

GATWICK AIRPORT CONSULTATIVE COMMITTEE

Minutes of the meeting of the Consultative Committee held on 24<sup>th</sup> April, 2008.

Present:

Dr. J. Godfrey (Chairman)

Mr. W. Acraman	-	West Sussex County Council
Mr. P. Barclay	-	Environmental and Amenities Groups
Mr. G. Blundell-Pound	-	International Air Carriers Association
Mr. K. Brockwell	-	Crawley Borough Council
Mrs. H. Clack (substitute)	-	Surrey County Council
Mr. P. Hall	-	Passenger Representative
Mr. C. Hersey	-	Mid Sussex District Council
Mr. A. Jones	-	Tandridge District Council
Mrs. E. Kitchen	-	Horsham District Council
Ms. I. Knox	-	British Air Transport Association
Mr. N. Maltby	-	Mole Valley District Council
Mr. M. Miller	-	Reigate and Banstead Borough Council
Dr. R. Olliver	-	Horley Town Council
Mr. A. Rice (substitute)	-	Rusper Parish Council
Mrs. D. Ross-Tomlin	-	Surrey County Council
Mrs. H. Sewill	-	Charlwood Parish Council
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 – Head of Corporate Responsibility, BAA Gatwick  
Mr. R. Norman – Environmental Strategy and Stakeholder Manager, BAA Gatwick  
Ms. S. Howells – Corporate Responsibility Project Manager  
Mr. F. Evans - Department for Transport  
Mr. M. Kendall - Honorary Secretary  
Mrs. R. Howell - Technical Adviser  
Mrs. P. Street - Assistant Secretary

Apologies for absence were received from: Mr. Blake, Mrs. Denman, Mr. Larcombe, Mrs. Myland, Lt. Col. Pemberton, Mr. V. Saunders,

RETIREMENT OF MRS HILARY SEWILL

116. Mr. Flower made a presentation to Mrs. Sewill to mark the occasion of her retirement after serving on the Committee for 29 years, 25 years of which she was elected as Vice-Chairman. Mr. Flower and the Chairman, on behalf of the Committee, paid tribute to her invaluable contribution to the work of the Committee, particularly the important contributions she made in raising awareness and understanding of the impact of aircraft noise on local communities. Members wished her well in her retirement.

RETIREMENT OF MR. MIKE KENDALL

117. The Chairman also informed the Committee that Mr. Mike Kendall, who had served as Honorary Secretary for 10 years, was also retiring. On behalf of the Committee, the Chairman paid tribute to the invaluable contribution Mr. Kendall had made to the work of the Committee. Members wished him well in his retirement.

## MINUTES

118. Resolved - That the minutes of the meeting held on 31<sup>st</sup> January, 2008 be approved as a correct record and that they be signed by the Chairman.

### General Purposes Sub-Committee

119. Resolved - That the draft minutes of the General Purposes Sub-Committee held on 20<sup>th</sup> March, 2008 be received and noted (copy attached to the signed minutes).

### UK Airport Carbon Dioxide Forecasts

120. Reference was made to minute no. 93 relating to the DfT's published forecasts for UK airport carbon dioxide emissions. It was noted that the DfT has identified that emissions from Gatwick were 4.8 million tonnes of CO<sub>2</sub> (13.8% of UK departure CO<sub>2</sub>) in 2005 rising to 5.4 million tonnes (9% of UK departure CO<sub>2</sub>) in 2030. It was noted that these figures did not include the radiative factor. The publication of the figures had provided an important benchmark figure but there was now a need to put the figure into context and to make comparisons with CO<sub>2</sub> emissions from other sectors/areas.

121. Reference was also made to minute no. 94 and it was hoped that BAA Gatwick would report on its activities in addressing climate change and reducing its emissions.

## ELECTION OF VICE-CHAIRMAN

122. Resolved – That Mr. Maltby be appointed as Vice-Chairman of GATCOM for the ensuing year.

## REVIEW OF CONSULTATIVE COMMITTEE

123. The Committee considered a report by BAA Gatwick and the Secretariat providing an update on the progress made on taking forward the changes following the review of the Committee, in particular the offer of membership to new organisations and the membership and terms of reference for the Sub-Groups (copy attached to the signed minutes).

