Quarterly Monitoring Report
Qtr 1 2017

London
Luton
Airport

INTRODUCTION

The purpose of this report is to advise the community of statistics concerning aircraft operations at London Luton Airport (LLA) during the period January to March 2017.

KEY MONITORING INDICATORS – 1st QUARTER 2017

Parameter		1st Quarter 2017	1st Quarter 2016
Total Passenger Number	↑	3,246,649	2,745,345
Total Aircraft Movements	↑	29,887	26,907
Night Movements (23.00 – 07.00)	↑	2,470	2,281
Early Morning Movements (06.00 – 07.00)	↑	1,025	822
Aircraft Movement and Quota Count limits (per rolling 12-month period)			
Night Quota Movements (*9,650 limit*)	↑	7,450	6,956
Night Quota Count (*3,500 limit*)	↑	2,645.25	2,545.50
Early Morning Shoulder (*7,000 movements*)	↑	5,364	4,849
24hr CDA (% achievement)	↑	88%	87%
Day CDA (% achievement)	↑	89%	87%
Night CDA (% achievement)	↑	84%	83%
Track Violations	↓	10	25
Departure Noise Infringements (Day)	-	3	3
Departure Noise Infringements (Night)	↑	2	1
Noise Monitor Results			
No. Day (Night) > 80 dB(A)	-	21 (2)	11 (1)
No. Day (Night) > 75 dB(A)	-	1,608 (196)	1,563 (211)
No. Day (Night) > 70 dB(A)	-	9,479 (777)	7,695 (601)
Night Noise Contour Area (48 dB $L_{Aeq, 8h}$)		21.6km^2	19.7km^2
Noise Complaints	↑	1,849	191
Complainants	↑	148	64
Number of New Complainants	↑	52	11
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns (>5 Complainants)	-	Flamstead Harpenden Sandridge St Albans Stevenage	Flamstead Harpenden South Luton St Albans
Westerly/Easterly Runway Split (%)	-	70/30	73/27

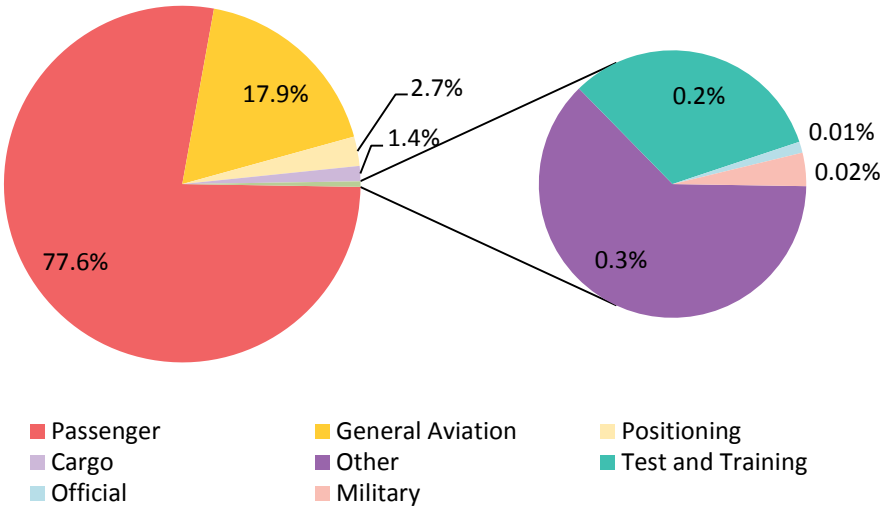
1 AIR TRAFFIC DATA

1.1 Aircraft Movements

There were a total of 29,887 aircraft movements during this quarter (compared with 26,907 for the same period in 2016), an increase of 11%.

This resulted in an average 332 movements per 24 hours (compared to 296 last year).

Total Aircraft Movements (%)



A breakdown of these movements is shown below:

	Commercial				Non-Commercial*					Total
	Cargo	*Passenger*	*Positioning*		*Military*	*Official*	*Other*[1]	*General Aviation*[2]	*Test & Training*	
			Other	*STN*						
Jan 2017	131	7,426	257	10	5	0	26	1,645	12	**9,512**
Feb 2017	136	7,299	244	12	1	1	32	1,744	18	**9,487**
Mar 2017	145	8,468	255	18	0	1	35	1,948	18	**10,888**
QTR Total	**412**	**23,193**	**756**	**40**	**6**	**2**	**93**	**5,337**	**48**	**29,887**

1.2 Passenger Statistics

A total of 3,246,649 passengers passed through LLA during the period January to March 2017 (compared with 2,745,345 for the same period last year), 3,214,247 on scheduled flights (99%) and 32,402 on charter flights (1%). This represents an increase in passengers of 18% year on year and equates to an average 36,074 passengers per 24 hours (compared to 30,169 during the first quarter last year).

	Domestic	EU	Non-EU	Total
Jan 2017	72,609	622,768	290,922	**986,299**
Feb 2017	81,099	676,461	293,256	**1,050,816**
Mar 2017	94,374	781,052	334,108	**1,209,534**
QTR Total	**248,082**	**2,080,281**	**918,286**	**3,246,649**

* *Non-Commercial relates to aircraft not operating for hire or reward.*

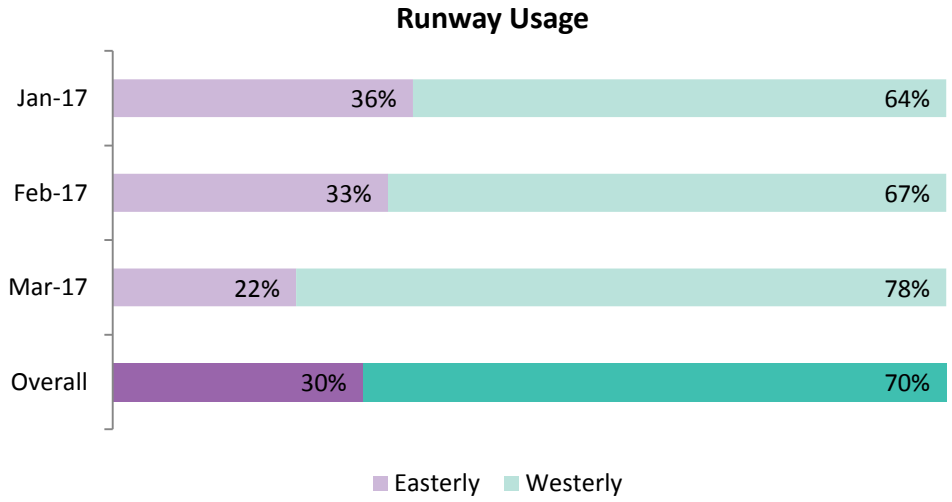
[1] *Other relates to flights coming for maintenance and or departing aircraft that has made an unscheduled return to base*

[2] *General Aviation incorporates Private Aircraft, Helicopters and Business Jets*

1.3 Runway Usage

The direction of operation is determined by wind direction. Aircraft operating in a westerly direction take off towards the west and land from the east. Aircraft operating in an easterly direction take off towards the east and land from the west.

The runway usage split during this period was 30% easterly and 70% westerly (compared to 27% / 73% for the same quarter last year). The breakdown of these statistics, on a monthly basis, is as follows:



1.4 Night Flying Restrictions

As from 1st April 2015 London Luton Airport introduced new Night Restrictions as part of the planning conditions.

These restrictions have been put in place to limit and mitigate noise disturbance from aircraft operating at night, to prohibit aircraft of certain types from operating, as well as limiting the number of occasions on which aircraft may take off or land.

The night flying restrictions contain a 12 month period aircraft movement limit and a 12 month period quota count limit. The quota count (QC) is a point based system that allocates points to different aircraft types according to how noisy they are. The noisier the aircraft type, the higher the points allocated.

1.4.1 Definitions

The 'Night Quota Period'

The 'Night Quota Period' is from 23:30 to 06:00 hours local, during which period the number of aircraft movements (take-off or landing) is restricted, as well as an additional limit on number of noise QC points.

