



Monday 10th July 2023 – 13.00hrs. – via Teams Meeting

Members

Mr M Routledge	Chairman
Cllr A Brewster	Hertfordshire County Council (Vice Chair)
Cllr C Poll	Buckinghamshire Council
Cllr P Parry	Bedfordshire Association of Town & Parish Councils
Mrs R Webb	BMKALC
Mr A Lambourne	LADACAN
Cllr J Wilkinson	PAIN
Mr J Hale	STAQS
Mr J Morgan	SLAE
Mr J Richardson	Bedfordshire Chamber of Commerce
Cllr S Collins	North Herts District Council
Cllr E Moore	St Albans City and District Council
Cllr J Timmis	Dacorum Borough Council
Mr Richardson	Chamber of Commerce
Cllr A Wright	St Albans City and District Council
Cllr D Barnard	Hertfordshire County Council
Cllr D Franks	Luton Borough Council
Ms V Malone	Central Bedfordshire Council
Cllr K Collins	Central Bedfordshire Council

Officers Representing

Mr A Martin	LLAOL - CEO
Mr N Thompson	LLAOL - Operations Director
Mrs N Prior	LLAOL - Noise & Airspace Performance Manager
Mr A Wong	LLAOL - Flight Operations Analyst
Mrs A May	LLAOL – LLAOL Airspace Performance Assessor
Ms L Symes	North Herts District Council
Mr D Gurtler	Luton Borough Council
Mr P Donovan	Hertfordshire County Council
Mr N Bradford	LLAOL – Head of Marketing & Communications
Ms S Selmani	LLAOL - Senior Public Affairs Executive
Mr O Connolly	St Albans City and District Council
Mr C Hall	Luton Rising
Mr S Braund	Buckinghamshire Council
Ms N Crowe	
Mr S Mendham	

Noise Consultant & Secretariat

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

Apologies for absence received from:

Cllr S Furguson – Huntingdonshire DC
 Mr D Vazquez – LLAOL Head of Sustainability
 Mr O Jaycock - LLAOL - Director of Corporate Affairs
 Ms S Decker – easyJet
 Mrs R Webb - Buckinghamshire and Milton Keynes Association of Local Councils

2.0 Minutes and Matters arising from LLACC Meeting 24th April 2023

- 2.1 The Chairman welcomed attendees to the meeting. Some minor amendments to the minutes of the previous meeting were suggested and these would be incorporated; no further comments to the minutes were received and they were taken as a true record for publication.

Admin

2.2 Matters Arising

Agenda Item 2.2 – Update from the Noise Advisory Committee – LLAOL advised that they had met with the CAA and DfT to discuss the performance of the A321NEO at Luton. Airbus had shared some data with the CAA prior to the meeting including noise and climb profiles. The CAA had advised that the aircraft at Luton were following exactly the same climb profiles and were not using different noise abatement procedures. The CAA had given some tips and settings which were still being reviewed with Wizz. LLAOL had also requested a separate meeting with the CAA and were currently in the process of setting this up. Members suggested that the data from Gatwick showed that the Pratt and Whitney engines were consistently louder than the CFM Leap engines and asked if the CAA mentioned this. LLAOL advised that they had and that they had also mentioned the need to compare like with like as airlines were using the more cost-efficient NEO on heavily laden routes which would be noisier with CEO aircraft. LLAOL suggested that they try and set up a three-way meeting with the CAA; themselves and AL to avoid more protracted debate and try and resolve the issue.

LLAOL

NMR it was agreed at the last NTSC that the Flamsted/Markyate report should be relabelled Flamsted/Chevell's Green.

LLAOL

LLAOL updated on the CAP1616 process relating to Airspace Change. Stage 3a was consultation preparation. With FASl South all airports that had come out of Stage 2 had airspace designs but currently did not know if all designs work together (this will be the next stage). Each airport was a sponsor of their own airspace change and needed to compare routes with other airports before getting to the consultation stage.

Car Parking at Parkway Station – LLAOL advised that it was very difficult to get data relating to the car park as it was not operated by the airport. However it was stressed Parkway Station is the same as any other Station Car park and if public access was available anyone could park in the car park.

