

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 16 JULY 2015

Agenda item no.

## **GATCOM**

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 23 April 2015.

Present: Dr. John Godfrey DL (Chairman)

Matthew Balfour (substitute)-	Kent County Council
Ray Butler (substitute) -	Rusper Parish Council
John Byng -	Environmental and Amenities Groups
Helen Clack (substitute) -	Surrey County Council
Carolyn Evans -	Charlwood Parish Council
Mike George -	Horley Town Council
Peter Hall -	Passenger Representative
Ken Harwood -	Tandridge District Council
Angie Hills -	ABTA
Chris Hope -	BATA
Alex Horwood -	Reigate and Banstead Borough Council
Katharine Howell -	London Chamber of Commerce and Industry
Alan Jones -	Burstow Parish Council
Liz Kitchen -	Horsham District Council
John O'Brien -	West Sussex County Council
John Peel -	Coast to Capital LEP
Eddie Redfern -	IACA
Bryan Reynolds -	Which?
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
Charles Kirwan-Taylor -	Corporate Affairs and Sustainability 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:** Chris Hersey (Mid Sussex District Council), Graham Hill (Rusper Parish Council), Peter Lamb (Crawley Borough Council), Douglas Moule (Gatwick AOC), Clive Pearman (Kent County Council), Dorothy Ross-Tomlin (Surrey County Council), and Rupert Simmons (East Sussex County Council).

## **CHAIRMAN'S UPDATE**

174. The Chairman reported that he and the Secretariat and Independent Technical Adviser had met Stewart Wingate and his team to discuss the P-RNAV issues raised by GATCOM as set out in his letter to Stewart Wingate.

175. He had also attended GAL's Airspace Change Seminar on 4 March which had been well attended and a number of issues had been raised for GAL's consideration.

## **MINUTES**

176. Resolved - That the minutes of the meeting held on 29 January 2015 be approved as a correct record and that they be signed by the Chairman.

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177. Reference was made to minute no. 143 and GATCOM's request that NATMAG publish its agenda on the GAL website. The Chairman was pleased to report that NATMAG had agreed to that request.

178. The Chairman referred to minute no. 161 relating to GATCOM's wish for the CAA to attend a GATCOM meeting. GATCOM was disappointed to learn that the CAA had declined the invitation as it was felt that it would be inappropriate to comment on the review of the implementation of P-RNAV on Gatwick's departure routes whilst the review was still underway. The Chairman would pursue the Committee's invitation with Mr Haines, Chief Executive of the CAA.

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

179. GATCOM received the report of the Chairman summarising the matters considered at the meeting of the GATCOM Steering Group on 8 January 2015 (copy attached to the signed minutes).

#### **GAL's Noise Complaints Handling Policy**

180. GATCOM noted that the Steering Group had asked NATMAG to consider the revised wording of the policy and how the figures could be presented in a more meaningful way. It was pointed out that GAL's Noise Action Plan had an action (Action 33) to record all noise complaints.

#### **END Noise Action Plan 2013-18 - Monitoring Delivery of the Plan**

181. It was noted that the Steering Group had considered the progress made on delivering the actions contained in the European Noise Directive (END) Noise Action Plan 2013 – 2018 for Gatwick Airport. Members were pleased to note that out of the 55 actions, only five actions were currently delayed but were on target to be delivered. GAL reported that the benchmarking studies on operational noise management comparisons with other airports and aircraft noise communications rankings (Actions 52 and 53 refer) would hopefully be completed this Autumn.

### **AIRPORT COMMENTARY**

182. 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**

183. Mr Wingate reported that Gatwick had seen continued growth over the quarter and had handled 38.4 million passengers in 2014, the greatest passenger throughput ever recorded at the airport. GAL was predicting that passenger numbers would rise to 40 million passengers over the coming year.

184. He was also pleased to report that a number of new routes offered by a variety of carriers, both short haul and long haul, would be introduced for the summer season.

#### **Capital Investment**

185. GATCOM noted GAL's continued significant investment in the airport (£53m over the first quarter) and that the outturn capital programme for 2014-15 was estimated at £170m.

#### **Service Quality Performance**

186. Mr Wingate was pleased to report that Gatwick continued to deliver strong performance as measured by its regulatory Core Service Standards (CSS) with both security queuing targets and pier service targets exceeding their performance targets.

