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## GATCOM 20 OCTOBER 2016

### KEY MESSAGES AND OUTCOMES FROM MEETING

The agenda and papers considered at the meeting are available on GATCOM's website at <http://www.gatcom.org.uk/agendas-and-minutes/>

#### GATCOM STEERING GROUP – CHAIRMAN'S REPORT

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

- **Local Air Quality Monitoring** - After a further three months monitoring at one of the new roadside sites on the A23, the air quality diffusion tube continues to provide readings suggesting that air quality at that location is above the air quality objective. A permanent air quality monitoring station will therefore be installed in that area to gain a better understanding of the problem and to help develop an action plan to address the source of pollution once known.
- **Night flights** - The current usage of the movements limits and noise quota has been considered by the Steering Group. The number of night flights this summer is up against the movements limit and Gatwick Airport Limited (GAL) has taken action to encourage good behaviour and performance by the airlines to keep to flight schedules. Gatwick is operating well within the noise quotas.

Members were concerned about the increase in the number of night flights. Gatwick has been asked to provide details of:

- all night flights movements between May and August (inclusive)
- the number of night flights each hour and the operators
- the number of and reasons given for dispensations and the operators concerned.

The DfT is due to publish a consultation on the next night flights regime by the end of the year which will provide communities with the opportunity to make their views known. GATCOM urged the DfT to publish the consultation as soon as possible.

- **Section 106 Agreement – Results of the Annual Monitoring 2015 and Action Plan Progress** - The findings from the independent auditors do not raise any causes for concern for GATCOM and the auditors recommendations are being addressed by the parties concerned. A copy of the full verified Annual Monitoring report is available on GAL's [website](#).

#### AIRPORT COMMENTARY

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

- **Traffic Growth** - Gatwick has seen continued growth and achieved a 6.5% year on year increase in traffic with passenger numbers at record levels. The airport is now handling 42.3 million passengers per annum.
- **New Routes** – both the long haul and short haul networks continue to grow. New routes include Moscow, Cape Town, Keflavik, Romaniemi, and Ljubljana.
- **Core Service Standards** – customer satisfaction scores continue to be met in all areas except security waiting times which has been affected by the roll out of the new security screening

process, GEN II, in the North Terminal. On time departure performance is still below expectations but GAL is working with airlines and handling agents address this.

- **Handling Agent, Aviator** – has decided to withdraw from the UK aviation market. Aviator handles around 50% of Gatwick's passengers. Arrangements are in place to provide continuity of service by Aviator for affected airlines until the end of November 2016. While ground handling arrangements at Gatwick are primarily a contractual matter between airlines and their agents, GAL will take a proactive role in helping affected airlines to develop long term arrangements and assist both Aviator and airlines to ensure a smooth transition for passengers, airlines and staff affected by the change.
- **Car parking in local roads** – reference was made to the continued problem of car parking by passengers, staff and taxi companies in local roads around the airport. Reigate and Banstead Borough Council has been working with Uber to provide car parking facilities with toilets at a designated site and other local authorities were seeking powers to enable them to move on waiting cars. GAL will present details of its parking strategy to a future meeting.
- **On time departures performance** - there were comments about the resilience of operations given the growth and intensity of the use of the runway. GAL has regulatory targets to meet in terms of on time departures performance and GAL has put in place many actions to help ensure punctuality performance targets are met. The airline representatives are not supportive of GAL's proposal put in place minimum turnaround times as that was a commercial decision of the airlines and the number of rotations that need to be achieved for their business models. GAL confirmed that as a result of consultation responses from airlines the proposal to stipulate a minimum turnaround time had been dropped.

