

# THE NOISE & TRACK MONITORING ADVISORY GROUP (NaTMAG) 7th February 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 - Flight Performance Team (FPT)

Vicki Hughes Gatwick Airport Ltd - Community & Industry Noise Engagement Manager

Ian GreeneDepartment for Transport (DfT)Phillip MannDepartment for Transport (DfT)

Douglas Moule Airline representative

Brian Cox Independent Technical Advisor to GATCOM

Mike George GATCOM
Peter Barclay GATCOM
Alan Jones GATCOM
Liz Kitchen GATCOM
Matthew Balfour GATCOM

Leon Hibbs Reigate and Banstead Borough Council

Adam Dracott Horsham District Council
Stephen Linkstead Air Navigation Solutions (ANS)
Markus Biedermann Air Navigation Solutions (ANS)
Paul Diestelkamp Air Navigation Solutions (ANS)

Katie Matthias Helios Henry Warne Helios

#### **Apologies**

Ken Harwood GATCOM Andrew Burke NATS

# **Meeting summary**

- Following on from the review of the FPT systems and processes, this meeting was the third in the form of a joint meeting/workshop. This allows for discussion of the NaTMAG members pre-meeting notes as well as any additional matters arising.
- The matter of air quality and associated complaints is not a matter that is appropriate for discussion at NaTMAG, however, in the absence of a suitable forum for discussion, the Chair has agreed to refer this matter to the Chief Planning Officer at Gatwick Airport Ltd (GAL) for his attention. It was noted that there is an annual Joint Local Authorities Air Quality meeting hosted by Crawley Borough Council where air quality matters are discussed, but this doesn't cover air quality complaints or reports of odour. The issue of not being able to submit odour complaints will be considered as part of the upgraded Noise and Track Keeping (NTK) system.
- Communications have been received from an individual from a community noise group regarding
  the community noise monitoring program. Gatwick has responded to the individual advising him
  of the process that governs the placement of a mobile noise monitoring terminal, the requirements
  of such a site and how to request one.
- The Instrument Landing System (ILS) joining point data graphs, that NaTMAG continue to monitor, will be altered to display a year-on-year comparison rather than a historical view to keep the data tidy and comprehendible.
- The upgraded NTK system will be delivered in two phases, with the internal system and flight tracker deployed in April 2019 with subsequent capability including the noise information website deployed before the summer. This does mean that the Casper NoiseLab will be decommissioned before the new noise website becomes available.



- New noise monitor locations have been identified to capture additional data to both support the
  data driven approach to the FPT, as well as supporting the further development of the CAA ERCD
  noise model, ANCON. The FPT is currently in the process of finding suitable sites for deployment.
- Helios presented their findings of the independent reporting review to analyse the various noise reports produced by Gatwick. They have suggested a condensed version of all data into one report. Work will continue on the design of this new report with the NTK upgrade.

## **Previous meeting minutes**

- A clarification question was raised on the wording for Action 24/2018 regarding the Master Plan
  noise analysis. Noise analysis on the use of the standby runway would be undertaken as part of
  one of the proposed developed scenarios, should they be taken forwards. The duplication of work
  by the FPT would not be a good use of resources and this action has been closed.
- Correspondence has been received from a member of a community noise group regarding the wording of the previous minutes. This is detailed in the 'Matters Arising' section of the agenda.