#### **UK Border Force (UKBF)**

187. It was highlighted that the UKBF was facing further budget cuts as part of the Chancellor's last budget. Members questioned whether this would have an impact on UKBF's queuing performance targets at Gatwick. GAL confirmed that Gatwick's UKBF national targets continued to be met and in view of the expected growth in passenger throughput over the year, GAL was expanding the immigration hall in the North Terminal where additional desks would be provided and additional immigration e-gates would continue to be rolled out across both terminals. In

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addition to this, Mr Wingate advised that in March 2015 GAL had increased its concierge resource to support the arrivals process throughout the summer.

### **Persons with Reduced Mobility (PRMs)**

188. Reference was made to ABTA's work on PRM pre-notification with a group comprising airports, airlines (scheduled, no-frills and charter), tour operators, travel agents, ground handlers, disability representatives, the DfT and the CAA. Consideration was being given to offering priority to those passengers who pre-notified as a way of incentivising passengers to pre-book as this helped with providing a more reliable efficient service to passengers. GAL was asked whether it would participate in the work of ABTA's PRM Group. Mr Wingate confirmed GAL's wish to participate in ABTA's work.

### **Local Supply Chain**

189. Reference was made to the major development projects being undertaken at the airport. The importance of using the local supply chain wherever possible was highlighted.

## **EFFECTIVE COMMUNICATION WITH LOCAL COMMUNITIES**

190. Mr Kirwan-Taylor, Corporate Affairs and Sustainability Director, GAL provided an update on the progress made in implementing GAL's statement of intent to enhance communications with local communities. He advised that GAL had met approximately 100 people from parish councils/community groups at a number of meetings each lasting up to three hours. The meetings were designed to discuss Gatwick's existing operations rather than the case for a second runway, with GAL presenting an overview of Gatwick's current operations and giving an update on the airspace change programme. Meetings have also taken place with MPs.

191. Mr Kirwan-Taylor highlighted the common issues that had been raised which included night flights, concentration of aircraft traffic on flight paths, vectoring arrangements and vectoring choices above 10,000 feet. There were no new issues or concerns that needed to be brought to the attention of GATCOM. He emphasised however that GAL would advise GATCOM of any new issues as and when they arose.

192. GATCOM welcomed GAL's on-going programme of engagement and highlighted the importance of ensuring that parish councils and community groups had a direct contact at GAL to raise issues or concerns. Mr Kirwan-Taylor confirmed that attendees at the meetings had been asked to supply GAL with email contact details to receive GAL's regular news/information letter which would also provide a reply facility to enable feedback on issues and to maintain a two way dialogue.

## **GATWICK RELATED PLANNING APPLICATIONS**

193. 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).

## **RUNWAY 2 WORK – UPDATE**

194. Alastair McDermid, Airports Commission Director, GAL provided an update on GAL's work and the work of the Airports Commission since the last GATCOM meeting. It was noted that following the close of the Airports Commission's consultation on the proposed options for new runways at Heathrow and Gatwick there had been little contact with the Airports Commission. It also appeared that the DfT was planning its staff resource to be able to respond to the Commission's recommendations. GAL was continuing with its campaign to gain support for its case for a second runway.

195. He advised that the expectation was that the Airports Commission would issue its final report to the new Government no later than early July 2015 in view of Sir Howard Davies' appointment to RBS.

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### **Infrastructure Assessment Work**

196. GATCOM discussed the further work commissioned by West Sussex County Council and Surrey County Council to assess the infrastructure needs and deficit of their respective counties in respect of a single runway Gatwick and how much greater the deficit may become if a second runway was to proceed. Mr Smith advised that the outcome of that work would be made available as and when the matter was reported to the respective councils for consideration. The Coast to Capital LEP representative advised that the LEP was also undertaking work that was relevant to its area of accountability (partly transport infrastructure related) and its report would also be made publicly available.

197. The Environmental and Amenities Groups' representative asked whether the assessment work would also consider the impact of induced employment, catalytic employment, and associated impacts on other infrastructure such as housing, hospitals and schools. It was confirmed that all infrastructure impacts would be assessed and the joint local authorities irrespective of their view on a Gatwick second runway had collectively agreed the scope of the assessment and their expectations of what was needed for the future. Kent County Council would be invited to participate in the work of the Group.

