



Monday 11th July 2022 – 13.00hrs. – via Teams Meeting

Members

Mr M Routledge	Chairman
Cllr A Brewster	Hertfordshire County Council (Vice Chair)
Cllr C Poll	Buckinghamshire Council
Cllr S Collins	North Herts District Council
Cllr J Gardner	Stevenage Borough Council
Cllr D Mitchell	St Albans City and District Council
Cllr J Timmis	Dacorum Borough Council
Cllr P Parry	Beds Ass of Town & Parish Councils
Cllr J Wilkinson	BMKALC (sub)
Mr A Lambourne	LADACAN (sub)
Mr G Breeze	PAIN (sub)
Cllr J Graziano	Kings Walden Parish Council
Cllr D Franks	Luton Borough Council
Mr J Hale	STAQS
Cllr A Zerny	Central Bedfordshire Council (sub)

Officers Representing

Mr N Thompson	LLAOL Operations Director
Mrs N Prior	LLAOL - Noise & Airspace Performance Manager
Mr N Bradford	LLAOL – Head of Marketing & Communications
Mr P Donovan	Herts County Council
Mr A Wong	LLAOL Airspace Performance Assessor
Miss A Green	LLAOL – Community Noise Executive
Mr S Mendham	Dacorum Borough Council
Mr O Jaycock	LLAOL - Director of Corporate Affairs
Mr P Gilbert	LLAOL – Communications Manager
Mr A Martin	LLAOL – CEO
Mr G Sweedy	LLAOL – Operations Manager Surface Access
Mr C Hall	Luton Borough Council
Mrs C Armstrong	LLAOL – Head of Passenger Services

Noise Consultant & Secretariat

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

1.0 Apologies for absence and substitution

Apologies for absence received from:

Mr M Ryles - Airline Representative (Wizz)
 Mr J Richardson - Bedfordshire Chamber of Commerce
 Mr D Woodbridge - Airport Union Representative
 Cllr E Perry - Central Bedfordshire Council
 Cllr D Bowater - Central Bedfordshire Council
 Mr D Barnard – Hertfordshire County Council
 Ms S Dekkers – easyJet
 Racheal Webb – BMKALC
 David Healey - NATS
 David Godfrey PAIN
 Ms L Attrup – LADACAN
 Ms L Symes – North Herts District Council
 Mr D Gurtler – Luton Borough Council
 Mr D Wilson – St Albans City and District Council
 Mr J Morgan - SLAE

2.0 Minutes and Matters arising from LLACC Meeting 4th April 2022

2.1 The Chairman thanked members for comments received regarding the minutes prior to the meeting and enquired if there were any further changes or objections to the minutes from 4th April 2022 meeting. The Chairman advised that the amendments would be incorporated. And would be uploaded onto the website.

2.2 The Administrator undertook to have the Minutes published on the website following the minor adjustment.

Admin

2.3 Matters Arising

Item 2.6 The Chairman confirmed that he had now received a response from Luton Rising regarding the air quality monitor located in Wigmore Valley Park. Unfortunately, the response was not received in time to be included with the papers for this meeting would be included with the minutes from this meeting. The response stated that the air quality monitor was located between the airport and housing in a down wind direction and therefore should detect any air quality issues arising from the airport operation.

2.4 Surface access data – LLAOL had provided some information and shared it with the PSSC and Cllr Brewster. However, it was expected the review would continue as work in progress for a bit longer to try to understand surface access issues better. It was currently difficult to work out how many people were currently using country lanes instead of the main highways to travel to the airport. There was information on how many people were arriving by car and where they were coming from but establishing the routes that were being used and if that was causing the road-traffic issues in the surrounding communities was not clear. Further discussion regarding

the information received ensued. There was comment in the report that Highways England and Luton Borough Council considered that the 19mppa expansion would have a negligible impact on the surface access and that no further modelling was required. However, it was noted that the information provided was useful and Cllr Brewster would pick up with LLAOL to discuss further. It was also suggested that Luton Rising needed to be clear about the surface access impact of their DCO proposals albeit this was a separate issue.

2.5 Item 6.4 – Following questions asked at the last meeting by a member, Luton Borough Planning Dept had undertaken to answer them in due course. Responses have now been provided by LBC.

2.6 DfT Data Gathering Exercise – the Chairman reported that the DfT were analysing the inputs to their information gathering exercise on the Guidelines for ACCs and would report in due course.

