

**GATCOM**

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 13 July 2017 at Gatwick Airport.

Present:	Dr. John Godfrey DL (Chairman)
Peter Barclay	- Environmental and Amenities Groups
Carolyn Evans	- Charlwood Parish Council
Mike George	- Horley Town Council
Robert Griggs	- London Chamber of Commerce and Industry
Peter Hall	- Passenger Representative
Ken Harwood	- Tandridge District Council
Angie Hills	- ABTA
Alex Horwood	- Reigate and Banstead Borough Council
Alan Jones	- Burstow Parish Council
Harriet Kimbell	- Which?
Liz Kitchen	- Horsham District Council
Graham Knight	- Surrey County Council
Bob Lanzer	- West Sussex County Council
David Lawton	- Rusper Parish Council
Douglas Moule	- Gatwick AOC
Michael Payne	- Kent County Council
John Peel	- Coast to Capital LEP
Rupert Simmons	- East Sussex County Council
Jeremy Taylor	- Gatwick Diamond Business
Geraint Thomas	- Crawley Borough Council
Charles Yarwood	- Mole Valley District Council

Also present:	
Sir David Higgins	- Chairman, GAL
Stewart Wingate	- Chief Executive Officer, GAL
Tim Norwood	- Chief Planning Officer, GAL
Andy Sinclair	- Head of Airspace Strategy & Engagement, GAL
Tim May	- Department for Transport
Robin Clarke	- NATS
Markus Biedermann	- ANS
Barry Smith	- Deputy Honorary Secretary
Paula Street	- Assistant Secretary

Apologies for absence were received from:

Alun Adler (BATA), Chris Hersey (Mid Sussex District Council), Jamie Major (TUC), Eddie Redfern (AIRE), and Nigel Smith (Tourism South East).

**MEMBERSHIP OF GATCOM**

**Appointment of Vice-Chairman**

1. Resolved – That Mr. Charles Yarwood, Mole Valley District Council, be appointed as Vice-Chairman of GATCOM for the ensuing year.

**Membership**

2. GATCOM noted the changes to the membership (copy attached to the signed minutes). The Chairman welcomed new members to the Committee.

**CHAIRMAN'S UPDATE**

3. The Chairman reported that he had attended the Annual Meeting of UKACCs in Glasgow on 7 and 8 June and a summary of the key messages from that meeting were on the agenda for discussion.
4. The Chairman also reported that Alan Jones, GATCOM's Lead Member for Noise, had attended the CAA's Community Discussion Forum on 5 May on behalf of GATCOM. One of the topics discussed was the CAA's survey of noise impacts which aimed to seek comments from members of the public on

how they feel the CAA should prioritise issues when it comes to acting to reduce noise. The CAA had since published the [survey](#) details of which had been circulated to all members with a request to share the survey with their communities and other interested parties.

5. The Chairman also reported that Alan Jones had attended a recent meeting of the DfT's ANMAC Technical Working Group. Mr Jones summarised the topics considered by the Working Group:

- An investigation at Heathrow of changes in aircraft heights over time.
- Empirical analysis of noise infringement rates which revealed how many more noise infringements there were at Heathrow compared with Gatwick. There was some concern expressed by the Group how airports would evaluate their infringement regime if it was left for them to decide.
- Departure Procedures at airports. The Group aimed to produce a draft report for consideration by the end of the year to determine how departure procedures should be advised to airlines and how best to instigate any departure noise infringements.

6. It was noted that the GATCOM Chairman's Annual Review was due to be completed and published in August 2017. This would be circulated to members as soon as it was available.

## **MINUTES**

7. Resolved - That the minutes of the meeting held on 27 April 2017 be approved as a correct record and that they be signed by the Chairman.

8. Reference was made to minute no. 228 – Heathrow airspace design principles. It was noted that Heathrow Airport Limited had confirmed that GATCOM would be consulted on the draft design principles for changes to airspace associated with the Heathrow third runway scheme.

