

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 23rd July, 2009.

Present: Dr. J. Godfrey (Chairman)

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| Mr. P. Barclay | - Environmental and Amenities Groups |
| Mr. K. Blake | - Crawley Borough Council |
| Mr. T. Brock | - Burstow Parish Council |
| Mrs. D. Brooke-Harte | - Horley Town Council |
| Mr. B. Ealey | - Gatwick Airline Operators' Committee |
| Mr. R. Feeney (substitute) | - South London Business |
| Mr. D. Golletz | - SEEDA |
| Mrs. S. Gray (substitute) | - Horsham District Council |
| Mr. N. Hague | - Charlwood Parish Council |
| Mr. P. Hall | - Passenger Representative |
| Mr. C. Hersey | - Mid Sussex District Council |
| Mr. M. Hudson | - London Chamber of Commerce |
| Mrs. I. Knox | - BATA |
| Mr. R. A. Jones | - Tandridge District Council |
| Mr. N. Maltby | - Mole Valley District Council |
| Dr. R. Olliver | - Reigate and Banstead Borough Council |
| Ms. S. Parsons | - ABTA |
| Mr. E. Redfern | - International Air Carriers' Association |
| Mr. J. Taylor | - CADIA |
| Mr. D. Whittington | - West Sussex County Council |
| Mr. J. Woodward-Nutt | - WHICH? |

Also present:

Mr. A. Flower – Managing Director, Gatwick Airport Limited
Mr. A. McCallum – Director of Communications, Gatwick Airport Limited
Ms. L. Trevor – Head of Strategy and Planning, Gatwick Airport Limited
Mr. J. Bradley – Surface Access Manager, Gatwick Airport Limited
Mrs. K. Norton – FEU, BAA Limited
Mr. F. Evans – Department for Transport
Mr. B. Smith – Deputy Honorary Secretary
Mrs. R. Howell – Technical Adviser
Mrs. P. Street – Assistant Secretary

Apologies for absence were received from: Mr. Chard, Mrs. Clack, Mrs. Kitchen, Mr. Pledger and Mr. Thomas.

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.

MEMBERSHIP OF GATCOM

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 since the last meeting he had met Theresa Villiers M.P., Shadow Secretary of State for Transport and Julian Brazier M.P., Shadow Minister for Aviation, and that a note of the meeting had been circulated to all members for information. He had also met Anthony Smith, Chief Executive of Passenger Focus, to discuss the role of GATCOM and to gain a better understanding of the work of Passenger Focus in relation railways and its view on the DfT's proposals to enhance consumer representation in the regulation of airports. In addition he had met Simon Evans, Chief Executive of the Air Transport Users Council to also discuss the DfT's proposals.

4. The Chairman also reported that he had attended the Annual Meeting of UK Airport Consultative Committees and the Mole Valley Rural Areas Forum.

5. Members were also advised that the Chairman's Annual Review of the work of GATCOM over the past year had now been published and a copy was circulated at the meeting.

MINUTES

6. Resolved – That the minutes of the meeting held on 30th April, 2009, be approved as a correct record and that they be signed by the Chairman.

Gatwick Station

7. Reference was made to minute nos. 82-88 and the Chairman enquired about the progress made on the Gatwick Station scheme. There were concerns that if the scheme, including the new platform (Platform 7) was to be delivered in time for the Olympic Games in 2012 Network Rail needed to secure third party funding. Mr. Flower reported that he believed Network Rail still had a funding gap of £13m but was in discussion with a range of stakeholders. He also reported that Gatwick Airport Ltd was in the meantime continuing with its scheme to enhance the South Terminal forecourt and confirmed that the airport's scheme had been designed to integrate with Network Rail's scheme for the station.

