

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

## GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 18 October 2018 at the Hilton Hotel, Gatwick Airport.

Present: Dr. John Godfrey DL (Chair)

Alun Adler (substitute)	-	Airlines UK
Jeff Alexander	-	Gatwick Diamond Business
Matthew Balfour (substitute)	-	Kent County Council
Peter Barclay	-	Environmental and Amenities Groups
Helen Clack (substitute)	-	Surrey County Council
Tom Crowley	-	Chair Designate
Roger Elkins	-	West Sussex County Council
Carolyn Evans	-	Charlwood Parish Council
Mike George	-	Horley Town Council
Peter Hall	-	Passenger Representative
Angie Hills	-	ABTA
Alex Horwood	-	Reigate and Banstead Borough Council
Alan Jones	-	Burstow Borough Council
Liz Kitchen	-	Horsham District Council
Chris Larkman	-	Which?
Douglas Moule	-	Gatwick AOC
John Peel	-	Coast to Capital LEP
Rupert Simmons	-	East Sussex County Council
Lesley Steeds (substitute)	-	Tandridge District Council
Geraint Thomas	-	Crawley Borough Council
Charles Yarwood	-	Mole Valley District Council

Also present:

Sir David Higgins	-	Chairman, GAL
Stewart Wingate	-	Chief Executive Officer, GAL
Tim Norwood	-	Director of Corporate Affairs, Planning & Sustainability, GAL
Andy Sinclair	-	Head of Airspace Strategy & Engagement, GAL
Tim May	-	Department for Transport
Robin Clarke	-	NATS
Markus Biedermann	-	ANS
Graham Lake	-	Secretary, Noise Management Board
Brian Cox	-	Technical Adviser
Barry Smith	-	Deputy Secretary
Paula Street	-	Assistant Secretary

Special Guests:  
Caroline Nicholls, High Sheriff for West Sussex  
Jim Glover, High Sheriff for Surrey

Apologies for absence were received from: Phillip Allport (Airlines UK), Ken Harwood (Tandridge District Council), Chris Hersey (Mid Sussex District Council), Graham Knight (Surrey County Council), Michael Payne (Kent County Council), and Nigel Smith (Tourism South East).

## **DR JOHN GODFREY DL**

66. Sir David Higgins, GAL Chairman and Stewart Wingate, Chief Executive Officer, GAL paid tribute and thanks to Dr Godfrey for skilfully and expertly leading the Committee through a number of significant challenges during his chairmanship over the past 11 years. Dr Godfrey would stand down from GATCOM at the end of 2018 with his last meeting being the GATCOM Steering Group on 20 December. All GAL's staff and the Committee wished Dr Godfrey a long and happy retirement.

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

## TOM CROWLEY, CHAIR DESIGNATE

67. Mr Wingate reported that following an open recruitment campaign involving members of GATCOM, Mr Tom Crowley, former Chief Executive Horsham District Council, had been appointed to succeed Dr John Godfrey as Chair of GATCOM. Mr Crowley was welcomed to the Committee. He looked forward to meeting members over the coming months.

## CHAIR'S UPDATE

68. The Chair reported that he had been involved in both stages of the interview process to appoint the new GATCOM Chair and would be working with Mr Crowley over the next three months.

69. He had also had meetings with Tony Kershaw, Honorary Secretary to GATCOM and was keeping in close contact with GAL on the review of the airport master plan.

70. Members also noted that the Chair would issue his last Annual Review of the work of GATCOM at the end of the year to coincide with his standing down from the Committee.

## MINUTES

71. Resolved - That the minutes of the meeting held on 19 July 2018 be approved as a correct record and that they be signed by the Chair.

72. Reference was made to minute 15 and the growth in cargo and HGV movements. The Chair was pleased to report that GAL had spoken to the operators in Gatwick's cargo centre and confirmed that all trucks carrying imported or exported cargo to and from the airport use the M23 and M25 as their route to and from the airport. Members were asked to report any incidents of cargo lorries diverting from the normal route affecting local villages to GAL so that they could be taken up with the cargo company and the driver concerned.

