

GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 25 January 2018 at the Arora Hotel, Crawley.

Present: Dr. John Godfrey DL (Chairman)

Peter Barclay	-	Environmental and Amenities Groups
Nick Bennett (substitute)	-	East Sussex County Council
Nick Hague (substitute)	-	Charlwood Parish Council
Tom Evans	-	London Chamber of Commerce and Industry
Mike George	-	Horley Town Council
Peter Hall	-	Passenger Representative
Ken Harwood	-	Tandridge District Council
Angie Hills	-	ABTA
Alex Horwood	-	Reigate and Banstead Borough Council
Alan Jones	-	Burstow Parish Council
Harriet Kimbell	-	Which?
Liz Kitchen	-	Horsham District Council
Graham Knight	-	Surrey County Council
Bob Lanzer	-	West Sussex County Council
David Lawton	-	Rusper Parish Council
Douglas Moule	-	Gatwick AOC
Michael Payne	-	Kent County Council
John Peel	-	Coast to Capital LEP
Jeremy Taylor	-	Gatwick Diamond Business
Geraint Thomas	-	Crawley Borough Council
Charles Yarwood	-	Mole Valley District Council

Also present:

Stewart Wingate	-	Chief Executive Officer, GAL
Tim Norwood	-	Chief Planning Officer, GAL
Andy Sinclair	-	Head of Airspace Strategy & Engagement, GAL
Tim May	-	Department for Transport
Markus Biedermann	-	ANS
Paula Street	-	Assistant Secretary

Apologies for absence were received from:

Members - Stuart Buss (Airlines UK), Chris Hersey (Mid Sussex District Council), David Joseph (AIRE), Jamie Major (TUC), Rupert Simmons (East Sussex County Council), and Nigel Smith (Tourism South East),

Advisers/officers - Robin Clarke (NATS), and Barry Smith (Deputy Secretary),

CHAIRMAN'S UPDATE

127. The Chairman reported that following the Secretariat's consultation with all members and PAG, GATCOM's response to GTR's phase 3 consultation on the 2018 Timetable was submitted on 21 December. He thanked members (and their organisations) who had contributed to that response.

128. He also reported that he had attended two meetings with GAL and the Chairman and Secretary of the NMB to discuss linkages between the work and role of GATCOM, NATMAG and the NMB: the outcome of the review was considered by the GATCOM Steering Group and the recommendations were supported.

129. Two meetings of the Noise Management Board (NMB) had been held since the last meeting which he/and or the Secretariat had attended. He had also attended GAL's Airspace Seminar and the public NMB meeting on 7 December. Much positive feedback had been received from attendees about the success of the event.

MINUTES

130. Resolved - That the minutes of the meeting held on 9 November 2017 be approved as a correct record and that they be signed by the Chairman.

Aviation Policy Update

131. Reference was made to minute no. 106. Mr May, DfT, advised that the Government was on track for a vote in Parliament on the Airports National Policy Statement (NPS) before the summer recess. As regards the review of the Aviation Strategy, he advised that the Government was aiming to publish the full response to the call for evidence on a new aviation strategy in the next month. The Government had decided to push back the consultation timings on the review of the Aviation Strategy and as a result the launch of the final aviation strategy was now likely to be in mid-2019. It was noted that this would ensure that the Government was able to give sufficient consideration to other interrelated events, such as the work on airline insolvency in the wake of Monarch's collapse, and would ensure stakeholders were given reasonable timescales to help shape a comprehensive and fully informed aviation strategy.

GATCOM STEERING GROUP – MATTERS CONSIDERED

132. GATCOM received the report of the Chairman summarising the matters considered at the meeting of the GATCOM Steering Group on 4 January 2018 (copy attached to the signed minutes).

133. GATCOM noted the Gatwick Growth Board's (GGB) work over the past year and the work plan for 2018 which comprised:

- o Delivering the recommendations of the Connectivity Study which included seeking investment in the Brighton Main Line, the works on the M23 and the railway station development scheme
- o Gatwick's economic contribution building on the outcomes of the Oxford Economics Study with a focus on inward tourism. The outcome of that Study was due to be published in spring 2018 and would be reported to GATCOM.
- o Gatwick's role in enabling UK businesses in export activity and inward investment. That study was likely to commence in the second half of 2018.

