

Monday 22nd October 2018 – 13.00hrs. Putteridge Bury Conference Centre

Members

Mr M Routledge	Chairman
Cllr M Muir	Vice Chairman North Herts District Council
Cllr M Dolling	Luton Borough Council
Mr M Nidd	LLATVCC
Cllr J Timmis	Dacorum Borough Council
Cllr R Berry	Central Bedfordshire Council
Cllr D Bowater	Central Bedfordshire Council
Cllr D Barnard	Hertfordshire County Council
Cllr A Stevenson	Hertfordshire County Council (sub)
Ms L Attrup	LADACAN
Mr J Hale	STAQS (sub)
Mrs L Greet	Breachwood Green Society
Mr D Healey	NATS
Cllr N Glover	Buckinghamshire County Council
Cllr A Wright	Buckinghamshire County Council
Cllr S Clark	Hertfordshire Association of Parish & Town Councils(sub)
Mr D Godfrey	PAIN
Ms L Church	LBC
Cllr R Mills	St Albans City District Council
Cllr R Drewey	Bedfordshire Association of Town and Parish Councils
Cllr J Gardner	Stevenage Borough Council
Mr J Richardson	Bedfordshire Chamber of Commerce
Mrs R Webb	BMKALC

Officers Representing

Mr N Thompson	LLAOL Operations Director
Mr J Dontas	LLAOL Flight Operations Manager
Mr B Timmins	LLAOL Airspace Performance Assessor
Ms S Cartwright	LLAOL
Mr D Sweetland	Buckinghamshire County Council
Mr P Donovan	Hertfordshire County Council
Ms J Woof	St Albans City and District Council
Ms A Gackowska	LLAL
Ms L Symes	North Herts District Council

Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners disaster
Mrs P Harris	Committee Administrator

1.0 Apologies for absence and substitution

- 1.1 Apologies for absence were received from:
Mr N Barton - LLAOL (CEO)
Officer - Stevenage Borough Council

Mr K Besgrove - Harrods Aviation
Mr S Shearer - Cargo Operators
Ms Sophie Dekkers – EasyJet
Cllr Irwin - Aylesbury Vale District Council
Mr M Ryles - Airline Representative (Wizz)
Mr R Porter – LLAL
Mr N Bradford - LLAOL Stakeholder Communications Manager
Mrs S Hollingsworth - STAQS
Mr D Gurtler - Luton Borough Council
Ms G Davies Central Bedfordshire Council
Cllr T Heritage – Hertfordshire County Council
Mr G Gayle - Airport Union Representative
Cllr C Duran - Hertfordshire Association of Parish & Town Councils
Lindsey Vallis - Aylesbury Vale District Council
Cllr Shaw – Luton Borough Council
Ms L Aspite - LLAOL Environment Manager

1.2 The Chairman welcomed attendees to the October AGM Meeting

2.0 Minutes and Matters arising from the 9th July 2018

2.1 Members noted the minutes from 9th July 2018 and agreed these as a correct record of the meeting. The Administrator undertook to publish the minutes on the website.

2.2 Item 6.8 – all the comments were taken into consideration and actioned by the Flight Operations team.

2.3 Members requested to note that the decrease in traffic movements during the period was likely due to the demise of Monarch Airlines.

3.0 AGM

3.1 **Chairman.** The Chairman advised that, in accordance with the Constitution, the Airport Operator had reappointed the current Chairman for a further 3 years from 1st August 2018.

3.2 **Election of Vice Chairman.** The Chairman advised that Cllr Muir had agreed to continue his role as Vice Chairman if no other Councillors wished to undertake the role. There were no other nominations for Vice Chairman at the meeting and so the Chairman sought confirmation from members that Cllr Muir be re-elected; the Committee were unanimous in their agreement.

3.3 **Applications for Membership.** There had been no formal applications for membership or resignations received.

A member referred to the Chiltern Conservation Society who had previously applied for membership, which after consideration by members was rejected. The Chairman informed that there was nothing to stop them reapplying if they wished to do so.

