

## GATCOM 24 JANUARY 2019

### 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/wp-content/uploads/2019/01/gat240119age.pdf>

#### TOM CROWLEY, NEW CHAIR OF GATCOM

- Tom Crowley addressed the meeting. He highlighted the important role of GATCOM in acting as a critical friend to the airport's management. It is a significant time in the airport's history with the draft Master Plan setting out Gatwick's ambitious vision for growth over the next decade; the Noise Management Board's review well advanced; the Government consulting on a new Aviation Strategy; the London area airspace modernisation programme underway and the implications of Brexit for Gatwick and the region.
- The Chair is putting in place a programme of meetings in the coming weeks and will meet all members individually. He is interested to hear views on how GATCOM operates and ideas for change.
- The Chair also welcomed suggestions from members for future items of business

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

The Chair's [report](#) of the GATCOM Steering Group meeting was received. The key points, not covered elsewhere on the meeting agenda, to note are:

- **Noise and Track Keeping System** - GAL is in the process of procuring a new noise and track monitoring system with enhanced capabilities, including an automated telephone noise complaints reporting function, which will hopefully be in place by the summer. GATCOM welcomed the significant investment by GAL in the new system.
- **Network Rail Consultation on East Croydon to Selhurst Junction Capacity** – GATCOM submitted a response to this consultation welcoming the scheme in principle. GATCOM is a signatory to Coast to Capital LEP's "Brighton Main Line Alliance"
- **Outgoing Chair's Review of the Work of the Committee 2018** – this was [published](#) on 21 December and took the form of an open letter to the new Chair.

#### CHIEF EXECUTIVE OFFICER'S REPORT

The Chief Executive Officer's [commentary](#) on activity and performance of Gatwick over the previous quarter was received. The key points to note are:

- **Drones** – Stewart Wingate gave an update on the impact of the drone attack on the airport between 19 – 21 December. He explained:
  - Gatwick suffered a sustained and malicious drone attack commencing at 21:30 hours on 19 December and sightings of drone activity over and in the vicinity of the airfield within the restricted zone continued throughout 20 December resulting in no aircraft movements on that day. The severity of the attack was very quickly escalated to Government and GAL praised the rapid and collaborative working across Government departments in handling the incident which resulted in the deployment of the military and military grade counter-drone equipment.
  - The safety and security of passengers, airlines and staff was, and is always of paramount importance. The disruption resulted in around 900 flight cancellations and affected the travel plans of 164,000 people.
  - Aircraft operations resumed at 06:00 on 21 December and operations returned to normal levels on 22 December. The police investigation into the criminal activities continues.
  - During the incident GAL worked hard to ensure targeted and frequent communications to passengers and users of the airport using social media platforms, the website, the Gatwick App and media releases. The whole airport community came together to help manage the disruption, including GATCOM's Passenger Advisory Group (PAG) volunteer members, to assist passengers.
  - Gatwick, along with other UK airports, had been trialling a form of counter-drone technology which had been operational during the period of the attack. GAL has since invested several million pounds into multi layered counter-drone technology. The operational teams at the airport have reviewed the lessons learned from the attack and have updated their action plans for how to respond to drone sightings in the future.
  - GAL continues to lobby the Government for changes to the law on the flying of drones near airports. The Government announced on 7 January that it will introduce additional 5km long by 1km wide exclusion "no drone zones" around airports. It will also bring forward legislation in 2019 to give new powers to the police. GATCOM referred to need for GAL to

work with local parish/town councils/communities on signage needed for the “no drone zones” particularly in and around parks and open spaces for the larger exclusion zones being agreed by Government.

- GATCOM congratulated GAL for the way in which the incident had been managed and tribute was paid to all staff, airlines, GATCOM’s PAG members, ANS and NATS and other public transport providers for the assistance they had given.
- **Traffic Growth** - Gatwick has seen continued growth and over the past quarter handled 10.2 million passengers with an aircraft load factor of 83.5%. The route network continues to develop with long-haul routes seeing year-on-year growth of +6.1% in December. New long haul routes continue to be added to the network such as Shanghai and Rio de Janeiro and a new service to the Turkish Capital, Ankara.
- **Service Quality** – Gatwick continues to achieve all its regulatory core service standards and has achieved all performance targets for 43 successive months.
- **Special assistance services** – GAL continues to focus attention on the performance of the special assistance service provider, Wilson James, and significant improvements have been achieved since the last GATCOM meeting. GAL has also opened a sensory room for passengers with disabilities, the first UK airport to have such a facility.
- **Brexit** – given the uncertainty surrounding the UK withdrawal from the EU, GAL is fully engaged with the Government, other stakeholders and European contacts on current developments on this matter and is reviewing its contingency plans for a “no deal” Brexit scenario. The EU has stated that in the event of a “no deal” they will continue to allow arrivals and departures for flights between the UK and the EU but these may be capped at current levels.
- **Capital Investment** – GAL is out to tender for two new multi-storey car parks – one in the South Terminal and one in the North Terminal, a trial for a car park robotics project is about to start and the extension of the retail area creating a mezzanine level in the North Terminal international departure lounge continues.
- **Noise quarterly performance data** – there has been a slight dip in track keeping and continuous descent operations performance over the past quarter but GATCOM noted that this was a regular pattern due to poor winter weather conditions impacting on performance.

