

GATWICK AIRPORT CONSULTATIVE COMMITTEE

Minutes of the meeting of the Consultative Committee held on 30<sup>th</sup> January, 2003.

Present:- Mrs. H.M. Sewill (Vice-Chairman in the Chair)

Mr. G. Blundell-Pound	-	International Air Carriers Limited
Mrs. H. Clack (Substitute)	-	Surrey County Council
Mr. D.G. Dewdney	-	West Sussex County Council
Mr. P. Feltham	-	CADIA
Mrs. K. Hammond	-	Surrey County Council
Mrs. E. Kitchen	-	Horsham District Council
Mr. B. Kendall (Substitute)	-	Horley Town Council
Mr. G. Knight (Substitute)	-	Mid Sussex District Council
Mr. G. Larcombe	-	Horley and District Chamber of Commerce
Mr. C.C. Lloyd	-	Crawley Borough Council
Mr. N.F. Maltby	-	Mole Valley District Council
Mr J. McCall	-	Environmental and Amenity Groups
Mr. I. Moore	-	ABTA
Mr. D. Murdoch	-	Crawley Borough Council
Mrs. M. Myland	-	Tandridge District Council
Mr. G. Pixley	-	Passenger Representative
Mrs. D. Ross-Tomlin	-	Reigate and Banstead Borough Council
Mr. V. Saunders	-	Rusper Parish Council
Mr. A. Skudder	-	Crawley Borough Council
Mr. R. Thomas	-	East Sussex County Council
Mr. J. Woodward-Nutt	-	Consumers' Association

Also present:

Mr. R. Cato	-	Chairman and Managing Director, BAA Gatwick
Ms. L. Neighbour	-	Customer Service Director, BAA Gatwick
Mr. T. Lockwood	-	Director of Planning and Environment, BAA Gatwick
Mr. T. Hardy	-	Director of Airside Operations, BAA Gatwick
Miss. R. McWatt	-	Department for Transport
Dr. J. Godfrey	-	Deputy Honorary Secretary
Mrs. P. Street	-	Assistant Honorary Secretary

Apologies for absence were received from:

Mr. P. Bryant, Mrs. C. Blackwell-Gibbs, Mr. C. Hersey, Mr. B. Humphreys, Lt. Col. Pemberton, Mrs. E. Sampson, Dr. P. Ellis, Ms. J. Houston and Mr. R.A. Jones.

MINUTES

86. Resolved – That the minutes of the meeting held on 24<sup>th</sup> October, 2002, be approved as a correct record and that they be signed by the Chairman.

## Crawley/Gatwick Business Group

87. Dr. Godfrey referred to minute 60 and the Forum being promoted by West Sussex County Council. He advised that the West Sussex Economic Partnership had agreed to set up a Crawley/Gatwick Business Group, supported by West Sussex County Council, in order to examine the future needs of the economy in the Crawley area, and to prepare an Action Plan for the next 5-10 years. A particular focus of the Group would be on the need to diversify from a reliance on Gatwick Airport and to accommodate the growth expected in passenger numbers over the next ten years. Mr. Feltham added that the Group was essentially to look at the economy within the travel to work area, i.e. a travelling radius of one hour centred on Gatwick. Members noted the current position and expressed disappointment that the Group was not at this stage, considering the involvement of environmental interests, particularly as it was essential that in developing the economy of the region, environmental considerations were taken into account and given equal status. Members also commented that whilst it was the West Sussex Economic Partnership that had formed this Group, it was hoped that all business and industries in the Gatwick sub-region were involved, including input from the Surrey Local Authorities and Chambers of Commerce. Mr. Kilford, West Sussex County Planning Officer, confirmed that he would advise the Business Group of the Committee's comments. The Chairman also asked if Lt. Col. Pemberton could keep the Committee informed of the work of the Business Group.