134. Members were pleased to note that the GATCOM Steering Group had highlighted the use of the local supply chain; the skills market and local apprenticeships and training; and the impact of growth on local communities and the environment as possible topic areas for the GGB to consider.

Traffic Growth and Noise

135. GATCOM noted the response GACC and the NMB community noise groups had received from the Minister for Aviation and that the Steering Group had agreed a position on behalf of GATCOM (copy attached). GATCOM would continue to work with the Government, GAL, NMB and NATMAG to secure improvements in the noise climate around Gatwick to find local solutions to local problems.

Review of GATCOM

136. The Chairman reported that a review of GATCOM's way of working was being undertaken. This would consider whether GATCOM's membership remained appropriate in the light of the changing pattern of circumstances, particularly in respect of the representation from business interests and the those of the local community; and whether the steps that GATCOM took to ensure it kept abreast of and sought to address the concerns of the various interest groups represented on GATCOM were working. It was noted that members would be asked to complete a survey to seek views and feedback to help inform the review. The GATCOM Steering Group would give initial consideration to the results of the survey and would report its deliberations and recommendations to GATCOM in due course.

AIRPORT COMMENTARY

137. 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

138. Mr Wingate, Chief Executive Officer, GAL was pleased to report that Gatwick had experienced a 1.6% year-on-year increase in passengers travelling through the airport.

Core Service Standards

139. GATCOM was pleased that the quality of service performance standards continued to be achieved.

Capital Investment

140. Mr Wingate confirmed that significant investment continued to be made at the airport and reported that GAL was investing £180 million to double the size of Pier 6 in the North Terminal. Works had commenced on the development of the Boeing Hangar and it was anticipated that the facility would be fully operational in 2019.

Route 4

141. It was explained to members that local community groups had publicised recent developments in the Judicial Review brought by Plane Justice Limited against the CAA regarding its decision on the modification to Route 4. It was emphasised that the recent press and media reports had advised that the CAA had conceded on all the grounds of the claim. However, at the time of the meeting, it was understood that legal proceedings had yet to be concluded (to bring the action to an end a Court Order was required) and as the case only involved the CAA, GAL was awaiting the decision and advice from the CAA on the next steps following a Court Order being made.

142. GATCOM was concerned about the amount of misleading information being publicised about the case and advocated the need for clarity and public statements being made by the CAA and GAL as soon as possible to help eliminate misinformation. GAL highlighted that, whilst the CAA's instructions were awaited, it was unlikely that the Route 4 flight path would change immediately, if at all, and that any changes could be subject to the airspace change process. GATCOM would be kept informed of the actual position as soon as was possible.

MedView Airlines

143. Members noted the disruption experienced over the Christmas period as a result of a MedView Airlines aircraft suffering engine problems and becoming inoperable for several days. This had resulted in hundreds of passengers suffering flight cancellations and disruption. Mr Hall, Chairman of the Passenger Advisory Group (PAG), was pleased to report that the disruption had been effectively and efficiently handled by GAL and passengers were accommodated in airport hotels while alternative flight arrangements were made. Reference was made to the overnight provision made for passengers and GAL was asked to include in their contingency plans reference to also using local guest houses to accommodate passengers.

Drones

144. Reference was made to the new legislation relating to the operation of drones. GAL agreed to give a presentation on Gatwick's approach to managing and raising awareness of drone use near the airport at a future meeting.

GATWICK RELATED PLANNING APPLICATIONS

145. GATCOM noted the report by Crawley Borough Council's Head of Planning and Environmental Services on planning applications determined and outstanding in respect of Gatwick since the date of the last meeting (copy attached to the signed minutes).

PASSENGER ADVISORY GROUP (PAG)

146. Mr Hall, PAG Chairman, presented his report in respect of the activities of PAG since the date of the last meeting (copy attached to signed minutes). He reported on the projects and initiatives that GAL had invited the PAG's participation and input to give the passengers' perspective.

147. Reference was made to GAL's award of the special assistance contract Wilson James who would provide assistance for persons with reduced mobility and hidden disabilities at the airport. The Chairman expressed thanks to the contribution of the PAG, particularly volunteer members Ann Bates and Sheila Plant, for the time devoted to input to the contract selection process.