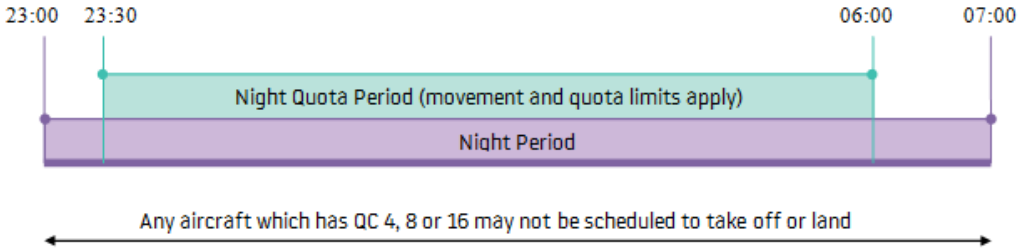
Aircraft are certified by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take-off and landing. The points are then allocated to different aircraft types according to how noisy they are. The table overleaf details the QC bands identified by the certified noise levels, and gives some typical example aircraft, some of which operate from LLA:

Certificated noise level (EPNdB)	Quota count	Typical aircraft
Greater than 101.9	QC 16	Some Boeing 747-100/200 Antonov 124/225
99 to 101.9	QC 8	Some Boeing 747-400 McDonnell Douglas DC-8
96 to 98.9	QC 4	Boeing 737-200ADV McDonnell Douglas DC-10
93 to 95.9	QC 2	Boeing 777-200 Airbus A300-600 Airbus A330
90 to 92.9	QC 1	Airbus A320/A321 Some Boeing 737-800 Boeing 757-200 Boeing 787-8
87 to 89.9	QC 0.5	Airbus A319/A320 Boeing 737-400 Boeing 737-800 Boeing 787-8
84 to 86.9	QC 0.25	Airbus A319/A320 Global Express Dassault Falcon 7X/900/2000
Less than 84	QC 0	Airbus A320neo BAe ATP Challenger series (eg CL600) Cessna 525/550

The 'Early Morning Shoulder Period'

The 'Early Morning Shoulder Period' is 06:00 to 07:00 hours local. During this period the number of aircraft movements (take-off or landing) is also restricted in a similar way to the Night Quota Period.

1.4.2 Restrictions at London Luton Airport



1.4.3 Aircraft movement and quota count limits (per 12 month period)

Condition 11(f) requires that for the Night Quota Period (2330 - 0600) the following limits shall not be exceeded:

(i) Total annual movements by aircraft per 12 month period shall be limited to 9,650;
(ii) The total annual noise quota in any 12 month period shall be limited to 3,500.

Condition 11(h) requires that for the Early Morning Shoulder Period (0600 – 0700) the total number of movements by aircraft in any 12 month period shall be limited to 7,000.

The table overleaf provides the aircraft movement and quota count for the period January to March 2017, and shows total movements and noise quota per 12 month period and compares those against the limits set within the planning conditions.

	Night Quota Period (2330-0600)		Early Morning Shoulder (0600-0700)
	Movements Limited to 9,650 Annually	*Quota Count Limited to 3,500 Annually*	*Movements Limited to 7,000 Annually*
Apr 2016	576	202.50	509
May 2016	745	252.75	544
Jun 2016	940	305.00	485
Jul 2016	931	312.00	556
Aug 2016	834	299.25	539
Sep 2016	801	270.00	576
Oct 2016	746	253.00	525
Nov 2016	388	156.00	296
Dec 2016	420	178.50	309
Jan 2017	318	127.25	331
Feb 2017	363	141.50	301
Mar 2017	388	147.50	393
QTR Total	**1,069**	**416.25**	**1,025**
Total for preceding 12 months	*7,450*	*2,645.25*	*5,364*

1.5 Day/Night Ratio of Movements - Actual

There were 2,470 night operations during the quarter (compared to 2,281 for the first quarter 2016), an average 27 movements per night (compared to 25 last year). Arriving aircraft accounted for 53% of total night movements, relating primarily to the last rotation of Luton based passenger aircraft scheduled to land between 23:00 hours local and midnight. 61% of total night departures took off between 06:00 – 07:00 hours local in the morning. The average ratio of total aircraft operations during the quarter was 92% day / 8% night (in line with 92% / 8% for the same quarter last year).

	Day Movements (0700-2300)			Night Movements (2300-0700)					Total
	Day movements			*Night Quota Period (2330-0600)*		*Early Morning Shoulder (0600-0700)*		*Total Night Movements (2300 – 0700)*	
	A	D	Total	A	D	A	D		
Apr 2016	4,640	4,757	9,397	414	162	115	394	1,258	10,655
May 2016	5,264	5,455	10,719	552	193	141	403	1,488	12,207
Jun 2016	5,197	5,584	10,781	731	209	119	366	1,658	12,439
Jul 2016	5,433	5,800	11,233	718	213	132	424	1,705	12,938
Aug 2016	5,199	5,478	10,677	631	203	124	415	1,604	12,281
Sep 2016	5,304	5,562	10,866	598	203	150	426	1,588	12,454
Oct 2016	5,224	5,460	10,684	571	175	118	407	1,497	12,181
Nov 2016	4,231	4,305	8,536	238	150	103	193	809	9,345
Dec 2016	4,519	4,648	9,167	277	143	103	206	861	10,028
Jan 2017	4,356	4,380	8,736	201	117	103	228	776	**9,512**
Feb 2017	4,329	4,388	8,717	241	122	91	210	770	**9,487**
Mar 2017	4,965	4,999	9,964	253	135	119	274	924	**10,888**
QTR Total	**13,650**	**13,767**	**27,417**	**695**	**374**	**313**	**712**	**2,470**	**29,887**
Total for preceding 12 months	*58,661*	*60,816*	*119,477*	*5,425*	*2,025*	*1,418*	*3,946*	*14,938*	*134,415*

1.6 Day/Night Ratio of Movements – Forecast

	2017/2018 Forecast of Aircraft Movements				
	Day Movements (0700 – 2300hrs)	*Night Quota Period (2330-0600) Limited to 9,650*	*Early Morning Shoulder (0600-0700) Limited to 7,000*	*Total Night Movements (2300-0700hrs)*	*Total*
April 2017	10,031	603	544	1,331	11,362
May 2017	11,441	783	581	1,577	13,018
June 2017	11,504	992	518	1,758	13,262
July 2017	11,989	982	594	1,809	13,798
August 2017	11,399	879	576	1,701	13,100
September 2017	11,599	843	615	1,684	13,283
October 2017	11,725	774	593	1,544	13,269
November 2017	9,828	465	335	929	10,757
December 2017	9,831	448	310	906	10,737
January 2018	8,415	386	276	781	9,196
February 2018	8,835	391	285	789	9,624
March 2018	9,941	422	345	908	10,849
Total for following 12 months	126,538	7,968	5,572	15,717	*142,255*

2 DEPARTING AIRCRAFT

2.1 Departure Route Analysis

The following table reports the average and total number of departures on each flight route, differentiating between easterly (08) and westerly (26) operations. Night movements quoted below departed between 23:00 hrs and 07:00 hrs.