124. The Chairman reported that following an invitation to SEEDA, the formal offer of membership had been accepted and he looked forward to welcoming Detlef Golletz, Head of Transport and Infrastructure, SEEDA, to the next meeting of the Committee.

125. Resolved – That:

(1) In respect of the membership of GATCOM:

- (a) the suggestion that representation be offered to South London Business and Tourism South East be endorsed; and
- (b) representation by an additional consumer protection organisation be further considered in a year's time when the impact of the change programme is reviewed.

(2) In respect of the GATCOM Steering Group (GSG):

- (a) the composition of the GSG as set out below be approved;

Proposed no. of seats (max. seats 13)

Chairman and Vice-Chairman  
Surrey County Council

x1

West Sussex County Council	x1
Surrey district councils	x2
West Sussex district councils	x2
Environmental and amenities groups	x1
Economic/business interests	x1
Passenger interests	x1
Airline interests	x2

- (b) in the event that the Vice-Chairman represents one of those interest groups set out above adjustments be made to the composition of the GSG (paragraph 3.4 of the report refers); and
- (c) the proposed terms of reference as set out in paragraph 3.5 of the report be approved.
- (3) In respect of the Passenger Advisory Group (PAG):
- (a) the Chairman, Vice-Chairman, and one representative from each of the following interest groups be appointed to serve on the PAG;
- Airlines
  - Consumer
  - Travel agents
  - Local authority
- (b) in the event that the Vice-Chairman represents one of those interest groups set out above adjustments be made to the composition of the PAG (paragraph 4.8 of the report refers); and
- (c) the terms of reference of the PAG as set out in paragraph 4.6 of the report be approved.
- (4) GATCOM members appointed to serve on BAA Gatwick's NATMAG and Ground Noise Committee nominate a lead member for noise issues and that member be appointed to serve as GATCOM's representative on the DfT's ANMAC;
- (5) The appointing process and role and responsibilities for the position of Vice-Chairman as set out in Appendix 2 of the report be endorsed;
- (6) The Secretariat and BAA Gatwick further consider the possibility of representation of a regional environmental organisation on the Committee and report back to a future meeting of the General Purposes Sub-Committee; and
- (7) The progress made to date on taking forward the other changes agreed at the last meeting be noted.

#### AIRPORT COMMENTARY

126. 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).

#### Competition Commission – BAA UK Airports Market Investigation – Emerging Thinking

127. Mr. Flower advised that since the publication of the agenda papers the Competition Commission had published on 22<sup>nd</sup> April, its emerging thinking on the investigation in to BAA's UK airports. He advised that BAA would be considering the detail of the document and looked forward to engaging further with the Commission as the investigation progresses. Although BAA welcomed the Commission's important acknowledgement that capacity constraints in the South East limit scope for competition

between airports, it had raised important questions about the effect of the Government's Air Transport White Paper on the development of new airport capacity. Mr. Flower emphasised that BAA continued to believe that the Government was right to set long-term policy for the development of air transport, taking into account a range of public policy objectives, and that new capacity would be delivered most effectively in that framework. BAA remained committed to making the investments needed to transform its airports and to improve the passenger experience. The concerns of the airlines had been noted and BAA hoped to address these in a positive way.

128. Members noted with concern the Commission's view about the effect of the Government's White Paper on the development of airport capacity and, in particular, its conclusion that the way in which BAA had conducted its business in terms of its approach to planning may well be a feature that prevents, restricts or distorts competition. The majority of members were disappointed that the Commission's remit meant that it could not take into account wider implications of delivering more competition. Members were particularly concerned about the Commission's comment that BAA should have taken steps to modify or discharge the 1979 legal agreement and highlighted that this comment would lead to further uncertainty in the local community.