## Control of Ground Noise

88. With reference to minute no. 80, Dr. Godfrey also informed the Committee that a response had been received from the Department for Transport regarding the issue of enforcement in the control of airport ground noise. Members noted that the Secretary of State did not propose to impose detailed ground noise regulations at Gatwick, nor at any other specific airport, or to extend the provisions of the current air navigation Order. The Department also recognised that BAA Gatwick was making serious and concerted efforts to control ground noise from existing facilities, and that if there was evidence of serious failure of the present arrangements, then the matter could be reviewed. The Committee agreed that BAA Gatwick was committed to mitigating the effect of ground noise from airport activities at present. However, there was a loophole in the current legislation which ought to be addressed. It was agreed therefore that the Chairman would be asked to pursue the matter further at the annual meeting of Airport Consultative Committee Chairmen and Secretaries.

## NATS 4000ft Vectoring Trial

89. Reference was made to minute 71, and the trial being undertaken by National Air Traffic Services Limited to increase the vectoring height of aircraft from 3,000ft. to 4,000ft. on some of the standard instrument departure routes out of Gatwick. Mr. Cato reported that the results of this trial were expected at the end of February.

## General Purposes Sub-Committee

90. Resolved – That the minutes of the meeting of the General Purposes Sub-Committee held on 9<sup>th</sup> January, 2003, be received and noted (copy attached to the signed minutes).

## Ground Run Pen

91. Members noted the current position with regard to the specific planning applications BAA Gatwick had submitted to Crawley Borough Council. Particular reference was made to minute 46 and the consideration of the ground run pen application. Mr. Lockwood informed the meeting that BAA Gatwick was still looking at the specifications for the ground run pen and, in the light of the observations that had been received, the location of the development was being re-examined.

## Airport Related Car Parking Survey

92. With regard to minute no. 49, the Committee noted the views of the General Purposes Sub-Committee on the airport-related car parking survey which had been undertaken by Surrey County Council. Mr. Kendall, representing Horley Town Council, agreed with the Sub-Committee's views and felt that the issue should be looked at again during the more busy holiday season.

## THE FUTURE DEVELOPMENT OF AIR TRANSPORT IN THE UK: SOUTH EAST CONSULTATION DOCUMENT

93. The Committee considered a report by the Honorary Secretary giving details of the outcome of the Judicial Review by Essex, Kent and Medway Councils, on the exclusion of options for Gatwick from the Government's consultation paper (copy attached to the signed minutes). The Chairman advised that the local community was surprised and disappointed with the Judge's decision, especially as the inclusion of options for a second runway at Gatwick reintroduced the prospect of blight and anxiety for the local communities around the airport.

94. It was noted that the Government had decided not to appeal against the judgement and as a result, the consultation process had been extended. A further South East consultation document including one or more new runway options at Gatwick, would be published, hopefully, by the end of February, 2003. There would again be a four month consultation period.

95. Dr. Godfrey informed members that if the further consultation document was published by the end of February, it might mean that additional meetings of the General Purposes Sub-Committee and the Consultative Committee would need to be arranged to consider in detail the options and the Committee's response to the consultation.

96. Dr. Godfrey also reported that a letter had already been sent to the Department for Transport inviting them to give a presentation to the Consultative Committee as soon as possible following the publication of the revised consultation document. The DfT had already confirmed that they were happy to accept, in principle, the invitation to give a presentation and it was suggested that the presentation should take place on 10<sup>th</sup> April, 2003, to follow the ordinary business of the Committee scheduled on that day. The Committee agreed with the proposed date.

97. The Committee also noted that Dr. Godfrey had raised the issue of the venue of the public exhibition with the DfT and the Committee's previous comments about the location of the exhibition which was held last September had been passed to the DfT. The DfT had confirmed that a further public exhibition in the vicinity of Gatwick would be held, and that they would liaise with BAA Gatwick, Laura Moffatt MP and Crawley Borough Council on suitable venues. The Committee noted that the General Purposes Sub-Committee had recommended that the public exhibition be held at an hotel at the airport. Mr. Cato advised that the issue of free car parking at the airport could be looked at.