## **INVESTMENT IN BRIGHTON MAIN LINE IMPROVEMENTS**

9. Jonathan Sharrock, Chief Executive, Coast to Capital LEP, gave a [presentation](#) on the LEP's work in endeavouring to secure the investment needed to upgrade/improve the Brighton Main Line. He explained that passengers travelling and train services on the Main Line were set to double in the next 40 years and the Croydon bottleneck through which all trains to the south of London run was a key reason for poor performance. An appropriate solution to cope with future demand was to upgrade the existing Main Line with a grade separation at Windmill Bridge Junction to the address the Croydon bottleneck, as well as improvements to track layout at Norwood Hill, improvements at Reigate and Burgess Hill.

10. GATCOM noted that Network Rail had schemes in its future programme which would have to compete for funding along with other schemes across the UK. Mr Sharrock advised that there was a need to ensure the investment needed for the Brighton Main Line was given the highest priority and consideration. The LEP was therefore developing a campaign to gain wide public and stakeholder support to highlight the importance of the schemes for unlocking capacity and congestion on the Main Line. The LEP had convened a number of meetings with businesses and other organisations over the past few months which would help shape the campaign and the gathering of evidence needed to support a business case to present to the Secretary of State for Transport for consideration. An initial parliamentary meeting was scheduled to take place on 18 July.

11. Members supported the LEP's work and it was suggested that the Sub National Regional Transport Board for the South East might be approached to seek its support for the campaign.

12. Mr Sharrock was invited to provide a further update at the next GATCOM meeting.

## **GATCOM STEERING GROUP – MATTERS CONSIDERED**

13. GATCOM received the report of the Chairman summarising the matters considered at the meeting of the GATCOM Steering Group on 22 June 2017 (copy attached to the signed minutes).

### **Local Air Quality Monitoring**

14. GATCOM was pleased to note that the [results](#) of annual monitoring of air quality in the Horley Gardens Estate Air Quality Management Area and at other sites in the vicinity of the airport revealed that nitrogen dioxide concentrations continued to be below the UK annual average objective of 40 µg

m-3 (micrograms per cubic metre) at sites normally assessed on the Horley Gardens Estate. The results of the road side monitoring diffusion tubes on the A23 and the work being undertaken by GAL were also noted. The trend in respect of particulate matter concentrations (PM10) remained flat on the Horley Gardens estate whereas on-airport there had been a slight decrease compared with 2015.

15. Members also noted that at the airport (on the airfield) concentrations of nitrogen dioxide measured in 2016 met the UK air quality objective of 40 µg m-3 and the three year rolling annual average trend analysis showed a decrease in concentrations between 2008 and 2016, with the concentrations in 2016 the lowest to date. The other pollutants measured met the relevant air quality objectives.

16. GATCOM expressed its thanks to GAL and the Borough Council, in particular Mr Hibbs from the Borough Council, for the informative and comprehensive report. The Chairman reminded members that all the air quality annual monitoring reports since 2007 were available on [GATCOM's website](#).

### **END Noise Action Plan 2013-2018 – 2016 Performance Report**

17. GATCOM noted that the Steering Group had considered GAL's [2016 Performance Report](#) and that GAL was on track to deliver the various actions.

### **Draft Airspace Design Guidance**

18. The Chairman reported that the Steering Group had agreed on behalf of GATCOM a response to the CAA's consultation on the draft Airspace Design Guidance. He highlighted that included in the response was a suggestion that airport consultative committees had a monitoring role throughout the various stages of the process to help ensure that the airspace change sponsor (the airport) had met the requirements of the guidance before evidence was submitted to the CAA. This was an issue that had also been raised at the Annual Meeting of UKACCs.

### **GOVERNMENT POLICY UPDATE**

19. Tim May, DfT updated GATCOM on the programme of Government policy development and announcements. The Secretary of State for Transport had [announced](#) that day its decision on the next night flights regime for Heathrow, Gatwick and Stansted airports and provided an update on progress on the Airports National Policy Statement.

### **Night Flights Regime**

20. Mr May reported that the next night flights regime for Gatwick covered the period October 2017 to October 2022 and maintained the status quo in terms of the aircraft movements limit. A new noise category - QC/0.125 – would be introduced to capture the bulk of aircraft which were currently exempt, and any aircraft that were quieter than QC/0.125 would, for the first time, also count towards Gatwick's movements limit.