The Administrator committed to check and update the membership list for the website. **Admin**

- 3.4 Review of the Constitution.** The Chairman introduced the proposal by LADACAN to revise the Constitution so that it adopts in full the guidelines and examples provided in the DfT Guidelines for ACC's dated April 2014. Lengthy discussion ensued regarding the proposal on the points raised by LADACAN and resulted in mixed opinions from members. The Chairman pointed out that if the Committee were to adopt the guidelines in full, they would need to reconfigure the Committee and adjust the balance of discussions to ensure that no single interest group or category of issues dominated discussion. In particular, he noted that the DfT Guidelines put significant emphasis on the interests of passengers and this was currently an area of weakness for the Committee.

The general view was that the Committee should adopt the DfT guidelines as written as these still gave considerable latitude for the conduct of business based on local requirements. The Chairman undertook to speak with other ACC's on how they operated and would bring forward an amendment to the current Constitution to incorporate explicitly the DfT Guidelines. Following adoption of the amendment it would be necessary to consider how LLACC business, processes and membership should evolve to better match the Guidelines. **Chairman**

- 3.5 Proposal to change NTSC to a Noise Management Board (NMB).** LLAOL briefed members on a proposal for a Noise Management Board. The NMB would join the Noise and Track Sub Committee, the Noise Insulation Sub Committee and any Airspace Change Focus Group into one group. The main purpose of the NMB would be to help develop and oversee a noise management strategy with an overall objective of improving the noise environment for those affected by aircraft operating from London Luton Airport. A similar approach was being increasingly employed at other major airports such as Heathrow, Gatwick and Edinburgh.

LLAOL briefed further on the various aspects and projects that the NMB could become involved in including delivery of the airports Noise Action Plan 2019 – 2023. An agreed programme of work could be created for the year for projects with targets as well as monitoring progress on items such as the Noise Action Plan.

It was also recognised that membership might not just be LLACC members but could also include representation from various bodies such as the CAA, LLAL, NATS, airlines and potentially other community groups not represented on the LLACC.

Members debated the various aspects of the proposal and concerns were raised that it would no longer form part of, and be responsive to, the LLACC; albeit the NMB would keep LLACC members updated on proceeding by circulating minutes to the membership. Ultimately, if formed, the NMB would be a self-contained Board, which would feedback to LLACC and the Airport as stated but ultimately would be accountable to the Airport. LLAOL stated that

with the formation of the NMB, members would have clear objectives and be given the opportunity to feed in to projects and research proposals which many of the members were seeking as part of NTSC but was unfeasible as part of that group. LLAOL also informed members that both Gatwick and Heathrow operated similar sorts of Noise Management Boards.

The Chairman pointed out this proposal could move the NTSC from a reactive group that largely considered quarterly reports and monitored achievement against the Noise Action Plan into a more proactive one that might seek ways to reduce the noise impact of the Airport's operations. He also noted the combination of the current NTSC, Noise Insulation Sub-Committee and Airspace Change Focus Groups could be an efficient way of improving consultation over noise and other environmental issues. Concern was raised by members that by merging the sub-committees into one some subjects might not receive the attention they deserved and there was considerable disquiet about the NMB not being a formal sub-group of the LLACC. The consensus was to retain the status quo.

The Chairman suggested that the proposal merited further consideration by members and asked for feedback regarding the proposal be passed to James Dontas in time for discussion at the next NTSC in December.

Members

- 3.6 Passenger Services Sub Committee Membership.** The Chairman advised that they were still looking for additional members, in particular frequent flyers, to sit on the Group and noted that this sub-committee would be increasingly important given the decision to adopt the DfT's Guidelines for ACC.

3.7 Dates for Future Meetings.

LLACC Meetings

21 January 2019	- 13.00hrs
8 April 2019	- 13.00hrs
8 July 2019	- 13.00hrs
21 October 2019	- 13.00hrs

NTSC & PSSC Meetings

Normally these are held about 4 weeks in advance of LLACC meetings with the PSSC convening at 1030 and the NTSC at 1400.

19 December 2018
 20 March 2019
 5 June 2019
 4 September 2019
 18 December 2019

4.0 Report on Noise & Track Sub Committee – 3rd September 2018

- 4.1 Members were advised that the NTSC had met on the 3rd September and that data for the 2nd Quarter of 2018 was reviewed.

