

THE NOISE & TRACK MONITORING ADVISORY GROUP (NaTMAG) 9th May 2019

In attendance

Lee Howes (Chair)	Gatwick Airport Ltd - Airspace & Environmental Performance Manager
Matt Mills-Brookes	Gatwick Airport Ltd - Airspace Technical Lead
Andy Sinclair	Gatwick Airport Ltd - Head of Airspace Strategy and Engagement
Kimberley Heather	Gatwick Airport Ltd – Airspace Office
Vicki Hughes	Gatwick Airport Ltd - Community & Industry Noise Engagement Manager
Jonathan Friel	Department for Transport (DfT)
Douglas Moule	Airline representative
Tom Crowley	Chair of GATCOM
Brian Cox	Independent Technical Advisor to GATCOM
Mike George	GATCOM
Peter Barclay	GATCOM
Alan Jones	GATCOM
Liz Kitchen	GATCOM
Matthew Balfour	GATCOM
Charles Yarwood	GATCOM
Leon Hibbs	Reigate and Banstead Borough Council
Adam Dracott	Horsham District Council
Robin Clarke	NATS
Sally Franks	Air Navigation Solutions
John Sim (Guest Speaker)	Applied Acoustic Design (AAD)
Alison Addy (Guest Speaker)	Gatwick Airport Ltd – Head of Community Engagement
Paula Aldridge (Guest Speaker)	Gatwick Airport Ltd – Community Engagement Manager
David Boot (Guest Speaker)	Gatwick Airport Ltd – Public Affairs Manager

Apologies

Ken Harwood	GATCOM
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Meeting Summary

- The Heathrow Slightly Steeper Approach trial still ongoing and will require the development of an Airspace Change Proposal to become permanent.
- The Community Engagement Team and Public Affairs Manager attended the meeting to provide a useful overview of the activities conducted by each team.
- Based on the discussions at NMB/14, work in relation to the NMB's future governance, structure and constitution will be paused to allow further consideration. Work will continue on current initiatives.
- There was a demonstration on the new NTK system, WebTrak, Flight 3D and the online complaints form. The airline engagement system was also demonstrated. Positive feedback was received following the demonstration.
- The results of the Cranleigh noise field study was discussed. Although the survey had concluded that there was no significant aviation noise issue in the area, a further study for a different Cranleigh location, requested by the local MP as a comparison, was agreed.
- The development of Design Principles for both Route 4 and FASI-South had commenced as part of Stage 1 of the Airspace Change Process. The focus groups for FASI-S were held in April while the Route 4 focus groups were scheduled in May. It was expected that the Design Principles for both FASI-S and Route 4 would be submitted to the CAA by 13 June and 12 July respectively.

- The Environmental Noise Directive Noise Action Plan was formally adopted by the Department for Environment, Food and Rural Affairs (Defra) in February 2019. The final document has been uploaded to the Gatwick noise website¹.
- The Noise Insulation Scheme review is ongoing and discussions with Anglian and Environmental Resource Management (ERM) have taken place.
- The Flight Performance report and Community Noise Monitoring reports are undergoing a refresh with the assistance of external consultants.
- Gatwick are awaiting the delivery of the 2018 noise contours from the Environmental Research Consultancy Department (ERCD). They were commissioned in October 2018, delivery is delayed until end of May 2019.
- A study into the deployment of landing gear is being scoped out by Sustainable Aviation (SA) and discussed at the Quieter SA Working Group. Updates on this work will be provided to NaTMAG.

Previous Meeting Minutes

- Sally Franks was welcomed as the new General Manager for Air Navigation Solutions (ANS).
- There were no comments on the previous meeting minutes. Matters arising from the NaTMAG pre-meeting notes were addressed prior to the meeting.