129. Reference was made to the regulatory regime for Gatwick and members commented that it was essential that the owner of Gatwick Airport, whether BAA or another company, had the capability, credibility and financial resources to invest and to meet the legitimate needs of passengers, airlines and the local community. Mr. Evans, DfT, advised that the Secretary of State for Transport, Ruth Kelly, had announced on 22<sup>nd</sup> April, a review of the economic regulation of the UK airports system. There had been no significant review since the Airports Act 1986 and that it had been recognised that there was a need to address the wider environmental impacts of aviation in that legislation. He would expect airport consultative committees to be included in the consultation on the review of the legislation.

130. The Committee recognised that the Competition Commission's announcement was extremely important and it was agreed that further consultation would be undertaken with members before a response to the Commission was prepared. It was also felt that a meeting, involving a small group of members, with the Commission be sought so that the views and concerns of the Committee could be further discussed.

131. Resolved – That:

- (1) Members submit their comments to the Honorary Secretary on the Competition Commission's emerging thinking by no later than Friday 9<sup>th</sup> May, 2008;
- (2) The Honorary Secretary be asked to prepare a response reflecting the views of members, in consultation with the Chairman and Vice-Chairman, and to circulate the draft response to all members for endorsement prior to it being submitted to the Competition Commission; and
- (3) The Competition Commission be formally invited to attend a meeting with representatives of the Consultative Committee to further discuss the Committee's views and concerns.

### Traffic Performance

132. The Committee noted that passenger throughput at the airport continued to grow and Gatwick was now handling 35.5mppa. Contributing to that growth was the exceptional international load factors achieved by many of Gatwick's largest airlines. The Committee also noted that EasyJet, following its takeover of GB Airways, was now Gatwick's largest airline, serving 62 routes to domestic and European destinations. Mr. Flower was pleased to report that EasyJet, working with BAA Gatwick, Menzies and

British Airways, had successfully moved some of its flights to the North Terminal which has resulted in the first split operation at the airport for many years.

133. Mr. Flower was also pleased to report that the Emirates move to zone F in the North Terminal and the move of the newly combined Thomas Cook Group, TUI, had also been successful and much positive feedback had been received.

#### Senior Management Changes

134. Mr. Flower was pleased to report that BAA Gatwick had appointed a new Commercial Director, Mr. Mike Luddy, with accountability for airline operations, property, retail and supply chain. Mr. Julian Taylor, had also been appointed as Head of Human Resources. The Committee also noted that the re-structuring of the public affairs function was on track to be implemented by the end of June 2008.

135. In respect of BAA Ltd., Mr. Flower was pleased to report that the new Chief Executive, Mr. Colin Matthews, would attend the meeting of the Consultative Committee on 19<sup>th</sup> October.

#### Hever

136. Reference was made to Mr. Flower's recent visit to Hever to experience the noise intrusion caused by aircraft arriving at Gatwick. Mr. Flower advised that the visit had provided an opportunity to explain to the local residents and Sir John Stanley, M.P., the process for arriving aircraft, the responsibilities of the different organisations involved and some of the technical detail.

#### Snowfall and De-icing – 6<sup>th</sup> April

137. Reference was made to the article in the Times about the problems that occurred at the airport as a result of snow on 6<sup>th</sup> April, particularly in respect of the amount of time passengers had to wait on board an EasyJet aircraft. Mr. Flower explained that the Met Office had forecast a 30% chance of a passing snow shower for that weekend. De-icing had been carried out at 0530 on the Sunday morning. However the forecast was inaccurate and there was heavy snow over a period of two hours which resulted in the runway being closed. More than double the amount of de-icing fluid was used by the airlines that day and BAA Gatwick convened the crisis management team, comprising airlines, handling agents and other agencies, to manage the backlog of flights. However, not all representatives had attended the meeting and he was taking up the matter with the parties concerned. Lessons had been learned from the incident which would be addressed in future contingency plans.

138. In respect of the significant delay experienced by passengers on the EasyJet flight referred to in the press article, Mr. Flower explained that it was the airline's decision to keep the passengers on board the aircraft.