### **GATWICK STATION DEVELOPMENT**

198. Kathryn Williams, Commercial Development Manager, GAL presented the current development plans for Gatwick Station and the programme for the project. GATCOM noted that the Chancellor's Autumn Statement announced the £120m scheme and that funding partners had now been agreed, with funding contributions of £50m from GAL and £10m from the Coast to Capital LEP.

199. Network Rail was currently seeking Invitations to Tender for the work and a contractor was expected to be appointed in September 2015. Works were scheduled to commence in December 2016 for project completion in December 2019.

200. GATCOM was informed that the new station would significantly increase the area of the station concourse which would be integrated as far as possible into the airport terminal. GAL was currently assessing the predicted passenger flows and peak usage of the station alongside the DfT's and Network Rail's base case figures and space requirements. GAL highlighted that Network Rail's passenger space requirements model (FRUIN), based on commuter needs, differed from the aviation industry's passenger space requirements, which took account of the space requirements for luggage.

201. GAL was continuing to liaise with airlines and the Passenger Advisory Group (PAG) on Network Rail's detailed design for the scheme to ensure that the air passenger requirements were taken fully into account. Members were particularly pleased that an alternative access route for commuters was already a key feature of the concourse design. GATCOM noted the construction challenges for the project in terms of constructing over a busy railway and at the end of the airport's runway.

202. Mr Hall, Chairman of PAG advised that the PAG was excited about the new station but was particularly concerned about providing good service to the ever increasing number of rail passengers over the next few years before the new station was operational. Flooring at the entrance to the station concourse was in need of urgent attention and PAG had asked GAL to pressure Network Rail to undertake urgent work as the floor presented a trip hazard and risk to PRM passengers. GAL agreed to pursue matters of concern to PAG with Network Rail.

203. Exploring the use of the local supply chain for the construction and installation stages of the project was highlighted.

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

204. Mr. Hall, PAG Chairman, presented his report in respect of activities of the Group since the date of the last meeting (copy attached to the signed minutes). He was pleased to report that

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the PAG had praised GAL and the airport community for the efficient handling of the disruption caused by the French air traffic control strike.

205. Mr Hall also highlighted PAG's concerns about the capacity of the short term car parks which appeared to be approaching capacity at peak times even before the busy summer. GAL had given assurances that space availability was closely monitored. If there was a short fall in short term car parking spaces, users would be directed to use the long term car parks. Mr Wingate also assured members that GAL's capital investment plan for the next five years had set aside funds for additional short term car parking spaces should they be required.

206. GATCOM noted that there were concerns about the extended queue times for passengers waiting for the long term car park shuttle buses and that PAG had asked GAL to look at the frequency of the shuttle buses to ensure the waiting times for passengers were minimised.

207. It was also noted that PAG remained concerned about the new rail franchisee's, GTR, pricing plans for Gatwick Express tickets. It appeared that the premium fare for the extended Gatwick Express services would only apply to those passengers travelling to and from Gatwick/London on the Gatwick Express. PAG would continue to engage with GTR on its plans for the franchise.

208. PAG was asked to look at how access for passengers arriving by local bus at the South Terminal and wishing to use the rail station could be improved.

209. Resolved –That:

- (1) PAG's engagement with GTR on details of the new franchise be supported;
- (2) PAG's involvement with the modernisation of the North Terminal and the wide range of projects to improve the passenger experience be supported; and
- (3) PAG's involvement in a wide range of projects and operational matters be noted.

### **USE OF AIRSPACE**

#### **Airport's Commission's Senior Delivery Group – Technical Report No.1 "Implementation of Performance Based Navigation in the UK"**

210. GATCOM received the Airports Commission's Senior Delivery Group's report on the implementation of Performance Based Navigation in the UK which provided the context for the implementation of Government policy and the CAA's future airspace strategy (copy attached to the signed minutes). Mr Kirwan-Taylor advised that a number of detailed papers on specific aspects were expected to be considered over the coming months.

211. A number of members called for aircraft track dispersal rather than concentration on both departures and arrivals routes arguing that concentrating traffic on flight paths was not proving acceptable to residents. It was felt that modernising the use of airspace should use where ever possible the existing noise preferential routes (NPRs). The DfT advised that the current NPRs for aircraft departures were designed in the 1950s and would need to be reviewed/changed in the future. The use of Performance Based Navigation (PBN) technology was being implemented across the globe. Trying to replicate conventional navigation within a NPR would add complexity to the system. The DfT's Aircraft Noise Management Advisory Committee (ANMAC) was considering a number of aspects in relation to the use of the new technology, its impacts and respite.