73. The Chair referred to minute 30 - the replacement of the large scale pictures of places to visit in the local area in the terminal buildings. GATCOM was pleased to note that GAL was offering promotional advertising space at the Airport showcasing a variety of experiences available to visitors to the area. GAL was in discussion with a number of regional partners about forming a new body – the "Gateway Gatwick" group, and it was likely that further sites promoting tourism across the South East could be unveiled in the coming months as part of a package of measures to boost local tourism.

## GATCOM STEERING GROUP – CHAIR'S REPORT

74. GATCOM received the [report](#) of the Chair summarising the matters considered at the meeting of the GATCOM Steering Group on 20 September 2018 (copy attached to the signed minutes).

### Review of the UK Aviation Strategy

75. The DfT had held stakeholder workshops over the summer to discuss growth, noise reduction and overall Government policy; compliance and enforcement; compensation and mitigation; and airspace modernisation. It was noted that the Government was likely to issue its Aviation Strategy Green Paper in the late Autumn of 2018 (most likely in December).

### CAA Consultation on draft Airspace Modernisation Strategy

76. GATCOM noted that the Steering Group had endorsed the [GATCOM officer response](#) to the CAA's consultation on the draft Airspace Modernisation Strategy which was required to be submitted by 10 September.

### Gatwick Noise Insulation Scheme

77. The Chair highlighted that GAL's [current noise insulation scheme](#) which was due to end in March this year had been extended for a further year and would probably do so again next year. GAL was asked to give greater publicity to the fact that people could still apply for the scheme.

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

## **Gatwick's IT Resilience Planning**

78. GATCOM was pleased to note that the Steering Group had reviewed with GAL the lessons learned from a couple of IT systems outages affecting flight information display systems (FIDS) and the CASPER Noise Lab. In terms of the CASPER system (a third party noise and flight monitoring system which Gatwick uses), GATCOM noted that GAL had informed both the DfT and the CAA of the system failure. The procurement of an enhanced noise and track keeping system had already commenced.

## **Car Parking in Local Residential Roads**

79. It was noted that following GAL's initial discussions in 2017, further meetings had been held with the local authorities to discuss the problem of airport related car parking and taxi company operations in local residential roads, which were issues of on-going concern to local communities. GAL will arrange a follow up meeting in the near future.

## **SIR DAVID HIGGINS, CHAIRMAN, GAL**

80. Sir David Higgins, Chairman, GAL addressed the Committee. He advised that GAL's vision for Gatwick looking ahead to 2032 was set out in the draft Airport Master Plan which was published that day (minutes 90-98 below refer).

81. He also advised that Global Infrastructure Partners (GIP) was considering the sale of its 42% stake in Gatwick. The investment fund was originally set up for ten years in 2009. GAL was expecting the ownership structure to change over the coming year but his view was that it was unlikely to interrupt GAL's growth plans.

82. GATCOM noted that GAL continued to focus on providing high quality customer service and core service standards and that On Time Departures (OTD) performance continued to improve. GAL recognised that more work needed to be done working collaboratively with airlines, handling agents and other business partners to improve efficiency of operations.

83. As regards Brexit, Sir David advised that GAL was planning for Brexit which included working with Border Force, airlines, the CAA and Government. He hoped that there would be more clarity over the next month as the Government's discussions continued. The Chair thanked Sir David for his update.

## **CHIEF EXECUTIVE OFFICER'S REPORT**

84. 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**

85. Mr Wingate reported that Gatwick had seen continued growth and over the past quarter had handled 14.2 million passengers with an aircraft load factor of 91%. It was noted that Gatwick now served 241 destinations worldwide and had seen its long haul routes grow by +20.8% over the summer period.