#### AIRPORT COMMENTARY

98. 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. Cato reported that passenger traffic figures for the last three months of 2002 continued to show improvement. However, for the calendar year January to December, 2002, Gatwick's traffic fell by 5.1% overall compared to the previous year from 31.1m passengers per annum to 29.52m passengers per annum. Tour operator bookings for 2003 were down compared to the same period last year.

99. Mr. Cato was pleased to report that the Jobs Fair taking place on the 30<sup>th</sup>/31<sup>st</sup> January, had been well attended. BAA Gatwick had already started its security recruitment campaign and initial signs were encouraging with more than 5,000 requests for application packs being despatched so far. The Committee wished BAA Gatwick well in their recruitment campaign.

100. The Committee was pleased to note the progress which had made on the Fastway project and that the airport section of the project was due to commence in March, with completion anticipated in July, 2003. Members also noted that a Fastway project website had been launched.

101. Mr. Cato also advised members that the Gatwick Airport Community Trust was now seeking applications for its next round of grants. The deadline for applications was 21<sup>st</sup> March, 2003 with awards being made in May.

#### PASSENGER SERVICES SUB-COMMITTEE

102. The Committee considered a report by the Chairman of the Passenger Services Sub-Committee in respect of the meeting on 5<sup>th</sup> December, 2002 (copy attached to the signed minutes). Mr. Pixley, in introducing his report, advised that following the experiences of the last summer season, BAA Gatwick had introduced a number of changes to passenger services. The Sub-Committee was encouraged by these changes and lent its support to the Customer Service Strategy which Ms. Neighbour, Customer Service Director, was implementing. It was hoped that the BAA plc Board would support her initiatives and would provide the necessary funding to secure the implementation of the Strategy.

103. In delivering the Customer Service Strategy, BAA Gatwick was in the process of identifying work streams for individual Managers to take responsibility and progress with their team. The next stage was to consider in detail the way forward on the various work

streams, processes and timescales. The Sub-Committee had been invited to input to this process and BAA Gatwick was hosting a special workshop for members of the Sub-Committee on 4<sup>th</sup> February, to examine in detail the processes that need to be adopted.

104. Ms. Neighbour expressed her thanks to the Passenger Services Sub-Committee in helping to move the initiative forward, particularly in the review of the last summer season. BAA Gatwick had looked at the problems of last summer and had gained a better understanding of the root causes. The next stage in the process was to ensure that all basic standards were in place to give an operational platform for the business, and to consistently deliver high quality customer service.

105. Mr. Pixley also advised that a number of the changes being seen at Gatwick were being driven by the CAA and the proposal to introduce a quality of service element in the charging regime.

#### CAA QUINQUENNIAL REVIEW OF BAA LONDON AIRPORTS – FINAL PROPOSALS

106. The Committee received and noted a report by the Honorary Secretary on the final proposals of the CAA following the recommendations of the Competition Commission (copy attached to the signed minutes). Members also noted that as a response to the final proposals was required by 10<sup>th</sup> January, the General Purposes Sub-Committee, at its meeting on 9<sup>th</sup> January, considered and approved the response to the consultation.

107. Members noted the changes from the CAA's original proposals in that it was now proposed, following the recommendations of the Competition Commission, to continue with the current 'single till' approach and to pursue service quality by way of a rebate system to the airlines. In respect of service quality being included in the regulatory regime, the Committee noted that the Passenger Services Sub-Committee would have an important role in ensuring that those passenger services not currently included in the proposed rebate system, continued to be of a high quality.

108. Mr. Cato referred to the public interest findings of the Competition Commission and reassured members that BAA was not found to be in breach of any condition or legal agreements, and that a number of the issues raised by the Competition Commission referred to Heathrow Airport. BAA plc was currently addressing the issues raised by the Competition Commission and that the BAA Gatwick Customer Service Team would not lose sight of those other areas of passenger service not covered by the regulatory regime.