148. PAG had over the past couple of years devoted much attention to GAL's work on improving on-time departures performance which was now seeing improvement year on year. GAL's collaborative approach with the airlines, handling agents and other parties in striving to further improve performance was supported and the improvements welcomed.

149. GATCOM shared PAG's disappointment and concern about the organisation and contingency plans GTR and Network Rail put in place for the Christmas rail blockade which resulted in hundreds of passengers having to wait around 2 hours for a replacement bus service and the consequential build-up of queues.

150. Resolved – That:

(1) PAG's concerns about GTR's and Network Rail's contingency plans for the bus replacement service over the Christmas period be endorsed and GAL's work be supported in seeking to ensure the lessons learned were addressed in the planning of other rail engineering projects over the coming months; and

(2) PAG's involvement in a wide range of consultations, projects and operational matters be noted.

GTR RAIL FRANCHISE - PERFORMANCE & 2018 TIMETABLE UPDATE

151. The Chairman welcomed Charles Horton, Chief Executive Officer, GTR together with members of his senior management team to the meeting. A [presentation](#) was given on the latest rail update for Gatwick Airport, performance over the past year and the planned timetable changes for 2018/19 (copy of presentation slides attached to the signed minutes). GATCOM noted that GTR passenger journeys had increased significantly over the years and represented 19% of all UK rail journeys. In particular, Southern journeys had doubled in 12 years compared with 20 years across the UK rail network. Mr Horton highlighted that more capacity was needed and GTR's modernisation programme played a key part in ensuring services operated effectively in that busy environment.

152. Mr Horton explained that GTR was halfway through its Plan, known as "RailPlan 20/20", to modernise and enhance the rail experience. The key aims of the Plan addressed issues of infrastructure, working practices, new trains and information systems. Performance had also steadily improved over the year and it was emphasised that punctuality had increased for six months before the Aslef overtime ban was introduced in July 2017.

153. GATCOM noted that the Government's £200m additional funding to Network Rail to boost resilience of infrastructure on Southern routes would fund work to replace tracks and signalling; renew key junctions; and to improve track side security to help prevent trespass. GTR anticipated that this would lead to a reduction in delay minutes of up to 15%.

154. GATCOM supported the improvements outlined by Mr Horton but remained concerned about the overcrowding experienced on services, particularly north of Gatwick and the fact that air passengers often struggled to board trains at Gatwick coming from the South Coast. Members also commented that crowded trains also impacted on customers using those stations north of Gatwick to access either Gatwick or London.

155. GTR's approach to customer compensation for delayed services was welcomed and it was noted that GTR was the first company to offer "Delay and Repay" for delays over 15 minutes. GTR had since been joined by South Western Railway in that approach, except when delays were caused by planned Engineering Works.

156. GATCOM noted the specific improvements that had been made at Gatwick Airport. GATCOM welcomed the improvements and the efforts to reduce queuing times at the station. Members were also pleased to learn that GTR had successfully re-attained the BS11000 accreditation for collaborative working mainly due to GTR working alongside GAL and the partnership agreement. GTR was currently realigning its goals and objectives within the agreement with the focus firmly on seasonal readiness. GTR continued to identify and bring forward improvements working with its internal and external partners such as GAL, GATCOM's PAG and Network Rail.

2018 Timetable Consultation

157. GTR advised that as a result of its three rounds of consultation on the proposed new timetable approximately 28,000 responses had been received. The key themes from responses were currently being reviewed but so far there were approximately 100 items on the list of amendments. It was explained that there would be a phased introduction of service changes and improvements between May 2018 and December 2019. The DfT had requested this to reduce the risk of introducing the new timetable over such a large franchise network. It would enable GTR to embed new operating principles and reliability over a period of time.

158. A comprehensive communication plan was being developed to notify customers and stakeholders of the new timetable changes as they emerged, giving as much notice as possible. GTR planned to use all suitable communication channels including the use of its websites, social media channels, at stations, on printed material, through staff engagement with customers, at meet the manager events, and using third party channels.

