

# Public Document Pack

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13 October 2022

## **Gatwick Airport Consultative Committee**

A meeting of GATCOM will be held virtually commencing at **2.00 pm** on **Thursday, 20 October 2022**.

**Note:** This meeting will be held virtually with members in remote attendance. The key messages and minutes of the meeting will be placed on GATCOM's website as soon as possible after the meeting.

A limited number of places are available for members of the public to observe the virtual meeting. **To register your interest to observe the meeting please contact the GATCOM Secretariat by no later than close of business on Tuesday 18 October 2022**, email [secretary@gatcom.org.uk](mailto:secretary@gatcom.org.uk)

### **Agenda**

- 2.00 pm      1.      **Apologies for Absence**
2.      **Minutes of the last meeting** (Pages 5 - 12)
- To confirm the minutes of the meeting of GATCOM held on 21 July 2022
- 2.10 pm      3.      **Reports from Sub-Groups and other meetings**
- To discuss the key messages and recommendations arising from the meetings of:
- (a)      **GATCOM Steering Group - 22 September 2022 - report by Chairman** (Pages 13 - 16)
- (b)      **Passenger Advisory Group (PAG) - 29 September 2022 - report by PAG Chair** (Pages 17 - 20)

- (c) **GAL's Noise and Track Monitoring Advisory Group (NaTMAG) - 4 August 2022 - report by GATCOM Lead Member for Noise** (Pages 21 - 26)
- (d) **Noise Management Board (NMB) - report by NMB Co-Chairs** (Pages 27 - 28)

### **NATIONAL POLICY AND STRATEGY**

2.25 pm 4. **Jet Zero Strategy (verbal report/presentation)**

Ruhana Begum, Head of Strategy, Aviation Decarbonisation Division, Department for Transport, to provide an overview of the new government [Jet Zero Strategy](#). Members are encouraged to review the Strategy via the link above prior to the meeting.

Tim Johnson, Director, Aviation Environment Federation (AEF) and Andy Jefferson, Programme Director Sustainable Aviation (SA), to provide GATCOM with their view on the new Strategy and progress made nationally by the aviation industry. Below are links to the AEF and SA press releases following the publication of the Jet Zero Strategy:

[AEF press release](#)  
[SA Press release](#)

GATCOM to consider and input any issues for GAL on its journey to achieve its net zero emissions target prior to a full update from GAL at a future meeting.

### **AIRPORT PERFORMANCE AND DEVELOPMENTS**

3.25 pm 5. **Chief Executive Officer's Report (to follow)**

Stewart Wingate, Chief Executive Officer, GAL to provide an overview of his quarterly report and activities at the airport since the last meeting.

3.45 pm 6. **Northern Runway DCO - Update (verbal report)**

Tim Norwood, Director of Corporate Affairs, Planning & Sustainability, GAL to provide an update on preparing the DCO application, engagement and timeline for next steps.

### **COMMUNITY MATTERS**

4.00 pm 7. **Gatwick Community Trust update (verbal report)**

Jo Rettie, Chair of Gatwick Airport Community Trust (GACT), will provide GATCOM with an update on how community fund money has been spent and the projects it has supported.

### **INTERNAL MATTERS**

4.15 pm

8. **Dates of next meetings of GATCOM and its sub-groups**

a) To note the next meetings of GATCOM and its sub-groups are scheduled to take place as follows:

- GATCOM Steering Group - Thursday 5 January 2023 at 10:00am – This meeting will be virtual via MS Teams
- Passenger Advisory Group – Thursday 15 December 2022 at 11.00am.
- GATCOM – Thursday 26 January 2023 at 2:00pm – This meeting will be in person at Gatwick Airport.

b) To note that the next meeting of GAL's Noise and Track Monitoring Advisory Group (NATMAG) is scheduled to take place on Thursday 10 November 2022 at 10:00am.

c) To note the next meeting of the Noise Management Executive Board is scheduled to take place on Wednesday 2 November 2022.

**Anticipated finish time of meeting: 4.25pm.**

**To all members and nominated substitutes of Gatwick Airport Consultative Committee**

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**UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON 20 OCTOBER 2022**

**Minutes of the meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 21 July 2022 at the Sofitel, Gatwick Airport.**

<b>Present:</b>	
Tom Crowley	Chairman
Cllr Helyn Clack	Surrey County Council
Cllr Richard Biggs	Reigate and Banstead Borough Council
Jonathan Drew	Chair, Noise Management Executive Board
Cllr Carolyn Evans	Charlwood Parish Council
Cllr Malcolm Fillmore	Rusper Parish Council
Cllr Matt Furniss (substitute)	Surrey County Council
Cllr Mike George	Horley Town Council
Eddie Lord (substitute)	Burstow Parish Council
Angie Hills	ABTA
Cllr. Liz Kitchen	Horsham District Council
Chris Larkman	Which? representative
Rory Lillington (substitute)	Airlines UK
Cllr. Liz Lockwood	Tandridge District Council
Cllr. Caroline Salmon	Mole Valley District Council
Richard Streatfield	Environmental and Amenity Groups
Cllr. Steve Waight	West Sussex County Council
Samantha Williams	Chair, Passenger Advisory Group
Cllr Margot McArthur	Kent County Council
Sally Brown (substitute)	Gatwick Diamond Business

<b>Also in attendance:</b>	
Stewart Wingate	Chief Executive Officer, GAL
Tim Norwood	Director of Corporate Affairs, Planning & Sustainability, GAL
Andy Sinclair	Head of Noise & Airspace Strategy, GAL
Alison Addy	Head of External Engagement & Policy, GAL
Melanie Wrightson	Stakeholder Engagement Manager, GAL
Vicki Hughes	ANS
Monique Smart	GATCOM Secretariat

**Apologies for absence were received from:**

1. Cllr Rupert Simmons (East Sussex CC), Cllr Stephen Hiller (Mid Sussex DC), Anthony Middleton (C2C LEP), Fran Downton (Tourism South East), Ana Christie (Sussex Chamber of Commerce), Alan Jones (Burstow Parish Council), Chris Carter (Airlines UK), Hugh McConnellogue (Gatwick AOC) Brett North (Gatwick Diamond Business) Cllr Atif Nawaz (Crawley Borough Council) Robin Clarke (NATs), Tim May (DfT) and Colin Stewart (BAR UK).

