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GATCOM 16 JULY 2015

KEY MESSAGES AND OUTCOMES FROM MEETING

The agenda and papers considered at the meeting are available on GATCOM's website at www.gatcom.org.uk

ELECTION OF VICE-CHAIRMAN

Charles Yarwood, Mole Valley District Council, was re-appointed as Vice-Chairman for the ensuing year.

GATCOM STEERING GROUP – CHAIRMAN'S REPORT

The Chairman's report of the GATCOM Steering Group meeting was received.

- **Air Quality Annual Monitoring Results** - there had been no breach in the annual air quality average standard for nitrogen dioxide or the air quality standards for other pollutants under the local authority air quality management regime. The trend analysis for nitrogen dioxide concentrations at properties most at risk of breaching the air quality objective shows that the previous downward trend has levelled off in 2014. A copy of Reigate and Banstead Borough Council's report on the results of the annual monitoring is available on GATCOM's website – [click here](#) to see.
- **Airbus A320 aircraft** - GATCOM welcomed the recent announcement by easyJet to retrofit its Airbus A320 aircraft with the modification – vortex generators - to address the high-pitched whining noise caused by the Fuel Over Pressure Protector (FOPP) cavities on the aircraft wings. The retrofit programme would be complete by March 2018 but easyJet would front load the programme with Gatwick based aircraft to enable its Gatwick fleet to be modified over the coming year. GATCOM endorsed the Steering Group's view that a letter be sent to the Chief Executive Officer of easyJet to commend the decision and for the way in which the company had listened to local communities' concerns.
- **GAL's Community Engagement** – GATCOM noted all the events/activities GAL had sponsored and participated in the local community. GAL was asked to give a presentation at a future meeting.
- **Gatwick Capital Investment Programme** – the overview of the draft investment programme consultation process with airlines and GATCOM's Passenger Advisory Group was noted. GATCOM endorsed PAG's formal response to GAL which raised two areas for GAL's consideration – the need to provide additional short stay car park capacity and the provision of another A380 stand. GAL has already confirmed that additional car parking provision has been agreed by the GAL board.

AIRPORTS COMMISSION FINAL REPORT

The Airports Commission published its Final Report on 1 July. The Commission had unanimously concluded that the Heathrow Northwest Runway option in combination with the significant package of measures to address its environmental and community impacts presented the strongest case and was the preferred option. The Commission also stated that this option was a fundamentally different proposition from previous proposals to expand at Heathrow.

GATCOM considered the Secretariat's report and draft letter to the Secretary of State for Transport to outline comments in relation to:

- the implications across the London airports system of a proposed ban on night flights at Heathrow

- seeking clarification about the proposed noise levy
- the need for reassurance that the surface access schemes in respect of Gatwick recommended in the Commission's Interim Report would still be pursued
- reiterate GATCOM's previous views about the Independent Aviation Noise Authority
- the need to assess the implications of new runway capacity at Heathrow on the future operation of Gatwick and on the region's economy and environment
- the need to conduct the next phase of the debate in a more rational manner.

GATCOM agreed the draft letter to the Secretary of State for Transport subject to an amendment to paragraph 13 relating to the way in which the local campaigning activity had been undertaken. A copy of GATCOM's response as submitted is attached to these key messages.

GAL's initial response

On 14 July GAL issued its initial response to the Commission's recommendations saying that the Commission's analysis fell short in a number of important areas:

- **Traffic:** there had been an under-forecast of future traffic at an expanded Gatwick. For example, the Commission had forecast that Gatwick would reach 40 million passenger per annum in 2024; the airport is likely to reach that level in 2015
- **Economic Case:** shows relatively modest difference in economic benefit between Heathrow and Gatwick, although the Commission's conclusion relies heavily on other numbers produced by PwC
- **Passenger Benefits:** majority of new traffic over coming decades would be to European markets but recommends a solution that was almost entirely focused on long haul. The Commission had also failed to consider the role that Gatwick could play in the long haul market
- **Competition:** expanding Gatwick would enhance competition but the Commission recommends increasing market dominance at Heathrow.
- **Noise:** the differential in noise impacts between the two airports is underplayed
- **Air Quality:** the fact that Heathrow currently breaches legal limits without a third runway has been underplayed
- **Deliverability:** the considerable delivery risks and financial challenges at Heathrow compared to the Gatwick scheme had also been underplayed.

AIRPORT COMMENTARY

The Chief Executive Officer's commentary on activity and performance of Gatwick over the previous quarter was received.