159. Mr Wingate outlined GAL's concerns about the proposal to make permanent the temporary reduction in overnight services between London and Gatwick and the restricted access to London Victoria. GATCOM supported GAL's concerns and members emphasised that whilst many elements of the proposed new timetable were supported, such as the increased services during the day and at weekends to a wider geographic area, the new rolling stock and improvements at Gatwick Station, they remained very concerned about the proposals to make permanent the temporary reduction in late night/early morning services and restricted access to London Victoria. The need to allow access to the tracks and stations for maintenance and engineering works were acknowledged but GATCOM sought a commitment from GTR to revisit the proposals for overnight services and the maintenance regime now and into the future.

160. As regards the Gatwick Express service, whilst GTR confirmed the importance and its commitment to the premium service members remained concerned about the continued degrading of the premium service and highlighted the need to encourage the greater use of the Gatwick Express to help relieve crowding on other services, including a review of the pricing structure for the premium service. On other services it was suggested that GTR also make reference in the timetable to the number of carriages used on services. The need for most services to comprise 12 carriages was emphasised.

Planned Engineering Works

161. Andrew Wood, Senior Commercial Scheme Sponsor, Network Rail gave an overview of planned engineering works on the Brighton Main Line. He explained that the Thameslink Resilience Programme would deliver a £300m investment to infrastructure to improve resilience over the next 14 months ready for the new high frequency Thameslink timetables. The upgrade programme would involve the closures of the Main Line south of Three Bridges where there was a high level of network incidents/failures. Network Rail was working with GTR and Highways England to ensure the Main Line closures were not at the same time as M23/A23 planned maintenance/improvement works or other works.

162. Members also noted that the works between Three Bridges and Brighton/Lewes were planned for October 2018 and February 2019 during the weeks of school half term when, it had been proven, less people travelled. The opportunity would be taken at this time to renew many infrastructure assets particularly in tunnels, improve the power supply and signalling, refresh stations and cut back vegetation. A comprehensive communication plan was being developed with GTR to give early notification to customers and stakeholders of the works and to provide options for travel during times of disruption. GATCOM would be kept informed and offered to help to disseminate information to the wider communities.

REVIEW OF END NOISE ACTION PLAN 2019-2024

163. GATCOM considered a report by the Secretariat and Technical Adviser giving details of GAL's consultation on the proposed list of actions to be included in the draft reviewed Environmental Noise Directive (END) Noise Action Plan (NAP) 2019-2024 (copy attached to the signed minutes). Members noted that Defra had requested that GAL undertake a light touch review of the END NAP and had issued guidance to GAL in July 2017 on how to revise the NAP.

164. Paula Street, Secretariat, advised that the review of the END NAP was an important exercise particularly from a local community perspective as it set out GAL's approach to managing the noise climate and enabled performance in delivering the actions to be tracked. She also advised that the suggested response set out in Appendix 1 to the report took into account the comments that had been raised by the GATCOM Steering Group and as well as the concerns raised by the NMB community noise groups at the recent meeting of the Noise Management Board. Brian Cox, Technical Adviser, outlined the detail of the suggested GATCOM response to the proposed list of actions.

165. Members discussed the concerns highlighted by the Environmental and Amenity Groups' representative at the meeting and the comments of the Gatwick Area Conservation Campaign and the NMB community noise groups which had been set out in full in Appendix 3 of the Secretariat's report. GATCOM was not aware of any active assessment or management by Defra of the END NAP once approved or any incentives to effectively deliver the actions. Members felt it important therefore that GATCOM's response to the consultation emphasised more robustly the need to have outcome based and measurable actions that were independently monitored and challenged.

166. GATCOM agreed the following key points for inclusion in its response:

- A need to establish measures to link traffic growth to noise impacts with agreed workable metrics to assess performance against noise reduction targets and to which GAL may be held to account; and to ensure robust independent monitoring and challenge.
- GAL to review the wording of the proposed actions to make sure they were outcome based and measurable where possible.
- amongst other comments on specific actions, the inclusion of two new actions to address the need to publish updated N60 contours for the night period (new Action 39a) and the NMB's work on developing metrics to measure more effectively GAL's performance in managing the noise climate (new Action 31a).
- Certain actions to be identified as a priority to be taken forward early in the plan period. GATCOM suggested that Actions 9, 25, 31a, 39 and 39a be considered as priorities.
- The NMB's work being the main vehicle through which GAL, working with industry partners and community groups, to take forward noise reduction initiatives.
- The role of NATMAG in the regular monitoring of operational performance and identifying issues to be addressed.
- The END NAP to remain a feature of the Section 106 agreement monitoring regime now and into the future. The Section 106 monitoring regime, which was subject to scrutiny by an independent environmental consultant, contained a provision to require the consultant to examine GAL's various action plans to ensure they were fit for purpose. Members noted that this regime brought greater transparency to the END NAP process. As the S106 was currently being reviewed by the parties to the agreement, GATCOM agreed to send a copy of its response to the parties to the agreement to highlight the importance of the monitoring regime.

