

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 14 July 2016.

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| Present: | Dr. John Godfrey DL (Chairman) |
| Peter Barclay | - Environmental and Amenities Groups |
| Janet Duncton (substitute) | - West Sussex County Council |
| Carolyn Evans | - Charlwood Parish Council |
| Mike George | - Horley Town Council |
| Rob Griggs (substitute) | - 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 |
| David Lawton | - Ruspur Parish Council |
| Douglas Moule | - Gatwick AOC |
| Clive Pearman | - Kent County Council |
| Rupert Simmons | - East Sussex County Council |
| Geraint Thomas | - Crawley Borough Council |
| Charles Yarwood | - Mole Valley District Council |

Also present:

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| Sir Roy McNulty | Chairman, Gatwick Airport Limited |
| Stewart Wingate | - Chief Executive Officer, GAL |
| Charles Kirwan-Taylor | - Corporate Affairs & Sustainability Director, GAL |
| Alastair McDermid | - Airports Commission Director, GAL |
| Alison Addy | - Head of Community Engagement |
| Tim May | - Department for Transport |
| Robin Clarke | - NATS |
| Werner Spier | - Managing Director, ANS |
| Peter Long | - Independent Technical Adviser |
| Barry Smith | - Deputy Honorary Secretary |
| Paula Street | - Assistant Secretary |

Apologies for absence were received from:

John O'Brien (West Sussex County Council), Christopher Hersey (Mid Sussex District Council), Siwan Puw (London Chamber of Commerce and Industry), Nigel Smith (Tourism South East), Jeremy Taylor (Gatwick Diamond Business) and Dorothy Ross-Tomlinson (Surrey County Council).

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 on 8/9 June, hosted by Belfast International Airport. He also attended the initial meeting of the Noise Management Board on 21 June.

4. The Chairman also reported that the GATCOM Chairman's Annual Review was due to be completed and published in August 2016.

MINUTES

5. Resolved - That the minutes of the meeting held on 28 April 2016 be approved as a correct record and that they be signed by the Chairman.

GATCOM STEERING GROUP – MATTERS CONSIDERED

6. GATCOM received the report of the Chairman summarising the matters considered at the meeting of the GATCOM Steering Group on 27 June 2016 (copy attached to the signed minutes).

Local Air Quality Monitoring

7. GATCOM was pleased to note that [the results](#) of Reigate and Banstead Borough Council's 2015 air quality monitoring showed that nitrogen dioxide concentrations were below the UK annual average objective of 40 µg m⁻³ (micrograms per cubic metre) at those sites normally assessed on the Horley Gardens Estate – the Area Quality Management Area. The trend analysis for nitrogen dioxide concentrations at properties most at risk of breaching the air quality objective, showed a continuation of the previous downward trend and were the lowest recorded concentrations to date.

8. However, members also noted that one of the new roadside sites (RB149 on the A23) indicated a reading of 45 µg m⁻³ in 2015 suggesting that air quality at this location was above the air quality objective. Further monitoring was already under way on the A23 to gather further data, and to establish a fuller picture and to understand if this was a one-off 'hot spot' due to the road junction or if there was a wider air quality issue on this section of the A23.

9. GATCOM expressed its thanks to Reigate and Banstead Borough Council, particularly Leon Hibbs, for the comprehensive and clear way in which the results of the air quality monitoring was reported.

RNAV departure routes - update on the CAA's PIR modifications

10. Members noted that the trial of the modified Route 4 (26 LAM Departure SID) went live on 26 May for a period of six months. The modified route was achieving a much improved track keeping compliance in the noise preferential route (NPR) of 94%.

11. The trial route appeared to be performing generally as expected but it was said that the impact of concentrated overflight was having an adverse impact on:

- o Newdigate Parish – Residents had not been aware of the trial and had not received the information from GAL as part of the pre-trial awareness campaign.
- o Horley – increase in noise and aircraft overflight. It was pointed out that the AIP stated that NATS should not vector aircraft over Horley. NATS asked for specific dates and times to enable it to investigate further.