- **Tunisian Incident** – A number of passengers returned to the UK through Gatwick and ABTA and the airlines commended the sensitive way in which GAL managed and welcomed passengers on arrival at the airport.
- **Traffic Growth** - Gatwick has seen continued growth and achieved a 3.5% year on year increase in traffic with passenger numbers at record levels, increased traffic movements and higher aircraft load factors. It is likely that Gatwick will handle 40 million passengers this year.
- **New Routes** - Several new routes have been announced or launched since the last meeting including Norwegian's new long haul route to Boston and WestJet's route to Canada both of which will commence in Spring 2016; Air Canada to Toronto and Thomson to Cuba and Costa Rica from Summer 2016; and Norwegian's twice weekly service to San Juan which commences in November this year.
- **Service Quality Performance** – Gatwick continues to deliver strong performance as measured by its regulatory Core Service Standards (CSS) but the GATCOM was disappointed to note that the performance targets for security queuing and cleanliness were not achieved. GAL is actively addressing both areas.
- **Power Outage** - Gatwick experienced a power outage on the evening of 28 June when a high voltage power cable failed significantly affecting operations on South Terminal Pier 2 resulting in delays and disruption to a number of passengers. Whilst GAL was pleased with the way in which the airport community handled the event as a result of all the processes put in place following the McMillan review on flooding in 2013, GATCOM's Passenger Advisory Group (PAG) is concerned that such a situation arose after all the

work on resilience. GATCOM awaits the results of GAL's review into the causes of the failure and lessons learned from handling the event.

- **Passengers with Reduced Mobility (PRMs)** – reference was made to the ad-hoc availability of assistance at the airport for elderly passengers who experience difficulties en route through the airport. The PAG Vice-Chairman confirmed that this was an issue that the Group continuously assessed and monitored to ensure assistance telephone points and seats were available along routes to and from the gaterooms. Pre-notification of assistance was important to ensure an efficient and effective service.
- **Short Stay Car Park 6 North Terminal** – routine inspection of Gatwick's car parks revealed that Car Park 6 showed signs of fatigue on some of the connector plates in the car park's structure. GAL had therefore closed the car park on safety grounds while a decision was made on whether to undertake remedial works or to rebuild the car park. Alternative short stay car parking provision had been identified for the short term.

GATWICK RELATED PLANNING APPLICATIONS

Crawley Borough Council's report on planning applications determined and outstanding in respect of Gatwick was noted.

PASSENGER ADVISORY GROUP (PAG)

- GATCOM noted the important work of PAG.
- The new security Generation II change programme (ST Gen II) designed to drive further efficiencies across the security operation to meet the CAA's cost reduction targets whilst delivering a good passenger experience went live in South Terminal on 1 May with new rosters and new ways of working for the security staff in that terminal. However, PAG is disappointed that GAL missed its regulatory queuing performance targets for the first time since October 2009 as 95% of passengers queued for 7 minutes in May and 6 minutes in June rather than the target of 5 minutes. GAL is addressing the matter and hopes to return to achieving its performance targets in August. Passenger satisfaction scores throughout this time have however been maintained with "better than good" ratings.
- GATCOM supported PAG in its involvement with the modernisation of the North Terminal and the wide range of projects to improve the passenger experience.

GATWICK WESTERLY ARRIVALS

- GAL is undertaking a fresh review of the whole situation regarding westerly arrivals (aircraft arriving from the east).
- The review will consider whether everything that can reasonably be done to alleviate the problems experienced in the vicinity is being done, whether this involves action by the airport or by the other parties most closely involved – such as NATS, the CAA, the DfT and airlines.
- The review will take several months as it will address some complex issues and needs to involve a number of other parties.
- GAL is in the process of engaging external consultants to help review its complaints handling. The importance of GAL engaging with the right organisations to review the way in which the airport records noise complaints was highlighted.
- GATCOM supported the initiative and GAL was asked to ensure that other local authorities that did not have representation on GATCOM be invited to participate/provide views as part of the review.
- GATCOM also highlighted the need to consider the impact of aircraft arrivals over areas to the west of the airport.

USE OF AIRSPACE

Meeting with Andrew Haines, Chief Executive, CAA - the Chairman reported on a meeting he and the secretariat had with Andrew Haines. It was confirmed that:

- The CAA was currently assessing all the data and feedback received from communities about the impacts following the implementation of P-RNAV on Gatwick's departure routes. Its Post Implementation Review (PIR) would hopefully be published soon (possibly by September).
- The CAA would send a representative to attend the next GATCOM meeting on 22 October to present the outcome of the PIR and the CAA's recommendations.

- The potential for respite was discussed. It might be possible to identify some options but it was accepted that options were limited.
- The CAA felt that airport consultative committees needed to develop a closer relationship with NATS both en route and local providers when considering airspace issues.

