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## GATCOM 14 JULY 2016

### 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)

#### ELECTION OF VICE-CHAIRMAN

Charles Yarwood, Mole Valley District Council, was re-appointed as Vice-Chairman for the ensuing year.

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

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

#### Local Air Quality Monitoring

- concentrations were below the UK annual average objective of 40 µg m<sup>-3</sup> (micrograms per cubic metre) at sites normally assessed on the Horley Gardens Estate
- the trend analysis for nitrogen dioxide concentrations at properties most at risk of breaching the air quality objective showed a continuation of the previous downward trend and are the lowest recorded concentrations to date.
- one of the new roadside sites (RB149 on the A23) indicated a reading of 45 µg m<sup>-3</sup> in 2015 suggesting that air quality at this location is above the air quality objective. Further monitoring is already under way on the A23 to gather further data, and to establish a fuller picture and to understand if this is a one-off 'hot spot' due to the road junction or if there is a wider air quality issue on this section of the A23.
- GATCOM expressed its thanks to Reigate and Banstead Borough Council, particularly Leon Hibbs, for the comprehensive and clear way in which the results of the air quality monitoring is reported.
- The Annual Air Quality Monitoring Reports for the past few years are available on GATCOM's [website](http://www.gatcom.org.uk)

#### RNAV departure routes - update on the CAA's PIR modifications

- Route 4 (26 LAM Departure SID) - the trial of the modified Route 4 went live on 26 May for a period of six months.
- The trial route appears to be performing generally as expected but it was said that the impact of concentrated overflight is having an adverse impact on:
  - Newdigate Parish – Residents had not been aware of the trial and had not received the information from GAL as part of the pre-trial awareness campaign.
  - Horley – increase in noise and aircraft overflight. It was pointed out that the AIP stated that NATS should not vector aircraft over Horley. NATS asked for specific dates and times to enable it to investigate further.
- During the trial the CAA will monitor performance of the route before it makes a decision as to whether the route should be implemented on a permanent basis.
- The modified route was achieving a much improved track keeping compliance in the noise preferential route (NPR) of 94%.

- Residents are encouraged to feedback to GAL using the dedicated email address [route4@gatwickairport.com](mailto:route4@gatwickairport.com). All feedback would be reviewed by the CAA as well as GAL. A monthly report is submitted to the CAA.
- GAL will give a full report on progress at the next GATCOM meeting and will provide aircraft track comparisons – prior to implementation of P-RNAV, post implementation and the trial route.
- GAL reminded GATCOM of the CAA's advice in the Post Implementation Review (PIR) report that if at the end of the six months trial that the modified route had not achieved its original stated aim to an acceptable standard then the PRNAV route would not be confirmed and removed from the AIP i.e. would be returned to conventional navigation.
- Noted that GAL has given reassurances about the accuracy of the CASPER noise and track monitoring system which takes a direct data feed from Air Traffic Control. The CAA's Environmental Research and Consultancy Department (ERCD) carries out a detailed performance analysis and report to make sure that the system provides reliable data for reporting purposes. The CAA's verification report is available on Gatwick's [website](#).
- Noted that work on taking forward the minor modifications to Routes 2 & 5 was underway. Revised proposed route designs were currently with the CAA for consideration and it was hoped that the CAA would be able to agree a solution and timescales for implementation in the near future.

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

- A draft of the reviewed noise complaints handling policy will be reported to the next cycle of meetings – Noise Management Board, NATMAG, GATCOM Steering Group and GATCOM for consideration and comment.