Ongoing

2.7 Action log: The Chairman referred to the first draft of an action log and asked members for comment. Members felt that the log was welcome as it clearly portrayed the current business of the ACC. It was noted that the date in the log was the date of the meeting the item was raised at. It was further suggested that outstanding items from the AMR also be included within the log and the possibility of including deadlines be considered.

Members reviewed the actions within the log.

2.8 There were no other items raised and the minutes were accepted as a true record of the meeting.

3.0 LLAOL Management Report

3.1 LLAOL gave members a brief overview of the 2nd Quarter 2022 and informed that passenger numbers at 3.7m for the quarter were now comparable to before the pandemic. Although there had been significant growth the figure represented 77% of the pre-pandemic equivalent period. There were around 33,500 flights including cargo and general aviation flights; both of which were operating at similar level to pre-pandemic.

3.2 It was noted that more importantly that performance levels at Luton had been exceptional with average queue times of 15 minutes or less for check-in; security 7 minutes; and immigration around 11 minutes. Other airports around the UK were experiencing considerably longer queueing times.

3.3 LLAOL advised that they had always kept an eye on recovery and had been optimistic throughout the pandemic. They continued to work on their strategy and, with the support of their shareholders, and the airport freeholder were able to minimise the impact on jobs from the start of the pandemic. They had maximised use of the furlough scheme to reduce the number of redundancies and then had started to recruit very early by holding a job fair. This had allowed the Airport to focus on their people and prepare the business for recovery in a Partnership approach with Luton

Borough Council who had helped by ensuring financial stability and overall sustainability.

- 3.4 Customer Services results continued to track well with ASQ scoring 3.84 from 5.00 with a 77% rating for overall customer satisfaction (much higher than seen pre-pandemic). The year-to-date figure was 4.00 from 5.00 and the trend was very positive. It was advised that Luton continued to work hard to maintain the highest possible levels of feedback. The Net Promoter Survey (would you recommend LTN to a friend or colleague) showed an excellent performance from Luton and continued to be the top score in the UK's five busiest airports.
- 3.5 The new arrivals route AD6 was successfully launched on 24th February 2022, and monitoring was now ongoing for the post implementation review. The Post Implementation Review stage started on 1st June and will end on 31st May 2023.
- 3.6 FASI-South - LLA had passed the Stage 2 Develop and Assess gateway in the FASI-S airspace change proposal. There was currently no timeline for the Stage 3 Consult gateway from the CAA. It was noted that other airports (notably London City and Stansted) were now starting to pass the Stage 2.
- 3.7 Ukraine Support - Members were advised that in partnership with the local authorities the Airport had set up a humanitarian hub in the onward travel centre and has provided assistance and advice to hundreds of arrivals from Ukraine. This initiative had been used as a blueprint for other UK ports.
- 3.8 Members were advised on the number of charity events/support that the Airport had been involved during the quarter. This included the Charity Golf Day which had raised over £11,000 for the airport charity partners Luton Foodbank and East Anglian Air Ambulance. LLA had entered 2 teams into the Macmillan Cancer Support Westminster Tug of War event and a team of riders for the London to Brighton Cycle Ride in aid of the British Heart Foundation.
- 3.9 Members asked if there was likely to be a breach on any of the planning conditions for 2022. LLAOL advised that it was felt that they would not breach any conditions; the airport was currently tracking at around 80% of 2019 figures for passenger levels and in terms of ATMs and Noise were not expected to breach any planning condition in 2022.
- 3.10 Members questioned if Luton had been impacted as much as other airports with regards to cancellations. LLAOL advised that Luton were seeing less than 2% of flights being cancelled; the reason being there was a lack of resilience currently in the system and there had been ATC slot restrictions across Europe due to ATC staff shortages. There was also an ATC system upgrade causing delays and with crews going out of hours. Many of these reasons were outside of the control of the airlines and airports. There had been a consultation from Government regarding a Slot Waiver for the summer months allowing airlines to reduce up to 30% of their capacity whilst still retaining their slots, and the Airport was now waiting to see what that meant for the peak summer months.

Members referred to staff analysis and head count and asked if the figures would return to previous levels. LLAOL informed that they were continuing to recruit for the summer and would continue to recruit up to Christmas.

