

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

Minutes of the meeting of the Consultative Committee held on 24th July, 2008.

Present:

Dr. J. Godfrey (Chairman)

Mr. W. Acraman (substitute)-	West Sussex County Council
Mr. P. Avis	- Horley Town Council
Mr. P. Barclay	- Environmental and Amenities Groups
Mr. K. Brockwell (substitute)-	Crawley Borough Council
Mr. P. Brown (substitute)	- Tandridge District Council
Mr. B. Ealey	- Gatwick Airline Operators' Committee
Mr. K. Ferrin	- Kent County Council
Mr. N. Hague	- Charlwood Parish Council
Mr. P. Hall	- Passenger Representative
Mr. C. Hersey	- Mid Sussex District Council
Mr. M. Hudson (substitute)	- London Chamber of Commerce
Mrs. E. Kitchen	- Horsham District Council
Ms. I. Knox	- British Air Transport Association
Mr. N. Maltby	- Mole Valley District Council
Mrs. M. Myland	- Surrey County Council
Dr. R. Olliver	- Reigate and Banstead Borough Council
Mr. P. Pledger	- South London Business
Mr. E. Redfern	- ABTA
Mr. A. Rice (substitute)	- Rusper Parish Council
Mr. N. Smith (substitute)	- Tourism South East
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
Mr. T. Lockwood – Spatial Planning Manager, BAA Gatwick
Mr. R. Norman – Head of Noise and Air Quality, BAA Ltd.,
Mr. F. Evans - Department for Transport
Mr. B. Smith – Acting Deputy Honorary Secretary
Mrs. R. Howell - Technical Adviser
Mrs. P. Street - Assistant Secretary

Apologies for absence were received from: Mr. Blake, Mr. Blundell-Pound, Mr. Brock, Mr. Collier, Mr. Golletz, Mr. Jones, Mr. Roberts and Mr. V. Saunders.

MEMBERSHIP OF GATCOM

1. The Chairman welcomed new members to GATCOM and the Committee noted the updated membership list (copy attached to the signed minutes).

MINUTES

2. Resolved - That the minutes of the meeting held on 24th April, 2008 be approved as a correct record and that they be signed by the Chairman.

General Purposes Sub-Committee

3. Resolved - That the draft minutes of the General Purposes Sub-Committee held on 26th June, 2008 be received and noted (copy attached to the signed minutes).

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

IMPROVING THE THROUGH AIRPORT PASSENGER EXPERIENCE

4. Catherine Abbott, Head of Consumer Policy, CAA gave a presentation on the next phase of the study the CAA was undertaking on behalf of the DfT on the end-to-end journey experience for air passengers (copy of presentation attached to the signed minutes). Members also noted a paper by the Secretariat providing the background to the study (copy also attached to the signed minutes). Ms. Abbott outlined the way in which GATCOM was able to participate in the next phase of the study and advised that the CAA wished to take full advantage of industry views and to involve interested parties as the study moved forward. GATCOM was pleased to note that the scope of the study had now been expanded to include Stansted and Manchester airports (in addition to Heathrow and Gatwick) and that passenger surveys would be carried out at all four airports. Ms. Abbott advised that the passenger survey would assess the passengers' expectations and behaviour together with their actual experience of air travel. GATCOM's views had been sought on the objectives of the survey and the topics for further discussion at bilateral meetings.

5. Members welcomed the opportunity to participate further in the study and stressed the importance of examining the passenger experience in getting to and from the airport, and the issues encountered with the transport infrastructure such as the railway station. In addition to this, members highlighted the complexity of assessing passengers' requirements due to airlines and other agencies having different business models serving a diverse range of passenger interests. This resulted in difficulties in the assessment of performance/service standards across the airport. There was currently much scope to improve the current situation and there was a need for all agencies to work together to provide efficient services across all areas of the airport's operation. Mr. Flower agreed that there were complex arrangements in place to ensure an efficient operation and he believed that in the past, BAA Gatwick had not taken sufficient leadership to ensure that all parties worked together to provide a seamless operation, particularly during periods of disruption. BAA Gatwick was now addressing this issue and he emphasised the value of effective partnership working.