		Departures											Total
		MATCH/ DETLING			*COMPTON*		*OLNEY*		*Other**		*Helicopter*		
		08	26 Conv	26 RNAV	08	26	08	26	08	26	08	26	
Jan 2017	Daytime	861	206	1,331	477	902	211	330	18	31	3	10	**4,380**
	Night-time	51	21	96	52	101	17	30	0	3	0	0	**371**
Feb 2017	Daytime	779	36	1,492	511	980	169	359	16	37	0	9	**4,388**
	Night-time	44	5	97	44	111	11	31	0	4	0	2	**349**
Mar 2017	Daytime	583	22	2,010	384	1,295	127	502	13	42	0	21	**4,999**
	Night-time	54	2	131	56	125	19	46	3	6	0	2	**444**
QTR	**Total**	**2,372**	**292**	**5,157**	**1,524**	**3,514**	**554**	**1,298**	**50**	**123**	**3**	**44**	**14,931**
	Daily Average	*26*	*3*	*57*	*17*	*39*	*6*	*14*	*<1*	*<2*	*<1*	*<1*	*166*

2.2 Departure – Track Keeping

All propeller-driven aircraft with Maximum Take Off Mass (MTOM) over 5,700kg and all jet aircraft leaving London Luton Airport are required to follow specific departure routes known as Noise Preferential Routes (NPRs). The obligations of NPRs for conventional SIDs cease when a height of 3,000ft AMSL (between 07:00hrs to 23:00hrs local time) and 4,000ft AMSL (during night time, 23:00hrs to 07:00hrs local time) has been reached. The obligations of the RNAV1 NPR ceases when a height of 4,000ft AMSL has been reached at all times. An NPR is a corridor 3 kilometres wide (2km for the RNAV route), within which aircraft are deemed to be flying on track.

Once aircraft have cleared the designated NPR zone Air Traffic Control (ATC) can instruct the pilots to fly a more direct heading towards their destination. This is known as vectoring.

In April 2015 London Luton Airport implemented a Track Violation Penalty Scheme in connection with the planning conditions. Using the current Aircraft Noise and Track Monitoring System the Airport's specialist Flight Operations Department evaluates the radar tracks and investigates with required input from ATC and airlines. Where the aircraft is clearly flying outside the corridor the aircraft is identified as causing a "possible" track violation.

As always, safety prevails and there may be cases which involve vectoring an aircraft sooner than at the NPR height restriction. If there is valid justification that could explain the deviation from the track, then the operator causing it will be exempt from the fine. Valid justifications include:

- Safety or operational reasons
- Weather avoidance
- Emergencies

* *This category relates to Test/Training flights or short positioning flights.*

The table below shows track keeping violations over the previous 3 month period. The on track performance for the quarter was 99.54%. This calculation includes deviations for weather, traffic avoidance and those classed as violations. The breakdown of the violations is shown in the table below.

	Number of Violations	Total Penalties Collected
Jan 2017	8	£6,500
Feb 2017	0	£0
Mar 2017	2	£1,750
QTR	**10**	**£8,250**

	Airline or Aircraft Operator	Aircraft Type/Occurrence
Jan 2017	Jota Aviation	B462/1
	Lifeline Aviation	C650/1
	Privately owned aircraft	C525/1; CL60/1; GALX/1; GLF4/1; H25B/1
	TAG Aviation Asia	GL5T/1
Mar 2017	Privately owned aircraft	GL5T/1
	West Atlantic	ATP/1

3 ARRIVING AIRCRAFT

3.1 Arrivals Route Analysis

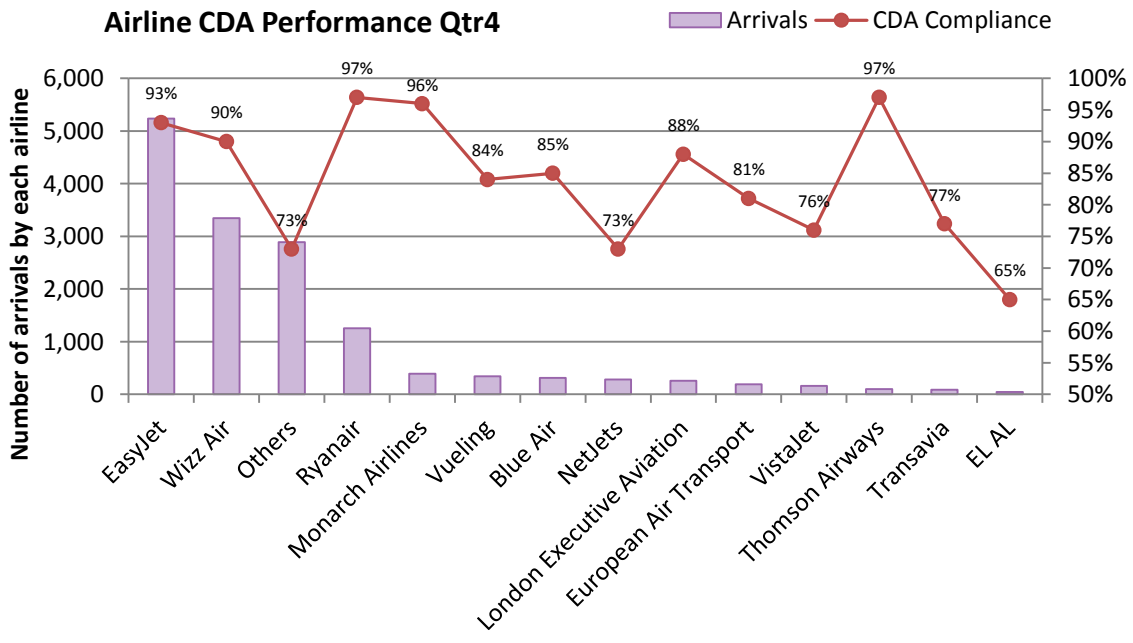
The following table reports the total number of arrivals differentiating between easterly (08), westerly (26) operations and helicopters between 23:00 hrs and 07:00 hrs.

		Arrivals			Total
		08	26	Heli	
Jan 2017	Daytime	1,597	2,747	12	**4,356**
	Night-time	117	287	1	**405**
Feb 2017	Daytime	1,410	2,910	9	**4,329**
	Night-time	151	268	2	**421**
Mar 2017	Daytime	1,060	3,884	21	**4,965**
	Night-time	126	352	2	**480**
QTR	**Total**	**4,461**	**10,448**	**47**	**14,956**
	Daily Average	*50*	*116*	*<1*	*166*

The table below shows the percentage of flights that achieved a Continuous Descent Approach (CDA), which involves continuous descent with no more than one section of level flight greater than 2.5Nm in length following descent from an altitude of 5000ft.