21. It was noted that the new regime would be phased in. From October 2017, all aircraft movements would count towards an airport's movements limit. No aircraft would be exempt from the movements limits but those aircraft that currently fell below the QC/0.25 threshold would remain QC/0 (i.e. exempt from the noise quota limits). Then, from October 2018, the new QC/0.125 category would be introduced and aircraft quieter than that new category would continue to count towards the airports' movement limits and remain QC/0.

22. A couple of members expressed disappointment that the opportunity had not been taken to reduce the number of night flights but the small reduction in the noise quota was welcomed. The difference in urban and rural ambient noise levels and the impact of aircraft noise was highlighted as an area that needed to be addressed by the Government.

### **Airspace Policy Consultation**

23. Mr May advised that the consultation responses were currently being analysed and the Government aimed to publish the outcome of the consultation in the Autumn.

### **Developing a new UK Aviation Strategy**

24. GATCOM noted that the Government was intending to publish a series of discussion papers/call for evidence over the next 18 months. The first of the consultations was expected soon. [The DfT's call for [evidence on a new strategy](#) was published on 22 July]

## **SIR DAVID HIGGINS, CHAIRMAN, GATWICK AIRPORT LIMITED**

25. Sir David Higgins, Chairman, GAL was welcomed to the meeting. Sir David gave an overview of Gatwick's ownership. He confirmed that GIP was still the majority shareholder and was fully committed to future investment at the airport and in the infrastructure supporting the airport's operation. GAL's Board was focussed on operational issues as well as the strategic issues facing the industry and the airport and fully recognised the need to be a responsible owner in terms of the asset, airline customers, passengers and users and local communities.

26. He explained that improving on-time departures remained a key focus for GAL as was working with the industry and local communities to address the impact of the airport's operations, particularly in respect of noise and aircraft overflight.

27. In response to questions from members, Sir David advised:

- He was well aware of the impact of aircraft noise and overflight having lived under a Heathrow flight path and welcomed the invitations from the Environmental and Amenities Group representative and the Gatwick Diamond Business representative to be shown around the Gatwick area to highlight issues and opportunities.
- He had a keen interest in working with education establishments on improving skills development and giving opportunities to the next generation in terms of employment and the quality of jobs.

28. The Chairman thanked Sir David for his address and invited him to a future GATCOM meeting.

## **AIRPORT COMMENTARY**

29. GATCOM received the Chief Executive's commentary on activity at the airport since the date of the last meeting (copy attached to the signed minutes).

### **Traffic Growth**

30. Mr Wingate, Chief Executive Officer, GAL was pleased to report that Gatwick had seen continued growth and achieved a 9% year-on-year increase in traffic. This increase was driven by an extra 2,999 aircraft movements compared to the same period last year. Over the Easter period the airport had handled 44 million passengers in a rolling 12 month period – a first for a single runway airport. Long haul routes continued to grow with volumes growing by 13.6% compared with last year. GAL had published its [Annual Results](#) for the year ended 31 March 2017.

### **Cargo/Freight**

31. Mr Wingate also reported that cargo grew by 15.9% compared with the same period last year. Reference was made to the need for more cargo facilities at the airport. GAL was looking at the usage of the airport's facilities as some of the cargo sheds, which were not owned by GAL, were used for non-aviation related activities.

### **Gatwick Station**

32. Mr Wingate reassured GATCOM that GAL had confirmed its contribution to Network Rail's £120m scheme and that the project was progressing through Network Rail's project design and approval process, with approvals expected in mid-July with a view to start construction summer 2019. GAL agreed to present a schematic for the design of the station's concourse to a future meeting.

33. Mr Wingate also reported on the [Independent Report](#) on the Southern Railways Network by Chris Gibb in which he had recommended to the Government that Network Rail should sell Gatwick Airport Station's freehold to GAL. GAL was reviewing the viability of this highly complex matter with the DfT over the coming months.

34. Members remained anxious that as part of Network Rail's funding approval process that there was still the possibility that funding might be directed elsewhere for the station project. The importance of both the Station redevelopment and the Windmill Bridge Junction schemes were highlighted and GATCOM was anxious to ensure that both schemes received funding.