# **Action tracker**

Action	Comments		
<b>09/2018</b> FPT to attend the GNMG and feedback to NaTMAG on the outcomes of the community noise reports.	<ul> <li>Closed – An update from the Gatwick Noise Monitoring Group (GNMG) was provided in the 'Matters Arising' section on the agenda.</li> </ul>		
<b>22/2018</b> GAL to engage with the Public Affairs team to assist the dissemination and sharing of information from MP's offices to NaTMAG members.	Open – The FPT will engage with the Public Affairs Manager to brief them on this action alongside the NTK upgrade. Information would then be disseminated through our monthly update to MPs.		
<b>25/2018</b> Discussion at November's NaTMAG meeting on priority END NAP actions.	Closed – An update on the Environmental Noise Directive (END) workplan was provided in the 'Any Other Business' section on the agenda.		
<b>27/2018</b> FPT to provide updates on the improvement program to NaTMAG along with relevant proposals for updated documentation where required.	Open – NaTMAG was briefed on the upgraded NTK system and a workshop was carried out to collect feedback, a second workshop is planned for the 20 <sup>th</sup> February 2019 to discuss proposals further.		
<b>28/2018</b> FPT to follow-up with the web team to seek publish dates for online articles.	Open – FPT has engaged with the web team on the website redesign and is planned to be implemented alongside the upgraded NTK.		
<b>29/2018</b> FPT to follow-up with the Sustainability Team to discuss inclusion of air quality at NaTMAG.	Closed – This is been closed as there is no scope within NaTMAG to include air quality but will still liaise with the Sustainability Team for updates.		
<b>30/2018</b> FPT to follow-up on this request and engage with the drone team.	Open – FPT to follow up with the Airside Operations Lead regarding the 5km radius of airport restriction boundary to inform local authorities. Horley is a good example of how it has advertised drone restrictions.		
<b>31/2018</b> FPT to quantify in FPT quarterly report which dispensations are attributable to European airspace or weather issues	Closed – This information was included in the FPT quarterly report.		



Action	Comments
<b>32/2018</b> FPT to detail in FPT quarterly report how a go-around is defined at Gatwick.	■ Closed — The go-around definition was updated in the FPT quarterly report.
<b>33/2018</b> FPT to liaise with AAD on conducting a site visit in Cranleigh to monitor noise levels.	Open – 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 correlation between arriving aircraft and recorded noise events. When the full report is released, this will be circulated to NaTMAG.
<b>34/2018</b> Extend NaTMAG invitation to airlines as AOC Chairman (also represents easyJet) is stepping down and will no longer attend NaTMAG.	<ul> <li>Closed – This action is closed as the previous Airline Operators Committee (AOC) Chairman has remained a member of NaTMAG as an airline representative.</li> </ul>

## **Matters arising**

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

#### Odour issues

- As part of Action 29/2018, a discussion formed around the issue of odour complaints and how there is no option to track or record an odour complaint. Previously, the Casper NTK system included an odour complaint option before it was upgraded.
- Air quality standards and odour reports are separate issues. Airports have regulations on air quality to which they must adhere to and it is recognised that air quality is becoming more of a priority for local authorities, not just from an airport perspective but in general. It is suggested that the prevailing weather conditions can affect the air quality at any given time.
- Action 01/2019: FPT to engage with Sustainability Team and the Chief Planning Officer to highlight the issues surrounding odour complaints and air quality.
- Post meeting note: the complaints process has been revised as part of the FPT/NTK upgrade program. The inclusion of odour complaints and resulting management will be discussed alongside the action outlined above.

# · Communications received

- An email was received from the Chair of CAGNE regarding the early deployment of wheels and flap settings to reduce speed which causes noise from aircraft arriving on the ILS. It was stated that NaTMAG have dismissed this issue, however CAGNE maintains that "the issue of wheels and flaps being dropped early is to reduce speed. This is being done for a number of reasons; to reduce speed as planes are brought in close to the runway or called in quickly due to pressure of congestion of the runway; inexperience / new pilots lack of knowledge of airport." NaTMAG has previously discussed this issue and considered the many factors that affect the conduct of an aircraft as it approaches the runway. Reference was made to a 2017 study at Luton Airport where observations were made of aircraft on approach and while these studies are useful, they do not provide the observer with an appraisal of the characteristics of the aircraft and activities within the flight deck at that time.
- The same email from CAGNE also made reference to the definition of Fair and Equitable Dispersal (FED) and that NATS are vectoring aircraft to intercept the ILS between 8nm and 10nm. However, the latest ILS data shows that there is a balanced distribution of the swathe between 8nm and 14nm. A key message to the NMB is that if there is a



requirement to measure FED then it is necessary for the NMB to define FED so that there is a defined criteria against which performance can be measured.