#### BAA PLC'S BUSINESS PRIORITIES AND THE ROLE OF GATWICK MR. MIKE CLASPER, DEPUTY CHIEF EXECUTIVE, BAA PLC

109. Mr. Clasper outlined BAA plc's current priorities, leaving aside safety and security as of bedrock importance, with service quality being the key priority together with the infrastructure that was needed in the future to enable the airport industry to grow and improve. He emphasised the value of BAA's stakeholders and stated that BAA plc could only grow with the support of its various stakeholders.

111. The current initiative of "clean, working and friendly", was an important issue for BAA plc and the key aim was to ensure all BAA airports were working efficiently and effectively. BAA had to address many issues from way finding throughout its airports, with efforts being concentrated on increasing the human touch, to queuing at both check-in and security. As regards security, he explained that post September 11<sup>th</sup> there were many consequences for BAA with the heightened security measures. BAA was to increase staffing levels (an extra 400 security staff for Gatwick), provide more up to date technology and complete the implementation of the physical segregation of passengers along the piers. The costly security segregation works on Piers 2 and 3 were a priority, particularly Pier 3, where the transit also required replacement.

112. Mr. Clasper explained that BAA had learnt a lot from the T5 experience, and that the environmental impacts could not be ignored. However, transport links to the global market were crucial and should not be overlooked. BAA plc therefore had to take the lead in reducing the impacts on the communities around airports, and there was a need to follow the models of the Gatwick and Stansted agreements and have dialogue with stakeholders regarding mitigation and compensation measures.

113. Runway capacity in the South East for BAA was a big issue, particularly as at peak times all of BAA's South East runways were at capacity. BAA was looking at spreading the peak, and there was a need to make more efficient use of existing capacity. Terminal 5 was therefore important in making best use of runway capacity. He referred to the Government's estimation of possible passenger throughput of 46m passengers per annum for Gatwick which he considered to be high for expansion as a single runway airport. He agreed that first the best use should be made of existing runways together with regional capacity. He believed that regional airports would continue to grow for short haul traffic but long-haul point to point operation would continue to be from the main three London airports. There was a need therefore for the Government to recognise that the South East must be accessible from the regions to provide the links to the global market.

114. He referred to the passenger forecast figures provided by the Government, and confirmed that BAA's forecasts were similar to those published in the SERAS documentation. This would mean that two or three more runways were needed in the South East over the next 30 years, and that options for Gatwick should be considered in the forthcoming White Paper. He emphasised however that BAA plc would stand by the 1979 legal agreement, although additional runway capacity at Gatwick could be an option after 2019. He outlined the advantages of providing another runway at Gatwick, particularly as the surface access impact was better than some of the other options that had already been put forward by the Government. He also felt that when balancing the environmental impacts with the advantages of another runway, Gatwick came out well.

115. The Committee thanked Mr. Clasper for providing such an open presentation. The discussion first centred on the concept of clean, working and friendly. Mr. Pixley confirmed the Passenger Services Sub-Committee support for this concept and members were encouraged by the service quality improvements being made at Gatwick Airport, although he recognised these were being driven by the CAA and the introduction of a service quality element in the regulatory regime. In respect of those services where BAA did not have sole responsibility, Mr. Pixley asked how BAA would encourage its business partners to match the service quality standards BAA Gatwick would like to see across the

airport community as part of the clean, working and friendly initiative. Mr. Clasper acknowledged that this would be a challenge, but it was hoped that the vast majority of business partners would sign up to clean, working and friendly. As the core issue was to provide a consistent level of high quality service, BAA would first achieve this in those areas where it had sole responsibility before encouraging others to follow suit. The greatest challenge would be encouraging the ground handlers to sign up to clean, working and friendly, as over the years the industry had driven the cost of the service down to an unrealistic level, resulting in some service standards not being met. BAA therefore wished to lead by example.

