

## GATCOM 23 APRIL 2015

### KEY MESSAGES AND OUTCOMES FROM MEETING

The agenda and papers considered at the meeting are available on GATCOM's website at [www.gatcom.org.uk](http://www.gatcom.org.uk)

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

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

- **Noise Complaints Handling Policy** - GAL has updated its policy on handling aircraft noise complaints in respect of the way in which regular callers were registered and recorded. The Steering Group noted with concern that GAL's policy now stated that only one complaint per day would be recorded however many complaints a caller made in a given day. The Steering Group has asked NATMAG to consider the wording of the policy and how the figures can 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** - The Steering Group has considered the progress made on delivering the actions contained in the European Noise Directive (END) [Noise Action Plan 2013 – 2018](#) for Gatwick Airport. Out of the 55 actions, only five actions were currently delayed but were on target to be delivered. All the remaining actions were either completed or on track to be completed.

In respect of the actions for benchmarking studies on operational noise management comparisons with other airports and aircraft noise communications rankings (Actions 52 and 53 refer), GAL hopes to have the outcome of the benchmarking study this Autumn.

#### AIRPORT COMMENTARY

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

- **Traffic Growth** - Gatwick has seen continued growth and handled 38.4 million passengers in 2014, the greatest passenger throughput ever recorded at the airport. GAL is predicting passenger numbers to rise to 40 million passengers over the coming year. A number of new routes offered by a variety of carriers, both short haul and long haul, will be introduced for the summer season.
- **Service Quality Performance** - Gatwick continues 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)** - it was highlighted that the UKBF was facing further budget cuts as part of the Chancellor's last budget. It was questioned whether this would have an impact on UKBF's queuing performance targets at Gatwick. GAL confirmed that Gatwick's UKBF national targets continue to be met and in view of the expected growth in passenger throughput GAL is expanding the immigration hall in the North Terminal where

additional desks will be provided and additional immigration egates will continue to be rolled out across both terminals. In addition to this in March 2015 GAL increased its concierge resource to support the arrivals process throughout the summer.

- **Persons with Reduced Mobility (PRMs)** - ABTA has done much 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 is being given to offering priority to those passengers who pre-notify as a way of incentivising passengers to pre-book as this helps with providing a more reliable efficient service to passengers. GAL confirmed its wish to participate in the work of this Group.
- **Local Supply Chain** - 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**

GAL provided an update on the progress made in implementing its [statement of intent](#) to enhance communications with local communities. As part of that statement GAL has undertaken a series of meetings with local parish councils and neighbourhood groups. GAL has 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.

The common issues raised related to 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. GAL confirmed that any new issues would be reported to GATCOM.

GATCOM welcomed this 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. Attendees at the meetings had been asked to supply GAL with email contact details to receive GAL's regular news/information letter which will also provide a reply facility to enable feedback on issues and to maintain a two way dialogue.

### **GATWICK RELATED PLANNING APPLICATIONS**

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

### **RUNWAY 2 WORK – UPDATE**

Following the close of the Airports Commission's consultation on the proposed options for new runways at Heathrow and Gatwick, it has been a relatively quiet period. GAL is however continuing with its campaign to gain support for its case for a second runway.

It is anticipated that the Airports Commission will issue its final report to the new Government no later than early July 2015.

**Infrastructure Assessment Work** - Reference was made to 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 is to proceed. The outcome of that work will be made available as and when the matter is reported to their respective councils. The Coast to Capital LEP is also undertaking work that is relevant to its area of accountability (partly transport infrastructure related) and its report will also be made publicly available.

The Environmental and Amenities Group's representative asked whether the assessment work will 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 will 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 is needed for the future. Kent County Council would be invited to participate in the work of the Group.

### **GATWICK STATION DEVELOPMENT**

GAL [presented the current development plans for Gatwick Station](#) and the programme for the project. The Chancellor's Autumn Statement announced the £120m scheme and funding partners have now been agreed, with funding contributions of £50m from GAL and £10m from the Coast to Capital LEP.

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

The new station will significantly increase the area of the station concourse which will be integrated as far as possible into the airport terminal. GAL is 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, differs from the aviation industry's passenger space requirements, which takes account of the space requirements for luggage. GAL is continuing to liaise with airlines and GATCOM's Passenger Advisory Group (PAG) on Network Rail's detailed design for the scheme to ensure that the air passenger requirements are taken fully into account. GATCOM is pleased that an alternative access route for commuters is 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.

PAG is excited about the new station but is particularly concerned about providing good service to the ever increasing number of rail passengers over the next few years before the new station is operational. GAL agreed to pursue matters of concern to PAG with Network Rail, particularly in respect of the condition of the floor in the station.

