

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 16 July 2015.

Present: Dr. John Godfrey DL (Chairman)

Peter Barclay	-	Environmental and Amenities Groups
Carolyn Evans	-	Charlwood Parish Council
Mike George	-	Horley Town Council
Dick Hobbs (substitute)	-	Passenger Representative
Ken Harwood	-	Tandridge District Council
Chris Hersey	-	Mid Sussex District Council
Angie Hills	-	ABTA
Chris Hope	-	BATA
David Jackson (substitute)	-	Reigate and Banstead Borough Council
Alan Jones	-	Burstow Parish Council
Liz Kitchen	-	Horsham District Council
David Lawton	-	Rusper Parish Council
Chris Lloyd	-	Crawley Borough Council
Douglas Moule	-	Gatwick AOC
John O'Brien	-	West Sussex County Council
Clive Pearman	-	Kent County Council
John Peel	-	Coast to Capital LEP
Dorothy Ross-Tomlin	-	Surrey County Council
Rupert Simmons	-	East Sussex County Council
Jeremy Taylor	-	Gatwick Diamond Business
Charles Yarwood	-	Mole Valley District Council

Also present:

Stewart Wingate	-	Chief Executive Officer, GAL
Alastair McDermid	-	Airports Commission Director, GAL
Tom Denton	-	Head of Corporate Responsibility
Tim May	-	Department for Transport
Ros Howell	-	Independent Technical Adviser
Barry Smith	-	Deputy Honorary Secretary
Paula Street	-	Assistant Secretary

Apologies for absence were received from:

Peter Hall (Passenger Representative), Alex Horwood (Reigate and Banstead Borough Council), Katharine Howell (London Chamber of Industry and Commerce) and Bryan Reynolds (Which?).

CHAIRMAN'S UPDATE

1. The Chairman reported that he had attended the Airports Commission's stakeholder event on 1 July when the key conclusions of its Final Report were announced. He had also attended the first day of the Runways UK Conference on 6 July when the Commission's recommendations were discussed with a wide audience.

2. The Chairman also reported that he had met Andrew Haines, Chief Executive, CAA and members of his airspace policy team to discuss GATCOM's concerns about the implementation of P-RNAV, the future use of airspace, airspace change process and options for respite.

MEMBERSHIP OF GATCOM

Appointment of Vice-Chairman

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

Membership

4. GATCOM noted the changes to the membership. The Chairman welcomed new members to the Committee.

MINUTES

5. Resolved - That the minutes of the meeting held on 23 April 2015 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 2 July 2015 (copy attached to the signed minutes).

Air Quality Annual Monitoring Results

7. GATCOM was pleased to note that there had been no breach in the annual air quality average standard for nitrogen dioxide or the air quality standards for other pollutants under Reigate and Banstead Borough Council's air quality management area. The trend analysis for nitrogen dioxide concentrations at properties most at risk of breaching the air quality objective showed that the previous downward trend had levelled off in 2014. Members noted that the [joint report](#) by Reigate and Banstead Borough Council and GAL was available on GATCOM's website

Airbus A320 aircraft

8. The Chairman highlighted the recent announcement by easyJet addressing the whining noise caused by the Fuel Over Pressure Protector (FOPP) cavities on the wings of Airbus A320 aircraft. easyJet would introduce 100 new quieter A320neo aircraft all of which will be fitted with vortex generators to eliminate the whining noise. easyJet would also retrofit its current Airbus A320 aircraft with the modification – vortex generators. 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 welcomed the airlines decision and 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. It was also noted that British Airways and a few other airlines had also announced a similar move to retro-fit the modification.

GAL's Community Engagement

9. The Chairman also highlighted all the events/activities GAL had sponsored and participated in the local community. GAL was asked to give a presentation on its community engagement programme at a future meeting.

Gatwick Capital Investment Programme

10. GATCOM endorsed the Passenger Advisory Group's (PAG) formal response to GAL which raised two matters for GAL's consideration – the need to provide additional short stay car park capacity and the provision of another A380 aircraft stand. GAL had already confirmed that the principle of additional car parking provision had been agreed by the GAL board. As regards PAG's comments on the need for another A380 stand, Mr Wingate advised that there was a need to have an understanding of airlines' future commitments before investment could be allocated for such a project.