#### PASSENGER SERVICES SUB-COMMITTEE (PSSC)

139. The Committee received the report from the Chairman of the PSSC on the key issues discussed at its meeting on 2<sup>nd</sup> April, 2008 and of the other activities the PSSC has been involved (copy attached to the signed minutes). Members congratulated BAA Gatwick on the improvements made to the central search facilities and noted that passenger queuing times at security had improved significantly. The PSSC hoped that BAA Gatwick and the Committee could publicise the achievements in raising standards. The Chairman advised that he and the Managing Director would consider the most appropriate time to give the publicity.

140. Mr. Hall referred to the continuing problem of lengthy queues at immigration during peak times and enquired whether a response had yet been received from the

Minister for Immigration. The Chairman advised that no response, not even an acknowledgement, had been received from the Minister and the Secretariat had also engaged the help of UK Borders Agency staff at Gatwick and the local MP, Laura Moffatt in trying to obtain a response. Mr. Evans, DfT, suggested that, as the Secretary of State for Transport had commissioned several pieces of work around improving the through airport-passenger experience, a copy of the Committee's letter could also be sent to the DfT. It was agreed that the Honorary Secretary would forward a copy of the letter to the DfT.

141. Mr. Hall confirmed that the PSSC had looked at the issue of signage for Fastway services from within the airport terminal buildings. There was adequate signage directing passengers to local buses but it was BAA's policy not to direct passengers to particular brands/companies. As Fastway was essentially a local bus company, the PSSC felt the signage was adequate from within the terminals. The PSSC would however look at whether there was scope to sign Fastway nearer the bus stops.

142. Mr. Hall also informed members that the PSSC was concerned about the services and facilities provided for families travelling with small children through the airport, particularly in respect of children travelling with one parent/carer. This was a priority for the PSSC to address and to raise awareness with BAA Gatwick, the airlines and the handling agents. He would keep the Committee informed of the progress made on this issue. In the meantime, the PSSC had recommended that this be an issue looked at as part of the review the CAA was undertaking on the through-airport passenger experience.

143. The Committee endorsed the recommendations of the PSSC.

#### CAPITAL INVESTMENT PROGRAMME 2008

144. Ms. Sam O'Dwyer, Head of Commercial Development, BAA Gatwick, gave a presentation on Gatwick's capital investment programme 2008 (copy of presentation attached to the signed minutes). Members noted that the constructive engagement process with airlines was used to establish Gatwick's capital investment choices. She explained Gatwick's investment approach over the next five years, and that the programme's strategy provided capacity growth primarily in the North Terminal and with capacity being capped in the South Terminal. The key strategic projects included extensions to the North Terminal's arrivals and departures areas, a new pier (Pier 7) possibly served by a tunnel, improvements to the South Terminal's forecourt, transport interchange and railway station and extensions to the arrivals area and the departures lounge. Members noted that BAA Gatwick would invest £874m over the next five years.

145. The Committee welcomed BAA Gatwick's approach to investment over the next five years and noted the terms of the new regulatory regime which imposed triggers to incentivise the delivery of particular projects at a certain time. It was also noted that there might be potential conflict of timely delivery of projects with delivering high quality service during construction of some of the projects. BAA Gatwick would endeavour to keep any disruption to a minimum. A particular area of continuing concern to the Committee was the prospect of increased walking distances for passengers as a result of some of the proposed developments, e.g. Pier 7. BAA Gatwick was urged to ensure that wherever possible travellers and other means of reducing walking distances for passengers be installed. Members looked forward to the involvement of the Consultative Committee in the monitoring of the achievement of the capital programme.

#### AIRCRAFT NOISE MONITORING ADVISORY COMMITTEE (ANMAC)

146. Mrs. Sewill presented to the meeting her report summarising the issues considered at the meeting of ANMAC held on 13<sup>th</sup> March, 2008 (copy attached to the signed minutes). She advised that on behalf of the Committee and local people around Gatwick she had been able to highlight that disturbance caused by arriving aircraft

affected local communities a considerable distance from the airport at both ends of the runway. She advised that the problem arose from the increased number of aircraft and the increased concentration of the flight paths, and the fact that the benefits of CDA had been oversold. Mr. Evans, DfT, advised that a small group comprising DfT, CAA, NATS and BAA would produce a paper for further consideration at the next meeting of ANMAC.