2. The Chairman stated that Tim May from the DfT was due to attend this meeting and provide an update on policy development including the newly published Jet Zero Policy but he was unfortunately unwell so unable to attend. However, the DfT have confirmed they will attend the next meeting where it was hoped they could provide a full update on this new policy.

**UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON 20 OCTOBER 2022**

**CURRENT MEMBERSHIP LIST AND REPRESENTATIVES**

3. The Chairman welcomed new members and substitutes to the committee including Rory Lillington (Airlines UK sub), Cllr Margot McArthur (Kent County Council) Cllr Rosemary Hobbs (Mole Valley District Council sub), Cllr Eddie Lord (Burstow Parish Council sub) and Sally Brown (Gatwick Diamond Business).
4. GATCOM noted its membership.

**APPOINTMENT OF VICE CHAIRMAN**

5. One nomination was received in respect of Helyn Clack, Surrey County Council. Helyn Clack was duly appointed as Vice-Chair of GATCOM for the ensuing year.

**MINUTES OF THE LAST MEETING**

6. Resolved - That the minutes of the meeting of GATCOM held on 28 April 2022 be approved and signed by the Chairman.
7. The environment and amenity groups' representative referred to minute 130 that stated the CAA's CAP 1129 was not guidance or policy and asked for confirmation of its status. GAL confirmed that it considered the minutes were accurate and it was not guidance or policy, but it was a study, and could be checked against the actual wording in CAP1129.

**REPORTS FROM SUB-GROUP AND OTHER MEETINGS**

8. GATCOM received and considered reports summarising the key messages and recommendations arising from the meetings of the GATCOM Steering Group, Passenger Advisory Group (PAG), GAL's Noise and Track Monitoring Advisory Group (NATMAG), and the Gatwick Noise Management Board (copies attached to the signed minutes).

**GATCOM Steering Group – Chairman's Report**

9. The Chairman of GATCOM introduced his report and stated that much of what was detailed in the report was covered on the agenda today.
10. The report was noted.

**Passenger Advisory Group (PAG) – Chair's Report**

11. The Chair of PAG introduced her report and added that in addition to the areas and issues covered, GAL are helping PAG to understand the breakdown of issues affecting the passenger journey at the moment including cancellations, queues, baggage and cleanliness. There is a lot of work by PAG around these issues.
12. The Chair of PAG also mentioned that PAG were involved in discussions around the North Terminal Refurbishment Project, Pier 6 Project and the Contracts and Commitments Framework extension consultation.
13. Resolved:

**UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON 20 OCTOBER 2022**

- (1) That GATCOM commends GAL's decision to declare a temporary reduction in capacity for the peak summer period;
- (2) That GATCOM supports GAL's initiatives put in place to reward good performance and to help drive up service standards for passengers;
- (3) That GATCOM shares PAG's concern about the severe lack of resource many airport companies continue to face which has impacted on the passenger experience at Gatwick; and
- (4) That GATCOM notes the work of PAG and its engagement with GAL as the 'critical friend' and support its role as advocate on behalf of passengers.

**Noise and Track Monitoring Advisory Group (NATMAG) Summary Report**

14. GATCOM's Lead Member for Noise introduced his report.
15. The Lead Member confirmed that Air Traffic Movements are up, but noise complaints are not significantly up. NATMAG continues to monitor complaints, particularly the location of new complaints.
16. Regarding Ground Noise, NATMAG have queried the suspension of monitoring FEGP Core Service Standard for the remote stands. GAL have agreed to review this at the November NATMAG meeting.
17. The KENET track changes review for winter produced sizable savings in CO2 for those flights that were able to use this route. It is hoped that the Airspace Modernisation programme will review this through FASI-South.
18. DfT hopes to publish its response to the Stage 1 night flights consultation at the end of next year.
19. Members noted NATMAG's key messages to GATCOM.

**Noise Management Board (NMB) – Chair of NMB Executive Board (NEX)**

20. The report of the NMB Co-Chairs was received.
21. The NEX Chair thanked GAL for the annual engagement with communities on noise charges. He also welcomed that GAL had begun the noise envelope group process.
22. The Low Noise Arrival Metric (LNAM), proposed by communities, was now being adopted at Gatwick, nationally and internationally. The NEX Chair thanked everyone involved in taking that forward.
23. Unfortunately, GAL's project bid for funds to develop FED-2 was not approved by the Airspace Modernisation Fund. It was hoped that stakeholders will work together to ensure a revised bid is approved.
24. The NEX Chair went on to report that some stakeholder's behaviour and tone in meetings was falling short of how they should address colleagues. He hoped this could improve so the NMB could continue effectively. It was suggested that the GATCOM [code of conduct](#) be recirculated to all members as a reminder of how to behave.

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25. The environment and amenity groups' representative asked for a position paper from the Tunbridge Wells Aircraft Noise Study Group be circulated to GATCOM members to highlight frustrations around the process. It was agreed this would be checked with the NMB Co-Chairs before being circulated. (Post meeting note – it was agreed by the NEX Co-Chairs that the papers had some inaccuracies so would not be circulated until these were resolved)

26. There were no matters that GATCOM wished to refer to the NMB for further consideration.

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

27. GATCOM received a report from Stewart Wingate, Chief Executive Officer, GAL on activity at the airport over the past quarter (copy attached to the signed minutes). He then highlighted the key points from his quarterly report as follows:

- **Traffic** – Over 13 million passengers in the first 6 months of 2022, already surpassing the total of 10.2 million passengers for the whole of 2020.
- **Airlines** – rapidly recovering. In June there were on average 116,000 passengers per day, operating just under 800 runway movements.
- **Recruitment** – as detailed in a [GAL press release](#) 400 new security staff have been recruited for the summer season. With this additional resource it is expected to be back to 95% of the time queues being less than 5 minutes. Currently 90% of passengers are getting through security in under 10 minutes.
- **Declared Capacity** - During the Jubilee holiday period there were a number of operational challenges and higher than expected last minute flight cancellations. As a consequence, GAL and the Airlines worked together to agree a capacity declaration for July and August to put stability and resilience in the system and avoid late cancellations.
- **Cancellations** – GAL confirmed that they are working with airlines to eliminate last minute cancellations and they understand the stress these cause to passengers and staff. They reassured GATCOM that GAL staff support ground handling teams and passengers when last minute cancellations happen. The ABTA representative suggested Gatwick could link to their website – 'ready steady travel' that gives customer information for such events.
- **Night Flights** – Some concern was raised about the number of night flights. It was noted this data is included in the NATMAG reports and would be monitored.
- **Data** – GATCOM asked if future data could include flights per hour alongside flights per day.
- **Incidents** – GAL has been in contact with the families and staff involved in the recent sad and tragic incident when an elderly passenger fell on an escalator and was fatally injured. The incident is under investigation. The CEO had also spoken to the passenger who had to wait 90 minutes for special assistance. Wilson James acknowledged this was below expected standards and are working hard to ensure better standards, including bringing in additional resources.
- **Investment & Growth** – GAL are in conversations with Airlines and PAG to extend the Contracts and Commitments Framework for a further 4 years to 2029.
- **Main Runway resurfacing project** – completion expected by the end of August but weather dependent.
- **Section 106 agreement** – extended to cover the period until the end of 2024.
- **Community** – GAL are supporting a number of community events over the summer period, including Horley carnival and the Crawley Community Awards.



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**Air Quality** – GATCOM highlighted that ultrafine particles were high in Horley and need some work to improve and reduce. GATCOM urged GAL to work with Local Authorities on this issue going forward.

### **NORTHERN RUNWAY PROJECT - UPDATE**

#### **Engagement with Stakeholders**

28. GAL provided [a presentation](#) and update on the new summer 2022 consultation that was launched on 14 June and focused on updated highways improvements designs and other updates to the Northern Runway project. The closing date for responses to the consultation is 27 July.

29. Engagement with statutory stakeholders will continue as GAL consider the consultation responses and further refine the DCO prior to submission in 2023. There was some debate about the topic working groups with Local Authorities suggesting that not enough time or information had been provided. Particular mention was made about the proposed changes to highways, and it was suggested that National Highways had been consulted prior to the new consultation being published but that Local Highways Authorities had not. GAL confirmed they would follow up on that concern and that all the topic working groups had had good representation from Local Authority officers and thanked them for their engagement and attendance to date. That process had started in April 2022 and would continue throughout the year.

30. The environment and amenity groups' representative reiterated their concerns with the process stating that the time allowed for the consultation and process was inadequate and that GAL had not responded to requests for metrics and additional data. GAL responded stating these requests were being looked into, 70 different modelling scenarios had already been shared along with a requested alternative metric which had been shared in the Noise Envelope Local Sub-Group, but the request for 900 modelled scenarios was not viable. GAL confirmed a response to the community groups request would be communicated to the Noise Envelope Group representatives.

31. GATCOM asked how confident GAL were in understanding passenger behaviour post pandemic, particularly in relation to travel to and from the airport and therefore the number of car parking spaces needed. GAL confirmed this would be a long-term project using long term forecasts and if successful this was an area that would be kept under review, with facilities being developed according to demand and that the aim was to increase use of public transport as well as provide sufficient car parking.

#### **GATCOM response to the consultation**

32. The Chairman referred to the GATCOM draft response to the consultation (attached to the signed minutes). He explained that the need for a GATCOM response was agreed by the GATCOM Steering Group on 30 June and an initial draft was circulated, via email, to all members and support officers asking for comments by 11 July. All responses received have been considered and incorporated into the draft response attached to the agenda.

33. The Chairman also referred to some additional comments from the environment and amenity groups that were received after the GATCOM agenda had been published and were circulated via email to all members on 18 July for discussion at GATCOM. The Chairman invited the environment and amenity groups representative to discuss

## **UNCONFIRMED MINUTES – TO BE CONFIRMED AT THE NEXT MEETING OF GATCOM ON 20 OCTOBER 2022**

these amendments. The representative stated he had nothing to add unless the Committee had questions. He stated that he hoped the comments made were reflective of GATCOMs previous response. There were no questions or comments.

34. GATCOM did agree that the wording around car parking should be looked at again and strengthened to include concern about unauthorised off airport parking and that the final number of car parking spaces should consider evidence of passengers changed behaviours.

35. The Vice Chairman reminded members that the GATCOM response was a consensus, and she encouraged individuals and organisations to also respond to the consultation to ensure all issues and views are considered by GAL.

36. It was agreed that the final version of the GATCOM response would be approved by the Chairman and Vice Chairman and the Secretariat would submit the final version to GAL and circulate to all members.

### **GATWICK'S ACTIVITY TO SUPPORT THE LOCAL ECONOMY**

37. GAL provided a [presentation](#) and economic partnerships update, the key points of which were:

- GAL is committed to supporting and growing the local economy, working with local partners and supporting local communities.
- Think local, act local. From June 2022 the catchment area for businesses to register their interest in working with Gatwick will be expanded to reflect the Five Authorities region.
- The [Airport Economic Zone](#) research was due to be published. Commissioned by GAL and produced by Coast to Capital LEP. This will provide an evidenced baseline for future consideration and a common approach.
- Following regular round tables with stakeholders GAL will host an Economic Summit in the Autumn.

38. GATCOM welcomed the update and GALs widened relationships with local suppliers and businesses.

39. Members also raised the following points:

- Asked if Gatwick is signed up to the armed forces covenant. GAL confirmed they were not, but it is something they have and continue to explore.
- Will the apprenticeship schemes continue? GAL confirmed they would continue and in fact this year's Engineering Apprentice intake has increased due to the quality of candidates. A graduate scheme was also commencing for 2023.