6. Reference was made to the objectives for the passenger survey. Mr. Hall advised that the Passenger Advisory Group (PAG) had considered the draft objectives and its comments would be submitted to the CAA. He also advised that the PAG would welcome the opportunity to comment on the draft questions to be included in the survey. Ms. Abbott noted this request.

7. The Chairman thanked Ms. Abbott for her presentation and GATCOM agreed that the PAG should continue to participate in the study as it moved forward and to report on progress at a future meeting.

PASSENGER SERVICES SUB-COMMITTEE (PSSC)

8. The Committee received the report from the Chairman of the PSSC in respect of the activities of the PSSC since the date of the last meeting (copy attached to the signed minutes). Mr. Hall was pleased to report that performance standards over the past three months had been good and continued to improve, particularly in security queuing.

Persons with reduced mobility

9. Members noted the concerns of the PSSC in respect of the problems being encountered with the provision of services for persons with reduced mobility (PRMs) as a result of the implementation of new responsibilities placed on the airport operator to provide these services. Mr. Hall highlighted that 80% of PRMs were non pre-notified which had caused problems in the staff resources needed to provide the service. Mr. Flower added that BAA Gatwick worked with the Gatwick AOC to manage the process of selection of a supplier but problems had arisen in forecasting the number of passengers who would require the service as not all airlines had robust forecasting mechanisms in

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

place. This had created problems for the contractor, G4S, in providing the right level of staff resources.

10. Members also noted that there appeared to be inconsistencies in the prior notification methods for these passengers and that ABTA was working with the industry to bring consistency to the process and to educate the passenger on the need to pre-book services before arriving at the airport. Mr Redfern, the ABTA representative highlighted however that in recent press releases issued by the Government about the implementation of the new legislation there had been no reference to the need for passengers to pre-book the service. The Committee urged all parties to work together to resolve the situation as quickly as possible. The Committee also highlighted the need to improve information given to passengers at the time of booking, as well as before arriving at the airport. Mr. Evans, DfT, added that he would report back to the DfT on the pre-notification issues. The Passenger Advisory Group would continue to assess and monitor the provision of this service.

Immigration

11. Mr. Hall reported that Laura Moffatt MP had pursued GATCOM's concerns about the length of time passengers had to queue at immigration at Gatwick. In a response from the Chief Executive of the UK Borders Agency, it had been confirmed that staffing levels at Gatwick had been increased and details had been given of the targets for maximum queuing times for passengers. GATCOM agreed with the PSSC's view that the maximum queuing time targets of 25 minutes for EU/EEA passengers and 45 minutes for non EU/EEA passengers were not sufficiently stringent and that it should lend its support to the alternative standards recently put forward by British Airways to the Airport Operators' Association. Ms. Knox clarified that the alternative standards were:

- 5 minutes for 95% of the time and a maximum queuing time of 15 minutes for EU/EEA passengers
- 20 minutes for 95% of the time and a maximum queuing time of 35 minutes for non EU/EEA passengers.

12. The Committee therefore agreed that the Honorary Secretary should write to the UK Borders Agency to welcome the increase in staff resources and to urge it to adopt the alternative performance targets suggested by British Airways and to encourage greater use of the IRIS facilities.

DFT CONSULTATION – SOUTH CENTRAL FRANCHISE

13. The Committee considered a report by the Secretariat setting out a suggested form of response to the DfT's consultation on the specification for the new South Central franchise (copy attached to the signed minutes). Members agreed with the points raised in the draft response but felt that greater emphasis needed to be given to the importance of the retaining and improving train services not only between Gatwick and central London (Victoria and London Bridge) but also to other areas on the south coast, north of London and the Gatwick sub-region. Such services were of vital importance to air passengers, airport employees and businesses in and around Gatwick. It was also felt that the response should refer to the importance of the DfT's current aim of improving the end-to-end journey experience for air passengers in the setting of standards in the base specification. The Committee felt that tenderers needed to be aware of this aim and be encouraged to bring forward proposals to improve the passenger journey experience.