On Surface Access it was noted that how passengers travel to the airport is reported in the AMR. DART usage would grow over time as people became more familiar with the operation. The service was very efficient and had had no down-time since it had started operating – it was a game changer for the airport.

4.10 – Reference was made regarding El Al frequently flying off route. LLAOL informed that when a pilot is unfamiliar with the airport this can impact on CDA performance.

The Chairman enquired if there was a plan to extend the taxiway. LLAOL confirmed that there are plans to extend in the future.

Page 2.6 referring to the AD6 PIR change in requirement by the CAA– LLAOL advised that this was based on the noise contour analysis for the post implementation review. The original plan would have had 2 summer periods and the CAA only want one. LLAOL stated that it was likely to be the Summer 23 period that was used and once agreed LLAOL would update the portal.

Action Log

The Chairman advised that the Action Log would be updated with major LLACC and NTSC actions following the meeting.

Action 5. Had now been completed and would be shown as a complete task.

The Chairman confirmed that the minutes would be uploaded with the Action Log.

3.0 LLAOL Management Report

3.1 LLAOL gave members a brief overview for Q2 2023.

3.2 LLAOL advised that there had been a very strong start for Q2 2023 and were at around 90% of both movements and passengers for the similar period in 2019 (pre-pandemic. They were looking in a good position moving forward for the rest of the year.

3.3 Operational performance continued to be strong particularly at the key touch points for check-in; security; and Immigration. It was noted that the customer service scores continued to exceed their 80% targets with customers scoring high in all areas. The fact they were feeling safe and secure and confident/happy to travel reflected the Airport's strategy that was put in place during Covid and work that was being undertaken with the teams around the LLA Way to deliver the Airport's Guest Experience strategy.

3.4 LLAOL advised that in May they had started on the multi-million-pound redevelopment of the central security search area, which included state of the art body and bag scanners which would allow liquids and laptops to be left in

bags. The area would have new flooring, ceilings and longer lanes with more capacity and greater efficiency. The changes were part of a DfT requirement which would see the abolishment of the 100ml liquid rule. LLAOL advised that the search area would remain fully operational throughout the development process. It was noted that the airport would need to be fully compliant by next summer.

- 3.5 LLAOL continued to invest in their facilities and through their commercial portfolio had been recognised as a responsible business leader. They had scored the highest level possible as part of benchmarking that had been conducted across many different companies worldwide.
- 3.6 LLAOL updated on other improvements that were underway including: a WiFi overhaul; new Mobile Charging solutions in the Departure Lounge; and additional Seating.
- 3.7 LLAOL informed that the DART had now been operational for 100 Days. The initial feedback had been very positive with over 650,000 people having already used the facility included 32,000 staff who had taken advantage of a free journey. Luton Rising advised that they expected the DART to take its millionth passenger sometime in August. It was noted that the DART was going to be a key part of the service for the airport in getting customers in and out as quickly and efficiently as possible.
- 3.8 LLAOL advised that they continued to make good progress with regards to sustainability and as well as working with partners to reduce their carbon emissions had also continued with the plan to reduce their own emissions to net zero by 2040. This included focusing on renewables and electrifying the infrastructure thus moving away from fossil fuels by electrifying vehicles fleets and new ways to heat and cool the buildings. In June the Airport completed the purchase of two new electric vans from a local Citroen Garage based in Slip End and would be looking at sourcing a further 6 vehicles from local businesses by the end of the year.
- 3.9 LLAOL also advised that they had conducted a HVO (Hydrotreated Vegetable Oil) fuel trial across non-safety critical airport operated vehicles. It was noted that HVO is currently the most effective renewable fuel option for use on Internal Combustion Engine vehicles with vehicles emitting up to 90% less emissions across the carbon lifecycle when compared with standard mineral diesel.
- 3.10 LLAOL referred to the 2022 Sustainability Report that was published on 30th June. The report enabled stakeholders to view the airport's progress against their responsible business strategy. It was noted that this year's report also included the Annual Monitoring Report (AMR) to help simplify the reporting process and thus avoid duplication and provide ease of access to performance data.
- 3.11 LLAOL briefed regarding their continued work in the community investment programme and informed that during Q2 they had awarded £134,000 worth of

grants from both the Community Trust Fund and the new Greener Future Fund - 16 Grants in total. The next grant panel would be in September.