35. The length of time passengers had to queue to buy tickets at Gatwick Station, queuing times of 25 mins had been experienced, was highlighted as a continuing area of concern. The performance of the GTR franchise over the past few months was discussed. It was suggested that GTR be invited to attend a future meeting to provide an update.

### **Meet the Buyer**

36. Reference was made to GAL's support for Meet the Buyer programme which the business community greatly appreciated and valued. The Gatwick Diamond event attracted 40 buyers and around 200 suppliers from across the region.

### **Drone incident**

37. Members expressed concern about the recent drone sighting incident and the impact this had on the airport's operation as well as the risk to safety. Mr May advised that the DfT and CAA were looking at a variety of measures to restrict the flying of drones in the vicinity of airports. GAL and the airlines' representative confirmed that lessons had been learned from the recent incident and they were looking at systems to accurately identify drones in the airspace around Gatwick.

### **Car Parking in Local Roads**

38. GAL's work in following up on the ideas from the initial meeting with local councils about airport-related car parking in local roads, including the problems associated with Uber's activities, was welcomed. It was hoped that GAL's fresh approach to addressing these matters would provide an improved situation in the future.

### **In-door navigation system**

39. Mr Wingate reported that around 2000 beacons had been installed across the airport providing an indoor navigation system that was much more reliable than GPS enabling augmented reality wayfinding for passengers. This had been welcomed by the Passenger Advisory Group (PAG).

### **Wifi & Gatwick App**

40. It was noted that GAL had made significant investment in download speeds and band width and was planning the launch of a Gatwick App in the near future.

## **GATWICK RELATED PLANNING APPLICATIONS**

41. GATCOM noted the report by Crawley Borough Council's Head of Planning and Environmental Services on planning applications determined and outstanding in respect of Gatwick since the date of the last meeting (copy attached to the signed minutes).

## **PASSENGER ADVISORY GROUP (PAG)**

42. Mr Hall, PAG Chairman, presented his report in respect of the activities of PAG since the date of the last meeting (copy attached to signed minutes). He was pleased to report that GAL had handled the disruption during the half term getaway caused by Gatwick's baggage systems IT failure and BA's systems failure very well and the contingency plans GAL had in place were effective.

43. GATCOM noted that there was one passenger complaint referral to GATCOM concerning the security check process and the attitude of security staff which had now been reviewed by members of PAG. As a result of PAG's review a number of recommendations had been made to GAL in terms of the way in which the complaint had been handled and other remedies that PAG felt needed to be implemented to help ensure a similar experience did not occur again in the future.

44. The new onward travel screens installed in the baggage reclaim hall in the North Terminal were welcomed. It was hoped that ticket purchasing facilities could also be provided in the baggage reclaim hall as that could help reduce queues for tickets on the Station concourse. Mr Hall advised that this was something that the PAG continued to press for with the train operating companies and it was highlighted that the use of contactless payments for journeys to London was an area that needed to be better promoted as this also helped to reduce queues for tickets. It was agreed that GTR/Southern should be invited to attend a future meeting.

45. GAL was complimented on the collaborative working arrangements between all parties aimed at improving on-time departures performance. It was also noted that EasyJet had awarded its ground handling contract to DHL who would begin operations in November 2017. It was hoped that further improvements in on-time performance could be achieved as a result.

46. GATCOM noted that PAG had responded to GAL's consultation on the draft Capital Investment Plan (CIP) to give the passenger's perspective. A report on the CIP will be given at the next GATCOM meeting.

47. Resolved – That:

- (1) GAL's efforts to improve on-time performance be supported; and
- (2) PAG's involvement in a wide range of consultations, projects and operational matters be noted.

## **GTR 2018 TIMETABLE CONSULTATION**

48. GATCOM considered a report by the Secretariat on GTR's phase 2 consultation on the 2018 timetable (copy attached to the signed minutes). Overall GATCOM welcomed the improved service frequency on some services to and from Gatwick Airport, the wider choice of destinations served and the new rolling stock. However there was concern about the robustness of the timetable at peak times and questioned whether the 24 train paths per hour through the London central core was feasible to maintain a resilient timetable.