14. Members also commented on the importance of the base specification in preserving the unique high quality service characteristics of the Gatwick Express service and that the Gatwick Express service quality model should be used as a benchmark for other South Central services.

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

15. As regards the Tonbridge services, it was suggested that the Committee's response should urge the DfT as part of the specification to maintain the existing Tonbridge services (pre-December 2008 timetable) as well as including provision to improve services to the east of the airport.

16. Resolved – That, subject to the inclusion of the comments set out in minute nos. 13-15 above, the draft response set out in Appendix 1 of the Secretariat's report be approved and submitted to the DfT.

OFFICE OF THE RAIL REGULATOR – PERIODIC REVIEW 2008: DRAFT DETERMINATIONS

17. The Committee considered a report by the Secretariat providing details of the Office of the Rail Regulator's (ORR) consultation on its proposals for Network Rail's expenditure and investments plans for the period 2009-14 (copy attached to the signed minutes). Mrs. Street informed the Committee that the issue of key concern was the ORR's proposed reduction in funding for Network Rail which would result in a much reduced scheme for the Gatwick Station and track re-configuration project currently being developed in partnership with BAA Gatwick and other key stakeholders.

18. Mr. Flower added that the preferred option also formed the basis of BAA Gatwick's capital investment plans for the South Terminal forecourts, creating a world-class transport interchange, which had been approved by the airport's regulator, the CAA. This was of serious concern to BAA Gatwick as the airport's pricing settlement included provision for this scheme and was subject to development triggers to ensure the scheme was delivered on time. There appeared to be a lack of understanding by the ORR of the importance of this scheme in delivering not only the much needed additional capacity on this busy part of the rail network but that it also complemented the creation of a multi-modal transport interchange which would encourage greater use of public transport by air passengers, airport employees and other commuters that used Gatwick as an interchange. BAA Gatwick was currently in discussion with Network Rail about the ORR's proposed level of investment. Mr. Flower also reported that Network Rail was discussing with the ORR its proposals and was seeking clarification on what it meant for future of the preferred scheme.

19. GATCOM was extremely concerned about the ORR's proposed reduction in the investment needed for the Gatwick Station redevelopment and track-remodelling scheme. The ORR's assessment of £9m for the scheme (Network Rail had put forward an assessment of £30m) was considered unacceptable as it would put under threat Network Rail's preferred option for the redevelopment scheme. Members commented on the urgent need for a concerted campaign involving all interests to urge the ORR to reconsider its investment assessment to enable Network Rail to deliver the preferred scheme. Members considered the suggested draft response set out in the Appendix to the report and felt that greater emphasis needed to be made of the number of passengers, users and employees who used the railway station and the forecast growth over the next decade. Members also stressed the need for the ORR to adopt a more joined-up thinking approach to rail investment linking not only the aims and aspirations of the DfT of encouraging greater use of public transport and improving the end-to-end passenger experience at airports, but also those requirements of the airport's regulator, the CAA.

20. Resolved – That:

- (1) subject to the inclusion of the comments set out in minute no. 19 above, the draft response set out in the Appendix to the report be approved and submitted to the ORR; and
- (2) a copy of the response be sent to the DfT, the Olympic Delivery Authority and local MPs.

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

AIRPORT COMMENTARY

21. 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). Mr. Flower advised that the industry was now operating in a much more challenging environment and airlines had significant concerns about the impact of high oil prices. There had been a 3% increase in passenger throughput above the previous year to June 2008 although passenger numbers for June were slightly below budgeted targets. A member enquired about the amount of general aviation handled at Gatwick as this was a growth sector at other smaller airports. Mr. Flower advised that there was little general aviation activity at Gatwick due to the shortage of runway capacity. He would provide the figures for general aviation movements at the next meeting.

22. Reference was made to the revitalisation plans for Gatwick that had been presented to some stakeholders. Mr. Flower confirmed that the presentation being given was very similar to the presentation on Gatwick's Capital Investment Plan given to GATCOM at its previous meeting. BAA Gatwick was in the process implementing its investment plan and was in discussion with the local planning and highway authorities to agree the local planning approach and work programme.

