

KEY MESSAGES AND OUTCOMES FROM

MEETING GATCOM 25TH JANUARY 2018

Member Information

Aviation Policy Update

- The Government is on track for a vote in Parliament on the Airports National Policy Statement (NPS) before the summer recess.
- The DfT advised that the Government is aiming to publish the full response to the call for evidence on a new aviation strategy in the next month.
- The Government has decided to push back the consultation timings on the review of the Aviation Strategy and the launch of the final aviation strategy to mid-2019. This will ensure that the Government is able to give sufficient consideration to other interrelated events, such as the work on airline insolvency in the wake of Monarch's collapse, and will ensure stakeholders are given reasonable timescales to help shape a comprehensive and fully informed aviation strategy.

GATCOM STEERING GROUP – CHAIRMAN'S REPORT

The Chairman's report of the GATCOM Steering Group meeting was received. The key points to note are:

- **Revised Draft Airports NPS: GAL's Response** - GAL has submitted its response to the Government's consultation on the revised draft Airports National Policy Statement (NPS) which was in line with the comments previously submitted by GAL. A copy of [GAL's response](#) is available on GAL's website
- **Review of Airport Master Plan** – GAL's review of the Airport Master Plan was running in parallel with the Government's review of the Aviation Strategy which will look ahead to 2050 and beyond and the Airports NPS.
- **Gatwick Growth Board (GGB)** - its work in 2017 was largely focused on connectivity and its [connectivity study](#), published in July 2017, identified the priorities and case for transport investment in schemes which would benefit both Gatwick Airport and the wider region. For 2018 the key themes of the GGB's work are:
 - Delivering the recommendations of the Connectivity Study which includes seeking investment in the Brighton Main Line, the works on the M23 and the railway station development scheme
 - Gatwick's economic contribution building on the outcomes of the Oxford Economics Study with a focus on inward tourism. The outcome of the Study is due to be published in Spring 2018 and will be reported to GATCOM.
 - Gatwick's role in enabling UK businesses in export activity and inward investment. That study is likely to commence in the second half of 2018.

GATCOM Steering Group highlighted the following topic areas for the GGB to consider as part of its work:

- Use of the local supply chain
- The skills market and local apprenticeships and training
- The impact of growth on local communities and the environment

- **Traffic Growth and Noise** – The response GACC and the community noise groups had received from the Minister for Aviation has been considered by the Steering Group and a position agreed on behalf of GATCOM (see attached). GATCOM will continue to work with the Government, GAL, NMB and NATMAG to secure improvements in the noise climate around Gatwick – finding local solutions to local problems.
- **Review of linkages between GATCOM, NATMAG and NMB** – the Secretary to the NMB undertook a review of the groups to identify whether there was any overlap or duplication of effort between the groups. The review found that the different groups were complementary to each other rather than competing with each other. Recommendations to improve communication between the groups were supported by the Steering Group.
- **Review of GATCOM** – a review of GATCOM's way of working is being undertaken to consider whether GATCOM's membership remains appropriate in the light of the changing pattern of circumstances, particularly in respect of the representation from business interests and the those of the local community; and whether the steps GATCOM takes to ensure it keeps up to speed with and seeks to address concerns of the various interest groups represented on GATCOM are working. Members will be asked to complete a survey to seek views and feedback to help inform the review. The Steering Group will consider the results of the survey at its next meeting and will report its deliberations and recommendations to GATCOM.

AIRPORT COMMENTARY

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

- **Traffic Growth** - Gatwick saw a 1.6% year-on-year increase in passengers travelling through the airport.
- **Core Service Standards** – GATCOM was pleased that the quality of service performance standards continue to be achieved.
- **Capital Investment** – GAL is investing £180 million to double the size of Pier 6 in the North Terminal.
- **Boeing Hangar** – following Crawley Borough Council's approval of the planning application, works have now commenced on site to construct the Boeing Hangar. The facility will be fully operational in 2019.
- **Route 4** – local community groups have publicised recent developments in the Judicial Review brought by Plane Justice Limited against the CAA regarding its decision on the modification to Route 4. Recent press and media reports advised that the CAA had conceded on all the grounds of the claim. To bring the action to an end a Court Order is required. At the time of the meeting it was understood that legal proceedings had yet to be concluded. As the case only involved the CAA, GAL is awaiting the decision and advice from the CAA on the next steps following a Court Order being made. GATCOM advocated the need for clarity and public statements as soon as possible to help eliminate misinformation.
- GAL highlighted that, whilst the CAA's instructions were awaited, it was unlikely that the Route 4 flight path would change immediately and that any changes may be subject to the airspace change process.
- **MedView Airlines** – The disruption over the Christmas period as a result of a MedView Airlines aircraft suffering engine problems and becoming inoperable for several days, resulted in hundreds of passengers suffering flight cancellations and disruption. The disruption had been effectively and efficiently handled by GAL and passengers were accommodated in airport hotels while alternative flight arrangements were made. GAL was asked to include in their contingency plans reference to also using local guest houses to accommodate passengers.
- **Drones** – Reference was made to the new legislation relating to the operation of drones. This will be an item for discussion at a future GATCOM meeting.