4.0 Annual Monitoring Report

4.1 The Chairman advised that the intention was to look at Noise Action Plan within the next NTSC but this is an opportunity to raise comment on the none noise items.

4.2 The Chairman sought clarification from LBC whether the document would be going to the Scrutiny Committee. It was confirmed that the AMR would go initially to the overview of the Scrutiny Board and then onto the Executive and be open to recommendations if they saw fit.

4.3 Some questions were raised regarding the referencing and reporting from BAP it was asked that any reports referred to in the report be added as an appendix or next to it as a link on the website, to read alongside the report. It was also if asked referencing could be explained to help members when looking for documents and perhaps provide a back catalogue for reports previously issued for LLACC. BAP agreed to investigate.

BAP

4.4 It was noted that the AMR states the Noise Action Plan is valid from 2019 to 2024 and the Noise Action Plan says the Airport will be operated in accordance with its noise contours; however, in 2019 it exceeded these contours so it was questioned how the AMR can say that the NAP is valid in 2019 when it obviously wasn't complied with in 2019. LLAOL stated that it was the proposed actions between 2019 and 2024 that were valid and accepted by Defra. LLAOL had acknowledged in the 2019 AMR that the airport did not achieve the target that year. In the 2021 report it records the action as ongoing although there is, as the committee knows, a planning application to change the limits – everything in the report is based on the previous year.

4.5 It was asked if the airport could explain the noise mitigations for the westerly departure route that were supposed to have been brought in as required by the planning conditions 2013. LLAOL advised that there was nothing specific for Westerly departures the actions were generally applied across the spectrum of all arrivals and departures. The NAP was broken down into 5 different sections all designed collectively to reduce or minimise the noise impact. There had also been work on arrivals code of practice, a departure code of practice and work on low power low drag procedures. They were also working with sustainable aviation on the noise abatement departure procedure trial and many other things. All progress was reported in the NAP. LLAOL also advised that they would be refreshing the NAP later in the year and this would be done in conjunction with LLACC and NTSC.

LLAOL

5.0 Noise and Track Sub Committee 8th June 2022

5.1 Total passengers served increased by 509%, total traffic movements increased by 248%. The total movements in the night period, 23.00-06.59, increased by 193%

from those for the first quarter last year and the early morning, 06.00-06.59, movements were up by 72% compared to the first quarter last year.

- 5.2 The airlines achieved Continuous Descent Approaches, for 88% of all arrivals; this was up on the same quarter in 2020 (79%). There was some discussion at the meeting regarding the CAA looking at another metric for arrivals noise.
- 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 (2022 Q1) one daytime departure and no night-time departures were registered at greater than 80 dB. Last year (2021 Q1), the comparable counts were 0 and 0.
- 5.4 There were no noise violations during the night-time, but one during the daytime. The night-time noise contour area had increased by 145%. The Airport had eleven track violations in this quarter due to poor track keeping.
- 5.5 The number of complaints decreased from 1,075 last first quarter to 839 in the same period in 2022. The number of complainants was 91 in the first quarter of 2022, up from 54 in 2021. The number of new complainants was 21, up from 13 in the same quarter in 2021. Complaints about easterly departures formed the largest % of complaints and mainly occurred in March when there was a prolonged period of easterly operations.
- 5.6 For this quarter, runway usage was 67% westerly operations.
- 5.7 With respect to the limit on early morning shoulder activity (12-month movements), total for preceding 12 months was 3,095 (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 4,027 (limit 9,650).
- 5.8 The sub-committee discussed the QMR and considered the CDA achievement which was below the target of 95%. The difference in performance between airlines was noted.
- 5.9 LLAOL agreed to investigate if there were any reasons for the relatively high proportion of positioning flights.
- 5.10 LLAOL gave a further brief regarding AD6 which was implemented at the end of February. The post implementation review period started on 1st June and will run until end May 2023. The CAA had listed all of the data they required as part of the implementation review and this was on the CAA portal. Most of tracks were doing what was said in the consultation. Complaints had increased primarily due to increased awareness of aircraft over flying and the time of year Public surgeries had been held (all public surgeries are now appointment only).
- 5.11 Reference was made regarding the AD6 flight path that runs south from St Neots via Biggleswade, Arlesey, and Toddington that was implemented in February despite a huge amount of public opposition. It was understood that there would be

a post implementation review, however some points had been raised that should be addressed in the short-term.