- Correspondence was received via the NMB from Plane Wrong regarding the tone and wording used in the minutes of the previous NaTMAG that addressed the data inaccuracy on Route 4 track keeping in 2018. Plane Wrong required the minutes of the November 2018 be amended. NaTMAG members reviewed the previous minutes, had no concerns with the wording used and agreed that the minutes accurately reflect the discussion of the previous meeting and will not be amended.
- Correspondence was received from a further Community Noise Group, PAGNE regarding the process governing the placement of mobile noise monitoring terminal, the lack of noise monitors deployed in areas to the west of the airport and that a request to site a monitor in the Plaistow/Billingshurst area from Plaistow and Ifold Parish Council has not been fulfilled. A response has been sent clarifying we had agreed to place a noise monitoring terminal in the parish and GAL was awaiting a response from the Parish Council identifying a suitable location. Furthermore, PAGNE was advised of the correct process members of the public are to follow in requesting the placement of a noise monitoring terminal and the governance process within GAL / NaTMAG that oversees the process.

# ILS Joining Point Data Change

The ILS joining point data was reported to NaTMAG as a paper which was circulated in advance of the meeting. This is part of the recommendation Imm-15 from the NMB for NaTMAG to review the data regularly. There is a proposal to alter the way data is reported to a year-on-year comparison rather than presenting historical data back to 2011. This will keep the data orderly, comprehendible and allow for accurate comparisons.

# FPT Update and NTK

- Papers on the new NTK upgrade were circulated in advance of the meeting. A timeline of upgrade works was presented to the group.
- The new servers have been built and the FPT is currently transitioning data from Casper to the upgraded NTK system.
- In addition to the workshop undertaken at this meeting, an ad-hoc workshop has been organised for the 20th February 2019.
- The new NTK system deployment will consist of two key phases.
  - The first phase is due to commence by the end of March 2019 which will include the upgrade to the flight tracking system and the internal transition from Casper to the new system.
  - 2. The second phase will take place in June 2019 which will activate the new public noise website with a flight tracker. The Casper NoiseLab system will close down during the transition until a replacement system becomes available as part of the NTK upgrade. NaTMAG suggested the inclusion of an advance warning of this transition.
- Action 02/2019: FPT to add a banner to NoiseLab to forewarn of the closure of NoiseLab ahead of the new NTK system being implemented.
- The CAA previously validated the accuracy of the Casper NTK system within CAP 1246,
   this study will be replicated by the CAA in May 2019 on the upgraded system.
- There was a discussion regarding the accessibility of data on the public noise website, whether the data will be online only or available for download. The FPT will discuss this with the new suppliers and an update provided to the NaTMAG NTK workshop.
- Action 03/2019: FPT to discuss the availability of noise data in the new noise website and how it could be accessed.
- The last GNMG was held on 30<sup>th</sup> January 2019 where new locations for noise monitors was discussed. As part of the further development of the CAA ANCON noise model (used for calculating annual noise contours), it would be beneficial to site monitors further from



the airfield. Placing monitors under the holding stacks was dismissed due to the likelihood of poor data capture.