AIRPORTS COMMISSION FINAL REPORT

11. The report by the Secretariat summarising the key recommendations and conclusions of the Airports Commission's Final Report and giving details of a suggested letter to the Secretary of State for Transport was considered (copy attached to the signed minutes).

12. Mrs Street advised that the GATCOM Steering Group at its meeting on 2 July had raised a number of points that the Government needed to consider as part of its deliberations on the Commission's recommendations. The points related to:

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

13. Mr McDermid, Airports Commission Director, GAL advised that GAL had issued its initial response to the Commission's recommendations. GAL believed 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 passengers per annum in 2024; the airport is likely to reach that level in 2015
- Economic Case: showed a relatively modest difference in economic benefit between Heathrow and Gatwick, although the Commission's conclusion relied heavily on other numbers produced by PwC
- Passenger Benefits: majority of new traffic over coming decades would be to European markets but recommended 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 recommended increasing market dominance at Heathrow.
- Noise: the differential in noise impacts between the two airports was 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.

14. He advised that the DfT was now considering the Commission's recommendations and that it had allocated resources to manage the next stage in the process. The DfT had indicated that it wished to engage with both GAL and Heathrow Airport Limited in the process going forward. GAL would continue to press its case for a second runway at Gatwick. Mr May, DfT added that the Department now had a vast amount of evidence and technical data to consider and that Secretary of State for Transport had in his statement to Parliament advised that he would report back on way forward in the Autumn.

15. GATCOM discussed the suggested draft letter to the Secretary of State for Transport and asked that an amendment be made to paragraph 13 relating to the way in which the local campaigning activity had been undertaken by the removal of the word "propaganda".

16. Resolved – that, subject to the amendment to the wording of paragraph 13 by the removal of the word "propaganda", the suggested letter to the Secretary of State for Transport set out in Appendix 1 to the Secretariat's paper be approved.

AIRPORT COMMENTARY

17. 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).

Tunisian Incident

18. Mr Wingate reported on the way in which GAL had helped with the repatriation of passengers following the terrorist shootings in Tunisia. A number of passengers had returned to the UK through Gatwick. ABTA and the airlines representatives commended GAL on the sensitive way in which the airport had managed and welcomed passengers on arrival at Gatwick.

Traffic Growth

19. Members noted that Gatwick had 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. GATCOM also noted that it was likely that Gatwick would handle 40 million passengers this year.

New Routes

20. Mr Wingate highlighted that several new routes had 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 would 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 would commence in November this year.

Service Quality Performance

21. Mr Wingate also reported that Gatwick continued to deliver strong performance as measured by its regulatory Core Service Standards (CSS) but that there had been problems with achieving security queuing and cleanliness performance targets. Whilst GATCOM was disappointed to note the recent difficulties was pleased that GAL was actively addressing both areas.

Power Outage South Terminal – 28 June 2015

22. GATCOM noted that Gatwick had 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) was concerned that such a situation arose after all the work on resilience planning and that it had taken 3 hours to resume a full operation. PAG awaited the results of GAL's review into the causes of the failure and lessons learned from handling the event.

Passengers with Reduced Mobility (PRMs)

23. Reference was made to the ad-hoc availability of assistance at the airport for elderly passengers who experienced difficulties en route through the airport. Mr Hobbs, 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 however important to ensure an efficient and effective service.

Short Stay Car Park 6 North Terminal

24. Mr Wingate reported that 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.

26 LAM departure route

25. Mr Wingate gave an overview of GAL's work on seeking to rectify the current position where aircraft were flying outside the noise preferential route (NPR) on the 26 LAM departure SID. He reported that GAL had been working with NATS, independent airspace designers and the local residents' action group, Plane Wrong, in order to identify possible solutions. A possible solution had been identified (see minutes 37 -40 below for more detail).

GATWICK RELATED PLANNING APPLICATIONS

26. GATCOM noted the report by Crawley Borough Council's Director for Environment and Housing 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)

27. Mr. Hobbs, PAG Vice-Chairman, presented the PAG report in respect of activities of the Group since the date of the last meeting (copy attached to the signed minutes).