### **GATWICK AIRPORT NOISE EXPOSURES CONTOURS 2022**

40. GATCOM considered the secretariats report that summarised the main points arising from the results of the noise modelling at Gatwick Airport for the summer period of 2021.

41. It was noted that due to the pandemic, aircraft movements were low, but the report provided transparency. GATCOM noted the report.

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**APPOINTMENT OF SUB-GROUPS**

42. GATCOM received the Secretariat's report setting out for approval the appointments to be made to GATCOM's sub-groups and other bodies (copy attached to the signed minutes).

43. Resolved – That GATCOM:

- 1) Appoints members to the GATCOM Steering Group and Passenger Advisory Group as set out paragraph 2.1 of the report;
- 2) Appoints members to the Passenger Advisory Group as set out in paragraph 2.2 of the report.

**DATE OF NEXT MEETING OF GATCOM AND ITS SUB-GROUPS**

44. GATCOM noted the next meetings of GATCOM and its sub-groups as follows:

- GATCOM Steering Group - Thursday 22 September 2022 at 10:00am. (post meeting note – this has subsequently been moved to start at 2pm and the Annual Tour of Gatwick will take place in the morning)
- Passenger Advisory Group – Thursday 29 September 2022 at 1:30pm
- GATCOM – Thursday 20 October 2022 at 2:00pm.

45. The Chairman confirmed that following a survey of members and a recommendation from the GATCOM Steering group, it is proposed that GATCOM and GATCOM Steering Groups rotate between being in person and virtual. So the next GATCOM Steering group will be in person and the next GATCOM will be virtual.

46. GATCOM also noted that the next meeting of GAL's Noise and Track Monitoring Advisory Group (NATMAG) is scheduled to take place on Thursday 4 August 2022 at 10:00am; and the next meeting of the Noise Management Executive Board is scheduled to take place on Wednesday 2 November 2022.

47. It was also noted that the postponed GATCOM Awayday was being rescheduled for the Autumn. Confirmation of the date and venue would be circulated as soon as possible.

Chairman

The meeting concluded at 4.25 pm.

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## **GATCOM**

**20 October 2022**

### **GATCOM STEERING GROUP – MATTERS CONSIDERED**

#### **REPORT BY CHAIRMAN**

This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 22 September 2022.

#### **1. BUSINESS & OPERATIONS UPDATE**

1.1 GAL reported its [latest financial results](#) in August which showed significant recovery reaching 81% vs 2019 in July.

1.2 GAL provided an [update](#) to the Steering Group on current operations and traffic levels at the airport over the last quarter. In June GAL set a daily limit on the number of flights for July and August to proactively manage growth, to reduce cancellations and ensure good service levels. This was lifted at the start of September. August traffic showed 4.06 million passengers, 24,000 movements and increased transatlantic routes with Jet Blue to Boston and Norse to New York.

1.3 There is some uncertainty around the mid-term forecasts but GAL remain confident in a long term recovery. Predications for passenger numbers are 32.8 million at the end of the year and 40 million next year with pre pandemic numbers returning by 2024.

1.4 GAL reported on the number of dignitaries and associated guests that passed through the airport to attend the Queens funeral. GAL was pleased to have a representative of the King and the FCDO to welcome those flights and worked closely with the Government and other agencies.

1.5 The second consultation on the Northern Runway proposals resulted in over 500 responses. GAL thanked GATCOM for their response. GAL are now analysing all responses and making good progress on finalising proposals prior to submission to the Planning Inspectorate. Statements of Common Ground are being worked on with Local Authorities.

1.6 Second Decade of Change progress has continued with Alison Addy's team supporting local events such as the Crawley Pride as well as preparing for the upcoming Economic Summit. GAL also continue their transition to Net Zero by maintaining Airport Carbon Accreditation at Level 3+ with the aim to progress to Level 4 in 2023.

#### **2. CONTRACTS AND COMMITMENTS EXTENTION CONSULTATION**

2.1 Steering Group welcomed Jim Butler, Chief Financial Officer, GAL, to update on the Contracts and Commitments extension consultation. The Contracts & Commitments framework, in place since 2014, has allowed Gatwick and the airlines to grow while a competitive level of service and value was delivered. It is a regulatory framework that incentivises GAL and the airlines to work together.

2.2 The current contract is due to expire in March 2025 and under the framework GAL would be required to bring forward new proposals for consultation in March 2023. However due to the current trading and operational environment, GAL is suggesting an extension to enable airlines and airport to best manage existing market uncertainties and drive a better outcome for passengers. It is proposed the extension be 4 years and therefore run until March 2029.

2.3 Steering Group comments included queries around any benefits this would bring to communities. GAL responded stating that this was an economic regulatory structure but works alongside all other workstreams including decade of change and S106. It was confirmed that incentives to fly quieter aircraft is built into the airport charges and last year a carbon related charge was introduced.

2.4 GATCOM Chairman thanked Jim Butler for his presentation. It was noted the presentation would also be given to the Passenger Advisory Group (PAG) next week and any comments from today and that meeting would be fed into the Secretariat and then the Chairman, Vice Chairman and Chairman of PAG would agree a final response. It was noted that the deadline for responses was prior to the next full GATCOM meeting so the final response would be circulated to all GATCOM members electronically.

### **3. AIRSPACE UPDATES**

#### **Airspace Modernisation: FASI-South - Stage 2 of the CAA's CAP1616 Airspace Change Process**

3.1 GAL is currently at Stage 2 of the CAP1616 airspace change process, the options development and the assessment of options. Many GATCOM member organisations are engaged in the FASI-South engagement sessions and are contributing their views direct to GAL. However, Stage 2 gateway assessment has now been delayed from November 2022 to March 2023 to best align with other sponsors of this multi sponsor airspace change process.

