

GATWICK AIRPORT CONSULTATIVE COMMITTEE

Minutes of the Consultative Committee held on 31st January, 2008.

Present: Dr. J. Godfrey (Chairman)

Mr. W. Acraman	-	West Sussex County Council
Mr. P. Barclay	-	Environmental and Amenities Group
Mr. K. Blake	-	Crawley Borough Council
Mr. G. Blundell-Pound	-	International Air Carriers' Association
Mr. K. Brockwell	-	Crawley Borough Council
Mrs. S. Gray (substitute)	-	Horsham District Council
Mr. P. Hall	-	Passenger Representative
Mr. C. Hersey	-	Mid Sussex District Council
Mr. M. Hudson (substitute)	-	London Chamber of Commerce and Industry
Mr. R. Jones	-	Tandridge District Council
Ms. I. Knox	-	BATA
Mr. G. Larcombe	-	Horley and District Chamber of Commerce
Mr. M. Miller	-	Reigate and Bansted Borough Council
Mrs. M. Myland	-	Surrey County Council
Dr. R. Olliver	-	Horley Town Council
Lt. Col. T. Pemberton	-	West Sussex County Council
Mr. E. Redfern	-	ABTA
Mr. A. Rice (substitute)	-	Rusper Parish Council
Mrs. D. Ross-Tomlin	-	Surrey County Council
Mrs. H. Sewill	-	Charlwood Parish Council
Mr. R. Thomas	-	East Sussex County Council
Mr. J. Woodward-Nutt	-	WHICH?

Also present:

Mr. A. Flower - Managing Director, BAA Gatwick
Mr. T. Lockwood - Head of Corporate Responsibility, BAA Gatwick
Mr. R. Norman - Environmental Strategy and Stakeholder Manager, BAA Gatwick
Mr. F. Evans - Department for Transport
Mr. M. Kendall - Honorary Secretary
Mrs. P. Street - Assistant Secretary

Apologies for absence were received from: Mrs. Denman, Mrs. Kitchen, Mr. Saunders, Mr. Taylor and Mrs. Howell.

MINUTES

74. Resolved – That the minutes of the meeting held on 11th October, 2007 be approved as a correct record and that they be signed by the Chairman.

General Purposes Sub-Committee

75. The Committee noted the unconfirmed minutes of the meeting of the General Purposes Sub-Committee held on 10th January, 2008 (copy attached to the signed minutes).

76. Members noted a correction to minute no. 64 which should have stated "Particular reference was made to the existing commitment relating to the number of pass holders at the Povey Cross entrance and it was hoped that there would not be any relaxation of that commitment".

NETWORK RAIL – GATWICK STATION REDEVELOPMENT

77. Mr. Curtis, Sussex Route Enhancement Manager, Network Rail, updated the Committee on the redevelopment proposals for Gatwick Station (copy of presentation attached to the signed minutes). Mr. Curtis advised that Network Rail had consulted widely on options for the track layout and station concourse and that there was much support for the redevelopment proposals. He outlined the preferred option for the track layout which involved the remodelling of the track with an additional platform which although would be disruptive would provide much needed additional capacity. This would involve widening and relocating platforms 5 and 6 and creating a new platform 7.

78. In terms of the station concourse, four options had been considered and the preferred option was for a new concourse incorporating the space currently occupied by the airport's link bridges, and the creation of a transport interchange. This option would be compatible with all the track options under consideration. Opportunities also existed to provide multi-modal information desks and the provision of self-service airline check-in on the station.

79. The Committee was pleased to note that the detailed feasibility work was now under way and that BAA was involved in the project team reviewing progress on the project. As regards funding, detailed discussions were to commence shortly once the feasibility work had progressed further and estimates were known. Members congratulated Network Rail for keeping the project on programme and noted that the selection of the preferred option would be agreed during April 2008 and, subject to funding being in place, outline planning approval would be sought during October 2008. It was hoped construction could start during spring 2009 for completion in early 2012.

80. Mr. Flower confirmed that BAA Gatwick welcomed the positive partnership working with Network Rail and had agreed with airlines that it would invest in the South Terminal's forecourts and the access to the terminal, working closely with Network Rail on linking the project with that for the Rail Station. He was pleased to advise that the resident airlines at Gatwick were very positive about the proposed scheme and that they recognised the importance of making the necessary investment.