28. He highlighted the problems which had caused GAL problems in achieving its regulatory targets for security queuing for the first time since October 2009. 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 had gone live in the South Terminal on 1 May with new rosters and new ways of working for the security staff in that terminal. However, PAG was disappointed that GAL's performance had declined slightly resulting in 95% of passengers queuing for 7 minutes in May and 6 minutes in June rather than the target of 5 minutes. PAG was confident that GAL was addressing the matter and PAG members hoped that GAL would achieve its performance targets in August. He was pleased to report that passenger satisfaction scores throughout this time had however been maintained with "better than good" ratings.

29. Resolved –That:

- (1) PAG's formal response to GAL's consultation on the draft 2015 Capital Investment programme be endorsed;
- (2) PAG's involvement with the modernisation of the North Terminal and the wide range of projects to improve the passenger experience be supported;
- (3) PAG's involvement in a wide range of projects and operational matters be noted.

GATWICK WESTERLY ARRIVALS

30. GATCOM considered a paper by GAL outlining a proposed new initiative in respect of reviewing the impact of westerly arrivals (copy attached to the signed minutes). Mr Wingate explained that GAL was undertaking a fresh review of the whole situation regarding westerly arrivals (aircraft arriving from the east) and would consider whether everything that could reasonably be done to alleviate the problems experienced in the vicinity was being done, whether this involved action by the airport or by the other parties most closely involved such as NATS, the CAA, the DfT and airlines. He advised that he had discussed with the Chief Executive Officer of NATS the need for NATS to have a more prominent public profile in the management of airspace. NATS (en route) had agreed to have a representative on hand to advise at future GATCOM meetings.

31. Members noted that the review would take several months to undertake as it would address some complex issues and needed to involve a number of other parties. GAL was also in the process of engaging external consultants to help review its complaints handling. Members highlighted the importance of GAL commissioning the right organisation to undertake that review as it was essential that the airport recorded all noise complaints in an accurate and meaningful way.

32. GATCOM supported the initiative and asked GAL to ensure that other local authorities that did not have representation on GATCOM were 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 as those communities suffered the same impacts when the runway direction resulted in aircraft arriving from the west. Mr Wingate advised that it was the desire of GAL to address the impact of operations on all communities and that he would consider the scope of the review with the consultants.

USE OF AIRSPACE

Implementation of P-RNAV on Gatwick's departure routes

33. The Chairman reported on the meeting that he and the Secretariat had with Andrew Haines, Chief Executive, CAA and his airspace policy team. Mr Haines had 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. The CAA's Post Implementation Review (PIR) would hopefully be published soon (possibly by September).

34. He was also pleased to report that 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.

35. The potential for respite was also discussed with the CAA and there was a general view that it might be possible to identify some options but it was accepted that the range of options were limited.

36. The Chairman also highlighted the absence of representatives of both NATS and the CAA at GATCOM meetings when airspace issues were being discussed. Mr Haines was of the view that that airport consultative committees (ACCs) needed to develop closer relationships with NATS both en route and local providers when considering airspace issues. It was identified that this was a possible item for the Liaison Group of UK Airport Consultative Committees (UKACCs) to explore with the DfT. The Chairman would raise the issue with UKACCs.

26 LAM departure SID

37. Tom Denton, Head of Corporate Responsibility, GAL advised that GAL was seeking to rectify the current position where aircraft were flying outside the noise preferential route (NPR) which had arisen since the implementation of P-RNAV on the 26 LAM departure SID. Members noted that GAL had been working with independent airspace designers and the local residents' action group, Plane Wrong, in order to identify possible solutions. Mr Denton presented a proposed solution to bring the flight path back into the NPR which at this stage was still theoretical and was subject to CAA approval (copy of presentation attached to the signed minutes). He advised that a number of tracks within the NPR had been considered in the process and it was the light green track option shown on the presentation slides that would provide the optimum performance (representing 220 kts) and the required separation of aircraft to maintain safety that would ensure aircraft remained wholly within the NPR.

38. GATCOM welcomed the detailed work that GAL had 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.

39. Mr Wingate confirmed GAL's intent to undertake local consultation and that this would be discussed with the CAA. GAL noted GATCOM's request to make consultation material understandable for communities to consider.