GTR RAIL FRANCHISE - PERFORMANCE & 2018 TIMETABLE UPDATE

Charles Horton, Chief Executive Officer, GTR together with members of his senior management team [presented](#) the latest rail update for Gatwick Airport, performance over the past year and the planned timetable changes for 2018/19. The key points are:

Performance:

- GTR passenger journeys have increased significantly over the years and represent 19% of all UK rail journeys. Southern journeys have doubled in 12 years compared with 20 years across the UK rail network. More capacity is needed and GTR's modernisation programme is key to ensure services operate effectively in that busy environment.

- GTR is halfway through its plan - known as "RailPlan20/20" - to modernise and enhance the rail experience. The key aims of the Plan address issues of infrastructure, working practices, new trains and information systems.
- Performance has steadily improved over the year. The two key factors that had an impact on performance were the London Bridge development works causing congestion; and industrial relations which impacted on service provision and punctuality. It was emphasised that punctuality had increased for six months before the Aslef overtime ban was introduced in July 2017.
- The Government's £200m additional funding to Network Rail to boost resilience of infrastructure on Southern routes will fund work to replace tracks and signalling, renew key junctions; and to improve track side security to help prevent trespass. It is anticipated that this will lead to a reduction in delay minutes of up to 15%.
- GATCOM supported the improvements but remained concerned about the overcrowding experienced on services, particularly north of Gatwick and air passengers often struggled to board trains at Gatwick coming from the South Coast. Crowded trains also impacted on customers using those stations north of Gatwick to access either Gatwick or London.
- GATCOM welcomed GTR's approach to compensate customers for delayed services and noted that GTR was the first company to offer "Delay and Repay" for delays over 15 minutes. They have since been joined by South Western Railway, except when delays are caused by planned Engineering Works.

Improvements at Gatwick Airport:

- Encouraging customers to buy tickets before they arrive at the station and contactless payment has been introduced. GTR has already seen 45% of customers now using online or smartcard/contactless as their preferred method of payment compared to 18% in January 2017.
- The replacement of the entire Ticket Vending Machine (TVM) fleet at Gatwick (18 in total) in October 2017. This has been well received by customers. There are plans for 2 more TVMs in the coming months which will further assist the reduction of queuing time within the station.
- GTR has successfully re-attained the BS11000 accreditation for collaborative working mainly due to GTR working alongside GAL and the partnership agreement. GTR is currently realigning its goals and objectives within the agreement with the focus firmly on seasonal readiness. GTR continue to identify and bring forward improvements working with its internal and external partners such as GAL, GATCOM's PAG and Network Rail.
- Between January 2017 and January 2018 GTR has seen complaints reduce on Gatwick Express by 62%.
- GATCOM welcomed these improvements and the efforts to reduce queuing times at the station.

2018 Timetable Consultation:

- GTR has undertaken a 16 months consultation on the proposed new timetable which is the earliest a train operating company has been out to consultation on a timetable change. Approximately 28,000 responses have been received over the three rounds of consultation. The key themes from responses are currently being reviewed but so far there are approximately 100 items on the list of amendments.
- There will be a phased introduction of service changes and improvements between May 2018 – December 2019. The DfT has requested this to reduce the risk of introducing the new timetable over such a large franchise network which will enable GTR to embed new operating principles and reliability.
- GTR is developing a comprehensive communication plan to notify customers and stakeholders of the new timetable changes as they emerge, giving as much notice as possible. GTR will use all suitable communication channels including the use of its websites, social media channels, at stations, on printed material, through staff engagement with customers, at meet the manager events, and using third party channels.
- GATCOM and GAL welcomed many elements of the proposed new timetable particularly the increased services during the day and at weekends to a wider geographic area, the new rolling stock and improvements at Gatwick Station. It was suggested that GTR also make reference to the number of carriages used on services and it was hoped that most services would comprise 12 carriages.
- GATCOM and GAL remained very concerned about the proposals to make permanent the temporary reduction in late night/early morning services and restricted access to London Victoria. The need to allow access to the tracks and stations for maintenance and engineering works were acknowledged but GATCOM sought a commitment from GTR to revisit the proposals for overnight services and the maintenance regime now and into the future.
- Whilst GTR confirmed the importance and its commitment to the Gatwick Express service, GATCOM remained concerned about the continued degrading of the premium service and

highlighted the need to encourage the greater use of the Gatwick Express to help relieve crowding on other services, including a review of the pricing structure for the premium service.