12. During the trial the CAA would monitor performance of the route before it made a decision as to whether the route should be implemented on a permanent basis. Any feedback from residents to GAL, would also be reviewed by the CAA. A monthly report would be submitted to the CAA.

13. Members noted that GAL would give a full report on progress at the next GATCOM meeting and would provide aircraft track comparisons – prior to implementation of P-RNAV, post implementation and the trial route.

14. GAL reminded GATCOM of the CAA's advice in the Post Implementation Review (PIR) report that if at the end of the six months trial that the modified route had not achieved its original stated aim to an acceptable standard then the PRNAV route would not be confirmed and removed from the AIP i.e. would be returned to conventional navigation.

15. GATCOM noted that GAL has given reassurances about the accuracy of the CASPER noise and track monitoring system which takes a direct data feed from Air Traffic Control. The CAA's Environmental Research and Consultancy Department (ERCD) carried out a

[detailed performance analysis and report](#) to make sure that the system provided reliable data for reporting purposes.

16. GATCOM noted that work on taking forward the minor modifications to Routes 2 & 5 was underway. Revised proposed route designs were currently with the CAA for consideration and it was hoped that the CAA would be able to agree a solution and timescales for implementation in the near future.

GAL's Complaints Handling Policy

17. A draft of the reviewed noise complaints handling policy would be reported to the next cycle of meetings – Noise Management Board, NATMAG, GATCOM Steering Group and GATCOM for consideration and comment.

AIRPORT COMMENTARY

18. Sir Roy McNulty, Chairman, GAL gave an overview of the airport's business. He reported that the airport was performing well against a backdrop of steady growth and a number of challenges. The new challenge being what Brexit meant for aviation. The DFT advised that a number of aviation stakeholders had raised concerns about the need to maintain access to the single market and that this was of paramount importance to be addressed.

19. Sir Roy advised that he was pleased with the outcome of the Independent Arrivals Review and all the recommendations had been accepted, with GAL fulfilling its commitment to publish its final action plan promptly. The package of measures would hopefully improve the noise climate for those communities affected by aircraft arrivals. He thanked GATCOM for its constructive contributions during the course of the review.

20. He also reported that the Noise Management Board (NMB) had now been established which was expected to give comprehensive oversight to the implementation of the Arrivals Review recommendations, provide a forum to enable dialogue between community group representatives, GAL, DFT, CAA, air traffic providers and airlines and help to develop a mutual understanding of the issues.

21. GAL would continue to promote its case for a second runway and awaited the Government's decision which had been deferred until at least October 2016. The [recent letter](#) of Sir Roy McNulty to the Prime Minister set out GAL's eight pledges in delivering a second runway at Gatwick. In response to a question about GIP's future disposal of its 10 year investment in the airport, Sir Roy confirmed that the shareholders had given assurances to the Government that the finance would be available if it was decided to construct a second runway at Gatwick.

22. It was noted that GAL had now concluded negotiations with the Department for Transport regarding Statement of Principles which remained subject to a confidentiality agreement.

23. 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

24. Mr Wingate reported that Gatwick had seen continued growth and achieved a 6.1% year on year increase in traffic, with passenger numbers at record levels. The airport was now handling 40.8 million passengers per annum.

New Routes

25. GATCOM noted that both long haul and short haul networks continued to grow. New routes had been announced including a twice weekly service by Norwegian to Las Vegas, a weekly Virgin Atlantic Airways service to Varadero, Cuba and increases in services to Las Vegas and Bermuda from April next year.

Capital Investment

26. Mr Wingate reported that the company was increasing its planned investment from £221.93m to £235m in 2016/17. He highlighted the opening of the new Pier 1 and thanked those GATCOM members that had attended the formal opening ceremony.

Core Service Standards

27. The customer satisfaction scores continued to be met although continued security and check-in transformational work had suppressed the quarterly scores for departures and the redevelopment works in the North Terminal had affected the score for arrivals. Members noted that these were now showing signs of improvement.