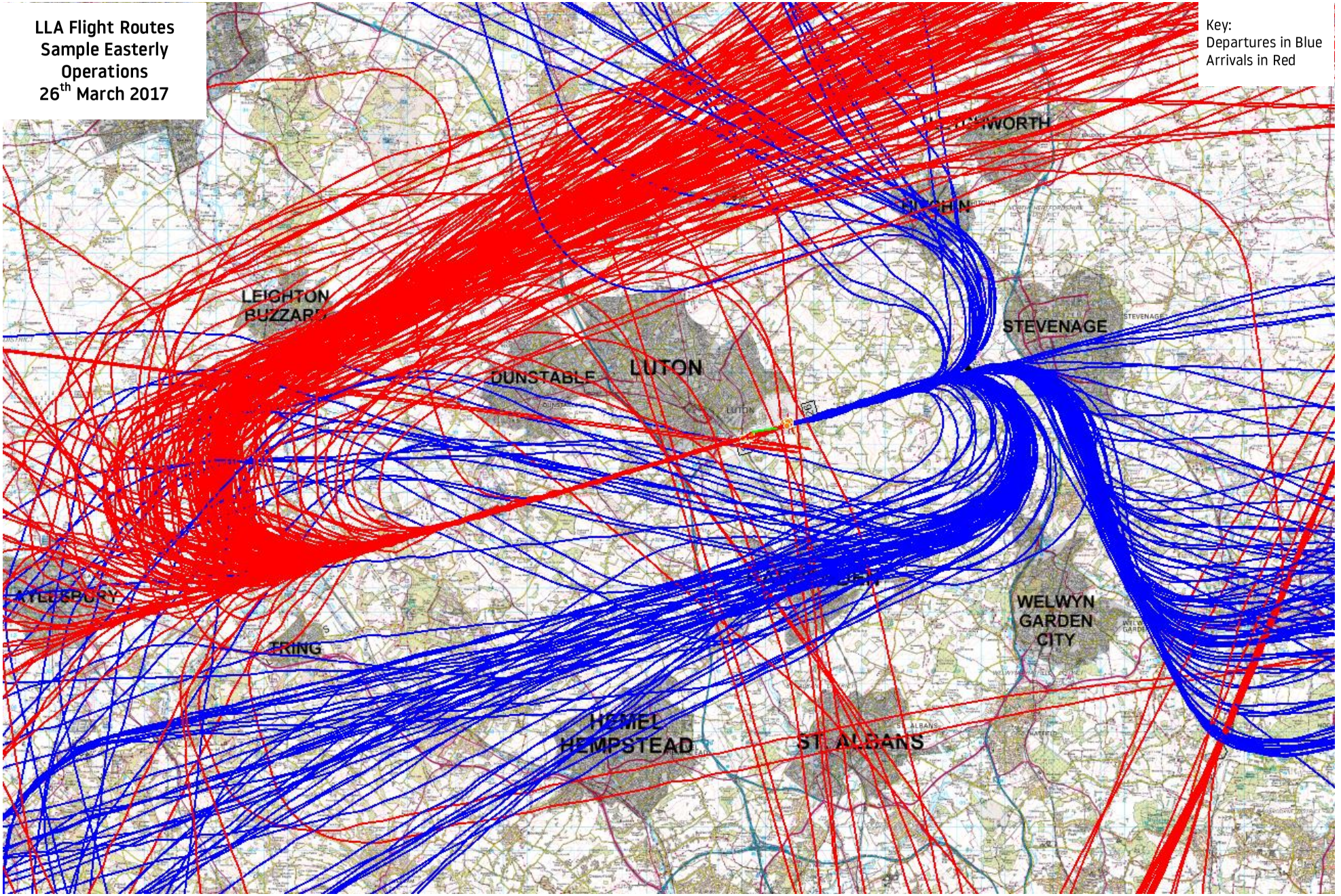
	All Arrivals			08 Easterly Arrivals			26 Westerly Arrivals		
	% CDA			*% CDA*			*% CDA*		
	Total	*Day*	*Night*	*Total*	*Day*	*Night*	*Total*	*Day*	*Night*
Jan 2017	**89%**	89%	84%	**93%**	94%	77%	**87%**	87%	87%
Feb 2017	**87%**	87%	86%	**88%**	88%	81%	**87%**	87%	88%
Mar 2017	**88%**	89%	82%	**92%**	92%	84%	**87%**	88%	81%
QTR Total	**88%**	89%	84%	**91%**	91%	81%	**87%**	87%	85%

The overall CDA achievement was 88% with several major LLA operators achieving high performance – easyJet, Wizz Air, Ryanair, Monarch and Thomson Airways.

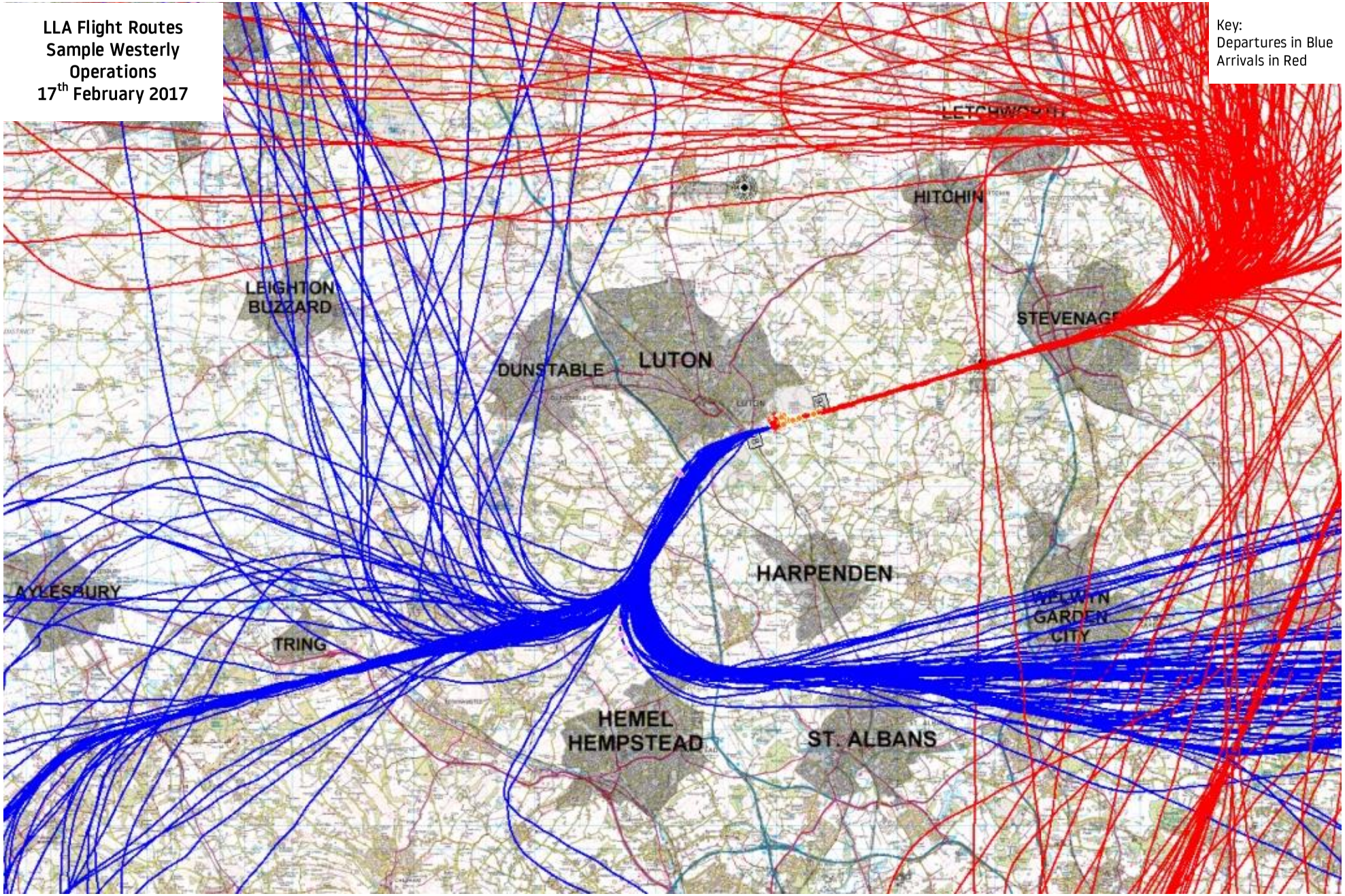


The maps overleaf, extracted from the Topsonic Aircraft Noise & Track Monitoring System, identify samples of actual flown aircraft tracks operating from LLA (arrivals and departures during both easterly and westerly operations) for a typical 24 hour period within the first quarter of 2017.

LLA Flight Routes Sample Easterly Operations 26th March 2017



LLA Flight Routes
Sample Westerly Operations
17th February 2017



4 AIRCRAFT NOISE

During the 1st quarter of 2017, the maximum noise levels less than 79 dB(A) was recorded by 98% of correlated departing aircraft in line with 98% for the same quarter last year.

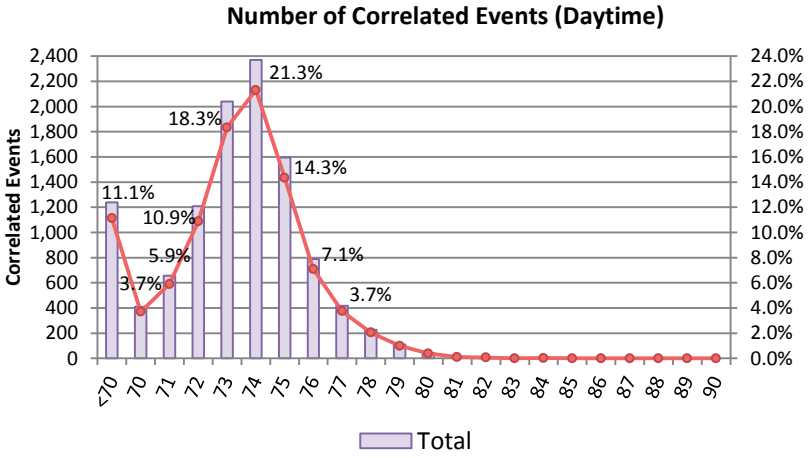
The maximum noise level less than 76 dB(A) recorded by 85% of correlated departing aircraft slightly increased compared to 82% for the same period last year.