81. The Chairman thanked Network Rail for the presentation and asked that the Committee be kept informed of the progress being made on the project. Mr. Curtis and Mr. Chapman noted the Committee's request to involve the Passenger Services Sub-Committee in discussions at the detailed design stage.

REVIEW OF CONSULTATIVE COMMITTEE

82. The Committee considered a paper by the Chairman setting out a number of proposals for change and improvement to the Committee's structure and way of working (copy attached to the signed minutes). The Committee noted the outcome of the survey of members and their organisations and that there was overall satisfaction expressed by the majority of respondents about the way GATCOM currently worked. However, there was some concern that a better balance might be struck between community/environmental and economic/consumer interests, both in terms of the membership of the Committee and in the business discussed at meetings. It was therefore proposed to alter the membership of the Committee so that there was a greater equity of representation both amongst the local authorities and between the local authorities and the other interests represented on the Committee.

83. The Chairman explained that in the interest of fairness, it was proposed to restrict the membership of the Committee to one member and one nominated substitute per organisation but some members of the Committee expressed concern about the implications of that proposal for those authorities that currently held two or three seats. Representatives from both Surrey County Council and Crawley Borough Council expressed grave concern about restricting the number of seats they currently held and

emphasised the importance of retaining their seats in view of the various responsibilities their authorities had. The Chairman reassured the local authorities that it was not a question of their losing representation on the Committee and that there was no intention to diminish the role of local authorities in the work of GATCOM. The proposal to raise the role and profile of nominated substitutes would help address concerns about member attendance, expertise and knowledge. In view of the serious concern of the representatives from Surrey County Council and Crawley Borough Council, it was agreed that the proposal to restrict membership to one member and nominated substitute per organisation should be trialled for a period of one year. It was also suggested that the General Purposes Sub-Committee consider further details of how the implications of the membership changes for affected organisations can be addressed.

84. The Committee considered the proposed new membership list and there was much support for offering membership to Kent County Council, a representative from a regional tourism interest and the proposed change to airline representation. It was noted with regret that Horley and District Chamber of Commerce would lose its seat on the Committee to accommodate broader business representation. Mr. Larcombe (Horley Chamber) advised that although the Chamber was naturally disappointed about the prospect of losing their seat, it understood the rationale behind the proposal to seek broader business representation. He sought reassurances that the Chamber would continue to be included on the circulation list for GATCOM agenda papers so that they could keep abreast of airport issues.

85. A few members queried the proposal to offer membership to SEEDA. BAA Gatwick advised however that a representative from SEEDA could potentially add great value to the deliberations of the Committee particularly in view of the fact that Gatwick had a key role in the regional economic strategy. It was also questioned whether the increase in regional economic/business representation on the Committee should be balanced by a regional environmental interest such as the CPRE. This suggestion was noted and would be kept under review.

86. Resolved – That:

- (1) The Committee approved:
 - (a) the proposals for change set out in Appendix 1 of the Chairman's report provided the restriction of membership to one member and one nominated substitute per organisation represented on the Committee be trialled for a period of one year and then reviewed;
 - (b) the proposed membership list set out in Appendix 2; and
 - (c) the suggested programme for implementation set out in paragraph 3.2 of the Chairman's report.
- (2) The Secretariat invites written nominations for the position of Vice-Chairman in advance of the next meeting; and
- (3) A progress report on the implementation of the proposed changes be given to the next meeting of the Sub-Committee.
- (4) The General Purposes Sub-Committee consider further details of how the implications of the membership changes for affected organisations can be addressed.

AIRPORT COMMENTARY

87. 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). The

Committee noted that Gatwick was now handling around 35 million passengers per annum which was a growth of 2.7% over the same period the previous year.

Capital Investment

88. Mr. Flower also reported that BAA Gatwick had completed the consultation programme with airlines on Gatwick's capital investment programme as part of the CAA's price review process. Members were pleased to note that BAA Gatwick planned to invest £873m over the next five years period, with investment concentrating on the redevelopment of the South Terminal to improve the passenger experience and expansion of the North Terminal as set out in the airport master plan. He would report on BAA Gatwick's capital investment programme at the meeting of the Committee in July.