“Decade of Change” Sustainability Performance Report

28. Mr Wingate reported that GAL had published its [2015 progress report](#) at the end of May which revealed that the airport was making strong progress on its targets. Progress achieved mid-point in this sustainability plan included reductions of 32.6% in carbon emissions compared to 1990, 16.6% in energy use compared to 1990, 29% in water use and 49% of operational waste recycled with no untreated waste sent to landfill since May 2015. GATCOM congratulated GAL on its progress and asked to know more about the current achievements and future plans for reductions in the airport’s carbon footprint particularly in respect of Scope 3 emissions (aircraft LTO cycle, passenger and staff travel, waste and water use and airport partners’ energy use). GAL would present a paper to the next meeting.

Carbon Trust Standard Triple Certification

29. GATCOM congratulated the airport on achieving the triple certification award, which was so far only held by 2 other airports and 24 organisations across all sectors for reductions in carbon, water and waste.

Off airport car parking problems

30. GATCOM raised concerns over the number of on-going incidents of damage to and the security of passengers’ vehicles as a result of the operations of unapproved valet car parking companies. Charles Yarwood, Mole Valley District Council, declared an interest insofar as he was a Director of a property investment and management company. One of the company’s land holding sites had been used by one of the car parking operators, without his knowledge.

31. Mr Wingate confirmed that car parking capacity was to be increased to match demand and that there were plans for a new multi-storey car park “car park 7”. A presentation on GAL’s car parking strategy and plans will be given to a future meeting. Members requested that GAL ensured that its website continued to give clear advice to passengers to book car parking products with approved operators. Mr Wingate confirmed that GAL was actively working with the police and other stakeholders to tackle the problems. The good work of the county councils’ Trading Standards Services was also highlighted.

Events and Activities

32. Mr Wingate highlighted a number of anniversary and charitable events that had recently taken place. These included celebrations for Her Majesty the Queen’s 90th birthday, 80 years of commercial flight at Gatwick and the 30th Anniversary of Gatwick Travelcare.

AIRPORT EXPANSION IN THE SOUTH EAST

33. Tim May, DFT reported on the Secretary of State for Transport’s statement in parliament that there would not be an announcement on a runway decision until at least October.

34. Robert Goodwill, MP, Minister for Aviation, had responded to GATCOM’s request for further engagement with stakeholders on the conclusions of the DFT’s further work prior to a decision being made. The Minister stated that any decision on a preferred scheme would only be the start of the process. As it had only been the scheme promoters who had contributed to this further work to date, GATCOM agreed that a further letter would be written to the new Secretary of State for Transport to again raise the need for other stakeholders to be given the opportunity to contribute prior to the decision being made.

GATWICK RELATED PLANNING APPLICATIONS

35. 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).

GATWICK RAIL SERVICES AND NETWORK PERFORMANCE

36. Charles Horton, Chief Executive Officer, GTR, Angie Doll, Gatwick Express Services Director, GTR and Steve Knight, Area Director Sussex, Network Rail, gave an update on the performance and improvement plan for the rail network and services servicing Gatwick (copy of [presentation slides](#) attached to the signed copy of the minutes).

37. GTR first apologised for the significant disruption arising from the continued industrial action and high levels of staff sickness which GTR was seeking to resolve as quickly as possible. The serious concerns of GATCOM and GAL about the impact on passengers, staff and on the operation of the airport were highlighted.

38. Key points noted were:

- GTR and Network Rail had a good level of partnership working. An Alliance Board had been established between Network Rail and GTR to address performance issues and initiatives.
- GTR's network had seen 40% growth over the past 5 years and the multi-billion Government sponsored Thameslink programme was transforming the network to improve infrastructure, add capacity and deliver a better passenger service.
- GTR was working closely with Network Rail to address the significant challenges in delivering the transformation change whilst maintaining operations on one of the busiest rail networks in the UK. The redevelopment works at London Bridge involving the closure of many platforms had posed significant challenges in view of the reduced train paths into the terminus. It was always anticipated that this part of the programme would cause disruption to passenger journeys.
- Rail passengers would start to experience gradual improvements in the quality and reliability of services and information over the next two and half years with the full benefits of the Thameslink Programme materialising in 2018.
- Network Rail advised that the split of service performance issues was 60% Network Rail and 40% train operating companies, GTR being one of those companies.