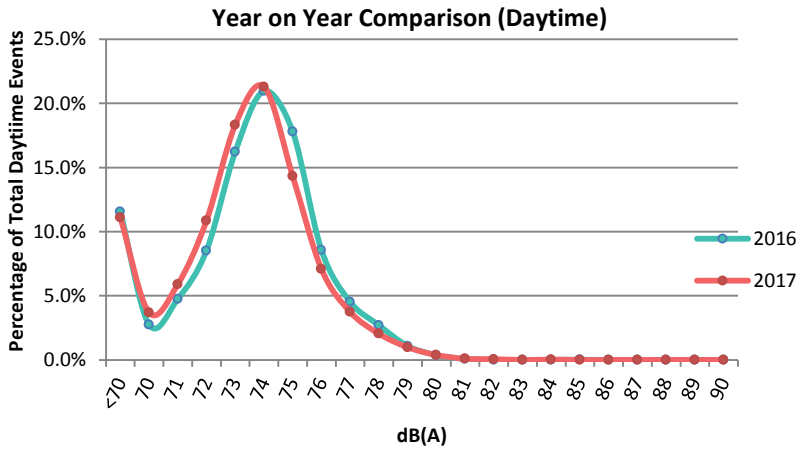
There were three daytime noise violations and two night time noise violations in this quarter, compared to three daytime noise violations and one night time noise violation during the 1st quarter 2016.

4.1 Daytime Noise Levels – January to March 2017

The following table identifies daytime noise levels correlated to departing aircraft at the fixed noise monitoring terminals. (*Any aircraft exceeding the Daytime Noise Violation Limit of 82dB(A), between 07:00 hrs and 23:00 hrs, is fined accordingly*)

	db (A)	Jan	Feb	Mar	QTR
Number of Correlated Events (Daytime)	<70	457	395	386	**1,238**
	70	162	135	114	**411**
	71	239	207	210	**656**
	72	395	373	441	**1,209**
	73	620	634	786	**2,040**
	74	718	723	930	**2,371**
	75	536	521	538	**1,595**
	76	290	246	253	**789**
	77	158	129	130	**417**
	78	102	60	66	**228**
	79	40	36	34	**110**
	80	17	12	14	**43**
	81	5	2	4	**11**
	82	3	1	3	**7**
	83	0	0	0	**0**
	84	1	0	2	**3**
	85	0	0	0	**0**
	86	0	0	0	**0**
	87	0	0	0	**0**
	88	0	0	0	**0**
	89	0	0	0	**0**
	90	0	0	0	**0**
Total		**3,743**	**3,474**	**3,911**	**11,128**

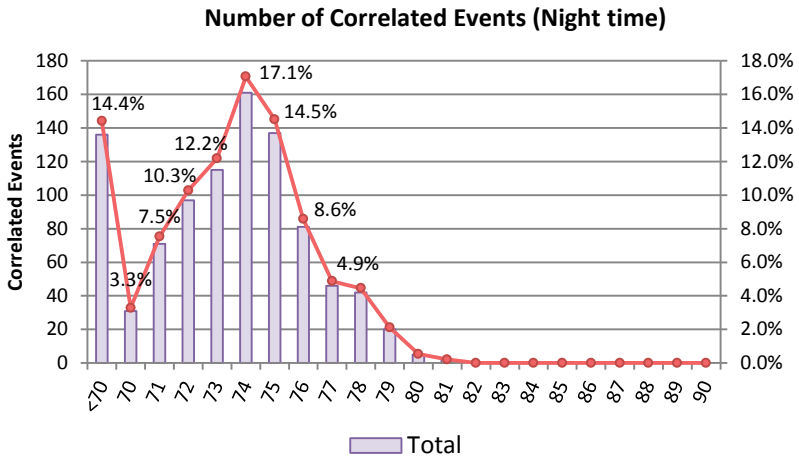


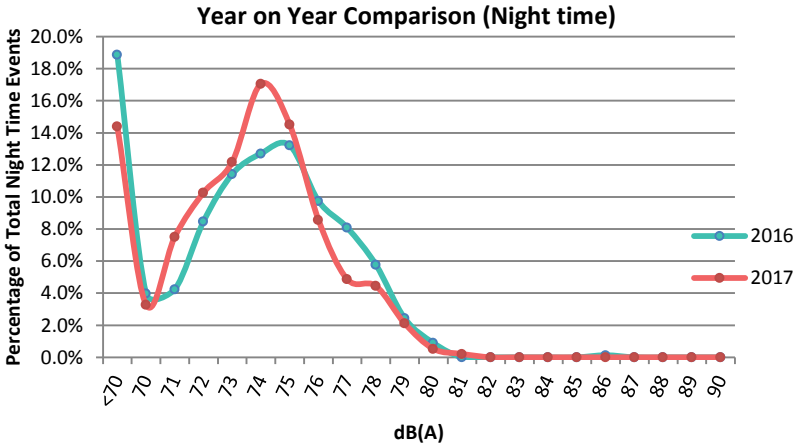


4.2 Night Noise Levels – January to March 2017

The following table identifies the night noise levels correlated to departing aircraft at the fixed noise monitor terminals. *(Any aircraft exceeding the Night Noise Violation Limit of 80dB(A), between 23:00 hrs and 07:00 hrs, is fined accordingly)*

	db (A)	Jan	Feb	Mar	QTR
Number of Correlated Events (Night time)	<70	47	39	50	**136**
	70	7	12	12	**31**
	71	25	21	25	**71**
	72	33	26	38	**97**
	73	34	38	43	**115**
	74	46	49	66	**161**
	75	46	38	53	**137**
	76	35	23	23	**81**
	77	15	15	16	**46**
	78	13	9	20	**42**
	79	8	7	5	**20**
	80	1	1	3	**5**
	81	0	0	2	**2**
	82	0	0	0	**0**
	83	0	0	0	**0**
	84	0	0	0	**0**
	85	0	0	0	**0**
	86	0	0	0	**0**
	87	0	0	0	**0**
	88	0	0	0	**0**
	89	0	0	0	**0**
	90	0	0	0	**0**
Total		**310**	**278**	**944**	**944**





N.B. The detection thresholds for the noise monitoring terminals are set at the lowest level to record the maximum number of aircraft noise events. However, a number of smaller aircraft types, such as business jets and propeller aircraft, get very close to but do not reach the detection threshold. Ambient background noise is also an important factor as strong winds and specific incidents such as loud road traffic, emergency vehicle sirens, lawn mowers, drills etc. can register noise levels louder than an aircraft overhead, which results in not all aircraft movements being correlated to noise events. Generally the louder noise events have more certainty of being correlated with aircraft movements.

4.3 Noise Violations during Qtr1 (January to March 2017)

There were three daytime noise violations and two night time noise violations during the quarter.

	Date/Time (Local)	Aircraft Type	Noise Level
Daytime	26/01/2017 12:47 hrs	B732 (Executive Jet)	84 dB(A)
	15/03/2017 07:07 hrs	B738 (Ryanair)	84 dB(A)
	31/03/2017 12:36 hrs	B732 (Executive Jet)	84 dB(A)
Night-time	01/03/2017 03:13 hrs	A306 (MNG Airlines)	81 dB(A)
	31/03/2017 00:20 hrs	B739 (El Al)	81 dB(A)
Total Penalties Collected			**£500**

5 NOISE CONTOURS

5.1 Night Noise Contours – January to March 2017

5.1.1 Contour Production

Aircraft movement data for use in the contour production has been supplied by LLA. The contour production methodology is the same as that used for the 2016 contours. That is with the inclusion of terrain, and the latest INM software (Version 7.0d) which has been used with a validation based on measured results in 2015 at the fixed noise monitors. User-defined profiles for the most common aircraft have been used, as for the 2016 contours.

