



Monday 21<sup>st</sup> October 2024 – 13.00hrs. – via Teams Meeting

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**Members**

Mr M Routledge	Chairman
Cllr M Muir	Hertfordshire County Council (Vice Chairman)
Mr A Lambourne	LADACAN
Mr J Hale	STAQS
Mr J Morgan	SLAE
Cllr K Collins	Central Bedfordshire Council
Mr G Breeze	PAIN
Mr Lee Imrie	NATS
Cllr J Timmis	Dacorum Borough Council
Cllr D Barnard	Hertfordshire County Council
Cllr Akin Elekolusi	Stevenage Borough Council
Mr J Richardson	Chamber of Commerce

**Officers Representing**

Mr N Thompson	Chief Operations Officer
Mrs N Prior	LLAOL – Head of Flight Operations
Mr D Gurtler	Luton Borough Council
Mrs Armstrong	LLAOL – Head of Guest Experience
Mr N Bradford	LLAOL – Head of Communications and Marketing
Mr O Bigaignon	St Albans City and District Council

**Noise Consultant & Secretariat**

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

**Apologies for absence received from:**

Mr A Martin – LLAOL – CEO  
Mr O Jaycock – LLAOL - Director of Corporate Affairs  
Cllr N Crowie - HAPTC  
Cllr S Furguson – Huntingdon District Council  
Mrs R Webb - BMKALC  
Mr A Martin – LLAOL Surface Access and Development Manager  
Ms S Decker – EasyJet  
Mr S Braund – Buckinghamshire Council  
Mr G Sweedy – Operations Manager for Surface Access  
Ms L Symes - North Herts District Council

The Chairman welcomed attendees to the October meeting.

## 2.0 Minutes and Matters arising from LLACC Meeting 15<sup>th</sup> July 2024

- 2.1 The Chairman advised that draft minutes had been circulated for comment and the changes received were incorporated in the final version within the meeting papers. He invited any final comments and as none were noted the minutes were taken as a true record for publication.

**Admin**

## 2.2 Matters Arising

Agenda Item 2.2 – Update from the Noise Advisory Committee on A321NEO performance. LLAOL agreed to email the CAA again to follow-up this issue. LADACAN reiterated the hope that the work would move forward more quickly. LLAOL informed that they continued to chase the CAA who had requested additional data which was sent to them on 28<sup>th</sup> August. LLAOL informed that they had followed this up again in September and October.

**LLAOL**

Fly-parking – The Chairman advised that he had now also written to both St Albans and Dacorum Councils regarding fly parking. LLAOL informed that they had received a response from St Albans District Council and had responded requesting further information.

Members suggested that many passengers were using the Luton DART car park, but were not train users. LLAOL agreed to contact Thames Link to see what their policy was in this regard.

**LLAOL**

There were questions regarding the DART Tickets being valid past the day of issue if flights were delayed. LLAOL agreed to contact Luton Rising to see if there had been any issues.

**LLAOL**

Howling/Wailing Noise Project – LLAOL informed that no progress has been made to date on the NTSC project about the change in noise from aircraft at certain stages of flight but would be getting the NDA drafted for data sharing.

**LLAOL**

## 3.0 AGM Matters

- 3.1 **Election for Vice Chairman** – Cllr Michael Muir was re-elected as Vice Chairman.

- 3.2 No new applications had been received for membership.

- 3.3 **List of LLACC Members and Representatives** – Members were asked to inform the Administrator of any amendments to the current list of Members.

**Members**

- 3.4 **Sub- Committee Membership** – Any replacements or withdrawals should be advised to the LLACC Administrator. The extant sub-committees were:

**PSSC** – Members were advised that that Which? had decided not to support membership of ACCs in future. Mr Russell Kett who had been the Which? representative on the PSSC would remain on the sub-committee as a Frequent Flyer representative.

**NTSC – No change**

**Noise Insulation Sub-committee – No change**

### **3.5 Dates of Future meetings**

The proposed dates of future meetings were agreed.