167. GATCOM also agreed to write to the Government about the urgent need for a more joined up policy on planning, development and noise.

168. The Chairman highlighted that this was the beginning of GAL's process to review the END NAP and confirmed that all organisations were able to respond to the consultation direct to GAL. The Chairman also confirmed that the draft revised END NAP which would include an Annex summarising consultation responses received by GAL would be reported to the next meeting of GATCOM.

169. Resolved – That, subject to the inclusion of the comments raised at the meeting, the suggested response set out in Appendix 1 of the report be agreed.

NOISE MANAGEMENT BOARD (NMB)

170. GATCOM considered the NMB Secretary's "Informal Review" of the deliberations and outcomes from the meetings of the NMB held on 15 November 2017 and 11 January 2018 together with a summary of the key outcomes of the work of the NMB since it was established (copies attached to the signed minutes).

171. The Chairman highlighted the key successes of the work of the NMB since it was established in June 2016 which all had a positive impact on the management of the noise climate around Gatwick.

GAL had invested significant resource to this pioneering initiative to bring together industry partners and local community groups to discuss and input to noise management and initiatives at Gatwick.

172. GATCOM supported the initiative and welcomed the fact that GAL remained fully committed to the work of the NMB.

173. The deliberations and work programme from the last two meetings of the NMB were noted and members were pleased to learn that GAL's Airspace Seminar and the NMB public meeting held on 7 December had received positive feedback from attendees.

174. The importance of having noise and flight operations performance metrics and monitoring results presented in the GAL CEO report in a similar way to reporting on the Core Service Standards was highlighted. GAL reminded the meeting that noise reporting was captured elsewhere on the agenda and of the important role that NATMAG played specifically in monitoring noise performance on behalf of GATCOM but also agreed to explore this suggestion further alongside its work on metrics for the NMB.

175. Reference was made to the need for the NMB to have a greater awareness of the work being undertaken on the impact of noise on health. The Committee's attention was drawn to two recent articles on heart health and Alzheimer's and Sleep. Copies of the articles would be circulated to members.

NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)

176. GATCOM received the unconfirmed minutes of the meeting of NATMAG held 30 November 2017 (copy attached to the signed minutes). NATMAG's key messages to GATCOM were noted.

HEATHROW EXPANSION – CONSULTATION

177. The Secretariat's report giving an overview of Heathrow Airport Limited's (HAL) consultation on options for potential principles, or 'rules', that could apply when designing the new airspace required for an expanded Heathrow Airport (copy attached to the signed minutes). GATCOM was aware that some of Heathrow's flight paths restricted the altitude of aircraft on Gatwick's flight paths. Mrs Street highlighted that the NMB was currently examining in detail the constraints on raising the height of aircraft using Gatwick's departure routes. Initial conclusions for Routes 3 and 4 revealed that changes to arrivals and departures routes to other London airports were necessary for the constraints to be removed.

178. Resolved – That:

- (1) a response be submitted to HAL's consultation on Airspace Design Principles; and
- (2) GAL keep GATCOM informed of the progress and outcomes of the study into the constraints on the altitude of Gatwick's departure routes.

DATES OF NEXT MEETINGS OF GATCOM AND ITS SUB-GROUPS

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

GATCOM Steering Group – Thursday 22 March 2018 at 10.00 a.m.
Passenger Advisory Group – Wednesday 21 March 2018 at 1.30 p.m.
GATCOM – Thursday 26 April 2018 at 2.00 p.m.

180. Members also noted that the next meeting of Gatwick Airport Limited's NATMAG would take place on Thursday 8 February 2018 at 10.00 a.m.

181. Members noted that the next meeting of Gatwick Airport Limited's Noise Management Board (NMB) would take place on Wednesday 11 April 2018.

Chairman