#### **AIRPORT EXPANSION IN SOUTH EAST**

- Over the summer, GAL had met the DfT a couple of times to further update and exchange information mainly concerning rail access and the costs associated with project as well as the governance arrangements for when a decision is announced.
- In September the Government set up the Economy and Industrial Strategy (Airports) Sub-Committee to take a new and detailed look the future of London's airports. GAL issued a paper in September to summarise Gatwick's case. The Gatwick Case [document](#) compares and contrasts the proposals put forward by Gatwick and Heathrow.
- The speculation in the media and press about a further delay in the Government's decision was discussed. A statement of clarification received from the DfT about the process was outlined at the meeting and is as follows:  
"As the Prime Minister has made clear, a final NPS will be voted on by the House of Commons, following a successful vote the Secretary of State can designate the NPS. That is a matter of law that shouldn't be a surprise – we have been clear that this would be the process from the start and this is in line with the Planning Act 2008

The previous Transport Secretary Patrick McLoughlin clearly set out this process to the Transport Select Committee in [February](#) 2016:

- Q62 Chair: How long from now to a decision?

Mr McLoughlin: I went through it a few moments ago. Earlier this morning, I had a very good aide-mémoire which went right the way through it, but I can't put my hand on it at the moment. The timeline at the moment is for a decision by the Government on the preferred location. Then there will be a draft national policy statement published for consultation and laid in Parliament. This is published a minimum of four weeks after the announcement on the runway location to avoid the legal risk of pre-determination. There is no decision yet on the length of the public consultation, but it could be 16 weeks. A Commons Select Committee will examine the draft NPS and hold a full-blown inquiry for 12 weeks immediately following the public consultation. The Commons Select Committee will submit a report to me by the end of the 12-week period. Once a final NPS is laid, debates and votes must happen within 21 sitting days of the House. At any time after the vote, or it could be the same day, if there is a negative vote, the Secretary of State will change and lay a new NPS, again for 21 voting days.

After that has happened, the next steps, post the 12 months, are that the developer submits a development consent order to the planning inspectorate; there is a planning inquiry and examination of six months, which is fixed; the planning inspector will report to the Secretary of State within a fixed three months; and the Secretary of State will consider the report and announce a decision—again fixed at three months. The potential JR will be

for a six-week period thereafter, as well as at any stage along the line if we did not fulfil the role correctly. That is the big change that came about as a result of the 2008 Planning Act. There is a much clearer timetable as far as developments like these are concerned."

- The Government's decision was expected to be announced the following week (25 October). GAL advised that it would outline its position in terms of pursuing its case for a Gatwick runway once the Government's decision was known and the reasons for its decision had been fully considered. [The Government announced that a new north-west runway at Heathrow Airport as its preferred option to deliver airport expansion in the south-east – [click here](#) to see the Secretary of State's statement. [Click here](#) to see the Government's press announcement]
- The Chairman reminded GATCOM of its [previous position](#) and it was agreed that the Government's decision be considered at the next meeting.

#### **GATWICK FOUNDATION FUND**

- GAL has teamed up with Community Foundations in [Kent](#), [Surrey](#) and [Sussex](#) to launch the Gatwick Foundation Fund which will oversee £300,000 worth of annual grants for worthy causes across the region. The donations will be equally divided between defined areas in Kent, Surrey and Sussex Community Foundations to make awards to non-profit organisations including charities, social enterprises, community groups and voluntary organisations and used to promote employment, training and skills, alongside support for families, the elderly and young people at a local level across the three counties.
- GAL's foundation fund is in addition to those funds given to the Gatwick Airport Community Trust which had been set up under the Section 106 agreement. The addition of the Gatwick Foundation Fund means that GAL's donations would reach a wider area around Gatwick.

#### **GATWICK RELATED PLANNING APPLICATIONS**

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

#### **GATWICK GROWTH BOARD (GGB)**

- GAL established the Gatwick Growth Board (GGB) under the co-chairs of Tessa Jowell and Steve Norris in August. The GGB will provide high level strategic advice and guidance to assist GAL in managing growth over the next decade with or without a second runway.
- GGB has launched its first study which will provide new and updated estimates of the value added and jobs created by Gatwick's operations and supporting activity to map out where the benefits arise. It aims to put in perspective the airport's role in the next phase of its growth so that the opportunities for training and employment as well as support for local and national businesses in the expanding supply chain. The study will report in November/December 2016.
- The GGB is keen to engage with a range of stakeholders including local authorities, MPs and the Coast to Capital LEP.
- The Chairman of GATCOM has already met the GGB and the opportunity was taken to highlight:
  - that in addition to their focus on the South London and Brighton Economic corridor, there was a need to also consider the lateral coastal strip
  - the need to also consider the impact on Gatwick and the region if it is decided that a new runway should be constructed at Heathrow.