116. The issue of Gatwick's future and runway capacity was discussed further with Mr. Clasper. Members emphasised that the unique partnership approach at Gatwick had worked extremely well over recent years and wished for this partnership working to continue. The local community was proud to have Gatwick on its doorstep, although there was now much uncertainty about Gatwick's future in the light of the outcome of the Judicial Review, which had reintroduced the prospect of blight and anxiety. Members fully recognised that Gatwick had an important role in the success of the regional economy, and was the South East's region's international gateway. However, the benefits of providing another runway at Gatwick to the regional and national economy needed to be weighed against the damaging environmental and community impact. There was much concern about the increased noise levels, both on and off airport, air quality issues and surface access impacts, that an additional runway would bring. Some members of the Committee did not agree with the assumption that Gatwick fared well with regard to surface access, compared with other options being considered as part of the SERAS consultation, and stressed that the strategic road and rail networks were at capacity during peak times. As regards air quality issues, it was pointed out that the current SERAS documentation had stressed that in the case of options for Gatwick, the EU air quality limits would be exceeded.

117. Members also felt that if Gatwick were to be developed as a two runway airport, the growth associated with that would mean extra jobs in an area of low unemployment and high cost housing, an area where housing land was in short supply and infrastructure and car parking provision overstretched.

118. Mr. Clasper reassured the Committee that BAA was well aware of the blight issues and that BAA, together with its stakeholders had a collective role to put pressure on the Government to be decisive on the issue of where airport capacity should be met over the next 30 years. Surface access issues were the same for all airports and the challenge for airport operators and the Government was to drive forward public transport initiatives, with the aviation industry paying its fair share for schemes. Innovative bus schemes would be needed to encourage staff to access the airport via public transport, and some such schemes were already being put in place at the BAA London airports. As regards the railway network, BAA was trying to work with the Strategic Rail Authority and train operating companies to identify and implement improvements to the network and on the hours of operation of the train services. He recognised that modal split targets would be challenging, particularly as the nature of the business was changing in the light of the introduction of the no-frills carriers.

119. As regards jobs and the economy, Mr. Clasper explained that BAA had an apprenticeship programme in place to develop staff for a wide range of jobs across the airport's activities. In the case of general economic activity in the vicinity of the airport, many businesses had located in the area because of the airport and the links it provided to the international market. It was however up to the Government to consider where it wished to encourage further economic activity around the London area.

120. Mr. Clasper added that in respect of Gatwick, after 2019, if a further runway was to be provided, then BAA would need to be innovative in attracting the workforce and the focus would be on attracting workers from deprived areas. As regards air pollution, this was a significant concern for the industry as a whole, and much work was being done to examine, in particular, NOX emissions. Mr. Clasper stressed however that BAA would not drive activities that would exceed the EU levels for air quality. The Government's figures contained in the SERAS documentation had shown air quality impacts in connection with options for Gatwick, but he considered the Government's figures were based on immature modelling techniques. There were technological advances being made which had shown that improvements in ground performance could be optimised to reduce emissions.

121. In response to a question on BAA's choice of options in relation to Gatwick, Mr. Clasper advised that ideally decisions should be made based on minimising the impact for the most gain in runway capacity. Should the Government decide that an additional runway were to be provided at Gatwick, he hoped that BAA could work in partnership with the local community and other stakeholders and come to an agreement on the best balance and approach to the development prior to 2019, so that everyone was aware of Gatwick's future. The benefits of providing additional capacity and the regional and national economy, against the environmental impact and infrastructure requirements, needed to be considered very carefully, although from the information already available, a close parallel runway to the south of Gatwick would probably be the most feasible option. However, this was for the Government to decide.