Security Search

89. The Committee congratulated BAA Gatwick on the improvement to security queuing times during November and December 2007 particularly over the busy Christmas and New Year period. Members were also pleased that BAA Gatwick had achieved its service quality rebate targets for security queuing in both terminals for December.

90. Mr. Flower also reported that Gatwick was continuing with the restriction of one item of hand baggage per person in both terminals. Work was however under way to increase the number of security lanes to accommodate the implementation of the new baggage restrictions before the school holidays in April (ahead of the DfT's required implementation date). Members were however pleased to note that the relaxation of the one bag rule for flight transfer passengers would be effective in both terminals from 11th February. The Committee also commented on the varying baggage allowance policies operated by the different airlines which added to confusion amongst passengers.

BAA's Simplification Programme

91. Mr. Flower referred to BAA's simplification programme and it was noted that implementation of the final structure was planned for June 2008. He hoped however to provide further detail on BAA Gatwick's structure at the next meeting of the Committee. The Chairman reassured members that he had at every opportunity raised the concerns of the Committee with the Managing Director as well as the Chief Executive of BAA and that he had been assured that account of the Committee's relationship with BAA Gatwick had been taken into account in developing the proposed new structure.

Parliamentary Debate on the Future of Gatwick Airport

92. Reference was made to the debate in Parliament, led by Laura Moffatt, MP, about Gatwick's future. It was highlighted that although the Government's position in relation to airport development at Heathrow and Gatwick was as set out in the Air Transport White Paper, the safeguarding of land around the airport would remain in place for a considerable period of time.

Toilet Facilities

93. Reference was made to the article in The Times on 2nd January, 2008, about the condition of the toilet facilities at the airport. The Committee noted that members of the Passenger Services Sub-Committee had recently taken part in a review of 'fix the basics' and that it had been observed that cleaning throughout the airport had significantly improved over the past few months. It was highlighted however that an area in need of improvement was the terminal forecourts where many passengers and users tended to smoke and litter the area. BAA Gatwick noted the need for a more intensive cleaning regime in these areas.

PASSENGER SERVICES SUB-COMMITTEE (PSSC)

94. The Committee received a report from the Chairman of the PSSC on the key issues discussed at its meeting on 7th December, 2007 and of the other activities the PSSC has been involved in (copy attached to the signed minutes). Mr. Hall reported that the PSSC had, that morning, met Border and Immigration Agency (BIA) staff to view and discuss their operation at the airport and the issues of concern, in particular passenger processing times and the use of the IRIS technology. The possibility of expanding the opening times of the IRIS Registration Units at the airport was discussed as this could help ease queuing times during busy periods. However, operating the IRIS Registration Unit required two BIA Officers to be present and given current staffing levels, it was not possible to do this at the peak times of the day when staff were needed to man the border entry desks. Mr. Hall also explained that there had been problems with the IRIS machines and but there were a number of technological advancements in hand. Mr. Hall enquired about the outcome of the Committee's approach to the Minister for Border and Immigration seeking additional resources. Mrs. Street advised that no response had yet been received and that a further approach had been made.

95. Mr. Hall was pleased to report that as a result of placing advertisements to fill the vacancies on the PSSC, 35 applications had been received and an interview process would take place over the next few days. It was hoped that new members would be recruited in time for the next meeting in April.

96. Reference was made to the presentation given by Southern to the PSSC on the proposals for the Gatwick Express service. Members highlighted the need to maintain pressure on Southern to retain a dedicated airport express service and that it was hoped that the proposed extension of services to the South Coast in peak hour times would be a short term measure. Mr. Jones (Tandridge District Council) highlighted the concern of the District Council about the loss of the Gatwick–Tonbridge service as part of the timetable changes. Mr. Ashley, Transport Strategy Manager, BAA Gatwick, advised that BAA Gatwick was also concerned about the loss of this important service and confirmed that BAA had raised the issue with the DfT and Southern direct.

97. The signage for Fastway services from within the airport terminal buildings remained an area of concern. Mr. Hall agreed that the PSSC would look at the signage issues.