3.2 GAL reported they had been successful in securing support through the CAA administered, airline funded, Airspace Modernisation Support Fund on a study on Fair and Equitable Distribution (FED) of air traffic. Although it had wider utility, this study would help to inform the airspace modernisation work of Gatwick, and other airspace change sponsors. The study was expected to take up to 1 year to complete and would be structured to ensure that outputs were fed into Gatwick's Airspace Change at the appropriate points.

3.3 GAL informed Steering Group that the Airspace Change Organising Group (ACOG) would shortly be publishing an Environmental Strategy and it was agreed this should be circulated to all GATCOM members.

#### **Route 4 – Stage 2 of the CAA's CAP1616 Airspace Change Process**

3.4 Following stakeholder engagement in March and April, GAL evaluated all the feedback received to the eight options that had been developed for this single-track departure route. GAL then submitted all the documentation to the CAA on 15 July for a decision as to whether GAL could progress to Stage 3 of the CAP1616 airspace change process. The CAA raised a number of points and did not allow it to pass the Gateway. Subsequently, GAL met with the CAA in early September to clarify areas of concern and have now resubmitted the documentation, requesting an October gateway decision.

## **END Noise Action Plan (NAP)**

3.5 NATMAG continues to regularly monitor the delivery of the various NAP actions and will, at a special meeting in December, conduct a full review of year four of the five-year NAP to identify where additional focus may be needed by GAL to deliver its commitments in the last year of the period covered by the NAP. NATMAG will also review progress made in 2022. GAL reported that guidance to airports on the review NAPs had still not been issued by Defra.

## **4. GATCOM WORK PROGRAMME**

4.1 Steering Group reviewed the GATCOM Work Programme 2022/23. The following updates were noted:

- 2 (2) Annual update on rail services – this was scheduled for Oct 2022 but GBR are unable to attend. Reschedule for January 2023.
- 3(7) Jet Zero – Annual update from DfT, AEF and SA on progress made nationally confirmed for October 2022 GATCOM. GAL response to be covered at the following meeting in January 2023.
- 4 (1) Annual update from Tourism SE, ABTA and LA on tourism, visit economy etc – postpone to Jan 2023.
- 5 – Northern Runway DCO process – timetable likely January 2023 or April 2023 GATCOM agenda. If a special meeting is required because of timings, then this would be arranged.
- 11 – Review of GATCOM - All to be addressed at Away Day on 6 October.

4.2 The Chairman noted that the Draft Noise Envelope Output Report had been circulated to members of the NEG and comments on accuracy had been requested by 4 October. The Chairman is liaising with Mike George as the GATCOM lead member for Noise on whether he thinks anything has been omitted but that would not be a full GATCOM response. GATCOM will consider what representation to make on the Noise Envelope and all other aspects of the DCO at the appropriate time.

## **5. GATCOM AWAY DAY**

5.1 The Secretariat confirmed that the GATCOM away day is scheduled for Thursday 6 October at Tilgate Park Barn, Crawley. Numbers confirmed so far are 27 (members, subs, officers, PAG and GAL). Steering Group reviewed and agreed the draft programme.

## **6. DATE OF THE NEXT MEETING**

6.1 It was confirmed that the date of the next Steering group meeting will be Thursday 5 January 2023 at 10:00 via MS Teams.

**TOM CROWLEY**  
**CHAIRMAN**

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**GATCOM****20 October 2022****PASSENGER ADVISORY GROUP (PAG) - REPORT FOR THE PERIOD JULY – 29 SEPTEMBER 2022****REPORT BY THE CHAIR OF THE PASSENGER ADVISORY GROUP****1. INTRODUCTION AND OVERVIEW**

1.1 PAG was delighted that once again Stewart Wingate was able to attend our last meeting on 29 September to give an update on Gatwick's current operation and the challenges faced by GAL and its airline and business partners over the summer period. Since the previous PAG meeting GAL had set out in a [press release of 17 June](#) its approach to help ensure peak summer resilience. PAG commended GAL's decision to declare a temporary reduction in capacity for the peak summer to help deliver a more reliable and resilient service to passengers. GAL reported that the temporary reduction had now been lifted. August had seen 4 million passengers pass through the airport which was 83% of 2019 numbers.

1.2 Addressing the on-going challenges, particularly the lack of resource and recruitment, was the key focus of our last meeting, with some areas being discussed in detail to see what more could be done to improve the passenger journey experience through Gatwick.

**2. CONTRACTS AND COMMITMENTS EXTENTION CONSULTATION**

2.2 PAG was delighted to welcome Jim Butler, Chief Financial Officer, GAL, to provide a presentation on the Contracts and Commitments extension consultation. The Contracts & Commitments framework, in place since 2014, has allowed Gatwick and the airlines to grow while a competitive level of service and value has been delivered. It is a regulatory framework that incentivises GAL and the airlines to work together to better the passenger experience.

2.3 PAG welcomed the presentation and in general supported the extension and agreed the framework had worked well over the last 7 years. The development of GAL's commitments has been a key consideration for PAG in helping to ensure the passenger experience and perspective is fully embraced, particularly in respect of setting core service standards for passenger facing facilities. PAG understood that a full-service review will take place in 2023 and as with previous reviews PAG would like to have a working group with GAL to feed into this review. One particular service standard PAG are keen to review is the availability of seating in the departure lounges and to bring that in line with other targets.

2.4 It was noted that the presentation had also been given to the GATCOM Steering Group. Any comments from the PAG and GATCOM Steering Group meetings would be fed into the Secretariat and then the Chairman, Vice Chairman and Chairman of PAG would agree a final response. It was noted that the deadline for responses was 17 October, which was prior to the next full GATCOM meeting, so the final response would be circulated to all GATCOM members electronically.

**3. OPERATIONAL PERFORMANCE**

## Agenda Item 3b

3.1 PAG is pleased that GAL continues to meet the vast majority of its Core Service Standards (CSS). PAG remains concerned about the monitoring scores for cleanliness. A new cleaning contract is expected to be awarded in the near future. In the meantime, a companion cleaning company has been procured to assist the current contractor. GAL hopes that this target will be achieved again before the end of the year.