8. He also confirmed that Gatwick Airport Limited was continuing discussions with Network Rail and had also written to Lord Adonis, Secretary of State for Transport, highlighting the funding gap and the urgent need to secure funds for the proposed scheme so that it could be delivered in time for the Olympics. Gatwick Airport Limited would host, in the near future, a further meeting with Network Rail and other key stakeholders and would involve John Godfrey, Chairman of GATCOM. The Chairman welcomed the invitation to participate in those discussions.

GATCOM Steering Group Minutes

9. Resolved – That the draft minutes of the GATCOM Steering Group held on 2nd July, 2009 be received and noted (copy attached to the signed minutes).

10. The Chairman drew members' attention to minute nos. 100–102 and the recommendations of the Steering Group in respect of the membership of GATCOM. The Committee endorsed the following recommendations:

- (a) That the principle of one member and one nominated substitute per organisation be confirmed;
 - (b) That the inclusion of an additional environmental body not be pursued;
- and

- (c) That consideration of the inclusion of an additional consumer organisation be deferred until the outcome of the DfT's consultation was known in respect of enhancing consumer representation.

Annual Meeting of the Liaison Group of UK Airport Consultative Committees

11. GATCOM received the notes of the Annual Meeting of the Liaison Group of UK Airport Consultative Committees held in Belfast on 28th May, 2009 (copy attached to the signed minutes).

12. The Chairman drew members' attention to paragraphs 23 – 26 of the notes and was pleased to report that the other UK airport consultative committees had endorsed GATCOM's proposed alternative proposal for enhancing consumer representation in the regulation of airports which suggested the reform and better resourcing of the existing Air Transport Users' Council.

UK BORDER AGENCY

13. Mr. Crouch, Assistant Director, UK Border Agency (UKBA) gave an update on the integration of customs and immigration services at the border, work of the Agency at Gatwick Airport and new technology (copy of presentation attached to the signed minutes). Mr. Crouch advised that the integration of the customs and immigration was transforming the way the two services operated at the border, not least in that it was starting to provide greater flexibility in the use of resources and a greater depth and sharing of knowledge. He explained the functions which the Agency was required to undertake in preventing illegal travel and the smuggling of goods into the UK. The Agency had a customer strategy which contained challenging targets focussing on the customer experience. There would be an increase in the use of new technology to help make the border more secure, including the use of the iris recognition immigration system (IRIS) and the e-Borders programme. Mr. Crouch also emphasised the focus on working with stakeholders and confirmed that UKBA had regular meetings with Gatwick Airport Limited on a range of issues.

14. GATCOM welcomed the partnership working between UKBA and Gatwick Airport Ltd particularly in seeking improvements to passenger queuing times and the overall passenger experience. Members enquired about resource to cover the busy summer peak and the time which passengers were likely to queue upon arrival at Gatwick, particularly as there had previously been an imbalance of staff resource between the terminals. Mr. Crouch advised that UKBA had recognised that staff resources had to be used more flexibly and had therefore introduced a mobile team to operate between the airport terminals enabling them to better match passenger flows with staff resource throughout the day. GATCOM supported this positive step forward in managing passenger queues.

15. Reference was made to the UKBA/Gatwick Airport Ltd 'Breakthrough' events in which members of the Passenger Advisory Group had participated. It was reported that a key finding from the event was the need for airport staff to be available to direct passengers and manage queues prior to reaching the border desks as there was often confusion amongst passengers about which queue they should join. Mr. Crouch advised that a sub-group had been set up to take forward the key findings of the Breakthrough events.

16. As regards the increased use of new technology to process passengers at the border, Mr. Hall highlighted the importance of encouraging more passengers to register to use the technology. GATCOM therefore requested that UKBA, working with Gatwick Airport Limited, re-consider the locations and opening times of the IRIS registration units within the airport terminals to make it easier for passengers to register to use the

technology. Reference was also made to the e-borders programme and it was commented that the airline industry had already invested in the programme but had not yet seen any benefit. Mr. Crouch acknowledged the frustrations and confirmed that work was continuing on refining the process and balancing resources needed to ensure an efficient process.