- Suitable sites that have been identified are Outwood and Newdigate to capture Route 4 data, Crawley for go-arounds and in the Faygate area which will acquire noise data from Route 9 departures, weather deviations and potentially go-arounds. Although the departure route is a tactical offload route and not often used, no monitoring has taken place in this area. It is important to collect data to drive the scientific approach of the revised FPT.
- NaTMAG recommended that the FPT advise Parish Councils in the vicinity of the planned noise monitor deployments on the NTK upgrade plans and rationale for deployment in their area.
- Action 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.
- The new system will allow playback recordings of noise events from individual monitors to analyse whether the event was related to an aircraft. It will allow differentiation between Gatwick and non-Gatwick aircraft. Supplier discussions are ongoing with regard to how long these audio files are stored.
- There was discussion on how noise data is publically reported online and how this could be customised based on geographic locations, such as postcode. It is clear that visual diagrams are easier to comprehend than written text, but a balance needs to be struck between the large and small geographic areas.
- An action was raised between the FPT to identify a suitable geographical areas for the website for discussion at the ad-hoc NaTMAG workshop.
- Action 05/2019: FPT to identify a suitable size of geographic area for presenting noise data
- Perth Airport's test site for aircraft noise was shown as an example of how Gatwick could display its noise data. It allows the user to select their location to tailor specific data that may affect them. NaTMAG requested that the link be circulated in advance of the ad-hoc workshop.
- Action 06/2019: FPT to circulate the link to the Perth Airport aircraft noise test site.
- Independent reviews and best practice studies have been conducted by Helios and the Australian Noise Ombudsman on the FPT reporting and complaints policy respectively. NaTMAG supported the inclusion of more information on the website from the Gatwick Community Engagement Team and suggested the team be contacted to present at GATCOM.
- Action 07/2019: FPT to engage with Community Engagement Team on presenting at GATCOM.
- The Australian Noise Ombudsman recommended a focus on the number of individual complainants rather than the total number of complaints received. Although a more balanced approach would be adopted at Gatwick to show the number of complainants and complaints lodged.
- It was suggested that NaTMAG members be provided with a trial demonstration of the upgraded system once it becomes available. A key message to GATCOM and the NMB has been raised regarding the new complaints handling process and policy with a focus on newly affected individuals (frequent or non-frequent complainants). It will be presented to NMB/14 when the new NTK system is live.
- Action 08/2019: FPT to demonstrate the new NTK noise website test system to NaTMAG members once it is available.

#### Helios Review of Noise Reporting

 Helios presented a review of the internal and external reporting that is currently undertaken by the FPT and Airfield Operations. The review highlighted that our current reporting is



fragmented and the same information is displayed in different ways. San Francisco was used as a comparable airport who simplify their report into four pages.

- It was suggested that all of the reports could be simplified into eight separate sections amalgamated into one report with an annex to include any ad-hoc data such as the A320 Fuel Over Pressure Protection (FOPP) modification data. The FPT will report the operational data and Airfield Operations will continue to provide ground noise data.
- The new style of reporting will be a short summary dashboard of noise data. There was concern that the new style will be missing Aeronautical Information Publication (AIP) requirement definitions. However, Helios suggested inclusion in the annex or that the information be provided on the noise website.
- NaTMAG requested that the slides presented by Helios are circulated to the group. Also
  given the focus of NaTMAG on the Reduced Night Noise (RNN) Trial, a request was made
  to see the latest work from Helios on this trial.
- Action 09/2019: FPT to circulate the presentation slides on the Helios reporting review and RNN trial.

#### Any other business

# Emirates Track Keeping on Route 4

- Emirates Airline have recently been contacted to address the issues with their track keeping compliance on Route 4. In response, they have added a new waypoint to their Flight Management System and provided briefings to their crews on best practice.
- As a result, their track keeping performance has improved and the FPT will continue to engage with the airline and provide data on track keeping where required. A key message to FLOPSC has been raised on this subject.

# NMB Review

The NMB review on the restructure of the NMB to be divided into an Executive Board and Community Forum continues. The next NMB/14 will take place on the 8<sup>th</sup> May 2019 with the draft Terms of Reference to be approved. The NMB/15 meeting is on the 24<sup>th</sup> July 2019 which will continue discussions on the RNN trial planning.

## • END NAP Draft Update from Defra

 Defra were recently contacted to provide an update on the review of the draft END Noise Action Plan that was submitted back in July 2018. They have advised that feedback has been delayed but from initial observation, they have no concerns with the document.