- 3.12 It was noted that the Airport's charity partnership with Luton Food Bank and the East Anglia Air Ambulance had been extended for a further year to make up for any potential losses incurred during the pandemic.
- 3.13 LLAOL informed the committee about the various other events/partnership that were ongoing across the airport.
- 3.14 LLAOL advised that Ryanair had announced that 3 of its 6 Luton aircraft would be the new 737 max variant; Wizz Air had announced that 6 of their 11 aircraft at Luton would be NEO with a promise that they would have an all-NEO fleet by 2025 and similar numbers were expected from easyJet. This would mean that for this summer Luton would have around 40% of its fleet being new generation aircraft which compared to around 23% elsewhere.
- 3.15 LLAOL advised that in June, the sustainability team successfully completed the annual BSI audit for Environment and Energy Management Systems. External auditors undertook an in-depth review of operations, governance and processes to ensure compliance with the BSI standards. The audit passed with no non-conformities; LLA had displayed best practice in alignment with BSI environmental and energy standards across the airport.

Questions were raised regarding:

- The length of time it was taking to off-load baggage from arriving aircraft. LLAOL informed that although they had no direct control over the Ground Handling operation they were working closely with the airlines and ground handlers to try and make the experience as good as possible. The impact it had on their customers was recognised as a fundamental touch point of every passenger's journey and needed to be better. Further discussion ensued regarding the continued work LLAOL were doing with the ground handlers to help improve the service. It was noted that the issue was not unique to Luton and was experienced by most airports around the UK.

It was asked if baggage delivery times could be published in reports for future LLACC meetings. LLAOL to look at the possibility.

LLAOL

- Reference was made regarding the price of the DART experience and the free travel for staff who wish to use the service. Members were also advised on the discounts for staff who choose to travel to the airport via public transport. LLAOL advised that the percentage of passengers and staff that were now arriving by rail would be published in the next Sustainability Report.
- It was asked that if a 32million passenger airport was approved had there been any calculations regarding how much air pollution was expected to rise. LLAOL advised this this would form part of the DCO Documents and all the

information would be publicly available through the consultation. Further discussion ensued regards various documents on air quality and members were advised that documents were available on the Planning Inspectorate website.

- A member enquired regarding the combining of the Sustainability Report and the AMR. It was suggested that to avoid any confusion the report might be called the Sustainability and Monitoring Report not just Sustainability Report so that it was clear that the report contained information regarding monitoring as well as sustainability.
- Reference was made to the night quota that was stated to reduce from 3,500 to 2,800 by 2028 and the Long Term Contour Reduction Strategy Plan as there appeared to be some confusion on where things currently stood. LLAOL had stated that their action was complete but there was another statement from 2021 saying that the plan was to be revised by the airport and a further report from LBC which stated that the matter was in abeyance. It was requested that it be confirmed if the revised report was ever completed and sent to LBC, or if it had not been produced, or not yet decided. It was also asked if a new report had been produced could copies be made available to members. LBC advised that the night quota reduction was a requirement but under the 19m application this could be delayed until 2031. Regarding the contour reduction strategy this was in abeyance because the 19m application as submitted might change the period of compliance with it.
- Reference was also made regarding the statement advising that the Chapter 3 target for 2022 had been missed and it was asked if an explanation could be given. LLAOL advised that the main factor was the influence of the Pandemic and the delay of the manufacturing new aircraft and the orders that were postponed during that period. It was advised that most of the larger operators were Chapter 4 or Chapter 14 and that the majority of Chapter 3 aircraft were with a few private jet operators.

4.0 Sustainability/AMR Report 2022

The Sustainability/AMR Report had recently been published and had been included in the meeting papers.

LLAOL briefed members on the report and advised that they had integrated the reports as they both had similar themes ie. Surface Access; Noise; and Sustainability, LLAOL found that they were duplicating much of the data and requirements along with the output of the reports. LLAOL advised that the new report was now mostly textual at the start and easier to read (the AMR was chart and data heavy) and more accessible for a wider range of people. It was noted that the data reports were now at the end of the document within an appendix.