17. The Chairman thanked Mr. Crouch for his informative presentation and invited him to attend a future meeting to provide an update on progress.

SALE OF GATWICK

18. Mr. Flower reported that BAA and Ferrovial were continuing discussions with multiple bidders on the sale of Gatwick Airport. He was also pleased to report that Gatwick Airport Ltd continued to make good progress in separating the Gatwick business from BAA.

19. Mr. Flower also advised that BAA Ltd. had appealed to the Competition Appeal Tribunal to review the report of the Competition Commission on two separate grounds and that the appeal was to be held on 19th October. A decision was expected by the end of the year.

20. The Committee thanked Gatwick Airport Limited for continuing to keep members informed of the progress being made.

AIRPORT COMMENTARY

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

Traffic Performance

22. Mr. Flower reported that although traffic performance over the Easter period was good with little queuing for passengers in the terminals, passenger numbers for the year ended June were around 8% fewer compared with the previous year (in the 12 months to June 2009, the airport had handled 32.5 million passengers). As regards passenger service during May and June, Gatwick had experienced some problems with queuing at security in the South Terminal due to resource constraints and the continued effect of changes to security operating procedures. Mr. Flower assured members that Gatwick Airport Limited was fully committed to improving the end to end journey experience for passengers and continued to work hard to address service quality for passengers.

North Kent Coach Service

23. Reference was made to the launch of the new luxury coach service from north Kent and a member enquired about the success of the new service to date. Mr. Bradley, Surface Access Manager, advised that the Gatwick Airport Limited was part funding the new service from the public transport levy with partnership support from Kent County Council and Medway Council. The service had only recently been launched so patronage was currently low but it was hoped that following thorough marketing and clarification of the timetable over the summer, patronage would increase.

North Terminal Extension

24. Reference was made to the proposed extension of the North Terminal to accommodate the predicted growth in passenger numbers planned for the North Terminal. Mr. Flower noted that the Gatwick Area Conservation Campaign had reservations about the environmental consequences of the proposed extension and was

seeking assurances that the noise environment would not deteriorate as a result of that development.

Climate Change Report

25. It was noted that Gatwick Airport Limited was to publish its Climate Change Report alongside its Sustainability Report in early August. Mr. Flower confirmed that the report would cover both direct and indirect emissions.

CRAWLEY BOROUGH COUNCIL'S DIRECTOR FOR ENVIRONMENT AND HOUSING REPORT

26. 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). Mrs. Cordery, Planning Officer, Crawley Borough Council, reported that Gatwick Airport Limited had now submitted the planning application for the extension to the North Terminal.

SUSSEX ROUTE UTILISATION STRATEGY (RUS) – CONSULTATION DRAFT

27. GATCOM considered a report by the Secretariat giving details of Network Rail's draft Sussex RUS (copy attached to the signed minutes). Mrs. Street advised that whilst some aspects of the draft RUS were advantageous to Gatwick passengers and staff, there were a number of elements that were of concern, particularly in respect of the non-stop Gatwick Express service. There were also concerns about the lack of consideration that had been given to realize the potential of improving rail links to the east and west of the airport which had also been the case in Network Rail's draft Kent RUS.

28. Mr. Bradley advised that Gatwick Airport Limited had engaged with Network Rail in the development of the draft RUS but there were still issues that needed to be addressed. In particular, Gatwick Airport Limited was concerned that there was no clear evidence from the draft document that the forecast growth of the airport to handle 40 million passengers had been taken fully into account particularly in respect of the growth in the number of passengers and staff that were forecast to use the rail network to access the airport over the timeframe covered by the RUS. Gatwick Airport Limited supported GATCOM's views set out in the draft form of response.