147. Mr. Evans also advised that ANMAC was considering the findings of the ANASE study (Attitudes to noise from aviation sources in England) and that the first issue for further research was into the most suitable metric as a method of measuring noise/annoyance. The next meeting of ANMAC was scheduled for 10<sup>th</sup> July and he would provide an update at the meeting of the Committee on 24<sup>th</sup> July.

148. Mr. Evans, on behalf of the DfT thanked Mrs Sewill for her dedication and commitment to the work of ANMAC over the past 20 years.

149. Resolved – Mr. R. A. Jones be appointed to serve as GATCOM's representative to attend the next meeting the DfT's ANMAC to be held on 10<sup>th</sup> July, 2008

#### FLIGHT EVALUATION UNIT (FEU) REPORT

150. 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 that NATMAG had over the past few meetings considered how best to use the five mobile noise monitors located in the local community. Mr. Norman was pleased to report that an approval and assessment protocol had now been agreed to manage their future use.

151. Reference was made to the new style of report and comments were made about the way in which the analysis of noise complaints was now presented, i.e. the use of postcodes rather than parishes. Mr. Norman advised that work was continuing on improving the presentation of the data.

#### GATWICK AIRPORT ANNUAL MONITORING REPORT

152. The Committee considered a report by the Secretariat providing an update on the selection of commitments/obligations being put forward for independent verification this year (copy attached to the signed minutes). Members were pleased to note that West Sussex County Council and Crawley Borough Council had taken into account the suggestions put forward by the General Purposes Sub-Committee in the final agreed list.

153. Resolved – That:

- (1) both the draft Annual Monitoring Report and the opportunity to assist in the selection of commitments, targets and obligations for independent external verification be welcomed; and
- (2) BAA Gatwick, West Sussex County Council and Crawley Borough Council keep the Consultative Committee informed of the outcome of the verification process.

#### DRAFT SUPPLEMENTARY PLANNING DOCUMENT ON DEVELOPMENT AT GATWICK AIRPORT

154. The Committee considered a report by the Secretariat giving details of a consultation received from Crawley Borough Council inviting comments on its draft Supplementary Planning Document (SPD) on development at Gatwick Airport (copy attached to the signed minutes). Members considered the suggested form of response set out in the report and agreed that, although the general approach taken in the SPD was to be welcomed, the comments raised in the report should be included in the

Committee's response to the consultation. In addition, members highlighted the need for greater recognition to be included in the SPD to ensure that the impact of development at Gatwick on the natural environment, in particular the Green Belt in Surrey, was taken into account before the grant of planning permission.

155. Resolved - that:

- (1) The comments set out in Section 3 of the Honorary Secretary's report together with the additional comment about the protection of the natural environment, particularly the need to ensure that any future development would not give rise to unacceptable visual impacts on surrounding areas, particularly to the north and west of the airport and on the adjacent Green Belt, be included in the response to Crawley Borough Council; and
- (2) BAA Gatwick be asked to report back to the Committee on the issues to be included in its report "Gatwick Airport and Climate Change".

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

156. 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). Members enquired as to the reason why the Environment Agency had not responded to the planning consultation in respect of the application for the restoration of Pond D. Crawley Borough Council would endeavour to find out the reason and would report back. Mr. Lockwood reassured members that BAA Gatwick had met the Environment Agency and it was content with the work to be undertaken.

#### UK BORDER AGENCY

157. The Committee noted a report by the Secretariat giving details of the new UK Border Agency, launched on 3<sup>rd</sup> April, 2008 (copy attached to the signed minutes). It was agreed that a representative from the new Agency would be invited to attend a future meeting of the Committee to outline their operation at Gatwick.

CHAIRMAN