# END Workplan

- NaTMAG members were provided with a draft 2019 END Noise Action Plan workplan prior to the meeting. The workplan is designed to focus on a select number of actions (suggested 14-15) per annum that warrant more immediate attention.
- The NaTMAG pre-meeting notes highlighted which actions that members require more immediate attention. However, as per the workplan, 15 action plan actions have already been given priority for 2019.
- It was noted that there are certain actions within the draft END Noise Action Plan that are either an ongoing or annual activity. These need to be included within the 2019 workplan.

# Real-time provision of data within the upgraded NTK System

- Currently the Casper NTK system displays data in close to real-time which can encounter difficulties when a radar track point is temporarily lost.
- The aim of the upgraded NTK system is to maintain a feed that is as close to real-time as possible. However, the new system will use data from multiple radar feeds and the required processing and assurance required may result in some delay beyond what is currently delivered.



 It was also confirmed that the new flight tracker and noise information website will be fully accessible on all mobile and tablet devices.

# Messages from FLOPSC

- At the previous FLOPSC meeting on the 30<sup>th</sup> January 2019, there was a discussion on Route 4 conformance and that Gatwick should demand improved track keeping performance from aircraft operators. It was noted that the draft END Noise Action Plan has set a target of having no more than 5% off-track aircraft. To achieve this, Route 4 track keeping, irrespective of the future development of the Route 4 Airspace Change Proposal (ACP), would need to improve so the FPT will continue its broader programme of airline engagement in support of this aim.
- A query was raised at NaTMAG whether there was mention of a KPI for go-arounds at the last FLOPSC meeting. It was not clear amongst the group if this phrasing was used and in what context, but the FPT will follow this up with the Airfield Operations team to understand further.
- Action 10/2019: Investigate with Airfield Operations to understand the KPI phrasing for go-arounds.

# Message from the NMB on Route 3 development

- Under the auspices of the NMB workplan, GAL contracted Trax International to investigate the operational and environmental impact of making the changes required to Heathrow's Standard Instrument Departure routes (SID's) which could, in turn, enable Route 3 departures to climb continuously to 4,000ft on departure.
- The feasibility work showed that changes are required to increase the climb profile of Heathrow's Detling (DET) 2F/2G and Midhurst (MID) 3K/3J SID's, to enable an improvement to the vertical profile of the Route 3 SID's.
- GAL would be required to initiate an ACP on the DET 2F/2G SID's to raise the altitude restriction at the EPM waypoint. A separate ACP would be required to improve the climb profile of Gatwick's Route 3 SID's.
- Heathrow need the output of their DET09 steeper SID study before deciding if they can support a change to their DET SID's. This report is expected in March 2019. Gatwick would need to work with Heathrow to agree an approach to the handling of the airspace change and to ensure there was no detriment to Heathrow operations as a result of any changes.
- It was noted that Markus Biedermann will be leaving his position at ANS and will be his last NaTMAG appearance. The group thanked him for his contribution to the meetings and wished him well for the future.

# **Key Messages**

Key Messages to GATCOM:

- The FPT will engage with local Town and Parish Councils in the vicinity of the planned noise monitor deployments on the NTK upgrade plans and rationale for deployment in their area.
- The new complaints handling policy and process will be introduced with a focus on newly affected individuals (frequent or non-frequent complainants) and issues raised.

# Key Messages to the NMB:

- The definition of FED needs to be clarified so there is a defined criteria against which performance can be measured.
- The new complaints handling policy and process will be presented to NMB/14 on the 8<sup>th</sup> May 2019 which will have a focus on newly affected individuals (frequent and non-frequent complainants) and the issues raised.



# Key Message to FLOPSC:

• Emirates Airline were contacted and they have added a new Route 4 waypoint to their Flight Management System which now assists with maintaining their compliance on Route 4.

# **Dates of Next Meetings**

NaTMAG Workshop – Wednesday 20<sup>th</sup> February 2019, 13:00 – 16:00 in Geneva, 5<sup>th</sup> Floor Destinations Place.