#### **Arrivals and Departures Analysis**

212. GATCOM received and noted GAL's paper setting out the current position with regard to the use of Gatwick's airspace (copies attached to the signed minutes).

#### **P-RNAV implementation on Gatwick's departure routes**

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213. The Chairman's letter to GAL setting out GATCOM's concerns about the implementation of P-RNAV on Gatwick's departure routes together with Stewart Wingate's, Chief Executive Officer, GAL response were noted (copies attached to the signed minutes).

214. Tom Denton, Head of Corporate Responsibility, GAL presented the results of the detailed assessment and analysis GAL had undertaken on the data following the implementation of P-RNAV on Gatwick's departure routes (copy of presentation slides attached to the signed minutes). GAL advised that in respect of the analysis of the population impacts, the Environment and Research Consultancy Division of the CAA (ERCD), had conducted an assessment of the number of people overflowed by departing aircraft before PRNAV and then again with PRNAV.

215. The key points to note from GAL's analysis were:

- P-RNAV introduction had reduced the number of people directly overflowed by 3800 (21% decrease in the total population previously overflowed) up to an altitude of 4000ft.
- It had increased slightly the number of people directly overflowed by 300 (0.5% increase in the total population previously overflowed) up to an altitude of 7000ft.
- Removing Route 4 data (26 LAM – the wraparound route) from the analysis, reduced the number of people directly overflowed by 3300 (20% decrease in the total population previously overflowed) up to an altitude of 4000ft.
- It had decreased slightly the number of people directly overflowed by 6300 (15% decrease in the total population previously overflowed) up to an altitude of 7000ft.

216. GATCOM was interested to note that the location of complaints was generally not directly under the flight paths but complainants were from further afield. Members were therefore keen to understand the cause of annoyance and why a significant number of people were complaining. GAL was also keen to understand what was driving the rise in complaints and causes of annoyance.

217. Reference was made to the CAA's population figures and the accuracy of the information presented. Some members were concerned that the CAA would use those figures in its Post Implementation Review (PIR) of P-RNAV implementation on Gatwick's departure routes.

218. In view of the large amount of data presented and the complexity of the subject which needed to be reported back accurately to member organisations and their communities, the Chairman asked GAL to:

- Provide a written summary paper of the outcome of its detailed analysis within a week to circulate with the key messages from GATCOM
- Provide a pack of information with the detail of the analysis and findings to circulate via email in two weeks of the meeting
- Respond to requests from individual GATCOM members to have a more detailed personal discussion on the findings of the analysis.

219. Mr Wingate agreed to these requests.

### **P-RNAV and Track Keeping on 26 LAM departure SID**

220. Tom Denton, Head of Corporate Responsibility, GAL provided an update on the work GAL had specifically undertaken on the LAM 26 wraparound departure route. GATCOM was pleased to note that GAL had continued to engage with the residents' group, Plane Wrong and its consultants, in trying to resolve the track keeping issues being experienced. GAL hoped that a solution could soon be found that was acceptable to both parties and affected parish/town councils. GAL was also in discussion with the CAA to determine whether a slight alteration to the P-RNAV SID would require a further airspace change application. Members highlighted the need to consult communities in the vicinity if a new route was to be proposed. GAL noted this request.

221. GAL also stated that if a new route could not be agreed it was not possible to revert to conventional navigation before the summer season.

### **CAA review of P-RNAV on Gatwick's departure routes**

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222. Mr Denton advised that the CAA was in the process of considering all the data and evidence that GAL and others had submitted to the CAA as part of the PIR on the implementation of P-RNAV on Gatwick's departure routes. The outcome of the CAA's review would be issued later than expected, hopefully in the next 2 – 3 months.

### **GAL's Airspace Change Seminar**

223. GATCOM considered the Secretariat's paper summarising the key points emerging from GAL's Airspace Change Seminar held on 4 March, 2015 (copy attached to the signed minutes).