Action Tracker

Action	Comments
22/2018 GAL to engage with the Public Affairs team to assist the dissemination and sharing of information from MP's offices to NaTMAG members.	<ul style="list-style-type: none"> ▪ Closed – The Public Affairs Manager attended the meeting and provided an overview of the work of the Gatwick Public Affairs Team.
27/2018 FPT to provide updates on the improvement program to NaTMAG along with relevant proposals for updated documentation where required.	<ul style="list-style-type: none"> ▪ Closed – Formed part of the agenda item on the Noise and Track Keeping (NTK) update and demonstration.
28/2018 FPT to follow-up with the web team to seek publish dates for online articles.	<ul style="list-style-type: none"> ▪ Open – This will form part of Phase 2 of the NTK implementation, due summer 2019. An update will be provided next meeting.
30/2018 FPT to follow-up on this request and engage with the drone team.	<ul style="list-style-type: none"> ▪ Open – A drone safety webpage was added to the Gatwick Noise website². Definitive wording is required on drone classification. An update is to be provided next meeting.
33/2018 FPT to liaise with AAD on conducting a site visit in Cranleigh to monitor noise levels.	<ul style="list-style-type: none"> ▪ Closed – Applied Acoustic Design (AAD) conducted a field study on a westerly day and an easterly day of operations. The westerly day study concluded that there is NO correlation between arriving aircraft and recorded noise events. The full report was published and circulated and AAD were present at the meeting.
01/2019 FPT to engage with Sustainability Team and the Chief Planning Officer to highlight the issues surrounding odour complaints and air quality.	<ul style="list-style-type: none"> ▪ Open – Ricardo have been commissioned to conduct an assessment on air quality which will allow for mapping and measurements of odour. The NTK system allows users to submit complaints regarding odour. An update will be provided next meeting.

¹ <https://www.gatwickairport.com/globalassets/business--community/new-sub-category-landing-pages/aircraft-noise--airspace/fpt-reports/gal-end-noise-action-plan-2019-2024-lr.pdf> /

² <https://www.gatwickairport.com/business-community/aircraft-noise-airspace/airspace/drones/>

Action	Comments
03/2019 FPT to discuss the availability of noise data in the new noise website and how it could be accessed.	<ul style="list-style-type: none"> ▪ Open - This will form part of Phase 2 of the NTK implementation, due summer 2019. An update will be provided next meeting.
04/2019 FPT to advise Parish Councils in the vicinity of the planned noise monitor deployments on the NTK upgrade plans and rationale for deployment in their area.	<ul style="list-style-type: none"> ▪ Open – The Gatwick Legal Team are reviewing the legal agreements governing the siting of new noise monitors. Local Parish Councils are part of the siting process as they have often been used to identify suitable sites.
05/2019 FPT to identify a suitable size of geographic area for presenting noise data.	<ul style="list-style-type: none"> ▪ Closed – The new noise website will use postcodes to present localised data. Initial surrounding areas of the Airport will be divided into districts with the first three digits of the postcode plus one digit. Further afield, the districts will be larger using only the first three postcode digits.
07/2019 FPT to engage with Community Engagement Team on presenting at GATCOM.	<ul style="list-style-type: none"> ▪ Closed – Two members of the Community Engagement Team attended to present an overview of the work of the Team.
08/2019 FPT to demonstrate the new NTK noise website test system to NaTMAG members once it is available.	<ul style="list-style-type: none"> ▪ Closed – The NTK system was demonstrated under the agenda item 'NTK update and demonstration'.
10/2019 Investigate with Airfield Operations to understand if there is a KPI for go-arounds.	<ul style="list-style-type: none"> ▪ Closed – After liaising with Airfield Operations, it was discovered that they have their own performance indicator for go-arounds attributed to runway occupancy, but was not an official KPI.

Matters Arising

The following section is used to discuss matters of interest raised by NaTMAG members in the pre-meeting notes or raised by Gatwick Airport.

- **Heathrow 3.2° Slightly Steeper Approach Trial**
 - The trial is still in place at the airport and will require the development of a Level 1 Airspace Change if the trial is to become permanent.
 - It was noted that the data from this trial would be beneficial to discussions at the Aircraft Noise Management Advisory Committee (ANMAC). The DfT advised that the next meeting of ANMAC is anticipated for the end of 2019.
 - **Action 11/2019:** Airspace Office to circulate the report on the Heathrow Slightly Steeper Approach Trial.
- **Community Engagement Presentation**
 - The Head of Community Engagement and the Community Engagement Manager both attended the meeting to present an overview of the activities of the Team.
 - The Team actively engage in the local community, local economy, and local partnerships and they invest in local community programmes. They have a set of five themes for a balanced approach to engagement with the local community as the primary focus. They shared their highlights of community events that they support throughout the year. A regular newsletter is sent out and published online which will be shared with the group. A set of flyers were also offered to the group on community events.