#### **THE ROLE OF GATWICK AIRPORT IN THE COAST TO CAPITAL REGION**

Jonathan Sharrock, Chief Executive, Coast to Capital Local Enterprise Partnership (LEP) gave a presentation on the work of the LEP, the importance of Gatwick Airport in helping to achieve the LEP's vision for the coast to capital region and the key issues and challenges for the region - [click here](#) to see presentation slides. The key points to note are:

- The LEP is a small organisation with 14 staff.
- It is a very economically successful area with great international connectivity and accounts for 40% of the region's contribution to the treasury – Croydon contributes 15% GVA to the regional economy.
- The coastal strip from Newhaven in the east to Chichester in the west is made up of many small towns with relatively large numbers of retired people and has a different industrial base – there is more manufacturing activity and it has a strong SME base.
- The rural economy in Sussex and Surrey contributes 20% GVA to the region.
- Economic growth can only be increased if the challenges of infrastructure (road, rail and a modern high-speed broadband), housing supply and skills within the region are addressed.

- The LEP is a funding partner in the Gatwick Station project and is active in pursuing improvements to the Brighton Main Line.
- Gatwick airport is a major driver of growth in the region. There is evidence across the world that high value businesses tend to congregate around airports and Gatwick is no exception. The LEP supports the expansion for growth at Gatwick and all measures the airport needs to continue to grow and to make best use of its infrastructure.
- New long-haul routes and other new routes from Gatwick increases international connectivity which will drive the regional economy.
- Without a second runway Gatwick will continue to grow but that growth will be capped. The LEP will still support the business in regards to its skills need and infrastructure.

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

- The report from the Chairman of PAG was considered.
  - The Airline Moves project is a massive logistical challenge for the airport. Preparatory activities are on schedule with easyJet's and Virgin Atlantic Airways' move to the North Terminal and British Airways' move to the South Terminal scheduled to take place between 23 to 26 January 2017. Over a third of the 1600 actions identified leading up to the move are already completed. PAG has been invited to help test the readiness in advance of the moves on planned upcoming test days in November and December.
  - PAG's concerns about the poor performance of GoVia Thameslink Railway (GTR) and the subsequent impact on passenger and staff journeys to the airport were shared by GATCOM.
  - The collaborative work of GAL in continuing to improve on-time departures performance of aircraft is supported
  - PAG's involvement in a wide range of consultations, projects and operational is noted.

#### **GATWICK RAIL SERVICES AND NETWORK PERFORMANCE**

Gavin Bostock, Head of Corporate Affairs, GTR, and Steve Knight, Programme Director Thameslink, Network Rail, gave an update on the performance and improvement plan for the rail network and services servicing Gatwick – [click here](#) to see presentation slides.

The key points to note are:

- GTR would prefer to have an agreement with the RMT but is moving ahead with its modernisation programme. The new rolling stock being introduced on services has enhanced on-board technology and GTR wishes to make best use of the new technology. It was confirmed that Southern has guaranteed that every train which currently has a conductor will continue to have a conductor or on board supervisor in the future, but on trains where the driver has full control of the train (new modern rolling stock) if for any reason an on board supervisor is unavailable GTR wishes to have the flexibility to still run the service.
- GTR has endeavoured to keep disruption to a minimum on services to/from Gatwick on strike days.
- Performance of services has started to improve following the implementation of the temporary timetable in June. Services are gradually being reintroduced and it is hoped that the full timetable will be restored in December. There will however be some alteration to services in the Autumn to help maintain performance during the leaf fall season. A number of Gatwick Express services will continue to be reduced during the leaf fall season.
- The Secretary of State for Transport announced the Gibb Review on 1 September with a £20m fund to tackle problems on the line placing more rapid response teams on the franchise, accelerating the replacement of worn track, and hiring extra staff at key stations including East Croydon and Gatwick to make sure trains get away on time.
- The Review will seek to ensure all possible steps are being taken to improve performance of Southern rail services. It will seek to ensure closer working and more effective alignment between GTR and Network Rail and will report weekly to the Rail Minister and Secretary of State for Transport on progress. Actions identified are to be delivered by the end of the year.
- Gatwick Express now has an entire new fleet of trains which better accommodates the needs of air passengers
- The new Gatwick Express portal at Gatwick station has been opened along with a new lounge on the platform.
- GTR has launched the stage 1 of its consultation on the 2018 timetable.