23. GATCOM was pleased to note the upward trend in performance in delivering customer service targets. Members also noted that details on BAA Gatwick's performance on departure lounge seating availability, cleanliness, wayfinding, flight information, security waiting times, passenger sensitive equipment, pier service, arrival reclaim and the inter-terminal transit availability were now being displayed in posters across the airport.

INTERIM AIRPORT MASTER PLAN – LEGAL AGREEMENT AND ACTION PLANS

24. The Committee considered a report by BAA Gatwick providing an update on recent progress on the negotiation of a new Section 106 agreement between BAA Gatwick, Crawley Borough Council and West Sussex County Council (copy attached to the signed minutes). Members noted that the most significant change in BAA Gatwick's approach to its commitments was in the use of action plans as the means of identifying and prioritising its programmes of work relating to Gatwick's environmental impacts. Mr. Lockwood explained that five action plans were to be produced relating to the management of air quality, noise, water, waste and use of energy and water utilities, which would be reviewed every three years. Negotiations on the new legal agreement were continuing and were expected to be concluded late summer/ early autumn. Mrs. Howell advised that details of the draft obligations and the package of action plans would be shared with those local authorities party to the Memorandum of Understanding.

25. Members were pleased that progress had been made on negotiating the terms of the new legal agreement but were concerned that GATCOM had not been engaged in the process. The Chairman reiterated GATCOM's desire to ensure that the new package of commitments, action plans and obligations set down robust, measurable milestone targets capable of being monitored and acted upon. However there was concern that BAA Gatwick's new set of commitments did not indicate the targets to be achieved. GATCOM's future role in the monitoring process was also unclear. Mr. Smith advised that lessons had been learned from the existing package of measures and assured GATCOM that the new legal agreement, together with the action plans, would provide a more robust measurement and monitoring regime, which would also be subject to external verification. Mr. Lockwood also confirmed that GATCOM would be consulted on the noise action plan as it was likely under the guidance to be produced by Defra on the preparation of action plans to sit alongside the strategic noise maps would require consultation to be undertaken through the airport consultative committee. Consultation on the other four action plans was currently being undertaken with the key local authorities and, once their comments had been received and incorporated, the draft plans would be circulated to GATCOM.

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

26. The Chairman requested that GATCOM be engaged in the finalisation of the package of documents and it was agreed that reports would be submitted to the next GATCOM and GATCOM Steering Group meetings so that detailed comments could be made.

COMPETITION COMMISSION'S AIRPORT MARKET INVESTIGATION: EMERGING THINKING –GATCOM'S RESPONSE

27. GATCOM noted that following consultation with all members and nominated substitutes, a response to the Competition Commission's consultation on its emerging thinking was agreed by the Chairman and Vice-Chairman and submitted to the Commission for consideration (copy of response attached to the signed minutes). Mr. Flower advised that BAA Ltd had submitted its response which had set out its view that BAA's ownership was in the passengers' interest in terms of tackling shorter term service problems and in delivering its major commitments to investment in new facilities and capacity. Members noted that the Commission's findings were due later in the year.

CRAWLEY BOROUGH COUNCIL DIRECTOR FOR HOUSING AND ENVIRONMENT'S REPORT

28. Members noted the report by Crawley Borough Council Director for housing and Environment's report on planning applications determined in respect of Gatwick since the date of the last meeting (copy attached to the signed minutes).

LOCAL AIR QUALITY MONITORING – ANNUAL REPORT

29. GATCOM considered a report prepared jointly by Reigate and Banstead Borough Council and BAA Gatwick on the results of the 2007 air pollution monitoring undertaken on and in the vicinity of Gatwick Airport (copy attached to the signed minutes). Members noted that the monitoring results were in line with expectations and that the General Purposes Sub-Committee had considered the report in detail and had also received a presentation by BAA Gatwick on the progress made in taking forward the air quality action plan.