Planned Engineering Works

Andrew Wood, Senior Commercial Scheme Sponsor, Network Rail gave an overview of planned engineering works on the Brighton Main Line. The key points to note are:

- The Thameslink Resilience Programme will deliver a £300m investment to infrastructure to improve resilience over the next 14 months ready for the new high frequency Thameslink timetables. The upgrade programme will involve the closures of the Main Line south of Three Bridges where there is a high level of network incidents/failures. Network Rail is working with GTR and Highways England to ensure the Main Line closures are not at the same time as M23/A23 planned maintenance/improvement works or other works.
- The works between Three Bridges and Brighton/Lewes are planned for October 2018 and February 2019 during the weeks of school half term when it is proven less people travel. The opportunity will be taken at this time to renew many infrastructure assets particularly in tunnels, improve the power supply and signalling, refresh stations and cut back vegetation.
- A comprehensive communication plan is being developed with GTR to give early notification to customers and stakeholders of the works and provide options for travel during these times. GATCOM will be kept informed and will help to disseminate information to the wider communities.

PASSENGER ADVISORY GROUP (PAG)

The report from the Chairman of PAG was considered. The key points to note are:

- PAG was pleased with the way in which GAL handled the disruption over the Christmas period caused by the MedView Airlines aircraft failure the consequential flight cancellations.
- GAL has awarded Wilson James the contract to provide special assistance for persons with reduced mobility and hidden disabilities. The Chairman expressed thanks to the contribution of the PAG, particularly volunteer members Ann Bates and Sheila Plant, for the time devoted to input to the selection process.
- On-time departures performance is improving year on year and PAG supports GAL's collaborative approach with the airlines, handling agents and other parties in striving to further improve performance.
- A new Gatwick App was launched on 29 November and has been positively received by passengers and users of the airport gaining high score ratings in both the Apple and Android App Stores.
- PAG has expressed disappointment and concern about the organisation and contingency plans GTR and Network Rail put in place for the Christmas rail blockade which resulted in hundreds of passengers having to wait around 2 hours for a replacement bus service and the consequential build-up of queues.
- A new coach waiting facility in the South Terminal has been recently opened.

REVIEW OF END NOISE ACTION PLAN 2019-2024

- DEFRA has requested that GAL undertake a light touch review of the Environmental Noise Directive (END) Noise Action Plan (NAP). GAL has commenced the review process as required by DEFRA's guidance issued in July 2017 on how to revise the NAP.
- This is the first step in the process of reviewing the END NAP. GAL's consultation on the draft list of actions closes on **Friday 2 February**. GAL will then review the responses it receives from consultees and other interested parties and will update the list of actions as appropriate. The reviewed draft END NAP, which will include an Annex setting out the responses received as a result of the consultation on the draft list of actions with comments on how GAL has taken into account the responses received, will then be reported to GATCOM Steering Group on 22 March and GATCOM on 24 April for final comment. GAL is required to submit the final END NAP to Defra by Friday 31 August 2018.
- Members discussed the concerns highlighted by the Environmental and Amenity Groups' representative and the comments of the community noise groups set out in their response to the GATCOM Secretariat ([see Appendix 3 of the Secretariat's report](#)). GATCOM was not aware of any active assessment or management by Defra of the END NAP once approved or any incentives to effectively deliver the actions.
- GATCOM agreed the following key points for inclusion in its response:
 - A need to establish measures to link traffic growth to noise impacts with agreed workable metrics to assess performance against noise reduction targets and to which GAL may be held to account; and to ensure robust independent monitoring and challenge.
 - GAL to review the wording of the proposed actions to make sure they are outcome based and measurable where possible.

- amongst other comments on specific actions, the inclusion of two new actions to address the need to publish updated N60 contours for the night period (new Action 39a) and the NMB's work on developing metrics to measure more effectively GAL's performance in managing the noise climate (new Action 31a).
- Certain actions to be identified as a priority to be taken forward early in the plan period. GATCOM suggested that Actions 9, 25, 31a, 39 and 39a be considered as priorities.
- The NMB's work being the main vehicle through which GAL, working with industry partners and community groups, to take forward noise reduction initiatives.
- The role of NATMAG in the regular monitoring of operational performance and identifying issues to be addressed
- The END NAP to remain a feature of the S106 agreement monitoring regime now and into the future. The S106 monitoring regime, which is subject to scrutiny by an independent environmental consultant is required to make sure the NAP is fit for purpose. This regime brings greater transparency to the END NAP process. As the S106 is currently being reviewed by the parties to the agreement, GATCOM agreed to send a copy of its response to the parties to the agreement to highlight the importance of the monitoring regime.
- GATCOM also agreed to write to the Government about the urgent need for a more joined up policy on planning, development and noise.
- All organisations are able to respond to the consultation on GAL's draft list of actions direct to GAL.