29. Members emphasised the importance of preserving the non-stop Gatwick Express service and the need to ensure that other rail services to and from Gatwick, particularly from areas to the west and east of the airport, were maintained and enhanced to support the sustainable growth of the airport to accommodate 40 million passenger per annum. GATCOM therefore endorsed the suggested form of response set out in Appendix 1 of the Secretariat's report.

30. Resolved – That:

- (1) the suggested form of response set out in Appendix 1 be agreed and submitted to Network Rail as GATCOM's response to the draft Sussex RUS consultation;
- (2) GATCOM responds to Network Rail's consultation on the draft Kent RUS urging the need to re-consider the potential of the Redhill –Tonbridge Line; and
- (3) the Passenger Advisory Group has further discussions with Southern to seek improvements to the current journey experience for passengers

using the peak hour Gatwick Express service and, in particular, to urge Southern to consider the use of alternative rolling stock on the peak hour Gatwick Express services

PASSENGER ADVISORY GROUP (PAG)

31. GATCOM received the report from the 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).

32. Mr. Hall reported that work on the Inter Terminal Transit project would commence in September and that the Passenger Advisory Group continued to work with Gatwick Airport Limited on the operation of the temporary coaching service between the terminals. The Group had concerns about the potential of a passenger flow pinch point in the South Terminal and the management team was further considering this.

33. Resolved – That:

- (1) Gatwick Airport Ltd be asked to consider and address the problem of a possible pinch point for passengers at the northern bridge of South Terminal when the bus replacement service for the Inter Terminal Transit is in operation; and
- (2) GATCOM writes to Network Rail seeking an update on the status of proposals to develop Gatwick Railway Station.

CAA CONSULTATION – IMPLEMENTATION OF EUROPEAN REGULATION (EC) 1107/2006 CONCERNING THE RIGHTS OF PEOPLE WITH REDUCED MOBILITY (PRMS) WHEN TRAVELLING BY AIR

34. Members considered a report by the Secretariat giving details of a consultation by the Civil Aviation Authority (CAA) seeking advice on the experience at Gatwick following the implementation of the new European Regulation regarding the provision of services for persons with reduced mobility (PRM) when travelling through the airport (copy attached to the signed minutes). The suggested response set out in Appendix 1 of the secretariat's report was considered.

35. GATCOM was pleased to note that the number of passengers who pre-notified their need for assistance had increased to around 50% but there was a need to find ways to better educate passengers. Members were advised that there were also cases where passengers, who upon arrival at an airport, considered themselves able to make their journey through the airport unassisted not realising that they might be faced with a considerable walking distance and consequently need assistance at short notice. It was agreed that the CAA should be advised of the difficulties experienced in the first year of operation as a result of passengers not notifying the airlines or the airport of their requirements.

36. As regards the cut-off period of 48 hours prior to departure when pre-notified requests were to be made, members considered the suggestion of changing the cut-off period to 36 hours prior to departure. However, it was felt that this would not provide the contractor with enough time to organise staff resource for the service. It was agreed therefore not to recommend a change to the current 48 hours.

37. The airline industry representatives also advised members of the bureaucratic system in place to deal with assistance dogs. It was highlighted that airlines operating into the UK were required to apply to Defra for approval to carry assistance dogs at each airport, by city pair, which was both onerous and time consuming. There was therefore

a need to put in place a simple licence procedure. It was felt that the CAA needed to address this.

38. Members also felt that it should be highlighted to the CAA that an unintended consequence of the Regulation had been the deterioration in the quality and efficiency of the service provided to PRMs, probably as a result of information now having to be provided by a large number of airlines (over 100 airlines) all operating different business models and turn round times at Gatwick, to the airport operator. It was a more simple and efficient process when the individual airlines were responsible for providing assistance for their passengers.

39. Resolved – That subject to the inclusion of the comments set out above, the response set out in Appendix 1 of the Secretariat's report be agreed and submitted to the CAA.

