of members commented on the need to ensure that within the franchise specification consideration was given to reserving part of the train for airport passengers during the early morning peak. An appropriate pricing structure was also considered an important factor in taking forward the new franchise. Mr. Evans, DfT noted the comments of members and advised that the a representative from the DfT's Rail Division could attend a future meeting of the Committee to discuss with members the way in which the franchise agreement was being taken forward.

143. The Chairman and the Managing Director thanked all the members for their continued support in the Save the Gatwick Express Campaign.

144. Resolved – That:

- (1) The Consultative Committee welcomes with caution the DfT's announcement insofar as it retains a branded, non-stop four trains per hour service between Gatwick and London – Victoria;
- (2) The Consultative Committee fully supports BAA's continued partnership working with the rail industry in the transition arrangements for the Gatwick Express service to ensure that high levels of customer service are maintained for all passengers;
- (3) BAA be asked to maintain pressure on the DfT and Network Rail to bring forward within the timescale indicated by Network Rail (i.e. for completion in 2011) the long-term improvement to the Gatwick rail infrastructure and station so that the full dedicated express service can be restored once the major works have been completed;
- (4) That the Honorary Secretary writes to the DfT to:-
  - (a) clarify how the Gatwick Express will be integrated into the new rail timetable; and
  - (b) request that baseline services be contained in the franchise with Southern to ensure that passengers continue to enjoy the high levels

of customer service and facilities as experienced on the present Gatwick Express;

- (5) That a further report be presented to a future meeting of the Committee as and when more information becomes available

#### CONSTRUCTIVE ENGAGEMENT AT GATWICK

145. Ms. Trevor, Head of Business Strategy, BAA Gatwick, outlined the process for constructive engagement at Gatwick and the framework for future working partnerships with the airlines and other key stakeholders in developing Gatwick's capital investment plan and service standards and specifications (copy of presentation attached to the signed minutes). The Committee was pleased to note that within the new structure for constructive engagement a Working Group was being established to look specifically at corporate responsibility and how environmental and surface access issues could be addressed more effectively within the regulatory framework.

146. The Capital Investment Programme (CIP) would be issued in April and would feed into the CAA's economic review process. The CIP would demonstrate to the CAA the transparency of the process on non-regulated charges as well as the regulated charges. The Constructive Engagement Joint Steering Group would provide a position statement to the CAA towards the end of June. There would be an opportunity within that the process for GATCOM, including the Passenger Services Sub-Committee, to be informed of the current thinking and the proposals being put forward to the CAA.

147. Members were pleased to learn that relationships with the airlines in taking forward the new constructive engagement process were improving and that the airlines also viewed the process as working well. It was clarified that, at the current time, the issue of greatest concern to airlines was the day-to-day processes and service levels rather than the discussions relating to future investment and development.

148. The Committee looked forward to receiving details about the output from the Joint Steering Group. Ms. Trevor was thanked for her presentation.

#### COMPETITION COMMISSION AIRPORT INVESTIGATIONS

149. The Committee considered a report by the Honorary Secretary on the investigations to be undertaken by the Competition Commission following references made by the CAA on the proposed future price caps for Heathrow and Gatwick and by the Office of Fair Trading (OFT) on the supply of airport services by BAA in the UK (copy attached to the signed minutes).

150. In relation to the CAA's proposals for the price caps, the emphasis being placed on the need to improve service quality for passengers, particularly in respect of reducing security queuing times, and allowing for increases in security costs to deliver higher standards was fully supported by the Committee. Members also felt that it important to emphasise to the Competition Commission in its consideration of the price caps, the need for Gatwick to be able to deliver its substantial programme of asset renewal and refurbishment.

151. In respect of the OFT's reference, the Committee felt that its previous concerns about the OFT not having any statutory role to examine the validity of local and global environmental concerns in considering airport expansion and increased air traffic. It was again stressed that these important considerations must be taken into account and details given as to how these could be managed in delivering more competition. The Committee also agreed that as the EU had reached agreement on the Open Skies deal with the United States since the publication of the OFT's report, it was important that the

Competition Commission also took into account the impact of the recent decision on the competitive environment in which the London airports operated.