GATCOM remains concerned about continued strike action by the RMT and highlighted concerns about the need to have staff on board trains to handle emergency situations and for dealing with

passengers requiring special assistance. GATCOM is encouraged by the improvements in performance since the last meeting and hopes the actions identified by the Gibb Review can be implemented as quickly as possible.

### **GTR 2018 TIMETABLE CONSULTATION**

- Initial consideration was given to a suggested form of GATCOM's response to the stage 1 GTR 2018 timetable consultation.
- The 2018 timetable will provide new connections, faster journeys and increased capacity for the expanded Thameslink network creating new direct routes between Brighton, Gatwick Airport and Cambridge and will include eight trains per hour from Gatwick to London Bridge.
- Members have been asked to continue to feed comments to the Secretariat for consideration in the preparation of the draft GATCOM response. It was agreed that the GATCOM Steering Group be asked to consider and agree the response via email for submission to GTR by the 8 December.
- Members are encouraged to make their own responses to the consultation direct so that specific concerns can be addressed with GTR.

### **REVIEW OF GAL'S LANDING CHARGES**

Nick Dunn, Finance Director, GAL presented details of the recent review of aircraft landing charges at Gatwick – [click here](#) to see presentation slides.

The key points to note are:

- The proportion of aircraft compliant with Chapter 4 noise standard (quieter aircraft types) has increased from circa 75% in 2010/11 to almost 100% in 2016/17.
- The new noise charge framework will help to drive further improvement in the aircraft operating at Gatwick, with the new ICAO Chapter 14 noise standard being incorporated in Gatwick's charges early.
- The charges will apply all year round, they incentivise fuller aircraft in the day, incentivise the acceleration of the A320 FOPP modification, provides incentives (in absolute terms and relative to competitors) to operate quietest aircraft, particularly at night.
- The new schedule of charges is in line with CAA's good practice. The existing movement charge has been separated into two components; a noise charge and a demand charge. The demand charge applies in the summer season only (April to October).
- Gatwick airlines have substantial orders for new short haul aircraft (A320neo and B737MAX (B737MAX is not yet in service but is expected to be compliant with ICAO Chapter 14 noise standard)). This will help deliver improvements in noise performance.

GATCOM raised no concerns about the new schedule of charges.

### **DEPARTURE ROUTE 4**

- The trial of the modified Route 4 went live on 26 May for a period of six months. During the trial the CAA will monitor performance of the route before it makes a decision as to whether the route should be implemented on a permanent basis.
- Track keeping compliance within the noise preferential route (NPR) is now much improved with around 95 per cent of aircraft now flying within the designated NPR swathe, compared with around 90 per cent previously.
- GAL has received approximately 12,500 comments from the community beneath the centre line of the SID and across the NPR swathe and to the fringes on the north and south of the NPR about the impact of aircraft flying the RNAV-1 SID.
- Reference was made to the serious concerns of Salfords and Sidlow Parish Council about the impact of the trial route on its residents. The parish lies under the centreline of the NPR. The trial route has resulted in aircraft that previously flew along the northern edge of the NPR and with greater dispersion now flying the centreline of the NPR more intensively.
- High levels of noise complaints have also been received from Horley residents. It has been identified that it is not the design of the route that has caused the problem but the point at which NATS Swanwick controllers are vectoring aircraft from the route. GAL is addressing this with NATS to ensure that there is not any breach of the Horley overflight rule. It was

commented that with the growth in the built up area of Horley whether the overflight rule would still apply in the same way in the future.