GATWICK AIRPORT – DRAFT NOISE ACTION PLAN CONSULTATION

40. GATCOM considered a report by the Technical Adviser assessing the compliance of Gatwick Airport Limited's draft Noise Action Plan (NAP) with the Defra guidance (copy attached to the signed minutes). Mrs. Howell advised that the draft NAP broadly addressed the requirements of the Defra guidance.

41. Members welcomed the inclusion of performance indicators in the NAP but felt that Gatwick Airport Ltd needed to re-consider the wording of the indicators to make them SMART and capable of providing a measure of progress against the action promised. Mr. Evans, DfT, confirmed that as the NAP was an active document, the DfT would be looking for airports to come forward with measurable objectives over the timeframe of the NAP to address noise issues.

42. Reference was made to the DfT's departure noise limits and the desire of some interests serving on the Committee to seek tougher departure noise limits to ensure aircraft were operated in the quietest way possible. The airline industry representatives were concerned about the suggestion that the limits should be made tougher. It was believed that the inappropriate use of tougher limits was disproportionate and ineffective in seeking an overall improvement to the noise climate around airports. It was agreed therefore that the suggested form of response would be refined to seek an alternative effective measure to ensure aircraft were operated in the quietest way possible upon departure.

43. Reference was also made to the suggested response to Question 2 and it was agreed that the wording in the draft response should be amended to reflect that further public consultation should be undertaken in the event of a material change arising from new infrastructure at the airport.

44. GATCOM noted that the deadline for responses was 7th October and enquired whether it would be possible for members to have an advance copy of the Technical Adviser's paper on the overflight of Areas of Outstanding Natural Beauty. It was felt that the information contained in the paper might provide useful background information to help inform individual responses to the NAP consultation. Mrs. Howell agreed to circulate her paper by the end of August.

45. Resolved – That, subject to the inclusion of the comments set out above, the suggested response set out in Annex B be agreed and submitted to Gatwick Airport Limited.

DfT AIRCRAFT NOISE MONITORING ADVISORY COMMITTEE (ANMAC)

46. Members received the summary produced by the DfT of the meeting of ANMAC held on 14th May, 2009 (copy attached to the signed minutes). Mr. Evans advised that Eurocontrol's Report examining the arrivals procedures at Gatwick was being finalised and he hoped to be in a position to issue the report to members in advance of the next meeting of GATCOM.

FLIGHT EVALUATION UNIT (FEU) REPORT

47. 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). Mrs. Norton advised that since the last report there had been an increase in aircraft track deviations during times when the northern runway was in use. This was mainly due to the fact that the Noise Preferential Routes were aligned to the main runway and departures from the northern runway were therefore shown on the system as off track. Mr. Jones also advised members of the inherent problems with a couple of the wrap around departure routes at Gatwick in that some aircraft types had difficulty in achieving the turns. Mr. Evans added that this was an issue at a number of airports and that the DfT was working with the CAA and NATS to find a solution. He would keep the Committee informed of progress on this matter.

LOCAL AIR QUALITY MONITORING – ANNUAL REPORT

48. Members considered a report prepared jointly by Reigate and Banstead Borough Council and Gatwick Airport Limited on the results of the 2008 air pollution monitoring undertaken on and in the vicinity of Gatwick Airport (copy attached to the signed minutes). Members were pleased to note that no breach in the annual air quality average standard for nitrogen dioxide or the air quality standards for other pollutants under Reigate and Banstead Borough Council's air quality management regime for the Horley Gardens estate. GATCOM emphasised the need for the airport management and the airlines not to be complacent about the reductions seen in pollutant levels over the past year as the pollutant levels on the Horley Gardens estate were still high and near the maximum standards.