### **Service Quality**

86. Members were pleased to note that Gatwick continued to achieve all its regulatory core service standards, and that all targets had been achieved for 40 successive months. Reference was made to the fall in passenger satisfaction scores during June. It was explained that it had been a difficult summer with queuing problems at Border Control and disruption to flight schedules from industrial disputes in Europe.

### **New quieter aircraft**

87. Mr Wingate welcomed the investment by EasyJet introducing to its fleet six new A321neo aircraft. These aircraft have an additional 50 seats, are 4 decibels quieter on take-off and 2 decibels quieter on approach than existing aircraft types at the airport and have reduced emissions. Mr Wingate was also pleased to report that Norwegian had also started operating a new Boeing 737 MAX aircraft which again was a quieter/cleaner aircraft type. Whilst GATCOM welcomed the introduction of

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

quieter aircraft it was commented that the growth in traffic movements and the use of concentrated flight paths meant that local communities were unlikely to notice the benefits of the quieter aircraft. GAL, through its work with the Noise Management Board (NMB), was considering alternative noise metrics to better track and recognise the impact on local communities.

## Special assistance services

88. GATCOM noted that GAL continued to focus attention on the performance of the special assistance service provider, Wilson James. Significant improvements had been achieved since the last meeting and this focus would continue over the coming months.

## AIRPORT MASTER PLAN REVIEW

89. Tim Norwood, Director of Corporate Affairs, Planning & Sustainability, GAL, gave a presentation on the content of the draft [Airport Master Plan](#) and the programme of consultation which had been launched that morning (copy of [presentation slides](#) attached to the signed minutes). He explained that the draft Master Plan took a detailed look ahead over the next five years period and also incorporated a vision for the 5-15 year period to 2032.

90. Members noted that Government policy, as set out in the document [The Future of Aviation: Making best use of existing runways](#), continued to support growth in aviation and for airports to make best use of their existing runways. GAL had put forward three growth scenarios in the draft master plan and the aim was to make Gatwick an even more efficient airport while at the same time reducing or mitigating its impact on the environment.

91. The three scenarios for growth identified in the draft Master Plan are:

- o (1) using the existing runway to accommodate growth from the current 45.7 million passengers per annum (mppa) to between 57-61mppa in 2032 with an increase in Air Traffic Movements (ATMs) from the existing 280,790 to between 315,000-340,000 ATMs per annum.
- o (2) routinely using the existing standby (sometimes referred to as the 'maintenance' or 'emergency') runway for aircraft departures alongside the use of the existing runway. This could provide additional capacity within the airport's existing footprint accommodating growth from the current 45.7 mppa to between 68-70 mppa in 2032 and an increase in ATMs from 280,790 per annum to between 375,000-390,000 per annum. Currently the use of standby runway was restricted by a legal agreement (signed in 1979) which expires in August 2019 and was also bound by planning conditions as to its use. It was emphasised that should GAL pursue this growth scenario it would be required to undertake detailed consultation to be progressed through the planning process (likely to be a Development Consent Order (DCO)) which is the planning route to be used for Nationally Significant Infrastructure Projects. The standby runway could be brought into routine use by mid-2020s.
- o (3) continuing to safeguard land to the south for an additional runway.

92. The potential economic benefits and assumptions made about the creation of new jobs, managing the environmental impacts, particularly in respect of noise and air quality, and surface transport impacts for each growth scenario were outlined.

93. Mr Norwood explained that there would be a 12-week public consultation closing on 10 January at 17:00. GATCOM was pleased to note that GAL had taken on board the comments of the GATCOM Steering Group which had requested a consultation period of at least 12 weeks (GAL had originally planned a consultation period of eight weeks).