26 LAM departure SID

- GAL is seeking to rectify the route related performance that has arisen since the implementation of P-RNAV on the 26 LAM departure SID and has been working with independent airspace designers and the local residents' action group, Plane Wrong, in order to identify possible solutions.
- [A proposed solution](#) to bring the flight path back into the noise preferential route (NPR) has been developed which at this stage is still theoretical and is subject to CAA approval. GAL advised that a number of tracks within the NPR were considered and it was the light green track option that would provide the optimum performance and the required separation of aircraft to maintain safety.
- GATCOM welcomed the detailed work that GAL has undertaken but highlighted the importance of ensuring that any changes to the departure SID, even if the new route was within the NPR, was subject to consultation with the wider local community. It was also important for GAL to discuss the proposed solution with the Gatwick Area Conservation Campaign, as the overarching local environmental and amenities organisation, as the impact of altering a flight path would extend to wider communities than those represented by Plane Wrong. For example, the proposed solution would result in aircraft flying closer to Capel.
- GAL confirmed the desire to undertake local consultation and this would be discussed with the CAA. GAL noted GATCOM's request to make consultation material understandable for communities to consider.
- The proposed solution is currently being prepared in greater detail in order for the CAA to be able to review and provide a clear steer on the next stages. GAL will keep GATCOM informed of progress.

DfT/CAA altitude based priorities

- The letter the Chairman had sent on behalf of GATCOM to the Minister for Aviation, Robert Goodwill MP, about the DfT's guidance for altitude based priorities was noted.
- A response from the Minister was given at the meeting. The Minister confirmed that he and DfT officials were taking the issues seriously and had started conversations with both the industry and community groups as to how effective mitigations, such as respite, can be put in place in the future, he agreed that the DfT's altitude based priorities guidance should be used in a flexible way but also pointed out that the guidance was not considered in isolation by the CAA as they had a statutory duty to consider many other factors when making decisions about airspace changes. The Minister appreciated the role GATCOM played in monitoring the impacts of the airport's operations and issues that arise.
- The response from the CAA had been circulated to all GATCOM members prior to the meeting.

FLIGHT PERFORMANCE TEAM (FPT) REPORT

- GAL reported on the key highlights of ground noise monitoring over the period January to March 2015. The availability of Fixed Electrical Ground Power (FEGP) remained high and Auxiliary Power Units (APU) compliance was very good. There had also been 35 ground running engine tests carried out but these were well within the permitted maximum levels.
- In respect of aircraft noise and track keeping the quarterly report covering the period January to March 2015 was noted. The key highlights are:
 - With the exception of the route related performance on the 26 LAM departure route, track keeping performance remained very good
 - Continuous Descent Approach achievement remained high and Gatwick continues to be a world class leader for this noise mitigation technique

- The way in which noise complaints were recorded in the statistics was again raised by GATCOM members. It was pointed out that a footnote should be included on the complaints analysis tables to indicate when the change in the complaints handling policy occurred as this skewed the figures. GAL agreed to include a footnote.

NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)

The key messages from the meeting of NATMAG held on 28 May 2015 were noted as follows:

- GATCOM be informed of the potential solution to 26 LAM departure SID (discussed above)
- NATMAG discussed GAL's changes to the complaints handling procedure at the request of GATCOM. An external statistician would be engaged by GAL to identify the most reliable and accurate way in which to record complaints received.

Reference was made to the population maps used by ATC and the issue that arose for Horley where an out of date map was being used. Members sought assurances that the maps NATS/ATC used for other centres of population were up to date.

DFT AIRCRAFT NOISE MANAGEMENT ADVISORY COMMITTEE (ANMAC)

Tim May, DfT summarised the main items of discussion of the recent meeting of ANMAC's technical working group. The Working Group was reviewing the departures and arrivals noise procedures at the London airports and it was hoped that a draft report covering arrivals procedures and best practice could be agreed by the next meeting of ANMAC in September. A draft report on best practice guidance for departures would also be undertaken.

ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES – MANCHESTER AIRPORT – 10/11 JUNE 2015

The key messages and outcomes from the Annual Meeting of UKACCs, which was hosted by Manchester Airport, were noted. The Chairman highlighted the inspiring presentation that had been given by Manchester's Community Relations Manager on its community engagement strategy and advised that he had shared the presentation slides and information with GAL.

APPOINTMENT OF SUB-GROUPS AND MEMBERS TO SERVE ON NATMAG

- **GATCOM Steering Group and Passenger Advisory Group** – GATCOM appointed members to serve on both groups for the ensuing year.
- **Appointment of GATCOM Members to serve of GAL's NATMAG** – the following members were appointed to serve on GAL's NATMAG for a term of two years:
 - Peter Barclay (Environment and Amenities Groups)
 - Mike George (Horley Town Council)
 - Ken Harwood (Tandridge District Council)
 - Alan Jones (Burstow Parish Council)
 - Liz Kitchen (Horsham District Council)
 - Clive Pearman (Kent County Council)
 - Charles Yarwood (Charlwood Parish Council)

DATE OF NEXT MEETING

The next scheduled meeting will take place on Thursday 22 October 2015 at 2.00 p.m. The annual tour of areas of the airport would take place on the morning of the meeting. All members were encouraged to attend the tour.

**Paula Street
Secretariat**