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

GATCOM supported the work of the PAG and its involvement in a wide range of projects, operations and innovations at Gatwick. GATCOM also supports PAG's engagement with GTR on details of the new Thameslink franchise.

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

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

### **USE OF AIRSPACE**

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

GATCOM noted 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. A number of detailed papers on specific aspects will be issued over the coming months.

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 local residents.

The DfT advised that the current noise preferential routes (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 is 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) is considering a number of aspects in relation to the use of the new technology, its impacts and respite.

### **Arrivals and Departures Analysis**

[GAL's paper](#) setting out the current position with regard to the use of Gatwick's airspace was noted.

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

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.

GAL presented results of its detailed assessment, analysis and data on the implementation of P-RNAV on Gatwick's departure routes. In view of the large amount of data presented, GAL agreed to issue a paper summarising the results of its analysis with these key messages from the GATCOM meeting (see [attached](#)).

In summary, GAL's analysis revealed that:

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

GATCOM noted that the location of complaints were generally not directly under the flight paths but were from further afield. Members were therefore keen to understand the cause of annoyance and why a significant number of people were complaining. GAL is also keen to determine what's driving the rise in complaints and causes of annoyance.

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.

Stewart Wingate, Chief Executive Officer, GAL agreed to these requests.

**P-RNAV and Track Keeping on 26 LAM departure SID** – GATCOM welcomed the work GAL is specifically undertaking on the LAM 26 wraparound departure route and the engagement it has had with the residents' group, Plane Wrong and its consultants, in trying to resolve the track keeping issues being experienced. GAL hopes that a solution will soon be found that was acceptable to both parties and affected parish/town councils. GAL is also in discussion with the CAA to determine whether a slight alteration to the P-RNAV SID would require a further airspace change application.

It was also stated by GAL 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** – the CAA is in the process of considering all the data and evidence GAL was required to submit to the CAA along with the feedback the CAA had received from the public as part of its post implementation review of the

introduction of P-RNAV on Gatwick's departure routes. The outcome of the CAA's review will be issued later than expected, hopefully in the next 2 – 3 months.

The Secretariat had invited the CAA to GATCOM to provide an overview of its work and the Future Airspace Strategy. However, Andrew Haines, Chief Executive, CAA had declined the invitation at the present time as it would be inappropriate for them to comment on the review (P-RNAV) whilst it is still underway. GATCOM was disappointed with this response and asked the Chairman to pursue the invitation again with the CAA.

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

The Secretariat's paper summarising the key points emerging from GAL's Airspace Change Seminar held on 4 March, 2015 was considered. GATCOM agreed:

- To write 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
- That 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
- That the DfT be asked to present the results of its recent work on attitudes to noise to a future GATCOM meeting.

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

GAL's quarterly report covering the period October to December 2014 was considered. The key highlights are:

- With the exception of one route – 26LAM wraparound route (problems discussed above) – track keeping performance has improved again over the previous year's performance – this is primarily as a result of the implementation of P-RNAV. It was highlighted 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.
- There had been one non-compliance of Auxiliary Power Units (APU) usage and this has been addressed with the airline and handling agent concerned.
- 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 will have affected the number of complaints logged by individual callers.

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

The key messages from the meeting of NATMAG held on 26 February 2015 were noted as follows:

- In response to GATCOM's request NATMAG has agreed to publish its agenda on GAL's website.
- FLOPSC would be invited to send a representative as observer to future NATMAG meetings to facilitate better communication between the two groups.
- Gatwick's current CDA performance is 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 "whine" issue.

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

Tim May, DfT summarised the main items of discussion of the meeting of ANMAC on 20 April:

- The DfT was considering the environmental challenges arising from the implementation of the CAA Future Airspace Strategy, the airspace change process and whether amendments need to be made to that process. Any changes would be subject to views of new Ministers and would be consulted upon.
- DfT's and Defra's research into attitudes to noise which included questions about aviation noise. Surveys had been undertaken around nine UK airports, including Gatwick. The results of the survey are not expected to be published before the end of 2015. The DfT will present the results to a future GATCOM meeting.
- The suggested creation of an Independent Aviation Noise Authority. GATCOM's lead member for noise advised that ANMAC questioned the need for a further body as many

issues were local to airports which needed to be addressed and resolved locally rather than by a national body.

- The role of ANMAC and whether its membership should be extended beyond the three noise regulated London airports – Heathrow, Gatwick and Stansted.
- A320 whine research looking at the noise impact with and without the fix was undertaken at Gatwick by CAA 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. EasyJet now has 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**

GATCOM noted that the Gatwick Area Community Trust had now considered all the applications received for grants. The demand for grants is always far greater than the funds available and the trust had decided on 23 April which projects would be awarded grants.

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

The next scheduled meeting will take place on **Thursday 16 July 2015** 2.00 p.m.

**Paula Street**  
**Secretariat**