39. GATCOM welcomed:

- The improvements to the Gatwick Express service in respect of the creation of a dedicated Gatwick Express ungated entrance portal at the station to be completed in September, on-board hosts and ticketing and the introduction of new rolling stock.
- The improvements to the station concourse in advance of the station redevelopment project to help accommodate current passenger volumes.
- The introduction of Oyster and contactless payments – 19% of passengers were already using this method of payment to travel to from London (only 10% usage was forecast). This had helped to address queuing times at the ticket desks. GATCOM highlighted the need for there to be improved signage to advise passengers that this method of payment was only for trips into London/stations north of Gatwick.
- The complete overhaul of signage at the station with the new signage replicating that within the airport terminal.
- The launch of the Gatwick Express App which would include airport flight details.
- The roll out of new class 700 trains on the Thameslink route, the improvement plan for transforming the customer experience and better services at stations.

40. GATCOM remained concerned however about the ability of air passengers being able to board those Gatwick Express services from Brighton in the morning peak where there was standing room only and how that constituted a premium service.

41. GATCOM also highlighted the problem of 8 coach trains not providing the capacity needed at certain times of the day and that this needed to be reviewed by GTR.

42. The temporary timetable introduced on 11 July introduced a 15% cut in services across the Southern and Gatwick Express network. Mr Horton explained that this was to give greater certainty for passengers. Although it was early days there were already signs of improvement in performance. GAL welcomed the new timetable and urged GTR to resolve the dispute with staff as swiftly as possible, with the offer of assistance where needed.

43. The longer term capacity of the network was also discussed, particularly the capacity needed if it was decided that a second runway was to be built at Gatwick. It was confirmed that once the Thameslink programme was fully materialised there would roughly be a doubling of capacity from 2018. GAL outlined its rail usage forecasts associated with the construction of a second runway.

44. GTR and Network Rail were asked to report back to the next meeting to provide an update on performance and next steps.

PASSENGER ADVISORY GROUP (PAG)

45. Mr Hall, PAG Chairman, presented his report in respect of activities of PAG since the date of the last meeting (copy attached to signed minutes).

46. Mr Hall reported that a challenging first quarter saw significant disruption to passengers. Although it was noted that France had now settled its ATC strike dispute, PAG was concerned over future ATC strikes during the busy summer period causing further disruption to flight schedules. PAG recognised the support given to passengers by staff working for GAL during these disruptions. GATCOM shared PAG's concerns over the prioritisation of slot times that NATS gives to flights diverted to other airports during these periods. Mr Wingate advised that continued strikes were likely to have an effect on the on-time departures performance of flights.

47. PAG's concern over the performance of one of the airport's handling agents struggling to reach good performance levels was supported. GAL was continuing to provide support in assisting the handling agent with recruitment and staff training.

48. Resolved – That

- (1) PAG's concern about the impact of the ATC strikes on the operation of the airport and airline flight schedules be supported;
- (2) PAG's work to consider in more detail the resilience of GAL's IT and automated systems be endorsed;
- (3) PAG's response to GAL's consultation on the Gatwick Draft 2016-2021 CIP be endorsed; and
- (4) PAG's involvement in a wide range of consultations, projects and operational matters be noted.

NIGHT FLIGHTS REVIEW

49. GATCOM considered a report by the Independent Technical Adviser and the Secretariat setting out a suggested submission to the DFT for consideration in review of the night flights regime for Gatwick Airport (copy attached to signed minutes).