GATWICK AIRPORT INTERIM MASTER PLAN AND LEGAL AGREEMENT – MONITORING REPORT FOR THE PERIOD ENDED 31ST MARCH, 2007

98. The Committee considered a paper by the Technical Adviser on the outcome of the verification process undertaken by the independent environmental consultant, Bureau Veritas (copy attached to the signed minutes). The Committee noted that of the 25 commitments/obligations audited, 18 were found to be on track to be achieved within the time frames stipulated. However, three of the audited commitments – two relating to air quality and one relating to ground noise – had been highlighted as requiring attention and the auditors had made recommendations to BAA Gatwick. Some members were most concerned that the delivery of these important commitments was not on track and hoped that in the review of the commitments precise and measurable targets would continue to feature in the future, particularly in relation to the preferential use of stands during the night quota period. The Committee sought assurances therefore that BAA Gatwick would take forward the recommendations of the independent verifier at the earliest possible time.

99. Resolved – That:

- (1) the Consultative Committee notes the outcome of the monitoring process and urges BAA Gatwick, West Sussex County Council and Crawley Borough

Council to take forward the measures recommended by Bureau Veritas;
and;

- (2) West Sussex County Council and Crawley Borough Council be asked to keep the Consultative Committee informed of the outcome of their discussions with BAA Gatwick on the identified areas of concern set out in paragraph 4.1 of the Technical Adviser's report.

INTERIM AIRPORT MASTER PLAN – FINAL LIST OF COMMITMENTS

100. The Committee received a paper by BAA Gatwick giving details of the final list of commitments prepared in consultation with the Gatwick local authorities (copy attached to the signed minutes). The Committee also considered a supplementary paper by BAA Gatwick highlighting the importance of two areas of ongoing work – the production of action plans specifically referred to in several of the commitments and the potential content of a future Section 106 legal agreement. The Committee fully supported the consultative arrangements between the local authorities and BAA Gatwick and of the progress that had been made to date. The Chairman advised that there was some concern that the new commitments as currently drafted did not clearly define measurable targets and sought reassurance that there would be mechanisms put in place to ensure that the commitments were capable of being monitored and progress tracked. Mr. Lockwood advised that the key commitments under the new approach would specify that BAA Gatwick would produce an action plan for most topic areas, identify particular initiatives to be pursued as a means of managing a particular matter, and review the action plans every three years. He emphasised the importance of not under valuing the effectiveness of the action plans to be developed.

101. Mr. Lockwood also highlighted that BAA Gatwick wished to explore with local authorities ways of improving the current monitoring procedures which would enable the independent verifier to scrutinise the content of the action plans and possibly undertake in its entirety the selection of commitments and obligations for verification rather than in part by the local authorities and BAA Gatwick. The Consultative Committee urged the local authorities to carefully consider the suggestions being made by BAA Gatwick about the future monitoring and verification process.

102. Reference was made to the existing commitment for BAA Gatwick to provide a ground run pen and members enquired how this commitment would be taken forward in the new list of commitments. Mr. Lockwood advised that BAA Gatwick was alert to the issue of noise disturbance caused by engine testing and confirmed that it was still the intention that the future management of engine testing would feature in the discussions for the new legal agreement.

103. Members sought clarification as to whether there was a proposal to develop an action plan relating to the management and mitigation of noise. BAA Gatwick confirmed that an action plan was being developed and that they were also required under European legislation to provide an action plan to accompany the strategic noise map recently published by Defra.

104. The Committee particularly welcomed the inclusion of a section to address climate change but there was some concern about the general nature of the wording of the commitment in that it gave no specific target or action. There was a need to develop a benchmark figure so that meaningful targets to manage/reduce of emissions at the airport could be developed. Members noted that this was an issue that had been raised at the General Purpose Sub-Committee and that a paper on the progress being made in Europe on the Emissions Trading Scheme was to be produced by the Technical Adviser in partnership with the airlines representatives. The Committee was advised that much work had been undertaken by the Sustainable Aviation Group on this issue and details had been included in its progress report. It was agreed that details of the progress report would be circulated to all members of the Committee.

ATTITUDES TO NOISE FROM AVIATION SOURCES IN ENGLAND (ANASE) STUDY

105. The Committee received a paper by the Secretariat summarising the results of the ANASE study (copy attached to the signed minutes). Members noted that there remained material differences of view between the Study Team and the peer reviewers on the robustness and interpretation of the study findings and that further work was to be undertaken by the DfT's Aircraft Noise Monitoring Advisory Committee. Mr. Evans, DfT, would give a further update on the work of ANMAC following its next meeting on 13th March, 2008.

