

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 22nd April 2010.

Present:

Dr. John Godfrey

Peter Barclay	- Environmental and Amenities Groups
Trevor Brock	- Burstow Parish Council
Denese Brooke-Hart	- Horley Town Council
David Elkin	- East Sussex County Council
Barry Ealey	- Gatwick AOC
Sarah Gray (substitute)	- Horsham District Council
Dick Hobbs (substitute)	- Passenger Representative
Chris Hersey	- Mid Sussex District Council
Simon Matthews	- Tourism South East
Richard Olliver	- Reigate and Banstead Borough Council
Susan Parsons	- ABTA
Peter Pledger	- South London Business
Dorothy Ross-Tomlin	- Surrey County Council
Jeremy Taylor	- Gatwick Diamond Business Association (CADIA)
Derek Whittington	- West Sussex County Council
Charles Yarwood	- Charlwood Parish Council

Also present:

Stewart Wingate – Chief Executive Officer, Gatwick Airport Limited

Andrew McCallum – Director of Communications and External Affairs, Gatwick Airport Limited

Lee Howes – Flight Evaluation Unit, Gatwick Airport Limited

Tom Denton – Head of Environment and Sustainability, Gatwick Airport Limited

Sean McKee – Head of Public Affairs, Gatwick Airport Limited

James Bradley – Surface Access Manager, Gatwick Airport Limited

Barry Smith – Deputy Honorary Secretary

Ros Howell – Technical Adviser

Paula Street – Assistant Secretary

Apologies for absence were received from: Jane Griffin, Peter Hall, Alan Jones, Liz Kitchen, Isobel Knox, Neil Maltby, Eddie Redfern, Jim Woodward-Nutt, and Frank Evans (DfT).

CHAIRMAN'S UPDATE ON ACTIVITIES

128. The Chairman reported with great sadness, the recent death of Mike Ayling, a former Planning Officer with West Sussex County Council, who had advised GATCOM on planning and noise matters over many years.

129. The Chairman also thanked Stewart Wingate, Chief Executive, Gatwick Airport Limited and his senior management team for the regular updates on activities at the airport over the last quarter, particularly during the recent closure of airspace.

MINUTES

130. Resolved – That the minutes of the meeting held on 28th January, 2010 be approved as a correct record and that they be signed by the Chairman.

Crawley North East Sector

131. Reference was made to minute no. 107. Mr. Smith reported that the Secretary of State's planning appeal decision for the Crawley north-east sector development had now been

delayed until after the General Election. Members noted that the Secretary of State was minded to approve the application subject to certain conditions. The announcement was now expected on 30th July.

GATCOM Steering Group Minutes

132. Resolved – That the draft minutes of the GATCOM Steering Group held on 1st April, 2010 be received and noted (copy attached to the signed minutes).

Gatwick Airport Community Trust

133. Reference was made to minute no. 47 and members noted that Chris Lowe, the former Chairman, Gatwick Airport Community Trust, an independent charity, had been invited to GATCOM to provide an update on the work of the Trust over the past 8 years.

134. Mr. Lowe explained the Trust had supported over 1,000 local community organisations and awarded over £1 million in grants since it was established. The Trust adopted strict criteria and channelled funds to deserving projects, particularly in those areas where people were directly affected by operations at Gatwick Airport.

135. GATCOM noted that Mr. Lowe had stood down as Chairman of the Trust that morning and members were introduced to Mike Roberts, the new Chairman. GATCOM paid tribute to Mr Lowe's outstanding contribution and commitment to the work of the Trust. Mr. Roberts was invited to give an update on the Trust's current projects at a future meeting.

CLOSURE OF AIRSPACE

136. Mr. Wingate outlined the impact of the unprecedented closure of airspace as a result of the volcanic ash cloud over the UK and the disruption faced by passengers. He emphasised that safety was Gatwick's top priority and that once the restrictions were lifted, the key focus was on resuming airline operations, the welfare of passengers and repatriation. Gatwick Airport Limited was working closely with the airlines and was ensuring that passengers were given as much information as possible, especially in terms of accessing the airport to help ensure passengers did not wait unnecessarily for flights. A media and press campaign was in place and information leaflets were being widely distributed, including distribution at London Victoria – one of Gatwick's main access gateways.