94. GATCOM noted that five public exhibitions had been arranged at venues in Horsham, Croydon, Tunbridge Wells, Brighton and Crawley but expressed concern about the absence of an exhibition for residents and businesses in Surrey. Members suggested possible locations that could be used as exhibition venues and asked GAL to give further consideration to holding an event in Surrey. [GAL subsequently confirmed that an additional exhibition will be held in the Horley Leisure Centre, Horley]

95. GATCOM's initial comments on the draft master plan and vision for the future included:

## UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

- Concern that the routine use of the standby runway for departures only could be viewed as gaining a second runway and the continued safeguarding of land would in effect be for a third Gatwick runway.
- Concern about the impact of growth on the existing infrastructure and housing, as well as on the local population from increased frequency of aircraft overflight, pollution and surface transport all of which were significant issues to be addressed. Members were reminded of the infrastructure [study](#) commissioned by West Sussex County Council and Surrey County Council a couple of years ago.
- Recognition that new aircraft were quieter but there was concern that the noise climate would worsen as it was the frequency of overflight and the increased number of noise events that were of significant concern to local communities.
- The possible need for a new airport terminal. It was commented that the existing terminals were already crowded and may need to be included in GAL's investment plans for the next few years.
- Recognition that the growth of Gatwick was important for international business and the regional economy, particularly post Brexit. The Coast to Capital LEP's recent "[Gatwick 360](#)" strategy document needed to be considered alongside the growth scenarios set out in the draft Airport Master Plan. Reference was made to the productivity of the South East region which had fallen in recent years compared with other regions of the UK.
- The need to continue to press for improvements in the surface access network around Gatwick including the possibility of constructing a second motorway access to the airport which had been previously suggested by GATCOM's PAG. The views of Transport for the South East should also be sought as part of the consultation.
- Recognition that there were opportunities to grow Gatwick's cargo operations.

96. The Chair encouraged all GATCOM member organisations to respond to the consultation through the consultation website.

97. Given the close of the consultation was before the next GATCOM meeting on 24 January, GATCOM agreed the process for considering its response. Barry Smith, Deputy Honorary Secretary asked that members and their organisations submit comments to the GATCOM Secretariat by 5 December to assist the preparation of a suggested GATCOM response for the GATCOM Steering Group to consider and agree at its meeting on 20 December. All GATCOM members would have the opportunity to review and comment on the report and suggested response in advance of the Steering Group meeting (to be issued at the same time as the report being issued to the Steering Group members). Mr Smith also advised that a report on GATCOM's response would be given at the next GATCOM meeting when it was likely that the Government's Aviation Strategy Green Paper policy proposals would be known.

98. Resolved – that:

(1) on behalf of GATCOM, the GATCOM Steering Group consider and agree a response to GAL's consultation on the draft Airport Master Plan 2018 taking into account any further comments received from members as a result of the Secretariat's consultation with all members on the suggested draft response;

(2) in the event of further comments coming forward at the Steering Group meeting, the Chair/Vice-Chair and Chair of PAG be asked to finalise GATCOM's response for submission on or before 10 January; and

(3) the Secretariat be asked to report on GATCOM's response to the next meeting.

### GATWICK RELATED PLANNING APPLICATIONS

99. 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).

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

## PASSENGER ADVISORY GROUP (PAG)

100. Peter Hall, PAG Chair, presented his [report](#) in respect of the activities of PAG since the date of the last meeting (copy attached to signed minutes). On behalf of PAG he paid tribute to GAL for the way in which airport staff and business partners managed the outage of the airport's Flight Information Display System (FIDS) on 19/20 August. The outage was as a direct result of planned maintenance work within the network by GAL's service provider.

101. Mr Hall also reported PAG's concerns about the performance of the new special assistance provider, Wilson James, which were being addressed by GAL. Sir David Higgins reassured GATCOM that GAL's Board was taking the performance issues very seriously and was receiving a weekly report on the performance improvement plan. GAL was working very closely with the service provider and airlines. He was pleased to report that performance had improved significantly but there was still more work to be done.

102. Mr Hall also paid tribute to the work of his former Vice-Chair, Dick Hobbs, who had recently stood down from PAG as he was relocating to another part of the country. On behalf of PAG he thanked Mr Hobbs for all the time and expertise he had devoted as a volunteer passenger representative over the past 15 years. PAG had elected Samantha Williams, volunteer passenger representative, as its new Vice-Chair.