49. GATCOM also noted that a number of the recommendations made in the Chris Gibb Independent Report on "Changes to improve the performance of the Southern network and train services and restore passenger confidence" would have a detrimental impact on a number of the services to and from Gatwick Airport and that the Report's recommendations had been taken into account in the GTR consultation proposals. In particular GATCOM was concerned that the Report recommended that the Southern and Gatwick Express brands should instead be refocussed on daytime operations only and that Victoria and Clapham Junction stations be completely closed to the public between 0100 and 0500 every night. It was agreed that GATCOM should highlight its concerns about the recommendations of the report to the Secretary of State for Transport.

50. Reference was made to the need to improve the east-west rail links, in particular the need to provide direct rail links between Gatwick and areas of Kent. The pricing structure for the premium Gatwick Express service was also an issue of concern.

51. Resolved – that:

- (1) the suggested response set out in Appendix 1 of the Secretariat's report be approved and submitted to GTR;
- (2) members encourage their organisations to respond to GTR direct; and
- (3) GATCOM's concerns about the recommendations of the Gibb report be highlighted to the Secretary of State for Transport.

## **DECADE OF CHANGE - 2016 PERFORMANCE SUMMARY**

52. Rachel Thompson, Sustainability Manager, GAL presented [an overview](#) of the progress made on delivering Gatwick's Decade of Change sustainability targets (copy of presentation slides attached to the signed minutes). Members noted that the Decade of Change sustainability programme set out a number of challenging targets to be achieved by 2020 across ten key areas of the airport's operation.

53. Ms Thompson explained that in 2016 GAL had made good progress against its targets and that GAL's [2016 Performance Report](#) gave a comprehensive account of all GAL's targets and achievements. GAL's press release on its 2016 performance report was noted (copy attached to the signed minutes). GATCOM was encouraged by the achievements that had been made to date.

## **NOISE MANAGEMENT BOARD (NMB)**

54. The Secretariat's report summarising the matters considered at the meeting of the NMB held on 14 June was received (copy attached to the signed minutes). It was noted that the main focus of meeting was the NMB's work plan and priorities for the coming year, in particular plans for Continuous Descent Operations (CDO), Fair and Equitable Distribution (FED) and departures.

55. Two departures workshops had been held on 1 June one of which was attended by Mike George (Horley Town Council's representative) and Brian Cox, GATCOM Technical Adviser. The outcome of the workshops had resulted in 11 departures related activities being included in the NMB's

preliminary work programme. ANMAC's work on departures (minute no. 5 refers) needed to be taken into account by the NMB in its deliberations on aircraft departures.

56. Members noted that NATS was starting to look at the redesign of airspace in South East England (the deferred London Airspace Management Programme (LAMP) project) and was making contact with airports for ideas and issues relating to the SIDs for their airport. This project, now known as Future Airspace Strategy Implementation South (FASIS), was due for implementation in 2023/24.

57. GATCOM was concerned to learn about the misuse of the FREEPOST noise complaints service. Mrs Street reported that of the 3800 FREEPOST complaints received 96% were from 3 individuals, highlighting the level of misuse of the facility. As GAL's staff was required to manually input the information into the CASPER system, it was noted that GAL had decided that the complaints received via FREEPOST from persistent complainers would in future only be counted rather than individually entered onto the system. The remainder of individual complaints received via FREEPOST would continue to be input to the system in accordance with normal practice. The common themes raised by persistent complainers would still be reported to the NMB to help identify whether there were any additional investigations/initiatives that need to be considered as part of the NMB's work plan.

58. Members were pleased to note that GAL had given a commitment to look at the feasibility of reintroducing some form of telephone complaints reporting system that could be integrated with the CASPER facility.

59. Reference was made to the current membership of the NMB and the issues now being considered as part of the work plan. It was highlighted that the membership of the NMB may need to be reviewed in terms of community/parish council representation in view of the new focus and initiatives/topics to be considered by the NMB. The Chairman reminded members of the terms of reference of the NMB and that the membership term was for three years but agreed to raise the concerns with the Chairman and Secretary of the NMB.

#### **NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)**

60. GATCOM considered the unconfirmed minutes of the meeting of NATMAG held 25 May 2017 (copy attached to the signed minutes). Members welcomed the positive work of NATS and GAL in reducing Horley overflight to historically low levels.