- The Team assist with funding towards environmental projects, education and STEM, and employment and skills with plans to increase engagement with local growers of produce supplied to Gatwick Airport. They advised that if NaTMAG members would like sponsorship of projects in their local communities then contact the Team via email.
- There was concern that the Gatwick Greenspace is not well advertised in the local community. They will be contacted separately regarding this as this is not an issue that Gatwick Airport can resolve.
- **Action 12/2019:** Airspace Office to share link to Community Newsletter online³.
- **Action 13/2019:** Airspace Office to share email address of the Community Engagement Team for any local community sponsorship enquiries.
- **Public Affairs Update**
 - The Public Affairs Manager attended to give an overview of the Public Affairs Team whose main role is maintaining communications between Members of Parliament (MP's), Department for Transport and national stakeholders such as Network Rail.
 - The work involves a combination of reactive and proactive engagement. The reactive includes letters received from MP's, not just in the local area. Whilst the proactive involves providing information in response to MP queries and also attending meetings.
 - There was concern from NaTMAG that MP's are not fully utilising the expertise within the group.
 - Although it was suggested that further engagement takes place to improve communication, through discussion it was identified that significant engagement already takes place. However, a short introduction to NaTMAG and its roles would be beneficial within these regular communications.
- **NMB Update**
 - The NMB met on 8 May 2019 (NMB/14), this being the last full meeting of the NMB's first 3-year term. New governance recommendations developed by the NMB Review Committee were discussed, as well as the practical aspects of a proposed transition, including additional guidance provided by the Committee. NMB/14 was then asked to agree that the proposed new governance and related considerations developed by the NMB Review Committee should be recommended to a new Board.
 - A vote was cast during the meeting which did not meet the 75% majority required by the terms of reference. Based on the discussions at NMB/14, work in relation to the NMB's future governance, structure and constitution will be paused to allow further consideration. Work will continue on current initiatives.

NTK Update and Demonstration

- NaTMAG members shared positive feedback from the local community regarding the new online system. Issues identified related to the removal of the freepost system and the 25 minute time delay on the flight tracker.
- A demonstration of the NTK system WebTrak⁴ was provided.
 - The group valued the inclusion of non-Gatwick aircraft on the tracker (shown as grey aircraft).
 - Display of aircraft that not adhered to one of the rules, such as Continuous Descent Operations (CDO) (highlighted with a yellow circle).
 - The ability to pinpoint a resident's home location and also save this for future visits to the site.
 - A rainfall layer can be added which allows the user to see if the weather conditions may have affected an aircraft's path.

³ <https://www.gatwickairport.com/business-community/community-sustainability/local-community/community-newsletter/>

⁴ <https://webtrak.emsbk.com/lgw2>

- The increased range of 50 nautical miles so all London airports are included.
- There are now five different methods of submitting a noise complaint which have all been streamlined and provided with the ability to save the user's details to simplify the process.
- The Airspace Office is able to conduct a more detailed analysis of each complaint to ensure that a comprehensive response is provided, answering the issues raised.
- There were a number of comments regarding the 25 minute time delay on WebTrak. As it has multiple data feeds, including two radar, satellite flight tracking and noise monitors, the time delay is required to ensure data is 100% correct before it is presented to the user. Despite the delay on the flight tracker, a complaint can still be submitted in real time using the web form, app and automated phone line⁵.
- A complaint can be submitted in a location that is not the user's home address. If GPS is enabled on the user's phone or tablet, they can submit a complaint where they are currently located.
- Flight 3D, accessible through WebTrak, provides flight tracking in 3D, it also shows non-Gatwick traffic and allows the user to view birdseye, in-flight or pilot views.
- PerformTrak is a non-public tracker for airlines, Air Navigation Solutions (ANS) and NATS. It provides details on aircraft that have not adhered to a rule, such as a CDO. Currently, it is available for the Top 5 performing airlines at Gatwick, easyJet, British Airways, Norwegian, TUI, and Virgin Atlantic. This will be eventually extended to other airlines. Data can be exported to excel to assist in their investigation with what caused the violation.
- A test version of the new Gatwick noise website was presented to the group. This replaces Casper NoiseLab. The site will go live as part of Phase 2 of the NTK project, due in summer 2019.
- This new website will use postcode boundaries to provide localised information. This will be the first three digits plus one digit for areas in close proximity and just the first three digits for areas further afield.
- All historical data, going back to 2013, including complaint data, has been recorded and kept so that it can be fully accessed in the new system. The data within WebTrak is currently being developed and should be available as far back as January 2018 as a minima.
- No filtering of aircraft takes place, all aircraft are included in WebTrak, apart from any ad-hoc requests from the UK and foreign military which are rare.