NOISE MANAGEMENT BOARD (NMB)

- The key successes of the work of the NMB since it was established in June 2016 were welcomed.
- GAL has invested significant resource to this pioneering initiative to bring together industry partners and local community groups to discuss and input to noise management and initiatives at Gatwick. GAL remains fully committed to the work of the NMB.
- Two meetings of the NMB have taken place since the last meeting of GATCOM. The minutes of the meetings are available on the NMB pages on [GAL's website](#).
- GAL's Airspace Seminar and the NMB public meeting held on 7 December received positive feedback from attendees.
- The importance of having noise and flight operations performance metrics and monitoring results presented in the GAL CEO report in a similar way to reporting on the Core Service Standards was highlighted by the LEP's representative. GAL agreed to explore this suggestion further alongside its work on metrics for the NMB.
- The need for the NMB to have a greater awareness of the work being undertaken on the impact of noise on health was highlighted and reference was made to two recent articles:
 - [Heart Health](#)
 - [Alzheimer's and Sleep](#)

HEATHROW EXPANSION – CONSULTATION

- Heathrow Airport Limited (HAL) launched its consultations on the proposed North West Runway expansion plans and [Airspace Principles consultation](#) on 17 January. The Airspace Principles consultation relates to potential principles, or 'rules', that could apply when designing the new airspace required for an expanded airport. The consultation runs until 28 March 2018.
- GATCOM is aware that some of Heathrow's flight paths restrict the altitude of aircraft on Gatwick's flight paths.
- The NMB is currently examining in detail the constraints on raising the height of aircraft using Gatwick's departure routes and initial conclusions for Routes 3 & 4 were that changes to arrivals and departures routes to other London airports were necessary for the constraints to be removed.
- GATCOM agreed to respond to the HAL's consultation on Airspace Design Principles.

GATCOM Position Statement

- GAL has assured GATCOM that it remains fully committed to addressing the impact of aircraft overflight and noise on local communities, both close to the airport and further afield under the arrivals and departures flight paths, within the Government's aviation policy framework.
- The Government and GAL have taken positive steps to help address the concerns of local communities about the disturbance suffered as a result of aircraft overflight and aircraft noise,

finding local solutions to local problems as advocated by the aviation policy framework and this is focused through the work of the NMB. The success of the NMB's work since it was established is clearly documented and is set out in its Annual Progress Report published in December 2017. This work is continuing through the NMB's work programme and the priorities agreed with all parties including CNGs.

- Establishing mechanisms to link traffic growth to noise impacts is a complex issue but GAL has agreed with the NMB that it will review government aviation noise policy; set out policy compliance requirements; assess Gatwick's performance relative to those policy requirements and following this work develop preliminary options for potential airport utilisation/noise performance metrics.
- A briefing on GAL's preliminary findings on the interpretation and application of government policy was given to the CNGs in mid-December. Among the metrics under consideration is the potential for benchmarking Gatwick against other similar large airports. Further work could consider quantifying the benefits of noise management measures. This work is continuing and it is for the NMB to collectively decide its work priorities.
- The CNGs proposed draft resolution in so far as it refers to the NMB's work on collectively developing and agreeing a metric is noted. However, the proposal that the NMB should seek the involvement of the Secretary of State for Transport in the definition of appropriate metrics is not supported as it is stepping beyond the collectively agreed NMB position and is a matter which goes beyond the purpose and remit of the NMB.
- The Government is reviewing its current policy through its consultation on the new Aviation Strategy. GACC and the CNGs are able to make their representations to the Government through this process, while locally contributing to the successful work of NMB.
- GAL has also indicated that the vehicle for airports to demonstrate compliance with Government policy for noise management - aside from the formal airspace change process - is through the END Noise Action Plan for Gatwick. CNGs are involved with the review of the Noise Action Plan through GATCOM and NMB and are able to make their own, independent representations to GAL and the Government.
- In addition to the work programme and actions of the NMB, there are a number of other mechanisms and measures that are being progressed at both the national level and local level to address noise impacts e.g. the new night flights regime.
- GATCOM will continue to work with the Government, GAL, NMB and NATMAG to secure improvements in the noise climate around Gatwick.

Cllr Chris Hersey