152. Resolved – That the Competition Commission be informed of the Committee's views and concerns in respect of the references made by the CAA and the OFT as set out in the Honorary Secretary's report.

#### PASSENGER SERVICES SUB-COMMITTEE

153. The Committee received a report from Mr. Hall, Chairman of the Passenger Services Sub-Committee, on the key issues discussed at its meeting on 1st March, 2007 (copy attached to the signed minutes). The Sub-Committee was encouraged by the improvement in the security process and that there was a feeling of cautious optimism amongst members.

154. The Sub-Committee has also welcomed the refurbishment of multi-storey car park 5 which had vastly improved the environment and atmosphere of the car park for all users.

155. Mr. Hall also advised that the Sub-Committee would be looking at the smoking legislation which was to come into effect in July 2007. The Committee also noted that the Passenger Services Sub-Committee would be providing input to the plans for the alterations and refurbishment of the South Terminal international departure lounge.

156. Reference was made to the concerns of the Sub-Committee about the BAA policy of not accepting any responsibility for compensating passengers who had missed flights as a direct result of queuing at security. The Committee noted with concern BAA's stance on this matter but acknowledged the difficulty in obtaining proof from passengers that the queues at security was the direct and only cause of them missing a flight.

157. Reference was made to the fast bag drop facility at the airport and of the need to seek an improvement to the efficiency of the process. This facility was now being regularly used by passengers and required review. Mr. Hall confirmed that this would be an issue for the Sub-Committee consider further.

158. The Chairman, on behalf of the Committee, thanked the members of the Passenger Services Sub-Committee for their continued commitment and work with BAA Gatwick in seeking ways to improve airport facilities for passengers.

#### AVIATION AND GLOBAL WARMING

159. The Committee considered a report by the Technical Adviser on aviation and global warming suggesting a way forward in addressing the issue at a local level (copy attached to the signed minutes). Mrs. Howell explained that there were many different statistics on global warming and it was important to compare like with like. However, many of the publications on the subject failed to clarify this particular aspect and her papers sought to highlight the differences in statistics.

160. Members noted in particular the section on the 'Way Forward' and various ways in which BAA Corporate and BAA Gatwick could consider climate change impact of Gatwick Airport. The Chairman emphasised that this was an important issue and that there were opportunities for BAA to influence thinking on global warming issues and what could be done at the local level. While the Committee did not have a global remit it could seek to influence the debate within the UK through the Liaison Group of Airport Consultative Committees and the implementation of measures within BAA and at Gatwick Airport to address its climate change concerns.

161. Mr. Gorman, Head of Corporate Responsibility, BAA, welcomed the Technical Adviser's paper which provided a balanced overview of current thinking. He confirmed that BAA was looking at becoming a carbon neutral operation in respect of its airport buildings and the company was currently gaining a better understanding of what that would involve. He reminded members that BAA already had a long-term commitment to reduce airport buildings and infrastructure carbon emissions by 15% by 2010.

162. Mr. Gorman also confirmed that he would keep the Consultative Committee updated on BAA's work at the international forums it attended and its work with others.

163. Mr. Lockwood also assured the Committee that BAA Gatwick was working with local authorities in relation to the Airport Master Plan Commitments and that recommendation 3 of the Technical Adviser's report would feed into that process. A member commented that the development of a Master Plan commitment would only relate to the carbon footprint of the airport's operation and would not, therefore, include all aspects of air transport. Reference was made to the publication by Bristol Airport of annual figures for CO2 emissions including the tonnage of fuel burn by aircraft. It was agreed, therefore, that a paper would be prepared for a future meeting of the General Purposes Sub-Committee on possible definitions of what is meant by aircraft fuel burn and what was possible and achievable on the production annual figures for this.

164. The Committee congratulated Mrs. Howell on producing a useful and very well balanced report on this important issue.