The Chairman enquired with LBC whether the document would still be checked by the Overview and Scrutiny Board as in previous years. LBC advised that they would look at the AMR and if it contained a sustainability section they would probably review that too but up until now they had not looked at any separate sustainability issues. It was noted that once the document had been seen by the Overview and Scrutiny Board it would go to the Council's Executive Committee. It was suggested that if any of the representatives from the various Groups wanted to attend the meeting and make a short contribution when the Overview and Scrutiny Board were reviewing the document it could be arranged. LBC agreed to advise when the Scrutiny Board would next be meeting.

LBC

Members asked if they could have more time to review the document. The Chairman agreed to review any of the noise elements from the document at the next NTSC meeting in September and any of the other elements from the document to be reviewed at the next LLACC meeting in October.

Members

5.0 Noise and Track Sub Committee 14th June 2023

- 51 Total passengers served increased by 71%, total traffic movements increased by 30%. The total movements in the night period, 23.00-06.59, increased by 37% from those for the first quarter last year and the early morning, 06.00-06.59, movements were up by 23% compared to the first quarter last year.
- 5.2 The airlines achieved in the period Continuous Descent Approaches, CDA, for 91% of all arrivals, up on the same quarter in 2021 (88%).
- 5.3 The noise monitor results showed the majority of departures still produced noise levels in the range 70-76 dB L_{Amax}. In this period (2023 Q1) 3 daytime and one night-time departures were registered at greater than 80 dB. Q1 last year the comparable counts were 1 and 0.
- 5.4 There were 3 daytime noise violations and 3 during the night-time. The night-time noise contour area increased by 25%. There were 14 track violations in this quarter due to poor track keeping.
- 5.5 The number of complaints increased from 839 last first quarter to 3,340 in the same period in 2023, much of which is due to the AD6 change. The number of complainants increased from 91 to 169, the number of new complainants was 73, up from 21 in the same quarter in 2022. Complaints about westerly arrivals formed the largest percentage of complaints.

For this quarter, runway usage was 76% westerly operations.

- 5.6 With respect to the limit on early morning shoulder activity (12 month movements), total for preceding 12 months was 4,835 (limit 7,000). With respect to the limit on night quota activity (23.30-06.00) (12 month movements), total for preceding 12 months was 9,608 (limit 9,650).

- 5.7 The sub-committee discussed the QMR and noted that while some passenger airlines were achieving the CDA target of 95%, others were clearly below it. This included the two main business jet operators. LLAOL advised that they were actively engaging with the operators with the lower CDA achievement, see also FLOPSC update below.
- 5.8 The proximity of the night quota to its annual limit was discussed. LLAOL advised that they were monitoring the situation daily, and as advised previously had introduced additional restrictions for this summer. The current running total also included activity last summer when there were lots of delays during the rapid recovery in activity. Recently, on-time performance had improved.
- 5.9 In relation to complaints, it was questioned if the complaints could be visualised by displaying them on a map of the area. LLAOL advised that this was not something the complaints system could readily output but would investigate options bearing in mind privacy requirements.
- 5.10 There was also discussion over the entries under 'possible reason for complaint'. LLAOL agreed to look at possibly revising this as the original purpose was now less relevant.

5.11 **LLAOL updated on various items including:**

Noise Action Plan (2024-2028) - LLAOL summarised their programme for the preparation of their next Noise Action Plan (NAP). The consultation was underway and due to end on 21st June.

It was questioned if more time could be made available for responses.
(Post meeting note: LLAOL extended the period for responses until 2nd July)
It was noted that one of the items from the previous NAP, that relating to 'frequency of movements' did not appear in the current draft. LLAOL agreed to look at this.

It was clarified that details of the consultation and the responses received would be included in the updated draft NAP that would be submitted to Defra for approval.

- 5.12 **Noise Insulation Scheme Update** - LLAOL presented an update on the treatment of properties under the scheme. This included the number contacted, the number who had accepted having works done, and that the treatment of 147 properties has been completed so far this year.

The details of the offer were discussed including the value per property having been increased from £3,000 to £3,800, and loft insulation being a new option. To date recipients were evenly split between having works to either living rooms or bedrooms.