FLOPSC – Wednesday 27<sup>th</sup> March 2019, 9:30 – 12:00 in Barcelona, 5<sup>th</sup> Floor Destinations Place.

GNMG – Wednesday 10<sup>th</sup> April 2019, 9:30 – 12:00 in Barbados, 5<sup>th</sup> Floor Destinations Place.

NaTMAG - Thursday 9<sup>th</sup> May 2019, 10:00 – 13:00 in Geneva, 5<sup>th</sup> 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
09/2018	FPT to attend the GNMG and feedback to NaTMAG on the outcomes of the community noise reports.	May 2018	FPT	Aug 2018	Feb 2019	CLOSED	An update from the GNMG was provided in the meeting.
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		OPEN	Public Affairs Manager to attend May's meeting to discuss how NaTMAG will share information with MP's offices.
25/2018	Discussion at November's NaTMAG meeting on priority END NAP actions.	Aug 2018	FPT	Nov 2018	Feb 2019	CLOSED	This was discussed under the matters arising section of the agenda.
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		OPEN	More updates to follow for May meeting.
28/2018	FPT to follow-up with the web team to seek publish dates for online articles.	Aug 2018	FPT	Nov 2018		OPEN	More updates to follow for May meeting as website due for refresh now NTK is implemented.
29/2018	FPT to follow-up with the Sustainability Team to discuss inclusion of air quality at NaTMAG.	Aug 2018	FPT	Nov 2018	Feb 2019	CLOSED	Discussed with other teams but does not form within the scope of NaTMAG.
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. Update at next meeting.
31/2018	FPT to quantify in FPT quarterly report which dispensations are attributable to European airspace or weather issues.	Nov 2018	FPT	Feb 2019	Feb 2019	CLOSED	This was completed.
32/2018	FPT to detail in FPT quarterly report how a goaround is defined at Gatwick.	Nov 2018	FPT	Feb 2019	Feb 2019	CLOSED	This was completed.

# YOUR LONDON AIRPORT Gatwick

Action No/Year	Action/Decision/Next Step	Raised	Responsible	Plan date	Actual date	Status	Comments: Updated May 2019
33/2018	FPT to liaise with AAD on conducting a site visit in Cranleigh to monitor noise levels.	Nov 2018	FPT	Feb 2019	April 2019	CLOSED	Report was circulated on 26th April.
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	Email sent to Chief Planning Officer on 20 <sup>th</sup> February. Response to be provided at next meeting in May.
02/2019	FPT to add a banner to NoiseLab to forewarn of the closure of NoiseLab ahead of the new NTK system being implemented.	Feb 2019	FPT	May 2019	Feb 2019	CLOSED	A banner has been added to Noise Lab – we will share initial information but keep it updated with further developments.
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	Will be discussed in NTK update agenda item.
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	Will be discussed in NTK update agenda item.
05/2019	FPT to identify a suitable size of geographic area for presenting noise data.	Feb 2019	FPT	May 2019		OPEN	
06/2019	FPT to circulate the link to the Perth Airport aircraft noise test site.	Feb 2019	FPT	May 2019	Feb 2019	CLOSED	Circulated initially on 11 <sup>th</sup> February and recirculated on 7 <sup>th</sup> May.
07/2019	FPT to engage with Community Engagement Team on presenting at GATCOM.	Feb 2019	FPT	May 2019		OPEN	Head of Community Engagement to attend NaTMAG for update.
08/2019	FPT to demonstrate the new NTK noise website test system to NaTMAG members once it is available.	Feb 2019	FPT	May 2019		OPEN	Will be discussed in NTK update agenda item.
09/2019	FPT to circulate the presentation slides on the Helios reporting review and RNN trial.	Feb 2019	FPT	May 2019	Feb 2019	CLOSED	Circulated via the NaTMAG Papers Box folder and the NaTMAG workshop invite.
10/2019	Investigate with Airfield Operations to understand if there is a KPI for go-arounds.	Feb 2019	FPT	May 2019		OPEN	