#### **FUTURE OWNERSHIP AND MANAGEMENT OF GATWICK AIRPORT LIMITED**

- Gatwick’s owners had entered into a new partnership with VINCI Airports, which would take a 50.01% ownership stake in Gatwick Airport. Global Infrastructure Partners (GIP) will maintain its integral role in the management and ownership of the airport – [click here](#) to see press release.
- The transaction is expected to be completed by the end of Q2 2019.
- GATCOM welcomed the clarity given about Gatwick’s future ownership and management and the continuity of GIP’s future management would bring at a critical time in Gatwick’s history.

#### **AIRPORT MASTER PLAN REVIEW**

- GAL’s consultation on the draft Master Plan closed on 10 January 2019. GATCOM submitted its response to the consultation on 9 January – [click here](#) to see.
- GAL has engaged with a wide range of interested parties to ensure that its consultation reached the widest possible audience. Launching the consultation involved 12,000 letters to residents; 1,300 letters to businesses over 2000 emails to stakeholder organisations, and coverage of the launch of the Master Plan through various media including social media. During the consultation, GAL held six exhibitions in Horley, Horsham, Croydon, Tunbridge Wells, Brighton and Crawley, all of which were well attended; GAL responding positively to meeting / speaking requests from a number of parish/town, district/borough and county councils as well as other groups/organisations around Gatwick, including GATCOM’s PAG, to present Gatwick’s vision for growth; and using social media posts reaching approx. 200,000 people. Some GATCOM members had concerns about the number and locations GAL had chosen for the exhibition events. GAL noted the feedback and will reconsider the arrangements for future stages of consultation.
- Ipsos Mori has been commissioned to receive and analyse the consultation responses and a summary report will be produced on the consultation. Around 5,000 responses have been received to the consultation. Ipsos Mori’s report will comprise two parts – one part will set out the process and the other part will summarise the responses received to the questions.
- Given the important implications of Gatwick’s vision for growth across the three scenarios, GATCOM considered its role and approach. GATCOM agreed the following:
  - The Committee’s role is to help disseminate information to interested parties and the wider community on GAL’s work in developing the growth scenarios, the statutory

planning processes which need to be followed and the issues being discussed; to assist in building an understanding of the growth scenarios, the implications and impacts through constructive discussion and, where possible, to build a consensus on those matters/issues where the Committee can agree in order that it can provide constructive, balanced feedback to GAL.

- To ask GAL and the local authorities to explore the undertakings GAL would be prepared to offer to manage future growth of the airport and to keep GATCOM informed and engaged in the process.
- To ask GAL and the local authorities in negotiating a full review of the section 106 agreement to take account of the points raised in the [Secretariat's](#) report.
- To develop a better understanding of (1) Gatwick's cargo operations and the management of its potential future growth and (2) the implications of growth on employment in the region.
- To ask GAL to share with GATCOM a draft of its proposed consultation plans for future consultation exercises, including for the airspace change proposals coming forward for FASI-S and Route 4, ahead of those consultations being launched. There are lessons to be learned from the Draft Master Plan consultation exercise such as the locations of exhibitions e.g. there had been no consultation events in East Sussex.
- To consider whether there are aspects of the Government's Aviation Green Paper policy proposals that GAL needs to take into account in finalising the Master Plan.
- To ensure that there is consistency in the term used to describe GAL's proposal under scenario 2 – the routine use of "standby runway" runway given there are many different names/terms used locally such as emergency/maintenance/northern/taxiway runways.

### **GATWICK RELATED PLANNING APPLICATIONS**

Crawley Borough Council's [report](#) on planning applications determined and outstanding in respect of Gatwick was noted.

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

The [report](#) from the Chairman of PAG was considered. The key points to note are:

- PAG congratulated GAL, airlines, handling agents and the Gatwick community for the way in which the major disruption at Gatwick from the drones incident was handled.
- PAG has discussed with Border Force its operation and performance at Gatwick. Border Force is arranging additional resources to address the potential impacts arising from Brexit.
- The improvements in performance of the special assistance provider, Wilson James, is welcomed and PAG will continue to monitor their operation at Gatwick
- The potential impact on air passengers and airport staff arising from the planned rail blockade on the Brighton Main Line scheduled for February 2019 half term is a concern.
- PAG has considered the Home Office's Call for Evidence on current airside alcohol licensing at international airports and its recommended form of response to the consultation as set out in the [report](#) was agreed by GATCOM.