5.1.2 Noise Contour Results

The resulting noise contours are shown in the attached Figure A11060-NN17-Q1 and presented at values from 48 to 72 dB $L_{Aeq,8h}$. The area of each noise contour is given in Table 1 below and compared with the values for the previous quarter (October – December 2016) and the equivalent quarter during the previous year (January – March 2016).

Contour Value (dB $L_{Aeq,8h}$)	Contour Area (km^2)		
	Jan – Mar 2016	*Oct - Dec 2016*	*Jan – Mar 2017*
48	19.7	25.5	21.6
51	10.9	14.3	11.9
54	6.0	7.5	6.5
57	3.2	4.2	3.5
60	1.7	2.1	1.8
63	1.0	1.3	1.1
66	0.7	0.8	0.7
69	0.4	0.5	0.5
72	0.3	0.3	0.3
W/E Split (%)	76/24	55/45	70/30

Table 1: Area of Night Noise Contours

N.B. The runway split percentage in Table 1 is based only on night time (2300 – 0700) movements, and as a result there might be discrepancies between the figures quoted in a Runway Usage diagram and this Table.

5.1.3 Aircraft Movements

The aircraft movements for the night noise contours as supplied by LLA are summarised in Table 2 below, and compared with the movements from the previous quarter and the equivalent quarter in the previous year. Only aircraft types with at least 10 movements have been presented. For aircraft types with less than 10 movements in a period or types that were not explicitly presented in previous periods, 'n/a' is shown.

INM Aircraft Type	Jan – Mar 2016	Oct – Dec 2016	Jan – Mar 2017
B733	32	44	36
B734	63	65	10
B737	11	n/a	n/a
B738	308	467	298
B752	89	136	85
A306	171	145	150
A319	162	422	283
A320	554	924	743
A321	87	120	86
A333	n/a	14	18
CL600	61	64	40
CL601	43	42	32
C441	n/a	20	11
C500	14	14	n/a
C510	13	20	n/a
C525	29	31	31
C56X	51	38	60
D328	118	74	115
E145	35	53	33
F100	68	57	57
GLF4	60	43	38
GLF5	223	254	246
LJ35	38	37	29
Other	45	51	61
Total	**2,275**	**3,138**	**2,462**

Table 2: Night-time Aircraft Movement Numbers by Aircraft Type

5.1.4 Noise Contour Comparison

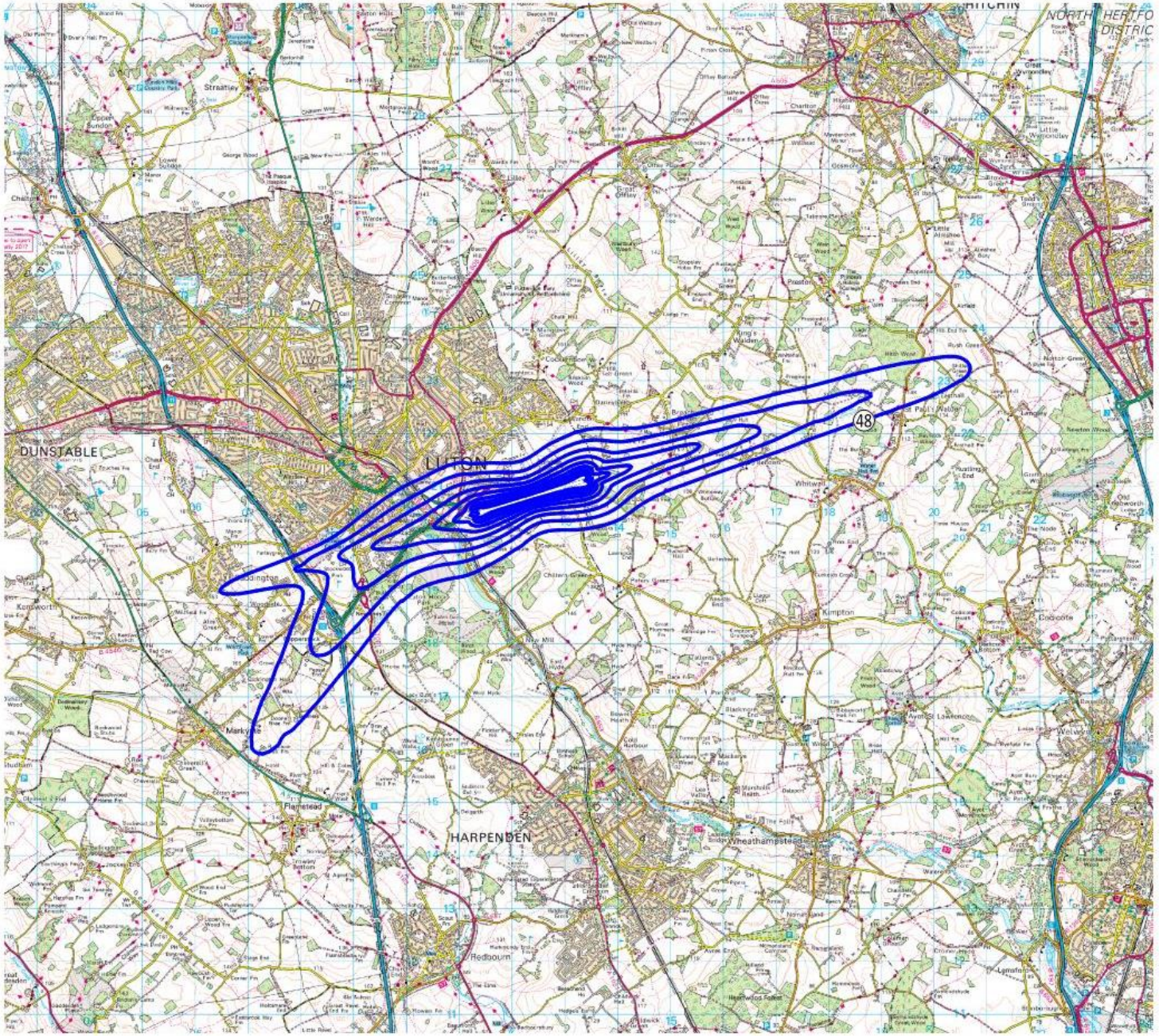
Compared with the same quarter in 2016, there has been an increase of 8% in the total number of movements. The proportion of arrivals in the first quarter has remained similar, going from 54% in 2016 to 53% in 2017.

The aircraft mix has changed slightly, with a small increase in the proportion of turbofan operations, which comprised 73% of the total operations in 2017 Q1, compared to 70% the same quarter in 2016. In particular the Airbus A319 and A320 operations have increased and the Boeing 737-400 operations have decreased. Other aircraft have remained at similar proportions as the same quarter in 2016.

The modal split has changed compared to the same quarter in 2016, with 70% of movements in 2017 Qtr1 using runway 26, compared to 76% in 2016 Qtr1.

The area within the 48 dB(A) noise contour has increased by 10% compared to the same quarter last year. This increase is primarily due to the increase in overall movements, and partially due to the small increase in the proportion of turbofan operations. Increases of a similar magnitude are evident across the other contour bands.

The number of movements, and therefore the contour area, has decreased compared to the previous quarter (October - December 2016).