165. Resolved – That:

- (1) The Consultative Committee welcomes the efforts made to date by BAA and Gatwick Airport in addressing the global warming agenda;
- (2) That the Consultative Committee requests BAA Corporate:
  - (a) to consider the possibility of becoming a carbon neutral operation;
  - (b) to provide periodic updates and feedback to the Committee on relevant matters arising from those international forums attended by BAA (e.g. ICAO);
  - (c) to provide feedback on its work with others to help ensure that UK aviation plays its role in respecting scientifically agreed environmental limits.
- (3) That the Consultative Committee requests Gatwick Airport Limited: -
  - (a) working in partnership with its stakeholders, to develop Airport Master Plan commitments using clearly stated benchmarks specifically aimed at improving (i.e. reducing) the carbon footprint of the airport's operations;
  - (b) to report all its actions and progress to address climate change in its corporate responsibility report [or other specifically identified single source];
- (4) That the Consultative Committee, in forming its responses to future consultations and other changes, considers the implications for climate change, bearing in mind the different trade-offs, including those between local and global effects;

- (5) That a further report be considered by the General Purposes Sub-Committee on the possibility of establishing annual figures for CO2 emissions and fuel burn from departing aircraft from Gatwick Airport.

#### NOISE EXPOSURE CONTOURS FOR GATWICK AIRPORT 2005

166. The Committee considered a paper by West Sussex County Council's Director for Environment and Development highlighting the changes in the 2005 contour areas compared to the previous year's contours (copy attached to the signed minutes).

167. Mr. Evans apologised for the delay in the production of the 2005 contours and advised that the 2006 contours would hopefully be available during the summer, possibly at the same time as the strategic noise map for Gatwick, which was required to be published in June 2007 under the provisions of the EU Environmental Noise Directive (END). He also confirmed that both sets of contours would contain a footnote to explain the differences between the two types of monitoring data.

168. The Committee noted that the 2005 contours were worse than the previous year's monitoring with the population of 57 dBA contour area increasing by 4%. It was noted that the increase was probably due to the change in the ANCOM model which resulted in a slight redistribution of noise to the sides of the runway and the fact that there was a modest increase in the easterly operation of the runway. This had brought more residents from the Horley Gardens Estate into the 57 dBA contour.

169. Members commented on the value of the information revealed by the production contours based on average noise exposure as it did not give a true picture of the actual noise local communities suffered. Reference was made to the World Health Organisation's (WHO) guidelines for community noise, which advises that people needed to be protected from steady, continuous noise in excess of 55 dBA LAeq. It was questioned whether the DfT's noise measurement model needed to be updated to take account of the WHO guidelines. Reference was also made to the N70 contours produced for Sydney Airport which measured actual noise arising from departing and arriving aircraft. Mr. Norman advised that through the development of the ANOMS system at Gatwick, the Flight Evaluation Unit would be able to look at how best to retrieve data relating to actual noise levels.

170. The Committee noted that there was unlikely to be any more significant improvements to the area covered by the noise contours and recognised the need therefore for BAA Gatwick to maintain pressure on the airlines to operate quiet aircraft and to continue to seek ways of minimising noise disturbance through best flying practices.

171. Resolved – That:

- (1) The new noise monitoring information be noted;
- (2) Continuing concern be expressed about the increase in both the area and the population affected by aircraft noise as revealed by the latest contours;
- (3) That BAA Gatwick and the airlines operating from Gatwick be urged to increase use of quieter aircraft; and
- (4) The DfT be asked to ensure prompt publication of the noise exposure contours for Gatwick Airport 2006.

- (5) The DfT be asked to re-evaluate the way in which aircraft noise measurement data is used.

#### FLIGHT EVALUATION UNIT COMMENTARY

172. The Committee considered the commentary by the Flight Evaluation Unit on the work of the Unit, headline statistics and the key points arising from the Noise and Track Monitoring Advisory Group (NATMAG) and the Ground Noise Committee meetings held on 28th February, 2007 (copy attached to the signed minutes).

173. Mr. Norman referred to the detailed consideration of the complaints that had been received from the Hever area and to the question of the interpretation of the Continuous Descent Approach (CDA) procedure. Questions had been asked about the ideal 3 degrees glide-slope on a CDA and Mr. Norman explained the complex arrivals procedure and the range of steepness of the flight path angle (between 1 degree and 6 degrees). He was also pleased to report that the achievement of CDA had improved meaning that aircraft were kept higher for longer on approaches to the airport.