### **BRIGHTON MAIN LINE AND RAIL SERVICES – PERFORMANCE AND MAJOR PROJECTS UPDATE**

Patrick Verwer, Chief Executive Officer, GTR, Angie Doll, Passenger Services Director, Gatwick Express and Southern, GTR and Paul Harwood, Director, Route Investment (South East), Network Rail presented an update on performance, GTR timetable implementation, service improvements and major projects planning and communication plans. [Click here](#) to see GTR's presentation slides. [Click here](#) to see Network Rail's presentation slides. The key points are:

- Following the problems of the introduction of the major timetable change in May 2018, GTR has worked hard to improve service performance and more services have been phased into the timetable. The Public Performance Measure scores (PPM – which measures the proportion of trains arriving 'on time') continue to improve across the GTR network, particularly on Southern services, as do the levels of trust measure amongst passengers. Performance of the Gatwick Express service was however an area of concern and is being addressed. GATCOM is anxious to ensure that passengers who pay for the premium service receive a premium and punctual service.
- Since the introduction of the Thameslink and Great Northern winter timetable in December there has been an increase from 3400 to 3600 weekday services.
- Looking ahead to the May 2019 timetable, there will be an additional Thameslink Cambridge - Brighton train per hour stopping at Gatwick Airport, an increase in the direct Gatwick Airport – Cambridge service to half hourly, an additional train per hour to/from Brighton and to/from London Bridge, increased Thameslink weekend services and earlier 04:30 service from London to Gatwick. GATCOM welcomed these additional services.

- GTR continues to work in partnership with GAL. GATCOM welcomed GTR's assistance in helping GAL manage the impact of the drone incident by relaxing ticketing arrangements allowing passengers with cancelled flights to use rail services to make their return journeys or journeys to other airports.
- Network Rail explained the Thameslink resilience programme which is a £300m programme to improve reliability for passengers on key routes both north and south of the Thameslink 'core' through central London, cutting asset failures; with £205m being spent on the railway in Sussex and Kent of which £67m being spent on the Brighton Main Line.
- Work has already started on the Brighton Main Line scheme and over 9 weekends Network Rail has successfully delivered complicated and integrated packages of work including major junction and track renewals at Gatwick and Earlswood, drainage works, and embankment strengthening. During this time large numbers of passengers had to be managed and complex bus replacement operations provided. The planned blockade for February was a much greater level of complexity.
- Network Rail and GTR are working closely in planning for the Brighton Main Line rail blockade between Three Bridges and Brighton during February 2019 with alternative services for passengers to use. **This is a major project closing the Brighton Main Line for nine days between Saturday 16 - Sunday 24 February.** During the works, Network and GTR will have a "Gold Command" management for the scheme which will regularly review the scheme progress and issues that might arise. GTR will also take the opportunity to undertake works to 'closed' stations, put in place Customer Service Ambassadors to troubleshoot customer issues, arrange Station Support Volunteers from HQ supporting customers and staff at key station locations as well as other customer service initiatives to improve the customer experience. Additional parking for displaced season ticket holders has been arranged at Gatwick with spaces being allocated for this purpose in the South Terminal's long stay car park. This will be managed by GTR staff with a bus shuttle. A joint passenger communications plan has commenced with notification being given at stations across the network, the use of traditional and social media platforms, stakeholder and community engagement events.
- The Gatwick Station project is progressing with the planning application waiting to be determined. [Crawley Borough Council's Planning Committee is to consider the application on 11 February]. Funding for the project is still to be signed off by the various funding partners – Network Rail, DfT, GAL and Coast to Capital LEP but this is expected to be agreed very soon.
- Network Rail has undertaken consultation on the scheme to unblock the Croydon bottleneck by grade separation and providing extra platforms at East Croydon station. The scheme appears to be widely accepted with over 90% of consultation responses supporting the scheme. GATCOM was thanked for its response to the consultation. Further consultation will be undertaken during 2019/20 as the scheme designs progress. It is hoped that, depending on funding approvals, works can commence in 2021 with expected completion in 2030.

GATCOM has invited Network Rail and GTR to give a further update in a year's time.