- GATCOM acknowledges the complexity of this route given the fact that historically there has been a problem with track keeping on the route over many years. The key issue of concern is the concentration of traffic along narrowly defined flight paths the impact of which has not been comprehensively assessed which needs to be addressed by the Government.
- GATCOM has been assured that the DfT was working on a revision to its Air Navigation Guidance and a consultation on areas of aviation noise policy which would address issues such as NPRs, multiple routes, respite and the issues of concentration and dispersal. GATCOM has urged the DfT to issue its consultation as soon as possible.
- In the meantime GATCOM agreed to ask the Gatwick Noise Management Board to consider the issues with the use of Route 4 and departures generally at its next meeting.

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

- The work of the NMB and the minutes of the last meeting of the NMB held on 7 September were noted. The significant progress made on taking forward the actions from the arrival reviews has also been noted.
- A suggested list of topics for possible inclusion in the development of the NMB work plan for the period 2017-2018 was considered. It was agreed that as part of the suggested work on aircraft departures that consideration be given to the two types of aircraft departures procedure used - NADP 1 and 2 – to establish which departure from an environmental perspective (i.e. noise and fuel burnt) is the most optimal departure profile for Gatwick.
- The DfT's Aircraft Noise Management Advisory Committee (ANMAC) has yet to conclude its consideration of the NADP 1 and 2 departures procedures but no meetings of ANMAC have taken place for some months. The DfT has been asked to consider convening a meeting of ANMAC.

#### **DRAFT NOISE COMPLAINTS HANDLING POLICY**

- CASPER (providers of the noise and track keeping/complaints software) has developed new tools for the on-line complaints system which enables complainants to input noise complaints direct to the system and will consistently record all complaints data. The system has been in use since 30 September but will become the main conduit for aircraft noise complaints with effect from 31 October 2016.
- The draft Gatwick Noise Complaints Handling Policy was discussed. It was highlighted that the section on receiving complaints needed clarifying and greater consistency.
- The draft policy states that the central and main mechanism for registering complaints is through the on-line CASPER system and that all complaints received with a full name, email address and postal address will receive an acknowledgment and have their complaint investigated. For those complainants that do not have access to the internet, they can write to GAL with their complaint and staff will input the data to the CASPER system manually so as to maintain a single, uniform and transparent record of all complaints. On the basis of feedback from GATCOM and NMB the policy will be modified to include a FREEPOST address.
- GATCOM endorsed the draft policy subject to GAL taking into account the above comments.

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

The minutes from the meeting of NATMAG held on 29 September 2016 were noted. NATMAG's key message to GATCOM is that aircraft go-arounds are not a problem, they are a safety measure and the problem was defining the cause of the go-around. ANS is investigating the cause of the problems.

#### **DATE OF NEXT MEETING**

The next scheduled meeting will take place on Thursday 26 January 2016 at 2.00 p.m.

#### **CALENDAR OF MEETINGS FOR 2017/18**

GATCOM's calendar of meetings for 2017/18 is as follows:

##### **GATCOM**

Thursday 27 April 2017 at 2.00 p.m.

Thursday 13 July 2017 at 2.00 p.m.

Thursday 19 October 2017 at 2.00 p.m. (annual tour of airport in morning)

Thursday 25 January 2018 at 2.00 p.m.

**GATCOM Steering Group**

Thursday 30 March 2017 at 10.00 a.m.

Thursday 22 June 2017 at 10.00 a.m.

Thursday 28 September 2017 at 10.00 a.m.

Thursday 4 January 2018 at 10.00 a.m.

**Passenger Advisory Group**

Thursday 6 April 2017 at 1.30 p.m.

Thursday 29 June 2017 at 1.30 p.m.

Thursday 5 October 2017 at 1.30 p.m.

Thursday 11 January 2018 at 1.30 p.m.

**Paula Street  
Secretariat**