Eligible properties were those that existed when the airport got permission to increase to 18 mppa and were now exposed to set noise levels. The current

focus was those in the LU1 postcode who had not been contacted to date, although some who were contacted in 2018 and did not respond are also being re-contacted. This might pick up a number of properties where the ownership had changed.

- 5.13 **NTSC Projects** - LLAOL presented the ideas for projects provided at the previous meeting, and those subsequently received.

During further discussion three further ideas were presented:

- Mapping of noise complaints (as discussed above)
- Arrival procedures (including CDA)
- Go arounds (which it was clarified are either crew or ATC initiated and for which there will be a record of the reasoning)

As a general point, it was considered that all the ideas had merit and the next step would be to consider which might be best to direct resources at in the first instance.

- 5.14 **Dispensations** - LLAOL presented a summary of their dispensation policy which had been accepted by LBC. The policy was based on the S106 agreement with one additional reason to bring the policy in line with those at the designated airports. To date flights subject to dispensations have not counted towards the movement limits at night or the quota count limit, but they have been included in the production of the night contours.

Members were advised that during June a major NATO exercise was occurring which meant the closure of parts of German airspace during a 2-week period. This would cause some flights to route around Germany and so take longer to arrive at their destination. This was expected to lead to several dispensations, and in this case, they would be discounted when noise contours were produced.

During 2023 Q1 there were 143 dispensations, all in March. The reasons included weather, passenger hardship, and air traffic disruption. policy was discussed and some considered this level of dispensations to be too high particularly those that relate to definition of passenger hardship which was felt should not be considered under dispensation.

- 5.15 Further discussion ensued regarding dispensation, and it was noted that the dispensation policy was included in the Section 106 agreement which was approved in 2017 for the Planning Application 15/00950/VARCON. It was further noted that dispensation did not relate to disregarding late arrivals from contour calculations which need to include flights that may have been disregarded or dispensed because of hardship or weather. It was further stated that under the 19m application the wording under 21/00031/VARCON within the documents for the draft Section 106 agreement which includes a Noise Management Plan which reflects the wording that has previously been approved.

- 5.16 **FLOPSC Update** - In the earlier discussion on CDA achievement it had been noted that Signature had recently joined FLOPSC, and FLOPSC were preparing an arrival and departure code of practice.

Other current topics of discussion were the AD6 airspace change, track keeping, single engine taxiing, and APU usage. Single engine taxiing was generally used by arrivals. On departure some also use it but aircraft with the newer engines need longer to prepare them for departure which may reduce usage. There was a different approach to APU usage between airlines with some seeking to condition the cabin prior to boarding and others only once the engines had started.

- 5.17 **Easterly Descent Profile** - LADACAN gave a presentation on their analysis of the profiles of arriving aircraft. This found that many easterly arrivals descended to approximately 5,000 ft and then flew level from up to 20 miles before descending again. This long level section did not occur in the profile for westerly arrivals and was present prior to the AD6 airspace change.

It was also noted that the definition of a CDA used at Luton Airport differed from elsewhere.

In the discussion that followed it was identified that flights from both Heathrow and London City airports cross the area used by the Luton easterly arrivals. These other flights can be at heights as low as 6,000 ft. Therefore, to maintain the required separation the flights into Luton are often brought down to 5,000 ft. This also explains why the CDA definition used at Luton differs from that from the CAA.

The use of a long level section was not welcomed by the airlines, and contrary to what pilots had been trained to do. The most effective option for improving the situation would be changes to the airspace around the airport, and if pressure could be applied to Government to progress it that would benefit everyone. In the interim it was proposed to look at what could be done within the current constraints and see if a 'radar specialist' from NATS could attend the next meeting.