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

- The [report](#) on the outcomes of the last meeting of the NMB on 9 January was received.
- An [update](#) on the work of the NMB Review Sub-Committee was given. An outline twin-track NMB structure has been agreed in principle with a smaller NMB Executive Board overseeing an Implementation/Delivery Board linked to a new Community Noise Forum. Further detailed work on the roles, responsibilities and governance is now being undertaken and will be discussed at an ad hoc NMB on 13 March. GATCOM continues to press for borough/district council representation on the NMB Executive Board.
- GATCOM has been invited to participate in the NMB Communications and Information Dissemination Working Group to look at how information provision to wider communities can be improved. GATCOM members have been asked to forward to the Secretariat suggestions as to how communications can be improved.

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

- GATCOM's Lead Member for Noise [summary report](#) of the deliberations of NATMAG was noted as were the key messages to GATCOM.
- NATMAG is working on a clearer definition of 'go arounds' so that there was a better understanding of the reasons for carrying out that procedure.

#### **FUTURE AIRSPACE STRATEGY IMPLEMENTATION (SOUTH) (FASI-S)**

- GAL gave an [update](#) on this project. FASI-S is the major review of airspace across the South East of England which encompasses an area as far west as Cardiff and as far north as East Midlands airport. The project will involve the collaboration of 17 different airspace change

sponsors (16 different airports and NATS). The FASI-S programme is expected to be delivered from 2024.

- GAL has submitted to the CAA its Statement of Need which has now been accepted by the CAA which has initiated the airspace change process as set out in the CAA's Airspace Design [Guidance CAP1616](#).
- During the airspace change process there are a number of opportunities for GAL, and other airspace changes sponsors, for example, Heathrow Airport Limited, to engage with key stakeholders and communities as well as a stage focussed on formal consultation. GAL intends to engage 2019/20 on developing design principles and design options leading to consultation in 2020/21. The airspace change schedule to be followed will need to be coordinated with NATS and the other London airports' airspace changes and so the schedule may evolve as work progresses.
- The engagement strategy was outlined. GATCOM Steering Group will consider that strategy and GATCOM's role in the process in more detail at its next meeting.
- The need for GATCOM, and its member organisations individually, to respond to Heathrow Airport Limited's current [airspace change consultation](#) was highlighted. The consultation closes on 4 March 2019. If you/your organisation have any comments of wider interest to GATCOM on the [airspace design](#) principles please let the secretariat know by no later than **Friday 9 February**.

#### **Route 4**

- GAL continues its work to **revert the Route 4** conventional standard instrument departures (SIDs) to their position as they were before 7 April 2017. In support of this, GAL has completed a comprehensive safety review which the CAA has considered. Some minor inconsistencies in the review were identified and GAL was required to adapt the procedure to assist with track keeping in strong wind conditions. This revision was re-submitted to the CAA on 4<sup>th</sup> January. Once the CAA validation is completed the aeronautical information publication (AIP) cycle will take around 3 months to bring the change into effect.
- As requested by GATCOM, GAL met with interested local representatives to outline the history of the Route 4 airspace changes; an explanation of why the CAA conceded the Judicial Review; progress since the Judicial Review and the next steps.
- In respect of the **permanent change** to the route required by the CAA, GAL has appointed ANS (its air traffic services provider at Gatwick) and Osprey as its experts to lead the airspace change process on Route 4. GAL has submitted its Statement of Need (which in essence signals the start of the Airspace Change Proposal (ACP) process). The Assessment Meeting with the CAA took place during the GATCOM meeting when GAL's approach to the CAP 1616 process was agreed.
- The ACP process provides an opportunity for local stakeholders to engage in establishing design principles and design options during 2019 and formal consultation during 2020. The ACP process will take around 2 years to complete which GATCOM appreciated will be disappointing to those communities affected. GAL gave assurances that the work on developing options for the permanent airspace change will be progressed as efficiently as possible recognising that they would follow the airspace change process set out in the CAA's CAP 1616 guidance.

#### **"AVIATION 2050: THE FUTURE OF UK AVIATION" – AVIATION GREEN PAPER**

- The DfT [presented](#) an overview of the key topics of interest to GATCOM contained in the Government's [Aviation Green Paper](#). The proposed new framework sets out ways in which sustainable growth can be delivered through a partnership between the industry and the Government. It addresses growth, airspace modernisation, efficiency, noise, carbon emissions, air quality and community investment.
- In terms of noise policy proposals, the Green Paper outlines principles that could be followed and clarifies that the policy approach is about reducing the adverse effects of aviation noise rather than the number of people affected; where there is growth how noise caps/noise envelopes could be used to balance noise and growth; and how possible pay back mechanisms could work. It also recognises that there needs to be certainty where there is growth outside of the planning system.
- GATCOM agreed the process for considering its response to the Green Paper as set out in the Secretariat's [paper](#).

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

The next meeting will take place on Thursday 25 April 2019.

**Paula Street**

**Secretariat**