224. Resolved - That:

- (1) GATCOM writes to the DfT and the CAA asking for a review of the current altitude-based priorities with a view to allowing greater flexibility in the application of the priorities so that local circumstances can be taken into account;
- (2) GAL be asked to report back on the deliberations of NATMAG in respect of:
  - (a) the preferential use of runway direction;
  - (b) the revisions to the noise complaints handling policy; and
- (3) the DfT be asked to present the results of its recent work on attitudes to noise to a future GATCOM meeting.

### **FLIGHT PERFORMANCE TEAM REPORT (FPT)**

225. GAL's quarterly report for the FPT covering the period October to December 2014 was considered (copy attached to the signed minutes). GATCOM was pleased to note that with the exception of one route – 26LAM wraparound route, track keeping performance had improved again over the previous year's performance. This was primarily as a result of the implementation of P-RNAV. It was highlighted to GAL that the track keeping performance figures did not include the 26 LAM route and GAL was asked to include a footnote in the report to reflect this.

226. In respect of the ground noise monitoring report, it was noted that there had been one non-compliance of Auxiliary Power Units (APU) usage and this had been addressed with the airline and handling agent concerned.

227. Reference was made to the way in which complaints had been reported in the FPT report. GAL was asked to add a footnote to the complaints received table to indicate that a change had been made to GAL's complaints handling policy which would have affected the total number of complaints logged by individual callers.

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

228. GATCOM considered the unconfirmed minutes of NATMAG held on 26 February 2015 (copy attached to the signed minutes). The key messages to GATCOM were that:

- In response to GATCOM's request NATMAG had agreed to publish its agenda on GAL's website.
- The Flight Performance, Operations and Safety Committee (FLOPSC) would be invited to send a representative as an observer to future NATMAG meetings to facilitate better communication between the two groups.
- Gatwick's current CDA performance was the best in the country.
- NATMAG would like to review the current position of airlines that operate the A320 family of aircraft with regard to the resolution of the "whine" issue.

229. GATCOM supported the important work of NATMAG.

### **DFT AIRCRAFT NOISE MANAGEMENT ADVISORY COMMITTEE (ANMAC)**

230. Tim May, DfT summarised the main items of discussion of the meeting of ANMAC on held on 20 April 2015. He advised that the DfT was considering the environmental challenges arising from the implementation of the CAA Future Airspace Strategy, the airspace change process and whether amendments needed to be made to that process. Any changes would be subject to views of new Ministers and would be consulted upon.

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231. Mr May also reported that the DfT's and Defra's research into attitudes to noise had included questions about aviation noise. Surveys had been undertaken around nine UK airports, including Gatwick. The results of the survey were not expected to be published before the end of 2015. He would present the results to a future GATCOM meeting.

232. GATCOM noted that the suggested creation of an Independent Aviation Noise Authority had been considered by ANMAC. GATCOM's lead member for noise, Alan Jones, added that ANMAC had questioned the need for a further body and was of a view that many issues were local to airports which needed to be addressed and resolved locally rather than by a national body.

233. It was also noted that ANMAC was considering its role and whether its membership should be extended beyond the three noise regulated London airports – Heathrow, Gatwick and Stansted.

234. As regards the A320 whine research, ANMAC was looking at the noise impact with and without the post-production modification ("the fix" to ameliorate the noise issue) using the CAA's data collected at Gatwick between September 2014 and February 2015. The results showed a significant benefit to the noise generated of aircraft with the fix. The benefit was greater further away from the airport. Mr May advised that EasyJet now had 10 aircraft based at Gatwick with the fix. Further research would take place later this year as more modified aircraft came into service, including at Heathrow.

### **GATWICK AREA COMMUNITY TRUST**

235. Mr Redfern, IACA and GATCOM's member nominated to serve on the Gatwick Area Community Trust provided an update on the Trust's work. He advised that the Trust had now considered all the applications received for grants. The demand for grants was always far greater than the funds available. The Trust had decided on 23 April which projects would be awarded grants following this round of applications.

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

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

GATCOM Steering Group – Thursday 2 July 2015 at 10.00 a.m.

Passenger Advisory Group – Thursday 9 July 2015 at 2.00 p.m.

GATCOM – Thursday 16 July 2015 at 2.00 p.m. (rescheduled from 23 July)

237. Members also noted that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) would take place on Thursday 28 May 2015 at 10.00 a.m.

Chairman