103. Resolved – That:

(1) GAL and its partners be congratulated on the way in which the contingency plan following the FIDS outage was managed so that passengers continued to receive flight information;

(2) The improvement plan for the special assistance service provider, Wilson James, be noted and that PAG be asked to report back on progress at the next meeting; and

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

## GATWICK TRAVELCARE

104. Julie Ayres, Chair and Linda Coomber, Manager, Gatwick TravelCare, presented an update on the independent on-airport charity which supported vulnerable and other passengers in need of assistance (copy of [presentation slides](#) attached to the signed minutes).

105. Ms Coomber explained that the charity had a team of eight managers and relied on the support of a team of 25 volunteers who came from a broad range of professional backgrounds. The charity was funded by GAL, the Foreign and Commonwealth Office, grants and donations. TravelCare provided passengers in difficulty with welfare service, a safe environment and confidentiality, repatriation with family and friends, signposting to statutory health, social services and volunteer sector agencies. The service was open from 0900-1600 seven days a week but there were calls for the charity to extend their hours of operation given the demands on their service. Members therefore noted that TravelCare was seeking more volunteers to support the service.

106. GATCOM paid tribute to the important work of the charity and the Chair encouraged members to help promote its work and circulate details of volunteering opportunities to others in their organisation, friends, family and their wider communities.

## GATWICK NOISE EXPOSURE CONTOURS 2017

107. GATCOM received a [report](#) by Brian Cox, GATCOM's Technical Adviser, summarising the results of the noise monitoring at Gatwick Airport for a period of summer 2017 (copy attached to the signed minutes). Mr Cox explained that the results showed that the 2017 modal split, as with the 2016 monitoring, was dominated by a higher than average proportion of westerly movements. The benefits of the modification to the A320/319 family aircraft to eliminate the whining noise (the FOPP modification) had resulted in an overall decrease in both the area of the contours and the population

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

affected, despite the 1% increase in aircraft movements. He also drew GATCOM's attention to Figure B20 of the [report appendices](#) which showed that the trend over time between 1988 and 2017 in terms of population/area within the summer contours had remained relatively stable since 2002 but had reduced significantly since 1988 against the backdrop of growth in aircraft movements.

108. Whilst acknowledging the decrease in both the area of the contour and the population affected in 2017, members commented that people still suffered disturbance from aircraft noise and the frequency of overflight outside of the contour areas.

## AIRSPACE UPDATES

### Future Airspace Strategy Implementation (South) (FASI (S))

109. Andy Sinclair, Head of Airspace Strategy & Engagement, GAL gave an update on the DfT sponsored FASI(S) project which is expected to be delivered by 2024. He advised that GAL had submitted to the CAA its Statement of Need to initiate the redesign of Gatwick's departure and arrival procedures as part of the project. However, due to the large numbers of Airspace Change Proposal (ACP) requests submitted to the CAA, and the shortage of appropriately qualified CAA staff (which the CAA is attempting to address), GAL was not expecting to be allocated an Assessment Meeting with the CAA until the New Year. The Assessment Meeting is a precursor to the commencement of the stage of the ACP process that develops the design principles to help shape any future airspace change. GAL could not initiate this stage without an Assessment Meeting and so there was therefore already a likely delay to the FASI(S) Gatwick programme; a delay which would be mirrored across all airports involved in the FASI(S) programme.

110. Members noted the current position and it was commented that there had been no community engagement on developing the Statement of Need and as such the statement only reflected the GAL view. Mr Sinclair reassured members that the Statement of Need, which had been published on the CAA's Airspace Change Portal, had captured the necessary rationale for change (in particular environmental aspects). There would be opportunities for community engagement and consultation as the project progressed, which was a specific requirement of the CAA's new Airspace Design [Guidance CAP1616](#); these would be key to shaping the airspace change. GATCOM would be kept informed of progress and of engagement opportunities.