Cranleigh Noise Study

- Gatwick Airport has received several requests from residents of the town of Cranleigh to install a noise monitor. A number of noise complaints had also been received regarding aircraft overflight.
- Gatwick commissioned the acoustic consultants AAD, present at the meeting, to conduct a site visit survey to investigate the noise climate of the town. A location was chosen with low levels of ambient noise and activity and two noise surveys were carried out, one during westerly and one during easterly operations.
- Aircraft noise events could not be isolated from the measured ambient noise levels and therefore, a noise monitor would not be able to successfully record aircraft noise activity.
- At the request of the local MP, a further study is planned in a different location in Cranleigh (provided by the MP) as a comparison.
- NATS noted that Flight Radar 24 was used as a way of measuring the location of an aircraft. They suggested that if Flight Radar 24 is to be used, then a footnote be added to explain that the measurement of altitude is not entirely accurate. It was clarified by AAD that Flight Radar 24 was only used in this report to identify the airport the aircraft was flying to and from.

⁵ <https://www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-enquiries/>

Any Other Business/Next Steps

- Route 4 focus group events have been scheduled in May. Invites were sent to various stakeholders, including airlines, ANS, GATCOM, local councils and other interested parties. The first round of engagement on the Route 4 Design Principles closed on 10 May with workshops planned thereafter before submission of Design Principles to the CAA on 12 July.
- The Environmental Noise Directive Noise Action Plan 2019-2024 was adopted by Defra on 11 February 2019. There is a link to the document on the website which will be circulated to the group and hard copies will be provided next meeting⁶.
- **Action 14/2019:** Airspace Office to circulate link to the website of the Environmental Noise Directive Noise Action Plan 2019-2024.
- There have been recent discussions with Anglian and ERM to review the Gatwick Noise Insulation Scheme. Given the uptake of the current scheme and the high specification of the product installations, there is the potential to include mechanical ventilation in future schemes. A product was demonstrated to Gatwick that is designed to allow silent airflow thus removing the need to open windows during times when aircraft noise may cause a disturbance (e.g. at night).
- The FASI-South consultation is ongoing and responses to the second round of engagement on Design Principles are due by 17 May for planned submission to the CAA on 13 June.
- The Flight Performance reports are currently undergoing a refresh with consultants Helios. Community Noise Monitoring reports are also being enhanced in conjunction with the Gatwick Noise Monitoring Group.
- Gatwick commissioned the 2018 noise contours from ERCD in October 2018 with an expected delivery date of March 2019. Gatwick are still awaiting delivery despite commissioning these early. ERCD have advised that Gatwick will be in receipt of the contours by the end of May 2019.
- There has been an ongoing request to investigate the deployment of wheels and flap settings early on arrivals which creates additional noise. The NMB has written to SA to support the scoping of a study into the deployment of landing gear as part of the Quieter SA Working Group programme of work.
- An issue was raised regarding departure dispersal or Standard Instrument Department (SID) balancing and that an explanation is required on what has been carried out. It was one of the 54 suggestions being reviewed by the NMB and is part of the Workplan on departures (under Workplan item 5: Improve departure continuous climb).
- There was a query regarding Gatwick's response to the recent earthquake activity experienced in the local area. Seismic data from the British Geological Survey had been passed to the Engineering Department who manage Gatwick's infrastructure.
- Slinfold Parish Council have been in contact regarding the overflight of the town. This feedback was discussed at the previous NMB departures workshop and was planned for discussion at the NMB departures workshop on 12 June, subject to future planning of the Board.

Key Messages

Key Messages to GATCOM:

- The NTK system, WebTrak and complaints system were demonstrated to the group and positive feedback was received.

Key Message to FLOPSC:

- The NTK system, WebTrak and complaints system were demonstrated to the group and positive feedback was received.

⁶ <https://www.gatwickairport.com/globalassets/business--community/new-sub-category-landing-pages/aircraft-noise--airspace/ftp-reports/gal-end-noise-action-plan-2019-2024-lr.pdf>

Dates of Next Meetings

FLOPSC – Wednesday 29th May 2019, 9:30 – 12:00 in Barcelona, 5th Floor Destinations Place.