DCLG CONSULTATION: PLANNING ACT 2008 – EXAMINATION PROCEDURES FOR NATIONALLY SIGNIFICANT INFRASTRUCTURE PROJECTS

49. Mr. Smith reported that on 14th July the Department for Communities and Local Government (DCLG) issued for consultation the third package of statutory instruments to implement the Planning Act 2008. The consultation set out the detail of the procedures to be followed for examinations by the Infrastructure Planning Commission of applications for development consent as well as matters relating to how the Commission decided applications on nationally significant infrastructure projects. He highlighted to GATCOM that airport consultative committees had not been included in the proposed list of statutory consultees for any application relating to airports or proposals that might have an impact on the operation of an airport. He also pointed out that local authorities had also been excluded from the proposed list although parish councils had been included. It was suggested that GATCOM responded to the consultation. As the deadline for responses was 5th October, 2009, before the next meeting of GATCOM it was agreed that the Secretariat would submit a response on behalf of the Committee.

DFT CONSULTATION: THE EUROPEAN COMMISSION'S PROPOSED AVIATION SECURITY CHARGES DIRECTIVE

50. Mr. Smith reported that on 21st July, the DfT issued a consultation seeking views on the European Commission's proposed Aviation Security Charges Directive which aimed to establish a framework of common principles, for all EU airports, that should be followed when setting and modifying security charges. He advised that the detail of the proposal had yet to be considered but the deadline for responses was 25th September. It was agreed that should there be any issues of concern to GATCOM, views of members would be sought via email and a response agreed in consultation with the Chairman and Vice-Chairman.

APPOINTMENT OF SUB-GROUPS AND MEMBERS TO SERVE ON GATWICK AIRPORT LIMITED'S NOISE AND TRACK MONITORING ADVISORY GROUP AND GROUND NOISE COMMITTEE

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

GATCOM STEERING GROUP

John Godfrey (Chairman)
Neil Maltby (Mole Valley District Council and Vice-Chairman)
Derek Whittington (West Sussex County Council)
Helyn Clack (Surrey County Council)
Keith Blake (Crawley Borough Council)
Liz Kitchen (Horsham District Council)
Alan Jones (Tandridge District Council)
Jeremy Taylor (CADIA)
Isobel Knox (BATA)
Eddie Redfern (International Air Carriers' Association)
Peter Barclay (Environmental and Amenities Groups)
Peter Hall (Passenger Representative)

PASSENGER ADVISORY GROUP

John Godfrey (Chairman)
Neil Maltby (Mole Valley District Council and Vice-Chairman)
Susan Parsons (ABTA)
Barry Ealey (Gatwick AOC)
Jim Woodward-Nutt (Which?)

(N.B. BAA Gatwick appoints 12 independent passenger representatives)

GATWICK AIRPORT LIMITED'S GROUPS:

Noise And Track Monitoring Advisory Group
Peter Barclay (Environmental and Amenities Groups)
Keith Blake (Crawley Borough Council)
Chris Hersey (Mid Sussex District Council)
Nick Hague (Charlwood Parish Council)
Alan Jones (Tandridge District Council)
Liz Kitchen (Horsham District Council)

Ground Noise Committee

Peter Barclay (Environmental and Amenities Groups)

Keith Blake (Crawley Borough Council)

Chris Hersey (Mid Sussex District Council)

Nick Hague (Charlwood Parish Council)

Alan Jones (Tandridge District Council)

Liz Kitchen (Horsham District Council)

52. GATCOM also appointed Mr. Alan Jones as GATCOM's lead member on noise issues and to also represent GATCOM the DfT's ANMAC.

DATES OF NEXT MEETINGS

53. Members noted the next meetings of the Consultative Committee as follows: -

Passenger Advisory Group – Thursday 8th October, 2009 at 2.00 p.m.

GATCOM Steering Group – Thursday 1st October, 2009 at 10.00 a.m.

GATCOM – Thursday 22nd October, 2009 at 2.00 p.m. (N.B. Annual Tour of Airport in morning before meeting)

54. 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 17th September, 2009 at 9.30 a.m. and 11.00 a.m. respectively.

Chairman