LEGEND:

Noise Contours,
48 to 72 dB $L_{Aeq,8h}$ in 3 dB steps

REVISIONS

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Technology

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London Luton Airport
Regular Contouring

Airborne Aircraft Noise Contours
Jan-Mar 2017 Average Night time

DRAWN: DCH CHECKED: NW

DATE: May 2017 SCALE: 1:100000@A4

FIGURE No:

A11060/NN17/Q1

6 COMPLAINTS

6.1 Total Complaints relating to LLA aircraft operations*

	1st QTR 2017*	1st QTR 2016
Total No. of Complaints relating to LLA aircraft operations	1,849	191
No. of Complainants	148	64
No. of General Complaints	240	71
No. of Specific Complaints	1609	120
Average No. of Complaints per Complainant	11.7	3.0
No. of Aircraft Movements per Complaint	17	141

During the last quarter a total of 1,849 complaints relating to LLA aircraft operations (on average just over 21 complaints per 24 hours) were received by the Flight Operations Department. This is compared to the 191 complaints which were received for the same period last year. It should be noted that 73% of complaints were received by 10 individuals.

The monthly breakdown of total complaints and events eliciting a complaint relating to LLA aircraft operations is as follows:

Jan 2017	488 complaints	(439 Specific Complaints, 49 General Complaints)
Feb 2017	731 complaints	(653 Specific Complaints, 78 General Complaints)
Mar 2017	630 complaints	(517 Specific Complaints, 113 General Complaints)

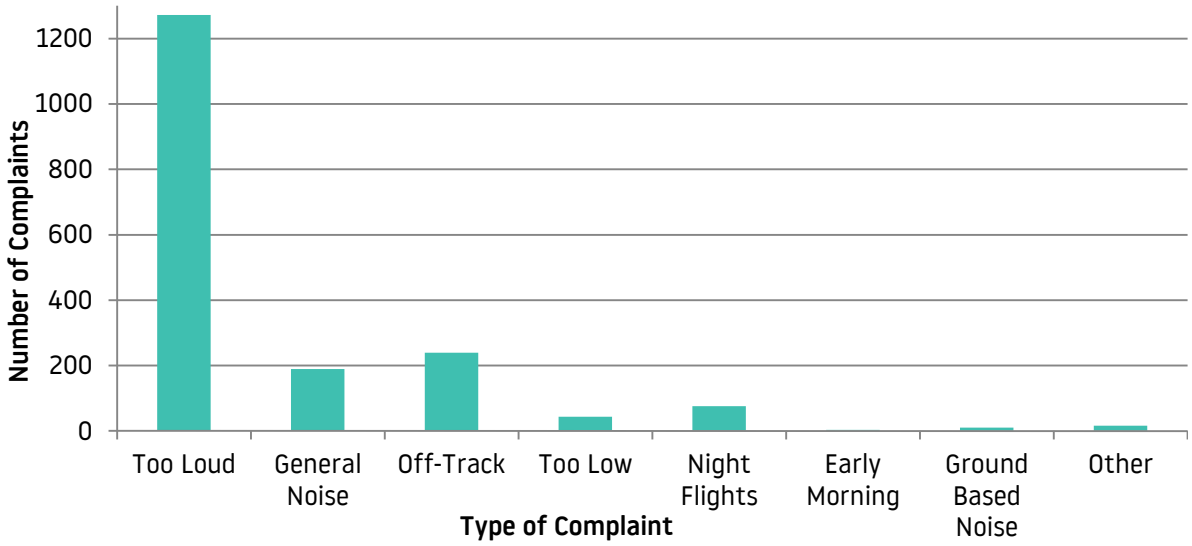
** Figures include 1,359 complaints received by the 10 most regular complainants.*

A further 71 complaints not attributable to LLA traffic were received throughout the quarter, compared to 12 complaints for the period January to March last year.

Out of 148 total complainants, there were 78 that contacted the airport only once meaning that 70 complainants generated 1,653 complaints; therefore the majority of complaints relate to a small number of residents complaining to LLA often.

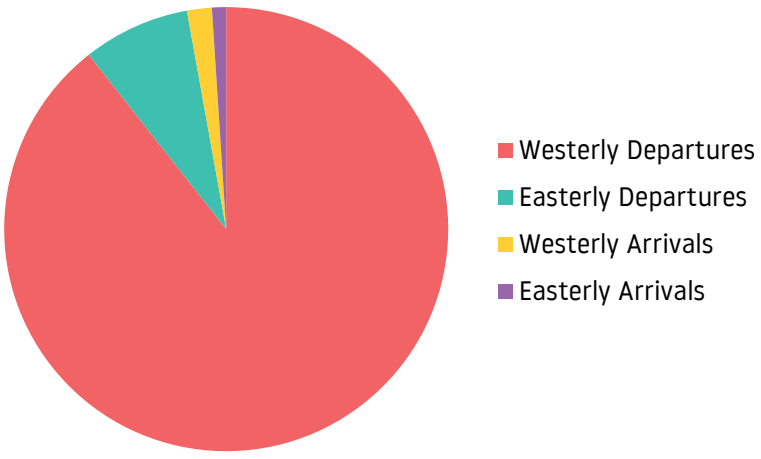
6.2 Type of Complaint

The types of complaint received by the Flight Operations Department from January to March 2017 are listed below.



6.3 Nature of Disturbance

The chart represents the areas of concern reported from specific complaints with regard to aircraft activity during the period January to March 2017.



Within the 1388 specific aircraft complaints concerning westerly departures, 1379 complaints involved aircraft on the Match/Detling heading, 6 related to aircraft following Compton flight route, one related to an aircraft using the Olney route and 2 complaints were recorded about aircraft following an off-airways routing.

With regard to the 121 complaints attributed to easterly departures, 107 related to aircraft following the Compton flight route, 11 aircraft on the Match route and 3 using an off-airways routing.

In total the Flight Operations Department received a total of 44 specific complaints regarding arrivals. 16 of these complaints were about easterly arrivals and a further 28 concerning westerly arrivals.

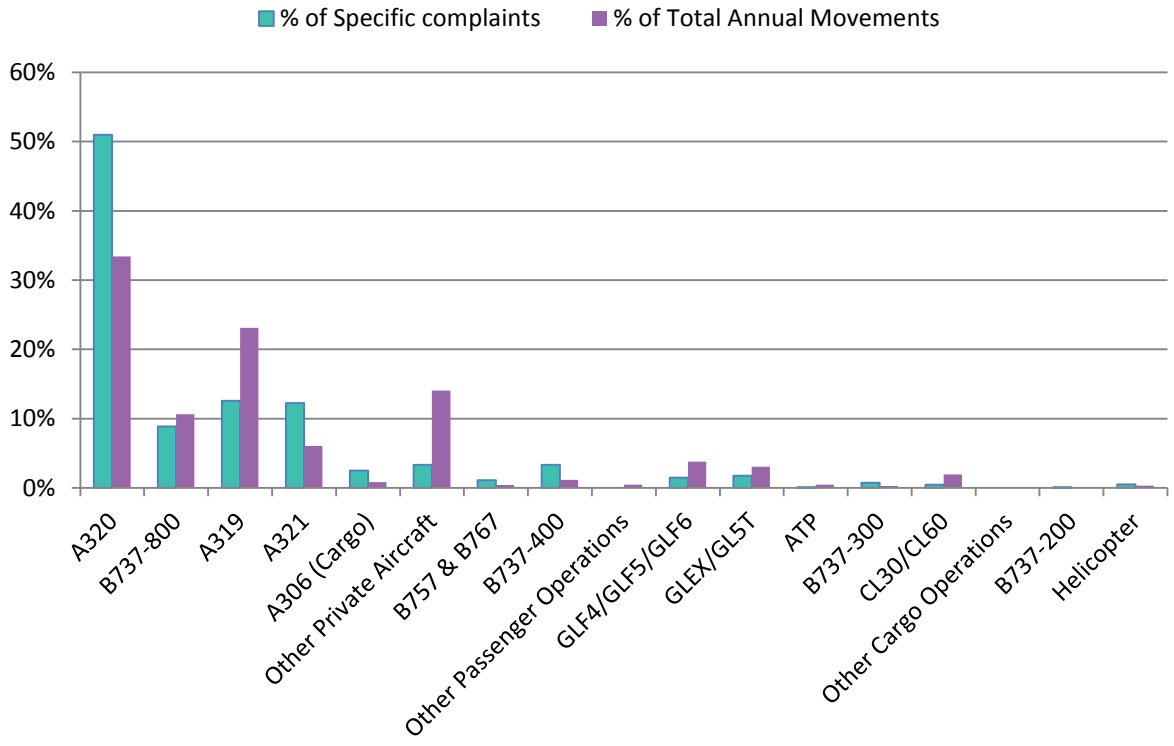
39 Complainants reported noise disturbance at night (compared to **19 Complainants** for the same Quarter last year)

Departing aircraft accounted for 83% of the 52 specific night complaints and 17% involved arrivals. Cargo flights, involving A306 and B752 aircraft were reported in 62% of night complaints, whilst passenger aircraft accounted for 21% of night complaints and executive aircraft were correlated to 14% of night complaints.