174. References were made to the night movements and quota summary for winter summary 2006/07 and it was noted that only 59% of the noise quota and 84% of the movements limit had been used during the winter season. In view of the amount of unused noise quota at Gatwick it was questioned whether the new quotas were still set too high for the winter period. Mr. Norman advised that due to Easter falling within the summer season's quota this would have had an impact on the usage of the winter quota for 2006/07. The Committee would continue to monitor the quota usage over the next couple of seasons.

#### DFT CONSULTATION – PROPOSED DESIGNATION AND DE-DESIGNATION CRITERIA FOR AIRPORTS

175. The Committee considered a report by the Honorary Secretary suggesting a response to the DfT consultation on the proposed criteria for the designation and de-designation of airports (copy attached to the signed minutes). Members noted that the criteria related to the designation/de-designation of airports for the purposes of economic regulation and not in relation to noise control.

176. Resolved – That the suggested form of response, as set out in paragraph 5 of the Honorary Secretary's report, be agreed and submitted to the DfT.

#### UNAUTHORISED CAR PARKING AROUND GATWICK AIRPORT

177. The Committee considered a report by the Honorary Secretary summarising the action being taken by local planning authorities, trading standards officers and BAA Gatwick in tackling unauthorised car parking activities around Gatwick (copy attached to the signed minutes). Members noted that on behalf of the local authorities, Crawley Borough Crawley had commissioned the routine survey of car parking around Gatwick and that this had revealed the highest total for all types of cars parked at Gatwick since surveys began. Whilst a concern, it was also noted that the level of unauthorised parking remained a very small proportion of the total number of cars parked. A further survey was to be undertaken at the end of May and the results would be presented to a future meeting of the General Purposes Sub-Committee.

178. Reference was made to the level of car park prices within Crawley Borough compared to those prices charged at the airport. There were concerns that because it was cheaper to park in Crawley, airport travellers were attracted to car parks in Crawley rather than using the more expensive airport car parks. This was detrimental to the traders and local residents of Crawley. Mr. Lockwood advised that the charges at

Gatwick Airport were interlinked with the transport strategy and played an integral part of the surface access modal targets to the airport.

179. Lt. Col. Pemberton referred to a study being undertaken by the Airports Regions Conference looking at various measurements and models across Europe of the surface access arrangements to airports. Although the results of the studies were still being examined the initial indications were showed that low cost passengers preferred to use the rail as opposed to the private car. The Chairman asked for Lt. Col. Pemberton to bring the findings of the study to a future meeting of the Committee.

180. Resolved – That:

- (1) The continuance of the Joint Working Partnership between local authorities, BAA Gatwick and the Gatwick Car Parking Association be fully supported;
- (2) Crawley Borough Council be asked to present the results of the September 2006 and May 2007 car parking surveys to a future meeting of the General Purposes Sub-Committee;
- (3) The Consultative Committee pay tribute to BAA Gatwick, NCP, trading standards officers and the Police for their work in reuniting passengers with their vehicles when Pink Meet and Greet ceased trading.

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

181. The Committee noted a report by Crawley Borough Council's Director for Environment and Housing on planning applications determined in respect of Gatwick Airport since the date of the last meeting (copy attached to the signed minutes).

#### GATWICK AIRPORT COMMUNITY TRUST

182. The Committee considered two expressions of interest received from members willing to serve as the Committee's nomination on the Gatwick Airport Community Trust for an initial period of one year.

183. Resolved – That Mr. Christopher Hersey be appointed as the Committee's nomination to serve on the Gatwick Airport Community Trust.

#### DATES OF THE NEXT MEETINGS OF THE CONSULTATIVE COMMITTEE AND ITS SUB-COMMITTEES

184. The Committee noted the dates of its next meetings as follows:

##### Passenger Services Sub-Committee

Thursday, 17th May, 2007 at 2.00 p.m.

##### General Purposes Sub-Committee

Thursday, 7th June, 2007 at 10.00 a.m.

##### Consultative Committee

Thursday, 19th July, 2007 at 1.30 p.m. (NB: airport tour will be hosted by BAA Gatwick in the morning).

CHAIRMAN