### **Air Traffic Control**

3.2 GAL reported that there had been a small number of short-term absences in the ATC tower that had resulted in reduced flow rates on the runway which had led to some flight delays or cancellations. The transition of the service from ANS to NATs will take place in early October and it is hoped this will result in a re-strengthened team. The Transition Team have worked well to date.

### **Security search**

3.3 The majority of passengers are waiting for no longer than 10 minutes for 95% of the time at security. It was hoped that the queuing time target of less than 5 minutes will be achieved again in October.

### **Check-in**

3.4 There have been queues which have been longer than the target waiting time of less than 30 minutes at check-in, which is the responsibility of the airlines and their handling agents. GAL has been working hard with the airlines and has been helping to manage queues and overspills. GAL continue to monitor this area to ensure fewer queues and overspills for next year.

### **Arrivals baggage**

3.5 Arrivals baggage reclaim is an area where some passengers continue to experience lengthy waiting times and is the responsibility of the airlines via their ground handling agents. On 1 June GAL put in place an in-bound baggage incentive scheme to be awarded if performance targets are achieved each month, over the four-month summer period. It is designed to support ground handlers with resource, especially at night. In addition, GAL staff have supported ground handlers with over 12,000 shifts being worked by GAL staff who hold airside driving licences and baggage hall passes. GAL is working in partnership with the airlines and ground handlers and will continue to monitor their performance over the winter with a focus on full recovery for the 2023 summer season.

3.6 PAG welcomed the new signage in the baggage halls informing passengers how to make a claim with their airline for their undelivered bags but suggested that some of the language used on the signage was confusing, for example when referring to particular forms. Also, there was no mention of easyJet on the signage. PAG requested it be reviewed by GAL.

### **Special Assistance Service**

3.7 The service for departing passengers requiring special assistance remains very strong. The number of unnotified inbound passengers requiring special assistance remains high. GAL is fully engaged with Wilson James and continue to meet with them regularly to monitor and improve services.

### **Surface Access**

3.8 Gatwick Airport is set to become the first international airport in Europe to have its own electric vehicle charging forecourt. Construction of the London Gatwick Electric Forecourt is underway and scheduled for completion in summer 2023.

3.9 There has been an ongoing issue around vehicles queuing on the M23 Gatwick southbound slip road as a result of the traffic lights. This was a software problem that

GAL have been pursuing with National Highways and are pleased that it has now been resolved.

3.10 Some issues remain with the Airport Cars' taxi operation due to revised contracts with their drivers. This negotiation is now going through independent mediation and is hoped will be resolved soon. The PAG Surface Access Group will continue to monitor the position.

3.11 PAG will continue to monitor GAL's operational performance through the CSS performance monitoring regime which focuses on the key passenger facing elements of the passenger journey, including passenger security queuing times, baggage reclaim waiting times, cleanliness, seating availability, the special assistance service, airport wayfinding and availability of flight information.

#### **4. NORTH TERMINAL REBURBISHMENT PROJECT UPDATE**

4.1 GAL provided PAG with an update and overview of the design for the refurbishment of the North Terminal IDL. This included a new orientation zone and signage, seating zones and types along with details of the project timelines. PAG welcomed the update and looks forward to construction work commencing in phased stages next year. PAG has established a specialist ad hoc group for this project who are liaising with the GAL project leads.

#### **5. RUNWAY RESURFACING PROJECT**

5.1 GAL updated PAG on the main runway resurfacing project. The resurfacing works commenced on 19 April and were now complete. One further shift is needed to make an improvement to one of the runway re-surfaced sections and whilst the batching plant is still on site some remedial work to two taxiways was also taking place. The batching plant and contractor site will be removed sometime in November.

#### **6. PASSENGER ENQUIRIES AND FEEDBACK**

6.1 GAL reported 1,880 complaints and 311 compliments between July and September. This represents a 3% increase in complaints and 18% increase in compliments compared to 2019. The main areas of complaint are about baggage delivery, airport lounges and special assistance and the top 3 enquiries are around hidden disabilities, special assistance service and airline enquiries.

6.2 PAG continues to monitor the complaints data carefully.

#### **RECOMMENDATIONS TO GATCOM**

- (1) That GATCOM supports GAL's initiatives put in place to reward good performance and to help drive up service standards for passengers;
- (2) That GATCOM shares PAG's concern about the lack of resource many airport companies continue to face which has impacted on the passenger experience at Gatwick; and
- (3) That GATCOM notes the work of PAG and its engagement with GAL as the 'critical friend' and support its role as advocate on behalf of passengers.

**SAMANTHA WILLIAMS**  
**PAG CHAIR**

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## GATCOM

20 October 2022

### NATMAG - SUMMARY OF ISSUES DISCUSSED

#### REPORT BY LEAD MEMBER FOR NOISE

##### 1. Introduction

1.1 The last meeting of NaTMAG took place on 4 August 2022. The unconfirmed minutes of the NaTMAG meeting are available on GAL's website [here](#).

1.2 Kimberley Heather has formally taken over as Chair of NaTMAG following the departure of Lee Howes.

##### 2. Airspace Office Quarterly Report (Q2)

2.1 The airport's flight operations performance over Q2 covering the period 1 April to 30 June 2022 was considered and the complaints analysis reviewed. The quarterly report is available on GAL's website [here](#). Members are asked to note that during Q2 2022 there were 62,850 aircraft movements in total; more than double the amount of the last busiest quarter, Q1 2022.

2.2 Throughout Q2 2022, CDO compliance declined when compared to Q1. It was requested that future reports better explain the impact of the Northern Runway on CDO and joining point performance. Departure track keeping has reduced in Q2 2022 by 1.4 percentage points compared to Q1 2022, with a lowest value of 96.3% in June. However, track keeping on all routes remained above 99% with the exception of Route 4 (92.3%) and Route 9 (95.0%).