### Route 4

111. Following the quashing of the CAA's April 2017 decision by consent, Mr Sinclair advised that GAL continued 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 had completed a comprehensive safety review which had been submitted to the CAA for approval in May 2018. The CAA's decision was still awaited.

112. Members expressed concern about the delay in progressing the change to this route and asked that GAL try to expedite the CAA's approval process. GAL agreed that a letter would be sent to the CAA seeking to prioritise the Route 4 approval. GATCOM would be kept informed.

## NOISE MANAGEMENT BOARD (NMB)

113. The NMB's Secretary's [review](#) of the meeting of the NMB held on 26 September was received (copy attached to the signed minutes).

114. GATCOM noted that a Review Sub-Committee had been set up to review the NMB's constitution and effectiveness, chaired by Helyn Clack (Surrey County Council). Helyn Clack advised that the Review Sub-Committee had already met a couple of times and was receiving information and feedback from many interested parties. There was much work to be undertaken over the following weeks and Sub-Committee would report its conclusions to a special meeting of the NMB to be held on 28 November.

115. On behalf of GATCOM, the Chair expressed thanks and appreciation to Bo Redeborn, NMB Chair, and Graham Lake, Secretary to the NMB for setting up a thorough and fair review process and for expertly guiding the NMB through a range of challenging issues.

# UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON THURSDAY 24 JANUARY 2019

## NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)

116. GATCOM's Lead Member for Noise [summary report](#) of the deliberations of NATMAG was received and the key messages to GATCOM noted (copy attached to the signed minutes). Alan Jones, GATCOM's Lead Member for Noise advised that NATMAG had reviewed the format of its meetings and way of working to ensure that its work was more responsive, informative and effective.

117. He also advised that the concerns raised by a community noise group representative about some airlines lowering their landing gear and flaps at an earlier point on the approach had been considered by NATMAG. Whilst there was no evidence that this was occurring, the airlines representative reassured members that there had been no change to flight procedures and a reminder about the required procedures had been circulated to pilots and crew. It was also noted that the concern would also be addressed through a cross-industry activity (initiated by the NMB) to develop a Low Noise Approach metric and the FPT's airline engagement programme.

118. Mr Jones also advised that NATMAG would at its next meeting identify priority END Noise Action Plan (NAP) actions for GAL to focus on for the next year. The Chair reminded GATCOM's NATMAG members to take into account those priorities identified by GATCOM in its response to GAL's consultation on the draft END NAP.

## DATE OF NEXT MEETING

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

GATCOM Steering Group – Thursday 20 December 2018 at 10.00 a.m.

Passenger Advisory Group – Thursday 10 January 2019 at 1.30 p.m.

GATCOM – Thursday 24 January 2019 at 2.00 p.m.

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

121. Members noted that the next meetings of Gatwick Airport Limited's Noise Management Board (NMB) would take place on Wednesday 28 November 2018 and Wednesday 9 January 2019.

## CALENDAR OF MEETINGS FOR 2019/20

122. The calendar of meetings for 2019/20 was noted as follows:

### **GATCOM**

Thursday 25 April 2019 at 2.00 p.m.

Thursday 18 July 2019 at 2.00 p.m.

Thursday 24 October 2019 at 2.00 p.m. (annual airport tour in the morning)

Thursday 23 January 2020 at 2.00 p.m.

### **GATCOM STEERING GROUP:**

Thursday 21 March 2019 at 10:00 a.m.

Thursday 27 June 2019 at 10:00 a.m.

Thursday 19 September 2019 at 10:00 a.m.

Thursday 19 December 2019 at 10:00 a.m.

### **PASSENGER ADVISORY GROUP:**

Thursday 28 March 2019 at 1:30 p.m.

Thursday 4 July 2019 at 1:30 p.m.

Thursday 3 October 2019 at 1:30 p.m.

Thursday 9 January 2020 at 1:30 p.m.

Chairman