- 4.2 Members discussed in detail the content of the quarterly report and noted that passenger numbers had increased by 4% but the total traffic movements decreased by 0.5%; total movements in the night period had increased by 2% but those in the early morning period decreased by 4% when comparing with the same period last year. The increase in night movements rather than day movements was discussed, LLAOL informed that the increase was primarily because of late running aircraft resulting from ATC issues in Europe.
- 4.3 Members again noted that CDA compliance remained extremely good at Luton and was currently running at 93% this was similar to or better than other UK airports.
- 4.4 The airport continued to issue fines for departure track violations – 7 were issued during the period and related primarily to poor track keeping by General Aviation. It was noted that over 99% of all aircraft had flown on track within the Noise Preferential Route swathe.
- 4.5 The noise monitor results showed that most departures had produced noise levels in the range 70-76 dB LAmax as usual. The total number of recorded departure noise events registered at greater than 80 dB and above for the period was 18 by day and none by night; last year for the same period the figures had been 33 and 0 respectively – hence this was an improvement. There had been no noise violations by day or night but Members noted that the night-time noise contour area had increased by 9%.
- 4.6 The number of complaints had decreased from 5,304 last second quarter to 2,335 in the same period in 2018. The number of complainants had been 527 last second quarter, but was only 311 in 2018. The number of new complainants was 152. Complaints about westerly departures still formed the largest % of complaints.
- 4.7 Members discussed the need for greater understanding of the complaint information, together with a detailed plan on how better to manage and reduce noise further. It was also asked if the number of departures above 80dB could be shown separately for both easterly and westerly operations.

5.0 Passenger Services Sub Committee

- 5.1 The Chairman briefed members on the discussions from the PSSC on 3rd September which included feedback from passengers and it was noted that during the Quarter contacts per thousand passengers had again reduced slightly which, once the small number of compliments were taken out, roughly split 65 : 35 complaints : enquiries. Many of the complaints were general but there remained a trend of dissatisfaction with Ground Handling (particularly baggage arrival and lack of information during delays), Car Parking facilities and the Terminal works. It was noted that complaints relating to Security and Immigration had crept back in to the top 5 issues during the Quarter but overall the level of complaints per thousand passengers was extremely low. The Immigration Happy or Not scores were around 80% Happy but some local issues

had been noted and there was an active campaign ongoing to recruit more Border Force staff.

5.2

Members noted that Surface Access Strategy had completed its consultation phase but was still awaiting final approval before publication. It was also noted that the bus terminal area had been improved and would expand from 13 to 20 bays by November. Members noted with disappointment that the East Midlands railway tender (by DfT) had not specified the extra fast trains as part of the 'essential' criteria but had listed them as 'desirable'. The Airport would continue to negotiate with the franchise holder to try and secure more fast trains from London to Luton Parkway.

5.3

Members were briefed on the recent CAA PRM Audit and the formal report as expected, placed LLA in the 'Good' category. LLAOL had set an internal target to achieve 'Very Good' ratings, held by few major airports, by 2020 and to achieve this were considering creating an independently chaired PRM Forum which would include organisations such as Age UK, the Disabilities Resource Centre and Dementia UK.

5.4

The Committee were updated on developments and progress with the Terminal project. The new pier was now in use and there was more public seating available. It was acknowledged that some of the older facilities were still in need of upgrade and that some of the PRM facilities also needed attention. It was felt that the Terminal was much improved and offered a modern facility which compared extremely favourably with peer airports.

6.0 London Luton Airport Reports

6.1

Members noted that the third quarter of 2018 had been a record setting period for the airport with August recording its busiest month ever in the Airport's 80 year history. The 24th August recorded the busiest day ever with 59,717 passengers using the airport. The airport continued to grow albeit at a slower rate than previously, due to capacity limits as opposed to any market weakness.

6.2

Members were advised that work had started on the DART project and the second multi-story car park which would continue to transform the airport. Members were also informed that LLAOL would be hosting a formal opening of the improved Terminal to celebrate the transformation of London Luton Airport in December.

6.3

Clare Armstrong was introduced to members. Clare was to take up the role of Head of Passenger Services following on from Kim Kennedy who had now left the business.

6.4

LLAOL informed that On Time Departures had been challenging during the period due to several significant events. However, this trend now appeared to be declining with September showing a slight improvement year on year.

6.5

Security continued to demonstrate a consistent performance across all percentiles with passengers experiencing a 13 minute queue time in the 90th percentile. This was seen to be extremely favourable when compared to other major airports in UK.