#### **SIR ROY McNULTY, CHAIRMAN, GAL**

Sir Roy McNulty, Chairman, GAL gave an overview of the airport's business. He reported that:

- The airport is performing well against a backdrop of steady growth and a number of challenges. The new challenge is what Brexit means for aviation. The DfT advised that a number of aviation stakeholders have raised concern about the need to maintain access to the single market and that this is of paramount importance to be addressed.
- He was pleased with the outcome of the Independent Arrivals Review. All the recommendations had been accepted and GAL fulfilled its commitment to publish its final action plan promptly. The package of measures will hopefully improve the noise climate for those communities affected by aircraft arrivals. He thanked GATCOM for its constructive contributions during the course of the Review.
- The Noise Management Board (NMB) has been established which will give comprehensive oversight to the implementation of the Arrivals Review recommendations, provide a forum to enable dialogue between community group representatives, GAL, DfT, CAA, air traffic providers and airlines and help to develop a mutual understanding of the issues.
- GAL will continue to promote its case for a second runway and awaits the Government's decision which has been deferred until at least October 2016. In response to a question about GIP's future disposal of its 10 year investment in the airport, Sir Roy confirmed that the shareholders has given assurances to the Government that the finance would be available if it was decided to construct a second runway.

#### **AIRPORT EXPANSION IN SOUTH EAST**

- GAL's campaign for a second runway continues. The recent letter of Sir Roy McNulty, Chairman GAL, to the Prime Minister set out GAL's eight pledges in delivering a second runway at Gatwick.
- The DfT reported on the Secretary of State for Transport's [statement](#) in Parliament that there will not be an announcement on a runway decision until at least October.
- The Minister for Aviation has responded to GATCOM's request for further engagement with stakeholders on the conclusions of the DfT's further work prior to a decision being made. The

Minister stated that any decision on a preferred scheme would only be the start of the process with opportunities to input views on the design of the scheme through the planning process. As it has only been the scheme promoters who had contributed to this further work to date it was agreed that a further letter would be written to the new Secretary of State for Transport to again raise the need for other stakeholders to be given the opportunity to contribute to the further work prior to a decision being made.

- Gatwick had now concluded negotiations with the Department for Transport regarding Statement of Principles which remains subject to a confidentiality agreement.

## **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 achieved a 6.1% year on year increase in traffic with passenger numbers at record levels. The airport is now handling 40.8 million passengers per annum.
- **New Routes** – both the long haul and short haul networks continue to grow. Recent announcements include twice weekly service by Norwegian to Las Vegas, a weekly Virgin Atlantic Airways service to Varadero, Cuba and increases in services to Las Vegas and Bermuda from April next year.
- **Capital Investment** – GAL's significant investment continues and Stewart Wingate reported that the company was increasing its planned investment from £221.93m to c£235m in 2016/17 which clearly demonstrated that Brexit has not diminished the company's appetite to invest.
- **Core Service Standards** – customer satisfaction scores continue to be met although continued security and check-in transformational work has suppressed the quarterly scores for departures and the redevelopment works in the North Terminal have affected the score for arrivals although these were now showing signs of improvement.
- **"Decade of Change" Sustainability Performance Report** – GAL published its 2015 progress report at the end of May which revealed that the airport is making strong progress on its targets. Progress achieved mid-point in this sustainability plan includes reductions of 32.6% in carbon emissions compared to 1990, 16.6% in energy use compared to 1990, 29% in water use, and 49% of operational waste recycled with no untreated waste sent to landfill since May 2015. Full details of the [Decade of Change report](#) are available on the airport website. GATCOM was congratulated GAL on its progress and asked to know more about the current achievements and future plans for reductions in the airport's carbon footprint particularly in respect of Scope 3 emissions (aircraft LTO cycle, passenger and staff travel, waste and water use, and airport partners' energy use). GAL will present a paper to the next meeting.
- **Carbon Trust Standard Triple Certification** - GATCOM congratulated the airport on achieving the triple certification award. Only 24 organisations across all sectors, and 2 airports hold the triple certification for reductions in carbon, water and waste.
- **Off airport car parking problems** – the on-going incidents of damage to and the security of passengers vehicles as a result of the operations of unapproved valet car parking companies are of concern. The capacity and pricing of the airport's car parks was discussed:
  - GAL confirmed that car parking capacity was to be increased to match demand and that there are plans for a new multi-storey car park "car park 7". A presentation on GAL's car parking strategy and plans will be given to a future meeting
  - GAL was asked to ensure that its website continued to give clear advice to passengers to book car parking products with approved operators'.
  - GAL confirmed that it is actively working with the Police and other stakeholders to tackle the problems. The good work of the county councils' Trading Standards Service was also highlighted.