137. Mr. Ealey, on behalf of the Gatwick AOC, thanked Gatwick Airport Limited for the effective way and the collaborative working relationship it had developed with the airline community in handling the volcanic ash crisis and also during the significant snow fall earlier in the year.

138. The Chairman thanked Gatwick Airport Limited for keeping members updated on events over the past week and for the proactive way in which it was communicating the re-opening of airspace and resumption of service to passengers and other users of the airport.

139. Members referred to the effects the closure of airspace had on local air quality (particularly in respect of NOX and NO2 levels) and the noise climate around Gatwick. Members also enquired whether about the temporary lifting of the night flights regime to accommodate repatriation flights as there was no information on the airport's website about this. Mr. Evans advised that there had been some relaxation of night flying restrictions on a rolling basis to enable the expeditious repatriation of stranded passengers. It was highlighted that whilst the local communities accepted the exceptional circumstances, it would in future appreciate notification of any temporary lifting of the restrictions. Gatwick Airport Limited noted the points raised and would provide more information about the environmental effects at a future meeting. Gatwick Airport Limited also advised that it was undertaking some

analysis of the air quality impact with Reigate and Banstead Borough Council and GATCOM would be informed of the outcome of that work.

AIRPORT COMMENTARY

140. 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). Mr. Wingate explained that the past quarter reporting period for Gatwick under new ownership had been an intensely busy time as the management team had been reviewing how things were done at the airport. At the same time Gatwick Airport Limited had devoted much time engaging with a wide range of stakeholders about the company's plans and ambitions for the future. Members noted that the key focus was on improving the efficiency of processes, particularly at check-in and security, which was welcomed.

Traffic Performance

141. Mr. Wingate reported that at year end March 2010, Gatwick's passenger numbers were 2.1% below those recorded in the previous year, handling 32.4 million passengers over the year. The first quarter of 2010 had been challenging, with severe and prolonged snow in January. In respect of the markets, the greatest gains were in European scheduled markets which has increased 8.4% compared to the same period last year, but european charter traffic declined 12.3%.

Capital Investment Programme

142. Mr. Wingate reported that the review of the development programme was almost complete. The aim was to ensure that the airport invested efficiently, maximised benefits, met the needs airline partners and improved the passenger experience. He was pleased to confirm that the Gatwick Board had recently given approval to a £45m project to bring together the South Terminal central search areas on one level (upper level), £30m for the South Terminal forecourt and a further £17.9m for other improvements to the South Terminal.

Security

143. Members were pleased to note that improving the security process remained a top priority for Gatwick Airport Limited. Mr. Wingate reported that new automated tray handling security system, SmartLane, was being trialled in the South Terminal until June to speed up the process and reduce queuing time.

144. GATCOM was also pleased to note that passenger complaints about the attitude of security staff had reduced over the last quarter and acknowledged that the focus on customer service and conflict training for all front line staff was proving successful.

PASSENGER ADVISORY GROUP (PAG)

145. GATCOM received the report from the Vice-Chairman of the Passenger Advisory Group in respect of activities of the PAG since the date of the last meeting (copy attached to the signed minutes).

146. Mr. Hobbs was pleased to report that Gatwick Airport Limited was involving the PAG in a number of projects at the airport, including the projects to improve the check-in and security processes. Reference was made to the passenger experience of finding their way through the airport and a member commented on the need to improve signage in a number of areas around the airport. Mr. Hobbs reassured members that PAG was involved in the wayfinding project which would radically change signage trail through the airport. He was pleased to report that the PAG's views had been sought on the new style signs that were in the process of being installed.

147. PAG was also participating in the re-evaluation of the PRM contract to help ensure that the specification for the service was fit for purpose. PAG was however concerned about the

timetable for introducing the contract particularly if a new service provider was to be appointed following the tender process. Gatwick Airport Limited confirmed however that it had recognised the concerns expressed by PAG and those of the airlines and was now looking at extending the current contract to allow a longer lead in time for the new contractor. The Chairman paid tribute to the significant commitment that Sheila Plant, the PAG volunteer representative serving on the PRM working group, had devoted to the project. The Secretariat would pass on GATCOM's thanks and appreciation to Ms. Plant.