74 (4%) Complaints concerning night noise disturbance from LLA operations

6.4 Complaints by aircraft type

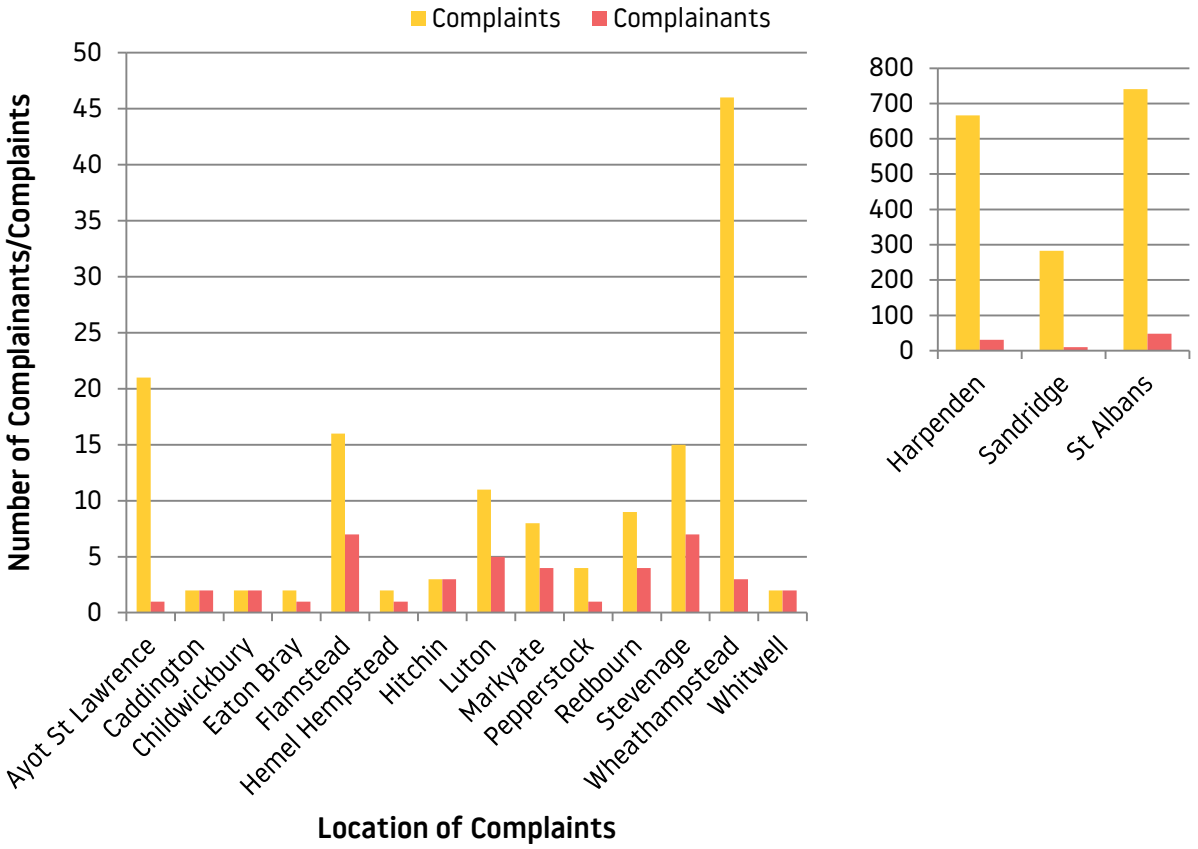
The diagram below shows aircraft types generating specific complaints.



6.5 Origin of Complaints

The chart below identifies the areas around the Airport from which more than one complaint relating to LLA aircraft operations was received during the period January to March 2017.

The communities with one complaint include Codicote, Edlesborough, Kimpton, Knebworth and Walkern.



6.6 Complaints Analysis

During Quarter 1 there has been an increase in complaints compared to the same quarter last year; this is thought to be due to a number of reasons:

- The airport has grown considerably during the quarter, in line with the redevelopment plans. This will have caused an increase in the number of movements on all routes.
- High numbers of complaints were recorded from specific locations, for example Harpenden, Sandridge and St Albans. Complaints from these areas accounted 91% of total complaints. In these areas there is a heightened awareness of aircraft, particularly in relation to the recent growth and RNAV implementation in 2015.
- 1,359 complaints were registered by the 10 most regular complainants, these individuals accounted for 73% of the complaints received.
- The small changes in TraVis, means it is easier for residents to complain about more than one aircraft. This allows individuals to make more than one complaint easier and is less time consuming than the previous process.
- As winds dictated westerly operations for 70% of the time, the largest percentage of complaints related to aircraft operations during westerlies.

6.7 Communication Method

The following table shows the mode of communication used to contact London Luton Airport regarding noise.

Communication Method	% of Total Complaints
E-mail	26%
TraVis	72%
Telephone	2%

Any concerns relating to aircraft operations associated with London Luton Airport can also be reported to the Flight Operations Department by the following means:

Postal Address Flight Operations Department
London Luton Airport
Navigation House
Airport Way
Luton, Bedfordshire
LU2 9LY

Direct Telephone (01582) 395382 (24 hours)

6.8 Response Time

The following table shows the time taken to respond to complaints submitted by our local communities. We aim to respond to 80% of concerns within 8 days and 100% of concerns within 15 days.

Those complaints with longer response times are usually those requiring further investigation with the help of Air Traffic Control. If this is the case, the individual's complaint will be acknowledged and will state that additional investigation is required which may lengthen the response time.

Number of days	% of Total Complaints
0	64%
1	20%
2	10%
3	1%
4	2%
5	1%
6	0%
7	1%
8	0%
9	0%
10	0%
11	0%
12+	0%

7 COMMUNITY RELATIONS

7.1 Community Visits to Airport

Invitations are often extended to local residents and LLACC members to visit the Flight Operations Team for a demonstration of the Aircraft Noise & Track Monitoring System, to discuss specific concerns and to view the specific tracks of LLA aircraft operations in their area.

On the 1st February the Flight Operations team met with Stephen McPartland MP to discuss the noise from our operations in Stevenage. The Flight Operations team also received a visit from the HarpendenSky to explain further the complexities with regard to the westerly Match/Detling route and the future plans; this meeting took place on the 24th March 2017.

7.2 Airport Visits to the Community

The Flight Operations team arranged a public surgery in Eaton Bray on the 28th March 2017 many residents had questions and concerns regarding the easterly arrivals and the future landing gear trial. The objective of the Public Surgeries is to ensure that the communities have an opportunity to meet face to face with the Flight Operations Department and that everyone who attends is better informed about aircraft operations on their area. More public surgeries are scheduled; details of which can be found at the following website http://www.london-luton.co.uk/corporate/community/noise/talking-to-lla, which is updated accordingly.

A member of the Flight Operations team also met with some councillors of Kensworth Parish Council on 9th March 2017, to discuss the recent Community Noise report after the noise monitoring was conducted in Kensworth.

It should also be noted that, on the 30th March, visual monitoring was conducted in Harpenden.