## **GATWICK RELATED PLANNING APPLICATIONS**

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

## **GATWICK RAIL SERVICES AND NETWORK PERFORMANCE**

Charles Horton, Chief Executive Officer, GTR, Angie Doll, Gatwick Express Passenger Services Director and Steve Knight, Network Rail Area gave an update on the performance and improvement plan for the rail network and services servicing Gatwick – [click here](#) to see presentation slides.

GTR first apologised for the significant disruption arising from the continued industrial action and high levels of staff sickness which GTR is seeking to resolve as quickly as possible. The serious concerns of GATCOM and GAL about the impact on passengers, staff and on the operation of the airport were highlighted.

The key points to note are:

- GTR and Network Rail have good partnership working and work as a team. An alliance board has been established between Network and GTR to address performance issues and initiatives.
- GTR's network has seen 40% growth over the past 5 years and the multi-billion Government sponsored Thameslink Programme is transforming the network to improve the infrastructure, add capacity and delivering a better passenger service.
- GTR is working closely with Network Rail to address the significant challenges in delivering the transformation change whilst maintaining operations on one of the busiest rail networks in the UK. The redevelopment works at London Bridge involving the closure of many platforms has posed significant challenges in view of the reduced train paths into the terminus. It was always anticipated that this part of the programme would cause disruption to passenger journeys.
- Rail passengers will start to experience gradual improvements in the quality and reliability of services and information over the next two and half years with the full benefits of the Thameslink Programme materialising in 2018.
- Network Rail advised that the split of service performance issues was 60% Network Rail and 40% train operating companies, GTR being one of those companies.
- GATCOM welcomed:
  - The improvements being made in respect of the Gatwick Express service in respect of the creation of a dedicated Gatwick Express ungated entrance portal at the station to be completed in September, on-board hosts and ticketing and the introduction of new rolling stock.
  - The improvements to the station concourse in advance of the station redevelopment project to help accommodate current passenger volumes
  - The introduction of Oyster and contactless payments – 19% of passengers are already using this method of payment to travel to from London (only 10% usage was forecast). This has helped to address queuing times at the ticket desks. GATCOM highlighted the need for there to be improved signage to advise passengers that this method of payment was only for trips into London/stations north of Gatwick.
  - The complete overhaul of signage at the station with the new signage replicating that within the airport terminal
  - The launch of the Gatwick Express App which will include airport flight details
  - The roll out of new class 700 trains on the Thameslink route, the improvement plan for transforming the customer experience and better services at stations.
- GATCOM remained concerned however about the ability of air passengers being able to board those Gatwick Express services from Brighton in the morning peak where there was standing room only and how that constituted a premium service.
- GATCOM also highlighted the problem of 8 coach trains not providing the capacity needed at certain times of the day and that this needed to be reviewed by GTR.

- The temporary timetable introduced on 11 July introduced 15% cut in services across the Southern and Gatwick Express network. This was to give greater certainty for passengers. Although it was early days there were already signs of improvement in performance.
- The longer term capacity of the network was discussed particularly the capacity needed if it was decided that a second runway was to be built at Gatwick. It was confirmed that once the Thameslink programme was fully materialised there would roughly be a doubling of capacity from 2018. GAL outlined its rail usage forecasts associated with the construction of a second runway.
- GTR and Network Rail were asked to report back to the next meeting to provide an update on performance and next steps.

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

The report from the Chairman of PAG was considered.