5.18 **Any Other Business**

- The CAA were conducting a survey of complaints handling procedures and are looking for community representatives to participate. Those interested in taking part should contact the Chairman.
- LADACAN raised the issue of the procedures used by helicopters. It is intended that the NAP would include visual flight rules which would apply to helicopters.
- LLAOL advised the AMR had now been incorporated into the Sustainability Report and that the 2022 version would be issued by the end of the month.
- (Post meeting note: the Sustainability Report was published on 30th June 2023)

- The results for the Cessna business jets during the Harlington noise survey in June 2022 were questioned. LLAOL advised they would investigate

6.0 Report from Passenger Services Sub Committee from 14th June 2023

- 6.1 The Chairman referred to the PSSC and informed that much of the detail discussed at the meeting had already been covered under the Airport's update.
- 6.2 The Chairman advised that Border Force who attended the meeting commented that industrial action at Luton had not been an issue with the military stepping in if required. Border Force did advise that they were currently recruiting very heavily and trying to bring in more people. Overall, their plans for the summer seem to be working well. Border Force IT issues that impact not just Luton were also discussed.
- 6.3 The new toilet facilities within the terminal were given high praise by members of the PSSC who had used the facility.

7.0 Luton Borough Council Report

- 7.1 Committee noted the LBC Report
- 7.2 Members were advised that the 19m application was still with the Secretaries of State. There was no time limit of when they had to deal with it and no statutory requirement. A report would be available once the SoS had made their decision.
- 7.3 A link to the Planning Inspectorate Site had been given in the LBC report for reference to the DCO Application. A date for the Preliminary meeting had yet to be set.
- 7.4 Reference was made regarding the new cycling routes for Luton LBC to follow up and forward information to relevant parties in Hertfordshire and Central Bedfordshire.

8.0 Correspondence Received since 24th April 2023

- 8.1 Members noted the correspondence presented by the Chairman.
- 8.2 Mrs Webb's paper on Sustainable Aviation was noted but held in abeyance for discussion at the next meeting as she was unable to attend this one.

9.0 Any Other Business and Next meeting Dates

- 9.1 No other business was discussed, and the meeting closed.
- 9.2 **Date of Next Meeting - 23 October 2023**

LLACC Issues & Action Log					
Serial	Meeting	Date	Action	Responsible	Update/Remarks
1	LLACC	Jan-22	Suggested amendments to LLACC website to be submitted to the Chairman or Administrator for consideration	All Members	Open Item - suggestions always welcome
2	NTSC LLACC	Jun-22 Jan-23	Data on investigation into A321 NEO noise levels and manufacturer's response awaited	LLAOL/Chair	Long standing issue with some other airports reporting a similar experience. Discussions between Airport, CAA and DfT taken place. Discussions with Wizz and easyJet to come. Ongoing
3	NTSC		Airspace change on arrivals procedures (AD6) was now in effect with data gathering for a Post Implementation Review ongoing	LLAOL/CAA	Ongoing
4	NTSC		Airspace Change (FASI-South) process underway	LLAOL	Change process now at Stage 3a - Consultation Preparation Step. The sponsor plans its stakeholder consultation and engagement, and prepares consultation documents, including the second-phase Full options appraisal with more rigorous evidence for its chosen option(s).
5	LLACC	11-Jul	To consult with and involve NTSC and other interested parties in the development of the next iteration of the Noise Action Plan for 2025-2030	LLAOL	Complete – NAP submitted to Defra in September 2023.
6	LLACC	11-Jul	Provide note on contouring methodology as referenced in the AMR. Provide appendix or link within AMR to enable interested parties to have access to the methodology.	BAP	Partially complete - appendix to AMR or similar needed

8	NTSC	07-Sep	LLAOL agreed to provide details on the status of 'Quiet Areas' as referred to in the NAP	LLAOL	Complete - LLAOL confirmed definition as per Government guidelines. Level and method of consultation under review
9	NTSC	07-Sep	LLAOL agreed to respond to other questions of fact arising from the NAP review as some members had not had sufficient time to prepare for the meeting.	LLAOL	Complete - answers provided to NTSC
10	NTSC	14-Dec	NAP 2024-2029 . LLAOL would welcome suggestions for additional or new actions that could be included. It is intended to discuss these are the NTS-C meeting in March.	All Members	Complete – NTSC members have submitted suggestions which are being considered for the NAP.
11	NTSC	14-Jun	Members to work with Airport on specified NTSC projects	NTSC Members with Airport	Initial set of projects discussed at NTSC in September. Ongoing
12	LLACC	13 Jul	Review Sustainability/AMR	Members	Noise Aspects for NTSC in Sept other aspects deferred to LLACC in Oct. Ongoing