AIRCRAFT NOISE MONITORING ADVISORY COMMITTEE (ANMAC)

106. The Committee considered a paper by Mrs. Sewill summarising the issues considered at the meeting of ANMAC held on 13th December, 2007 (copy attached to the signed minutes). She advised that the ANASE study had highlighted that noise was still a serious issue and problem for people living close to airports underneath the flight paths. Although aircraft had become quieter over recent years, it appeared expectations were higher and people were more annoyed. She highlighted therefore that consideration needed to be given to the contours used for identifying the level at which noise constituted a significant level of noise intrusion.

107. Mrs. Sewill drew the Committee's attention to the publication by Defra of the strategic noise map for Gatwick Airport. The next step was for an airport noise action plan to be prepared by BAA Gatwick but Defra had yet to consult on the draft guidance. She clarified that the airport noise action plans required by the Environmental Noise Directive were completely separate from those action plans currently being developed by BAA Gatwick to sit alongside the airport master plan. Mr. Evans, DfT, advised that Defra was intending to consult on the draft guidance in the very near future. The intention was that the action plans were to be produced following consultation with local communities and it was likely that airport consultative committees would have a role in that process. Members expressed concern about the delay in Defra publishing the draft guidance and recognised that in order to meet the European deadlines BAA Gatwick needed to undertake a significant amount of work within a very short timescale. It was also unclear as to who would be responsible for enforcing the requirements of the noise action plan and this needed to be clarified in the guidance. Mr. Evans was asked to pass on the concerns of the Consultative Committee to Defra.

FLIGHT EVALUATION UNIT(FEU) REPORT

108. The Committee considered the quarterly report of the FEU together with the key messages arising from the recent meetings of NATMAG and the Ground Noise Committee (copy attached to the signed minutes). Members noted the new style of the report which provided a much clearer explanation of noise and track keeping issues. Mr. Norman asked members to provide feedback on the report to either the Secretariat or the FEU.

AIRPORT'S PRICE CONTROL REVIEW – CAA CONSULTATION ON PROPOSALS FOR HEATHROW AND GATWICK AIRPORTS

109. The Committee noted that on 20th November, 2007 the CAA published for consultation its price control proposals for Heathrow and Gatwick Airports and that these had been considered by the General Purposes Sub-Committee at its meeting on 10th January. As the deadline for responses was 21st January the Committee endorsed the response submitted by the General Purposes Sub-Committee (copy attached to the signed minutes).

CAA CONSULTATION – IMPROVING THE AIR PASSENGER EXPERIENCE

110. The Chairman reported that the CAA had invited the Consultative Committee to comment on a review it was undertaking at the request of the Government on the through-airport passenger experience (copy attached to the signed minutes). The Chairman explained that initial comments on the scope of the review were required to be submitted by 29th February but it was hoped that the Committee could participate in a number of the stakeholder sessions the CAA was to undertake during the coming months.

111. The Committee welcomed the opportunity to comment on this review but there was concern about the fact that the aims were unclear, the scope was narrowly defined and there was potential for the government to create a further league table of airport services. There was, therefore, a need to seek clarification on what the government was trying to achieve and there was a need to draw comparisons across a wide range of airports to establish trends in performance as well as costs. There was also concern about the prospect of the government/regulator getting involved in the setting of targets for performance and service. It was highlighted that different airlines, as well as different airports, catered for different sections of the market and offered various combinations of service/value according to their own place in the market. This needed to be borne in mind by the CAA.

112. In addition to this, it was felt that the review should encompass how passengers chose which airport they travelled from and whether they made informed choices for onward travel.

113. It was agreed, therefore, that an initial response on the scope of the review incorporating the concerns of members would be submitted to the CAA and that the Committee should be fully engaged in the review itself.

CRAWLEY BOROUGH COUNCIL DIRECTOR FOR ENVIRONMENT AND HOUSING'S REPORT

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

DATE OF THE NEXT MEETINGS OF THE CONSULTATIVE COMMITTEE AND ITS SUB-COMMITTEES

115. The Committee noted its next meetings as follows:

Passenger Services Sub-Committee - Wednesday, 2nd April, 2008 at 2.00 p.m.

General Purposes Sub-Committee - Thursday, 20th March, 2008 at 10.00 a.m.

Consultative Committee - Thursday, 24th April, 2008 at 2.00 p.m.

CHAIRMAN