- The past quarter saw significant disruption caused by various ATC strikes, damage to the surface of the runway, IT systems failure, significant disruption on the rail network and extraordinary localised weather conditions all of which tested the airport's contingency and resilience plans. There were only 3 days on which some degree of disruption did not occur. GAL, its various partners and all staff were commended for the way in which the disruption had been managed.
- PAG shares GAL's concerns about the performance of one of its handling agents who is struggling to reach good performance levels. GAL continues to provide support in assisting the handling agent with recruitment and staff training.
- GATCOM shared PAG's concern about the impact of ATC strikes on the operation of the airport and on flight schedules but was pleased to note that the industrial action in France had been resolved nationally.
- PAG's work to consider in more detail the resilience of GAL's IT and automated systems was endorsed
- PAG's response to GAL's consultation on the Gatwick Draft 2016-2021 Capital Investment Plan was endorsed.
- PAG's involvement in a wide range of consultations, projects and operational matters was noted.

### **NIGHT FLIGHTS REVIEW**

- The DfT is seeking evidence from interested parties to help inform its review of the night flights regimes for Heathrow, Gatwick and Stansted airports.
- GATCOM's lead member for noise and the Independent Technical Adviser attended the DfT's Gatwick Focus Group on 8 June when feedback was sought on specific questions as part of the evidence gathering process.
- GATCOM considered the Secretariat's suggested response to the 8 questions. It was agreed that the response gave a fair and balanced view reflecting the various views of members.
- The suggested response was agreed with minor amendment and has now been submitted to the DfT – [click here](#) to see response.

### **GATWICK ARRIVALS REVIEW ACTION PLAN PROGRESS**

- GAL published its Final Action Plan on 2 June 2016 (available on GAL's [website](#)) and had circulated it widely amongst all interested parties and those who engaged in the review process.
- An overview of the key changes made to Final Action Plan was given. The three main priorities for GAL were to take forward the actions in respect of:
  - Imm-01, modifications to Airbus 320 series aircraft.
  - Imm-05, raising the commencement height and other improvements to CDA procedures.
  - Imm-10, broadening the approach arrival "swathe" to extend between 8-14nm.
- GAL confirmed that the governance and oversight of all of the recommendations and other noise strategies, such as for departures and ground noise, will be the responsibility of the new

Noise Management Board (NMB) - Recommendation Imm-18. The first meeting of the NMB was held on 21 June 2016 when its terms of reference were agreed.

- GAL has produced a table of progress which will be regularly considered by the NMB – [click here](#) to see.
- There will be a standing item on the GATCOM agenda to consider the minutes of the NMB which will enable GATCOM to raise matters for the Chairman to raise at NMB meetings.

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

Tom Denton, former Head of Corporate Responsibility, GAL who had led the Flight Performance Team and Chaired NATMAG had left GAL. Tribute was paid to the outstanding contribution that Tom had made to GAL's sustainability and flight performance work over many years. GATCOM wished him well for the future.

The minutes from the meeting of NATMAG held on 26 May 2016 were noted. NATMAG's key message to GATCOM is that it will keep GATCOM informed of any potential effects of moving the minimum joining point from 10nm to 8nm.

#### **REVIEW OF GAL'S LANDING CHARGES - UPDATE BY FINANCE DIRECTOR**

This item was deferred to the next meeting.

#### **ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES – MANCHESTER AIRPORT – 8/9 JUNE 2016**

The key messages and outcomes from the Annual Meeting of UKACCs, which was hosted by Belfast International Airport, were noted.

#### **APPOINTMENT OF SUB-GROUPS**

**GATCOM Steering Group and Passenger Advisory Group** – GATCOM appointed members to serve on both groups for the ensuing year.

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

The next scheduled meeting will take place on Thursday 20 October 2016 at 2.00 p.m. The annual tour of areas of the airport will take place on the morning of the meeting. All members are encouraged to attend the tour.

**Paula Street**  
**Secretariat**