2.3 The [Airline Noise Performance Table](#) is given on page 6 of the quarterly report. GAL's airline engagement programme uses this Performance Table as a guide to target poorer performing airlines. Airlines listed are those with 10 or more movements per week. It should be noted that Route 4 is not included in the track keeping statistics in this table but is reported elsewhere. There are red and amber rankings for some airlines on the table which GAL is addressing with those airlines, especially new carriers with less familiarity with Gatwick specific noise abatement procedures with the aim to improve performance. There are now 25 airlines qualified to be included on this quarter's table compared with 17 airlines the previous quarter.

##### Noise Complaints

2.4 Both the number of complaints and complainants rose in Q2 from Q1 2022. The rise correlated with the ramp up in operations following the re-opening of the South Terminal and commencement of the summer season. As aircraft begin to fly over certain areas at a frequency akin to operations before the pandemic, this may explain the increase in new complainants who were unaccustomed to what typical pre-pandemic operations were. The areas with the greatest number of complaints received so far in 2022, are Tonbridge, Broadbridge Heath and Tunbridge Wells.

##### Ground Noise

2.5 The ground noise summary report is included on page 23 and in Annex F of the Quarterly Report. The number of engine tests completed over the quarter remained fewer than the Section 106 limit of 250 in a six-month period. The temporary suspension of monitoring the FEGP Core Service Standard for the remote stand FEGP availability has

been questioned with GATCOM's NaTMAG members highlighting the potential for disturbance arising from the use of these stands to local communities. We have agreed with GAL to revisit the inclusion of remote stand FEGP availability monitoring at the November 2022 NaTMAG meeting.

2.6 There were no issues arising from the review of the Airspace Office's quarterly report that needed to be brought to the attention of GATCOM.

### 3. END Noise Action Plan – Progress Monitoring

3.1 As part of GAL's progress monitoring process for tracking the delivery of the END Noise Action Plan (NAP) actions (as endorsed by GATCOM in January 2021), the following NAP actions were reviewed:

- **Action 26: We will work with our airlines and noise governance groups to explore the feasibility of introducing supplementary charges for aircraft departures which persistently fail to operate in accordance with Noise Preferential Routes prescribed for the airport as measured by the noise and track monitoring system operated by Gatwick Airport Ltd, with all such monies passed to the Gatwick Airport Community Trust.** The Airspace Office had considered it impractical to take this action forward during the height of the COVID-19 pandemic and work on introducing supplementary charges for airlines which persistently demonstrate poor track keeping is still on hold. Departure track keeping (with the exception of Route 4) continues to remain high, with performance reported regularly through NaTMAG and the airline noise performance table. Hence it is unlikely this action will be progressed in 2022.
- **Action 36: We will explore the feasibility of introducing an information service for local communities. This could include updates on airport operations, e.g. scheduled northern runway operations, change in runway direction, meteorological information, scheduled number of aircraft movements during the day and night periods, reported thunderstorm activity etc.** The Airspace Office are exploring the use of Microsoft PowerBI to help provide greater insights and allow interrogation of data through the creation of dashboards, in accordance with Action 36. These dashboards would be accessible via the web and initial feasibility assessments are expected to commence in the coming months. Members requested if a presentation of progress on using PowerBI to show the Airline Noise Performance Table could be provided at the November 2022 meeting.
- **Action 45: Gatwick Airport will implement relevant recommendations resulting from feasibility studies in conjunction with the CAA and the DfT as and when they are released.** With regards to Action 45, the CAA published [CAP2302, a Low Noise Arrival Metric](#), in January 2022. The metric was catalysed through work initiated by Sustainable Aviation and captured separately in END NAP Action 15. The metric aims to better characterise CDO performance than current metrics which are considered not sufficiently sensitive. Furthermore, GAL is leading a Sustainable Aviation sub-group aiming to create the plans necessary to implement the recommendations of CAP2302 at Gatwick and across the UK.
- **Action 14: We will continue to promote, monitor, seek to improve and report on adherence to the arrival noise abatement procedures detailed in the London Gatwick Aeronautical Information Publication.** The Airspace Office regularly and continually report CDO performance, as well as promote arrival noise abatement procedures in updates to GATCOM, FLOPSC and the NMB, as per Action 14.

- **Action 29: We will continue to offer acoustic insulation to noise sensitive buildings within the 60LAeq noise contour.** The Noise Insulation Scheme (NIS) remains operational, and residents can still apply for a grant to improve their home insulation if they live within the boundary and have not benefitted from the scheme previously. So far this year, eight homeowners have benefitted from this scheme, in accordance with Action 29. The Chair informed members that a review of the NIS formed part of the content of the DCO consultation at the end of 2021. A revised NIS will form part of the Northern Runway planning proposal to be prepared for submission to the Planning Inspectorate early in 2023. The Airspace Office will update NaTMAG on the Noise Insulation Scheme at the February 2023 meeting.
- **Action 30: To address the impacts of future growth we will continue to offer to purchase those properties suffering from both a high level of noise (63dB(A) Leq or more) and a large increase in noise (3dB(A) Leq or more), in accordance with the Terms of Reference of the Property Market Support Bond and Home Owners Support Scheme.** In accordance with Action 30, all expiry dates for existing bonds, issued to purchase homes suffering from both high levels of noise disturbance and a large increase in noise, have been extended from 2022 to 2030. There have been two applications for the Property Market Support Bond in the past 12 months. The Home Owner Support Scheme will only become operational if GAL applies for planning permission for a second runway.

3.2 There were no matters from the review of these actions that NaTMAG wished to bring to the attention of GATCOM.

3.3 Work is ongoing to address the review to include remote stand FEGP availability in the Ground Noise Summary and results will be presented at the November 2022 meeting. It was also requested that a Pilot representative be invited to the November 2022 meeting. For the November meeting, Action Plan Actions 27, 37 and 49 were selected for review.

3.4 An Extraordinary Meeting of NaTMAG has been arranged to take place on 8 December to undertake the detailed examination of the END NAP Year 4 Review and Annual Progress.

#### 4. DFT Update

4.1 It was confirmed that no changes or relaxations have been made or are currently intended to be made by the Secretary of State to the current night flight restrictions. Furthermore, the DfT is content with the current application of the night flight regime at Gatwick. Any media sources that have stated otherwise are factually incorrect.