50. GATCOM's lead member for noise and the independent technical advisor had attended the DFT's Gatwick Focus Group on 8 June when feedback was sought on specific questions as part of the evidence gathering process. GATCOM considered the Secretariat's suggested response to the DFT's eight questions and it was agreed that the response gave a fair and balanced view reflecting the various views of members subject to minor amendments being made to the responses to:

- Question 2 – to include reference to the need for a joined up approach across Government departments as well as the Planning inspectorate to land-use planning.

- Question 4 – to refer only to the adverse impact on the peace and tranquillity of the resting population.
- Question 4 – amend last sentence to read “...question as to where the exempt category threshold should be set, if at all.”
- Question 5 – to include reference to including representatives from the community adversely affected.

51. Resolved – That, subject to the inclusion of the above amendments, the suggested [submission](#) to the DfT as set out in Appendix 2 of the report be approved.

GATWICK ARRIVALS REVIEW ACTION PLAN PROGRESS

52. Charles Kirwan-Taylor, Corporate Affairs and Sustainability Director, GAL provided an overview of the key changes made to the Final Action Plan and the progress made to date on taking forward the recommendations of the Independent Arrivals Review. GAL published its Final Action Plan on 2 June 2016 and had circulated it widely amongst all interested parties and those who engaged in the review process.

53. The three main priorities for GAL were to take forward the actions in respect of:

- Imm-01, modifications to Airbus 320 series aircraft.
- Imm-05, raising the commencement height and other improvements to CDA procedures.
- Imm-10, broadening the approach arrival “swathe” to extend between 8-14nm.

54. GAL confirmed that the governance and oversight of all of the recommendations and other noise strategies, such as for departures and ground noise, would be the responsibility of the new Noise Management Board (NMB) - Recommendation Imm-18. The first meeting of the NMB was held on 21 June 2016 when its terms of reference were agreed. GAL produced a [table of progress](#) which would be regularly considered by the NMB (copy attached to the signed minutes).

55. The Chairman advised that there would be a standing item on the GATCOM agenda to consider the minutes of the NMB which would enable GATCOM to raise matters for the Chairman to raise at NMB meetings.

NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)

56. GATCOM noted that Tom Denton, former Head of Corporate Responsibility, GAL who had led the Flight Performance Team and chaired NATMAG had now left GAL. Tribute was paid to the outstanding contribution that Tom had made to GAL’s sustainability and flight performance work over many years. GATCOM wished him well for the future. GATCOM considered the unconfirmed minutes of the meeting of NATMAG held on 26 May 2016 (copy attached to the signed minutes).

REVIEW OF GAL’S LANDING CHARGES

57. GATCOM deferred this item to the next meeting.

ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)

58. The key messages and outcomes from the Annual Meeting of UKACCs, which was hosted by Belfast International Airport on 8/9 June 2016, were noted (copy attached to the signed minutes).

APPOINTMENT OF SUB-GROUPS AND MEMBERS

59. The Secretariat’s report on the appointments that needed to be made was considered (copy attached to the signed minutes). GATCOM appointed members to serve on the following sub-groups as follows:

GATCOM Steering Group

John Godfrey (Chairman)

Peter Barclay (Environmental and Amenities Groups)

Geraint Thomas (Crawley Borough Council)

Peter Hall (Passenger Representative)
Alex Horwood (Reigate and Banstead Borough Council)
Liz Kitchen (Horsham District Council)
Alun Alder (BATA)
John O'Brien (West Sussex County Council)
Eddie Redfern (International Air Carriers' Association)
Dorothy Ross-Tomlin (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)

DATES OF NEXT MEETINGS OF GATCOM AND ITS SUB-GROUPS

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

GATCOM Steering Group – Thursday 29 September 2016 at 10.00 a.m.

Passenger Advisory Group – Thursday 6 October 2016 at 1.30 p.m.

GATCOM – Thursday 20 October at 2.00 p.m. (NB annual tour of airport in the morning)

61. Members also noted that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) would take place on Thursday 29 September 2016 at 2.00 p.m.

Chairman