DELIVERING A SUSTAINABLE TRANSPORT SYSTEM (DaSTS) – GATWICK DIAMOND STUDY

148. Mr. Roger Jones, Major Projects, West Sussex County Council, gave a presentation on the key findings of Stage 1 of the Gatwick Diamond Sustainable Transport System Study (DaSTS) (copy of briefing note and presentation attached to the signed minutes). He explained that the DfT had requested that the Regional Transport Board consider a wide range of transport strategy and investment options in the context of the strategic goals for transport published in the DfT's document "Delivering a Sustainable Transport System" in November 2008. The aim of the Gatwick Diamond study was to identify ways in which the transport network and services could be modified, adapted and improved to meet the aspirations of the study area and address the strategic challenges it faced. Mr. Jones explained that it was a complex and high level study which considered the respective roles of transport and non-transport interventions in delivering outcomes. The study had concluded that transport strategy responses against the high level challenges needed to be considered alongside other policy areas particularly in relation to, or associated with, land use planning, local services and carbon emissions and the environment.

149. Members noted that the report was in the process of being finalised and would be considered by the Regional Transport Board in June. If approved, and depending on Government priorities following the General Election, a further study stage may be carried out later in the year.

ENVIRONMENTAL NOISE DIRECTIVE: NOISE ACTION PLAN (NAP)

150. Gatwick Airport Limited reported that a meeting which was due to take place that morning with the DfT and Defra to discuss the content of the submitted draft NAP had been postponed by Departmental officials due to the volcanic ash crisis. Mr. Denton confirmed that the meeting would be re-scheduled and GATCOM would be kept informed of the outcome of the meeting. It was noted that in view of the General Election, it was unlikely that the Secretary of State would adopt the submitted NAP before the end of June.

FLIGHT EVALUATION UNIT (FEU) REPORT

151. GATCOM considered the quarterly report of the FEU together with the key messages arising from the recent meetings of the Noise and Track Monitoring Advisory Group (NATMAG) and the Ground Noise Committee (copy attached to the signed minutes). Members were pleased to note that the achievement of CDA during the night and day continued to improve year on year. It was also noted that the number of complaints about the disturbance caused by aircraft had increased slightly compared to the same period the previous year but this was probably the result of the increased awareness arising from the consultation on the draft NAP.

152. Reference was made to the impact of the closure of airspace, due to volcanic ash, on the noise climate around Gatwick and Gatwick Airport Limited was asked to ensure that this be taken into account on the when calculating the averages for the current monitoring period.

BODY SCANNERS

153. Members considered a report by the Secretariat giving details of the DfT's consultation on the Code of Practice for the acceptable use of security scanners in aviation (copy attached

to the signed minutes). Members acknowledged the rationale to introduce body scanners at UK airports and fully supported the need to have a national Code of Practice in order to provide consistency in the use of and in the selection criteria. It was noted that the Passenger Advisory Group had considered the consultation and its views had been incorporated in the suggested form of response set out in Appendix 1 of the Secretariat's report. There were a few aspects of the draft Code that members felt would benefit from being further clarified including the need for guidance on a phased implementation programme where airports were required to introduce body scanners.

154. Resolved – That, subject to the inclusion of the need for greater guidance on a phased implementation programme where airports were required to introduce body scanners, the suggested form of response set out in Appendix 1 of the Secretariat's report be agreed.

CAA SEMINARS - DRAFTING THE NEWLY PROPOSED AIRPORT LICENCES

155. GATCOM noted a paper by the Secretariat summarising the current work of the CAA on the proposed airport licences and the timetable for the CAA's submission of advice to the DfT (copy attached to the signed minutes). It was noted that the CAA had hosted two seminars to seek views of interested parties on the development of its advice to the Secretary of State, which the Secretariat had attended. Mrs. Street drew members attention to some of the key points that had been raised by attendees at the seminars and advised that the DfT would consult on the draft licence conditions once it had considered the CAA's advice. It was agreed that no comments should be submitted at this stage in the process.

DATES OF NEXT MEETINGS

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

GATCOM Steering Group	- Thursday 1 st July, 2010 at 10.00 a.m.
Passenger Advisory Group	- Thursday 8 th July, 2010 at 2.00 p.m.
GATCOM	- Thursday 22 nd July, 2010 at 2.00 p.m.

157. 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 20th May, 2010 at 9.30 a.m. and 11.30 a.m. respectively.

Chairman