- 6.6** Immigration had seen a decline in performance when compared with previous quarters, this was primarily due to the high volumes of families arriving who were unable to use the automated gates (these cannot be used by children under 12 years old).
- 6.7** Members were informed that the use of the PRM service was still increasing with 36,290 passengers being provided with assistance; this represented a 21% uplift compared to the previous reporting period.
- 6.8** Passenger volumes in the quarter were up by 4.1% when compared with the same period in the previous year. A drop off in traffic due to the collapse of Monarch was offset by growth from low-cost, carrier traffic and better load factors across the other fleets.
- 6.9** Members suggested that it would be useful quarter on quarter to show the market share of airlines at the airport and how growth was being driven which might also include private jets. LLAOL agreed to look at including this in future reports but noted that the AMR contained much of this type of information.
- 6.10** Members also asked if the passenger satisfaction report also included comments on passenger experience before arriving at the airport as improvements had been made to the dual carriageway, additional car parking and eventually the DART project which should improve the passenger experience in getting to the airport. It was agreed that these details would feature in PSSC discussions in future.
- 6.11** Members were informed that the Noise Action Plan, on which Members had been widely consulted and had offered feedback, had been submitted and was now with DEFRA on schedule; providing it was adopted it would be live from January 2019.
- 6.12** Concerns were raised by members regarding responses to noise complaints through the summer. LLAOL informed that they did have some technical issues over the summer which had delayed responses to complaints, however this had now been resolved and any backlog was being worked through.
- 7.0 Update from LLAL on Development**
- 7.1** LLAL briefed members on progress with their proposal over the last 6 months. In essence, the Airport owners (LLAL) as opposed to the Airport operators (LLAOL) were proposing increasing capacity at Luton in line with their London Luton Airport Vision for Sustainable Growth 2020-2050. LLAL referred to their non-statutory consultation which took place between 25 June 18 and 31 August 18 and highlighted some of the key concerns and themes that emanated from the consultation, these included environmental impacts (noise; flight paths night noise and air quality); traffic congestion and the use of Wigmore Valley Park for development.
- 7.2** LLAL informed that they hoped to publish the non-statutory results by the end of the year and announce the preferred option in February 2019. They would

continue with the development of the Masterplan and mitigations, and they expected to conduct a statutory consultation between October to December 2019. They then hoped to submit an application in June 2020. LLAL would continue with their ideas for developing the airport to 30 mppa and would be sharing technical information throughout the process.

- 7.3** Concerns were raised by members and assurances were sought that as Luton approached their 18 mppa Planning Limit it would not be breached. It was further suggested that any future planning application should be decided by Central not Local Government processes. Concerns were also raised regarding the road transport infrastructure which was viewed by some as archaic particularly if the airport was to grow still further. Members requested further information on the proposals LLAL had regarding infrastructure. The rolling back of greenbelt land for car parking was also raised as a concern along with how LLAL intended to increase passenger capacity without increasing night flights. LLAL informed that the road transport infrastructure question would be answered in the Transport Study and gave assurances that LLAL would be taking everything into consideration and would mitigate the impact where possible.
- 7.4** Members suggested that LLAL should not be thinking about any expansion until the current plan had been completed and delivered as agreed in 2013. Many Members were concerned by the significant increase in aircraft noise which needed to be resolved and noted infrastructure and other plans such as housing development would increase road traffic even further.
- 7.5** The Chairman reminded Members of the difference between LLAL (the owners) and LLAOL (the current franchise operators) and encouraged them to ensure they directed their concerns appropriately.
- 8.0 LBC Reports**
- 8.1** Luton Borough Council Report - Members noted the LBC report and briefing given by Ms Church. LBC informed that they had not yet received a request for a Variation of the Noise Condition. If they received such a request it would be subject to the normal development control processes.
- 8.2** Concern was raised regarding the LLAL New Century Park Application and noted the lack of access from, or egress to, Frank Lester Way and Eaton Green Road. LBC informed that they were not yet in a position to determine this Application.
- 9.0 Correspondence Received since July 2018**
- 9.1** The Chairman referred to the correspondence and in particular to the DFT response to their consultation on Community Engagement.
- 10.0 Any Other Business**
- 10.1** No further business was discussed, and the meeting closed.

Dates of Next Meetings

LLACC - 21st January 2019
NTSC - 19th December 2018
PSSC - 19th December 2018