#### **ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)**

61. The key messages and outcomes from the Annual Meeting of UKACCs, which was hosted by Glasgow Airport on 7/8 June 2017, were noted (copy attached to the signed minutes).

#### **APPOINTMENT OF SUB-GROUPS AND MEMBERS**

62. The Secretariat's report on the appointments that needed to be made was considered (copy attached to the signed minutes).

63. Resolved – That:

- (1) GATCOM appointed members to serve on the following sub-groups for the ensuring year as follows:

##### **GATCOM Steering Group**

John Godfrey (Chairman)  
Peter Barclay (Environmental and Amenities Groups)  
Geraint Thomas (Crawley Borough Council)  
Peter Hall (Passenger Representative)  
Ken Harwood (Tandridge District Council)  
Liz Kitchen (Horsham District Council)  
Alun Alder (Airlines UK)  
Bob Lanzer (West Sussex County Council)  
Eddie Redfern (AIRE)  
Graham Knight (Surrey County Council)

Jeremy Taylor (Gatwick Diamond Business)  
Charles Yarwood (Mole Valley District Council and Vice-Chairman)

**Passenger Advisory Group**

John Godfrey (GATCOM Chairman)  
Angie Hills (ABTA)  
Harriet Kimbell (Which?)  
Douglas Moule (Gatwick AOC)  
Charles Yarwood (Mole Valley District Council and GATCOM Vice-Chairman)

(N.B. Gatwick Airport Limited appoints 16 independent passenger representatives)

- (2) GATCOM appointed members to serve on Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) for the ensuing two years as follows:

**Gatwick Airport Limited's NATMAG**

Peter Barclay (Environmental and Amenities Groups)  
Mike George (Horley Town Council)  
Ken Harwood (Tandridge District Council)  
Alan Jones (Burstow Parish Council)  
Liz Kitchen (Horsham District Council)  
Michael Payne (Kent County Council)  
Charles Yarwood (Mole Valley District Council and Vice-Chairman)

- (3) the position of Deputy Lead Member for Noise be approved;
- (4) the Secretariat seek nominations for the positions of GATCOM Lead Member for Noise and Deputy Lead member for Noise from those members appointed to serve on NATMAG following the meeting and to seek the endorsement of the Chairman; and

**Gatwick Airport Community Trust**

- (5) Alan Jones, Burstow Parish Council be nominated as GATCOM's member to serve on the Gatwick Airport Community Trust for a term of four years.

**CALENDAR OF MEETINGS FOR 2017/18**

64. GATCOM noted its calendar of meetings for 2018/19 as follows:

**GATCOM Steering Group**

Thursday 4 January 2018 at 10.00 a.m.  
Thursday 22 March 2018 at 10.00 a.m.  
Thursday 21 June 2018 at 10.00 a.m.  
Thursday 20 September 2018 at 10.00 a.m.  
Thursday 20 December 2018 at 10.00 a.m.

**Passenger Advisory Group**

Thursday 11 January 2018 at 1.30 p.m.  
Wednesday 21 March 2018 at 1.30 p.m.  
Thursday 28 June 2018 at 1.30 p.m.  
Thursday 4 October 2018 at 1.30 p.m.  
Thursday 10 January 2019 at 1.30 p.m.

**GATCOM**

Thursday 25 January 2018 at 2.00 p.m.  
Thursday 26 April 2018 at 2.00 p.m.  
Thursday 19 July 2018 at 2.00 p.m.  
Thursday 18 October 2018 at 2.00 p.m. (annual tour in the morning)  
Thursday 24 January 2019 at 2.00 p.m.

**DATES OF NEXT MEETINGS OF GATCOM AND ITS SUB-GROUPS**

65. Members noted the next meetings of GATCOM as follows:



GATCOM Steering Group – Thursday 28 September 2017 at 10.00 a.m. Passenger  
Advisory Group – Thursday 5 October 2017 at 1.30 p.m.  
GATCOM – meeting rescheduled to take place on Thursday 9 November 2017 at 2.00  
p.m. (with annual tour of airport in the morning)

66. Members also noted that the next meeting of Gatwick Airport Limited's NATMAG would take place on Thursday 21 September 2017 at 10.00 a.m.

Chairman