GNMG – Wednesday 10th July 2019, 9:30 – 12:00 in Barbados, 5th Floor Destinations Place.

NaTMAG - Thursday 8th August 2019, 10:00 – 13:00 in Geneva, 5th Floor Destinations Place.

Annex A: Action summary

Action No/Year	Action/Decision/Next Step	Raised	Responsible	Plan date	Actual date	Status	Comments: Updated May 2019
22/2018	GAL to engage with the Public Affairs team to assist the dissemination and sharing of information from MP's offices to NaTMAG members.	Aug 2018	FPT	Nov 2018	May 2019	CLOSED	The Public Affairs Manager attended and presented at May's meeting.
27/2018	FPT to provide updates on the improvement program to NaTMAG along with relevant proposals for updated documentation where required.	Aug 2018	FPT	Aug 2018	May 2019	CLOSED	Formed part of the agenda item on the NTK update and demonstration.
28/2018	FPT to follow-up with the web team to seek publish dates for online articles.	Aug 2018	FPT	Nov 2018		OPEN	This will form part of Phase 2 of the NTK implementation, due summer 2019. An update will be provided next meeting.
30/2018	FPT to follow-up on this request and engage with the drone team.	Aug 2018	FPT	Nov 2018		OPEN	A webpage related to Drone Safety has been added to the Gatwick noise website. A definition is required on drone classification.
01/2019	FPT to engage with Sustainability Team and the Chief Planning Officer to highlight the issues surrounding odour complaints and air quality.	Feb 2019	FPT	May 2019		OPEN	Ricardo have been commissioned to conduct an assessment on air quality which will allow for mapping and measurements of odour. The NTK system allows users to submit complaints regarding odour. An update will be provided next meeting.
03/2019	FPT to discuss the availability of noise data in the new noise website and how it could be accessed.	Feb 2019	FPT	May 2019		OPEN	This will form part of Phase 2 of the NTK implementation, due summer 2019. An update will be provided next meeting
04/2019	FPT to advise Parish Councils in the vicinity of the planned noise monitor deployments on the NTK upgrade plans and rationale for deployment in their area.	Feb 2019	FPT	May 2019		OPEN	The Gatwick Legal Team are reviewing the legal agreements governing the siting of new noise monitors. Local Parish Councils are part of the siting process as they have often been used to identify suitable sites.

Action No/Year	Action/Decision/Next Step	Raised	Responsible	Plan date	Actual date	Status	Comments: Updated May 2019
05/2019	FPT to identify a suitable size of geographic area for presenting noise data.	Feb 2019	FPT	May 2019	May 2019	CLOSED	The new noise website will use postcodes to present localised data. Initial surrounding areas of the Airport will be divided into districts with the first three digits of the postcode plus one digit. Further afield, the districts will be larger using only the first three postcode digits.
07/2019	FPT to engage with Community Engagement Team on presenting at GATCOM.	Feb 2019	FPT	May 2019	May 2019	CLOSED	Two members of the Community Engagement Team attended and presented.
08/2019	FPT to demonstrate the new NTK noise website test system to NaTMAG members once it is available.	Feb 2019	FPT	May 2019	May 2019	CLOSED	The NTK system was demonstrated in the meeting.
10/2019	Investigate with Airfield Operations to understand if there is a KPI for go-arounds.	Feb 2019	FPT	May 2019	May 2019	CLOSED	Airfield Operations have a performance indicator for go-arounds caused by runway occupancy but this is not an official KPI.
11/2019	Airspace Office to circulate the report on the Heathrow Slightly Steeper Approach Trial.	May 2019	AO	May 2019	May 2019	CLOSED	Reports circulated on 9 th May 2019.
12/2019	Airspace Office to share link to Community Newsletter online.	May 2019	AO	May 2019	May 2019	CLOSED	Link circulated on 10 th May 2019.
13/2019	Airspace Office to share email address of the Community Engagement Team for any local community sponsorship enquiries.	May 2019	AO	May 2019	May 2019	CLOSED	Email address circulated on 10 th May 2019.
14/2019	Airspace Office to circulate link to the website of the Environmental Noise Directive Noise Action Plan 2019-2024.	May 2019	AO	May 2019	May 2019	CLOSED	Link circulated on 10 th May 2019.