#### 5. RICARDO Briefing

5.1 Pollutants from the aviation industry are well documented and understood, however attempting to assess the nuisance airport odour creates is a more complex challenge. Ricardo was commissioned to complete a preliminary odour assessment study of the air quality surrounding Gatwick Airport in 2019. Ricardo provided an update to NaTMAG on their research investigation into the impact of odour at Gatwick Airport. Modelling suggested Horley would be most likely affected by odour, while volatile organic compound measurement near the fuel farm indicated the fuel farm, cargo area and operations associated with the North Terminal as likely sources of odour.

## **5. Airspace Office Nightjet Presentation**

5.1 GAL explained their dispensation and night flight process in that all movements into and out of Gatwick Airport between 23:30 and 06:00 hours (local) are monitored and recorded against the night quota period limit of 11,200 movements and 5,150 quota count (QC) points. Where a season previous is underutilised, leftover quota (up to a maximum of 10%) can be carried over for use in the next season.

5.2 The DfT provide framework to apply for dispensation for movements which were affected by exceptional circumstances and delayed into the core night period. A maximum number of potentially dispensable movements each evening is defined as the difference between the number of movements scheduled to operate outside of the core night but were delayed into this period ("unscheduled") and the number of movements originally scheduled to operate in the night period, but that actually operate outside these hours ("avoided").

5.3 The Airspace Office identify all movements where potential to apply dispensation exists through a netting process. Subsequently, a wide range of evidence is collected to explain why each of these flights were delayed into the night, from sources including the airlines, ANSPs, EUROCONTROL etc. From this evidence, only flights with evidence eligible for dispensation (in accordance with DfT guidance) and where widespread and prolonged disruption occurs, have dispensations granted to remove these from the night quota limits.

5.4 NaTMAG Members challenged the threshold but were reassured that only movements where exceptional circumstances occurred and evidence exists, have dispensation applied. Members noted these points but wanted to reiterate their concern towards the number of dispensations granted. Furthermore, some Members expressed concern that the current DfT restrictions do not account for the lived experience by communities.

5.5 The DfT reminded members of the work being completed through recent consultation on night flying restrictions and how the guidance related to this matter, including dispensations, may change in the future. Additionally, a research project to investigate the impact of night flights on local communities' sleep continues this summer, which is expected to share more detailed insights on the matter. The DfT continue to monitor evidence submitted by the airport to ensure conformance with the guidance.

## **6. Reduced Night Noise Trial**

6.1 GAL confirmed that work had recommenced with the CAA and NATS on preparations for implementation of the Reduced Night Noise Trial, this trial is currently expected to commence early in 2023, but is still subject to further technical clarifications that could impact this timescale. A CAA decision on these clarifications is expected in later this year.

## **7. Airspace Updates**

7.1 The Airspace Office confirmed documents relating to Stage 2 of the Route 4 Airspace Change Proposal (ACP) were submitted to the CAA on 15 July 2022, subject to their awaited response.

7.2 An updated stakeholder engagement report on FASI-S progress was scheduled to be published soon, while a briefing on the initial options appraisal is planned for September 2022 to update local parish councils on developments.



## **8. Other Updates**

8.1 The Lead Member for Noise attended FLOPSC on 28 September 2022 as well as meetings of the Noise Envelope Group and local Sub Group meetings.

### **NATMAG's key messages to GATCOM are:**

- The DfT informed NaTMAG of corrections that need to be made following various erroneous publications in the media, regarding changes to current night flight restrictions. There have been no changes or relaxations by the Secretary of State to the current night flight restrictions at the designated airports.
- Ricardo provided an update to NaTMAG on their research investigation into the impact of odour at Gatwick Airport. Modelling suggested Horley would be most likely affected by odour, while volatile organic compound measurement near the fuel farm indicated the fuel farm, cargo area and rations associated with the North Terminal as likely sources of odour.

**MIKE GEORGE**  
**GATCOM Lead Member for Noise**

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## GATCOM report

### Noise Management Board report: 14 July to 27 September 2022

Since the last GATCOM, the NMB Community Forum (NCF) has met once and the NMB Delivery Group (NDG) has met twice; on 21 September, 20 July and 14 September, respectively.

Key points and actions from the regular NCF and NEX meetings, once finalised after member comments, can be found at:

<https://www.gatwickairport.com/business-community/aircraft-noise-airspace/engagement/noise-management-board/key-documents/>

GATCOM members may wish to be aware of the following, in particular:

NDG: Key points from the NDG meetings included:

- **Low Noise Arrival Metric (LNAM)**. Sustainable Aviation had established a sub-group to consider the necessary steps for deployment and operational use of the LNAM. Work was underway to establish how the new metric could be implemented into noise and track keeping processes as a complimentary tool to that of CDA. Gatwick would position itself to be the first UK airport to implement the new metric.
- Work had continued with the CAA and NATS on preparations for implementation of the **Reduced Night Noise Trial**. The CAA had, following some small corrections to the original the submission pack developed for the trial, requested that the Instrument Flight Procedure (IFP) be re-validated. A timeline for progressing the trial as early as possible had been prepared. This could enable the trial to commence in February 2023, allowing for the trial to run for some time before the summer season, subject to availability of CAA IFP validation resources.

NCF: Key points included:

The funding for a further **FED** (Fair & Equitable Distribution) project had been granted by the CAA in September. Some members of the new FED team briefed the NCF on further detail and scope of the project, and how they hoped to see the project develop. The team would meet to kickstart the project and develop the timeline.

- The **LNAM** Sustainable Aviation sub-group (as outlined above) had set up a workshop for airlines to understand how best to implement a NATS produced dashboard. This was an important practical step before operationalisation could be considered at Gatwick.
- A **Departure Noise Limits and Fines** workshop, engaging Community views, would take place in October.

The NMB Co-Chairs have no recommendations for GATCOM to consider.

27 September 2022