AIRCRAFT NOISE MONITORING ADVISORY COMMITTEE (ANMAC)

30. Members considered a report by Alan Jones (Tandridge District Council), GATCOM's representative serving on the DfT's ANMAC, summarising the key issues considered at the meeting of ANMAC held on 10th July, 2008 (copy attached to the signed minutes). It was noted that consideration had been given to the aircraft arrivals policy and that, given the international dimension of some of the issues, ANMAC had agreed to ask Eurocontrol to consider assessing the existing Gatwick procedures against environmental best practice as this would provide an independent assessment of the situation. Some members were concerned about the time that had been taken to consider and resolve the issues of disturbance by arriving aircraft and stressed that as traffic increased at Gatwick local communities suffered increased disturbance. There was therefore a need to ensure that the DfT commissioned Eurocontrol's assessment of the situation as quickly as possible.

FLIGHT EVALUATION UNIT (FEU) REPORT

31. 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). Reference was made to the key monitoring indicators and members expressed disappointment about the number of indicators that showed more negative changes compared to the previous year's monitoring, particularly in respect of day time noise infringements, the 1000ft height infringements and the length of time it was now

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

taking to respond to noise complaints. Mr. Norman agreed that BAA Gatwick also wished to see a more positive change in the monitoring and confirmed that the company continued to work with the airlines and NATS to review and to encourage improvements in flight performance.

CIVIL AVIATION ACT 2006 – IMPLEMENTATION OF NEW POWERS

32. Members considered a report by the Secretariat giving details of request from the DfT inviting GATCOM to provide advice as to how well the new powers of the Civil Aviation Act were being implemented at Gatwick (copy attached to the signed minutes). It was noted that as BAA Gatwick already had in place comprehensive procedures to manage and mitigate aircraft noise and emissions, it had not been necessary to implement further measures at the present time. The only power of the Act not currently used at Gatwick is the imposition of penalties for track keeping infringements. Mrs. Street advised however that there were a couple of matters that would benefit from being highlighted to DfT to ensure that they were kept under review/consideration.

33. Resolved – That the comments set out in Section 3 of the Secretariat's report form the basis of a response to the DfT.

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

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

GATCOM STEERING GROUP

John Godfrey (Chairman)
Neil Maltby (Mole Valley District Council and Vice-Chairman)
Clive Roberts (West Sussex County Council)
Marian Myland (Surrey County Council)
Keith Blake (Crawley Borough Council)
Liz Kitchen (Horsham District Council)
Richard Olliver (Reigate and Banstead Borough Council)
Jeremy Taylor (CADIA)
Isobel Knox (BATA)
George Blundell-Pound (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)
Eddie Redfern (ABTA)
Barry Ealey (Gatwick AOC)
Jim Woodward-Nutt (Which?)

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

NOISE AND TRACK MONITORING ADVISORY GROUP

John Godfrey (Chairman)
Paul Avis (Horley Town Council)
Peter Barclay (Environmental and Amenities Groups)
Chris Hersey (Mid Sussex District Council)
Alan Jones (Tandridge District Council)
Liz Kitchen (Horsham District Council)

Unconfirmed minutes – subject to approval/amendment at the next meeting of the Consultative Committee

GROUND NOISE COMMITTEE

John Godfrey (Chairman)
Paul Avis (Horley Town Council)
Peter Barclay (Environmental and Amenities Groups)
Chris Hersey (Mid Sussex District Council)
Alan Jones (Tandridge District Council)
Keith Blake (Crawley Borough Council)

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

CHAIRMAN'S ANNUAL REVIEW

36. Members received the draft text of the Chairman's first Annual Review of the work of GATCOM during his first year as Chairman (copy attached to the signed minutes). It was noted that the published version of the Annual Review would be circulated to all members, nominated substitutes and their organisations, the media, MPs and placed on GATCOM's website.

DATES OF NEXT MEETINGS

37. The dates of the next meetings of GATCOM and its sub-groups were noted as follows:

GATCOM Steering Group – Thursday 18th September, 2008 at 10.00 a.m.
Passenger Advisory Group – Thursday 2nd October, 2008 at 2.00 p.m.
GATCOM – Thursday 16th October, 2008 at 2.00 p.m.

CHAIRMAN