- *Could clarification be given regarding dates for the post implementation review and over what time period would be considered for them.* LLAOL advised that the Post implementation review was run by the CAA and that the Airport were just the data gatherers; this was the final stage of the CAP1616 process. All the correspondence was available on the Airspace Change portal on the CAA website.
- *When noise equipment was made available to monitor noise, contacts for hosting were forwarded to the airport but no contact was made, or feedback received.* LLAOL have a portable noise monitor. Each of the contacts that were sent across were emailed with details regarding the noise monitor. A location was found but when setting up there was not a good enough mobile phone signal which was required for the noise monitor to run properly. Another location has now been found.
- *Changes made to the original proposal relating to distribution and height of flights none of this information was formally made available to the Councillor or the public – confirmation of what happened would be helpful.* This information is on the CAA Airspace Change portal. LLAOL confirmed that there was no change to what was originally consulted on.
- *Regard to heights of flights – the Airport were given a list of dozen apparently below the limit, but the Airport insisted that they were above the agreed height, but no evidence had been given to confirm this.* LLAOL had provided a map of the altitudes of the aircraft that were reported. This showed different aircraft at different heights and where they were when they got to that height. It was noted that some flight tracking websites clearly state that displayed altitudes should not be relied upon.
- *A huge number of complaints have been received regarding the noise and disturbance the flights are causing.* LLAOL confirmed that they were also receiving a high volume of complaints regarding the post implementation change which were being logged and would be passed to the CAA.

Further discussion ensued and further clarification was required to several of the questions. LLAOL advised the post implementation review would run from the 1st of June until 31st May 2023 and every complaint and every single piece of correspondence received during that time would be logged and forwarded to the CAA. LLAOL confirmed that they did email all the people suggested by the Representative and did not receive many responses. On heights of flights, LLAOL advised that many people use the Flight Radar app, however LLAOL advised that the altitudes on this app were unreliable and suggested that the Travis system, used at the Airport should be used instead.

It was recognised that representation on the Committee from the local councils had not conveyed any of this information to the communities involved.

- 5.12 FASI-S “Future Airspace Strategy Implementation South” - LLAOL advised that they had successfully passed the Stage 2 Gateway of the CAA assessment at the end of March and had now moved to Stage 3a ‘Consultation preparation’. LLAOL were

currently liaising with other airports that have made it through Stage 2 and were preparing consultation material for the route options. As many of Luton's neighbouring airports had not yet passed the Stage 2 process, there was currently no timeline for the Stage 3 gateway. It was noted that Luton was the first airport to pass into Stage 2 followed by Stansted. LLAOL advised that they were still looking at options for early deployment to see if anything could be done early and followed by a secondary deployment. At the moment they were still waiting for others to catch up and were waiting on Heathrow and Northolt in particular together with NATS for the upper airspace.

6.0 Report from Passenger Services Sub Committee from 8th June 2022

- 6.1 The Chairman referred to the PSSC report with many of the areas already being covered under previous items.
- 6.2 The DART project was now expected to go live in Quarter 3. LLAOL advised that the DfT should have been conducting a Stage 2 Audit recently; however, this had been postponed as the DfT inspector had Covid. LLAOL were now waiting for a revised date, but it was noted that Luton Rising had indicated that DART was still on track to commence operating for late October once signed off.
- 6.3 The PSSC agreed that the next meeting would be a face-to-face meeting with the intention of touring the terminal area to get a first-hand feel for the passenger experience. Such meetings had been a regular, annual feature pre-covid and the invitation would be extended to the entire LLACC membership.

Admin

7.0 Luton Borough Council Report

- 7.1 Members noted the Luton Borough Council Report.
- 7.2 Members were asked for forward any questions regarding the LBC report to the administrator so they could be forwarded to the LBC representative for response.

Members

8.0 Correspondence Received since January 2022

- 8.1 Members noted the correspondence for review.

9.0 Any Other Business and Next meeting Dates

- 9.1 Members enquired regarding the project for full runway take-off and why it was conducted. LLAOL advised that they wanted to see if it reduced noise. When the trial started movements were relatively low and could be accommodated. Results were still be analysed but initially the noise results were better in one direction than the other with some aircraft being lower across the noise monitors rather than higher.

- 9.2 Date of Next Meeting

24th October 2022