122. Reference was made to the Sustainable Development Strategy and BAA's Capital Investment Programme. The Committee wished to be reassured that BAA plc would continue to ensure Gatwick received the necessary investment to fulfil its development obligations set out in the Sustainable Development Strategy and legal agreement. Mr. Clasper advised that BAA's Capital Investment Programme was challenging and it was likely that the CAA's final proposals for the price caps on the BAA London airports would enable the investment programme to be carried forward. He confirmed that £1bn had been allocated to Gatwick, and the way in which that was delivered at the airport may change to that originally envisaged. There were rising costs of the security segregation works required and Piers 2 and 3 at Gatwick were a priority. It was also hoped that the project for Pier 6 could also be commenced. However, with the introduction of the no-frills carriers at Gatwick, there was a need to ensure that the most effective and efficient use was made of the airport's facilities. It could mean, therefore, that due to the nature of the no-frills carriers' operations, BAA Gatwick may not need to develop stand capacity at the rate originally anticipated and this was currently subject to further discussion.

123. The Chairman thanked Mr. Clasper for his presentation and for debating openly and honestly the future of the airport and its investment priorities.

## AIRCRAFT NOISE AND MONITORING ADVISORY COMMITTEE (ANMAC)

124. The Committee received a report by Mrs. Sewill on the meeting of ANMAC held on 2<sup>nd</sup> December, 2002 (copy attached to the signed minutes). Members' attention was drawn to the study by the Environmental Research and Consultancy Department of the CAA (ERCD) which had suggested that the further reduction in the daytime limits would only be minimal as any larger reduction would not be feasible because a large number of Chapter 3 aircraft (mainly Boeing 747s) would be caught. The night-time limit could be reduced only if QC4 departures were banned during the night hours. The study had however recommended a trial which was to take place at Gatwick, to assess whether it would be feasible to introduce a differential limits scheme.

125. The Chairman referred to the Government's consultation on the night noise restrictions, which had been delayed due to the Judicial Review into the SERAS consultation and the European Court of Human Rights Night Flights case. The Chairman asked the Department for Transport representative whether any decision had yet been made on when the consultation was likely to be published. Ms. McWatt advised that the Department intended to publish shortly a consultation paper. No date had yet been given.

## FLIGHT EVALUATION UNIT COMMENTARY

126. 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 Group's meeting on 9<sup>th</sup> December, 2002 (copy attached to the signed minutes).

127. Members were pleased to note that in the period October-December, 2002, there had only been two infringements of the departure noise limits during the night-time period, and no infringements during the day-time. Members were also pleased to note the continual improvement in the achievement of continuous descent approach, both during the day-time and the night-time period.

128. As regards the night movements and quota usage, members noted that there had been a reduction in the number of movements and quota count usage which had been mainly due to the downturn in traffic since September 11<sup>th</sup>. The high number of early arrivals (i.e. those aircraft which landed before 6.00 a.m. that were scheduled to land after 6.30 a.m.), was to be referred to the Slot Performance Committee for examination.

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

129. The Committee received and noted a report by Crawley Borough Council's Director for Environment and Housing on planning applications determined in respect of Gatwick since the date of last meeting (copy attached to the signed minutes). Members noted that the planning applications for alterations to highway kerblines were in connection with the Fastway project.

## DFT PRESS RELEASE – SINGLE EUROPEAN SKY AGREEMENT

130. The Committee received and noted a press release issued by the Department for Transport on the agreement reached to create a Single European Sky (copy attached to the signed copy of the minutes).

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

131. The Committee noted the dates of the next meetings of the Consultative Committee as follows:-

Passenger Services Sub-Committee	-	Thursday, 27 <sup>th</sup> February, 2003 at 2.00 p.m.
General Purposes Sub-Committee	-	Thursday, 20 <sup>th</sup> March, 2003 at 10.00 a.m.
Consultative Committee	-	Thursday, 10 <sup>th</sup> April, 2003 at 2.00 p.m. (re-arranged from 17 <sup>th</sup> April).

CHAIRMAN