40. GATCOM noted that the proposed solution was currently being prepared in greater detail in order for the CAA to be able to review and provide a clear steer on the next steps. GAL would keep GATCOM informed of progress.

DfT/CAA altitude based priorities

41. GATCOM noted 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 (copy attached to the signed minutes). Members continued to support the need to keep aircraft higher for longer on approach to Gatwick.

42. Mr May, DfT reported the Minister's letter of response at the meeting. The Minister had confirmed that he and DfT officials were taking the issues raised by GATCOM seriously and had started conversations with both the industry and community groups as to how effective mitigations, such as respite, could be put in place in the future. The Minister had also 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. Mr May also pointed out that the Minister appreciated the role GATCOM played in monitoring the impacts of the airport's operations and issues that arose.

43. The Chairman advised that the response from the CAA had been circulated to all GATCOM members prior to the meeting (copy also attached to the signed minutes).

44. Reference was made to the recent overflight of areas of Nutfield with aircraft flying at low levels and the perception that aircraft were flying at slightly different tracks along a route. It was

also highlighted that not all aircraft were Gatwick bound but were heading into London Heathrow which caused confusion in the local community. GAL was asked to ensure that in responses to communities that details were given if aircraft were not heading to or from Gatwick.

FLIGHT PERFORMANCE TEAM REPORT (FPT)

45. GAL's quarterly report for the FPT covering the period January to March 2015 was considered (copy attached to the signed minutes).

46. In respect of ground noise management, members were pleased to note that the availability of Fixed Electrical Ground Power (FEGP) remained high and Auxiliary Power Units (APU) compliance remained very good. It was also noted that there had been 35 ground running engine tests carried out but that these were well within the permitted maximum levels.

47. In respect of aircraft noise and track keeping, members noted that with the exception of the route related performance on the 26 LAM departure SID, track keeping performance remained very good. Continuous Descent Approach achievement also remained high and Gatwick continued to be a world class leader for this noise mitigation technique.

48. 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)

49. GATCOM considered the unconfirmed minutes of NATMAG held on 28 May 2015 (copy attached to the signed minutes). Members noted the key messages that:

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

50. Reference was made to the population maps used by air traffic controllers and the issue that had arisen resulting in the overflight of 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)

51. Tim May, DfT summarised the main items of discussion at the recent meeting of ANMAC's Technical Working Group. GATCOM noted that 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 (UKACCs)

52. 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 he advised that he had shared the presentation slides and information with GAL.

APPOINTMENT OF SUB-GROUPS AND MEMBERS TO SERVE ON GAL'S NATMAG

53. 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)
Colin Lloyd (Crawley Borough Council)
Peter Hall (Passenger Representative)
Ken Harwood (Tandridge District Council)
Liz Kitchen (Horsham District Council)
Chris Hope (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 (Chairman)
Douglas Moule (Gatwick AOC)
Angie Hills (ABTA)
Bryan Reynolds (Which?)
Charles Yarwood (Mole Valley District Council and Vice-Chairman)

(N.B. Gatwick Airport Limited appoints 14 independent passenger representatives)

Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG):

54. GATCOM considered the proposed reallocation of seats held by GATCOM on GAL's NATMAG so that a seat could be ring fenced for the environmental and amenities groups' representative.

55. Resolved – That:

(1) the proposed reallocation of seats as set out in paragraph 2.5 of the Secretariat's report be approved;

(2) the following seven members be appointed to serve on NATMAG for the ensuing 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)

(3) the Secretariat be asked to seek nominations for the position of GATCOM's lead member for noise from those members appointed to serve on NATMAG following the meeting and to seek the endorsement of the Chairman.

DATES OF NEXT MEETINGS OF GATCOM AND ITS SUB-GROUPS

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

GATCOM Steering Group – Thursday 1 October 2015 at 10.00 a.m.

Passenger Advisory Group – Thursday 8 October 2015 at 2.00 p.m.

GATCOM – Thursday 22 October 2015 at 2.00 p.m. (NB. Annual Tour of airport in morning)

57. Members also noted that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) would take place on Thursday 24 September 2015 at 10.00 a.m.

Chairman