It was also agreed that one meeting a year would be held face-to-face at the Airport.

Members agreed that the January LLACC meeting would be the preferred meeting commencing at the new time of 1400.

For NTSC/PSSC meetings it was agreed that the December meeting was the preferred meeting. *Chairman's note: the face-to-face NTSC/PSSC meetings in March were being planned as face-to-face meetings or possibly as hybrid meetings with the option to connect via Teams.*

### **4.0 LLAOL Management Report**

**4.1** LLAOL briefed Members on some of the main highlights of the quarter.

**4.2** Members were given a review of the past 3 months and were advised that performance had been good for the quarter with passenger volumes at 4.8m. This was a 2.1% increase on 2023 and general aviation had also seen an increase along with Cargo tonnage. The latter was probably due to decreased capacity at Heathrow which had led to more demand at LLA, The rolling 12month passenger numbers to 30th September 2024 were 16.5m; almost 5% up on the same period ending September 2023 and 91% of the pre-pandemic figure in 2019.

**4.3** Operationally there had been a strong performance with average queue times at check-in of 8 minutes; Immigration 10 minutes; and security 11 minutes. All of which had translated into a good customer service score throughout Q3 with 4 out of 5 passengers rating the experience as very good or excellent according to ASQ results (a global airport bench marking scheme).

**4.4** Members were updated on the Terminal Car Park 2 situation following the fire last October. They were informed that in July a new priority drop off area just outside the terminal building had been brought into use while the current free drop off area in the Mid-Stay Car Park remained. Construction of the replacement car park had begun. Bedfordshire Fire and Rescue Service had published their full incident report and LLAOL had welcomed the findings of the report which highlighted the efforts of their own Fire Service and wider airport team. The report did identify several learning points for the Fire and Rescue Service but it concluded that none of them would have materially changed the outcome; the building had performed the way it should have done.

- 4.5** Regarding the Guest Experience the main highlight was the Next Gen Security system was now fully in use with 100% of passengers using it since July.
- 4.6** On Special Assistance/PRM, the Airport had continued to meet all of their metrics since December 2023 and had received a Good rating. This was the second highest in the CAA's 2023/24 Accessibility Report, and was achieved despite a significant uplift in PRM passengers (16% more than last year). Indeed, September had been the busiest month on record for Passengers that required assistance (17,000 passengers) and on the busiest day more than 700 passengers requiring assistance transited through the Airport.
- 4.7** LLAOL had hosted their first Airspace and Noise week earlier in October that brought many community members together. Over 100 people had registered for the event with eight sessions throughout the week. The event had also been supported by easyJet, NATS, Luton Rising and the Bedfordshire and Luton Community Trust Fund in addition to sessions throughout the week that had been run by the Flight Ops Team. All sessions had been well attended and the busiest sessions were those related to future Airspace Change and Luton Rising's Development Consent Order (DCO). Overall, there was felt the event was extremely beneficial to both LLAOL and the local communities who congratulated the Airport staff for the time taken to explain issues in a co-operative manner.
- 4.8** Regarding Sustainability, LLAOL had taken delivery of a fleet six brand new car park shuttle buses, a £2m investment, that ran on low carbon fuel which would reduce emissions by almost 90%. LLAOL had also taken delivery of 9 additional electric vehicles as part of their net zero road map. By the end of 2024 over two thirds of the LLAOL fleet would be low carbon and there was an ambition to have 100% of vehicles low carbon by 2030.
- 4.9** Regarding community engagement, LLAOL had held their first 'Giving Back' month in August when over 30 volunteers gave up time to help a range of local groups and charities including the Food Bank; Keech Hospice; and Apple Down Animal rescue. There had also been a charity Cycle Ride from Dublin to Dingle Bay in Ireland which had raised more than £77k for the Airport's charity partners.
- 4.10** Members were also advised on a number of new awards that the Airport had received recently including:
- a. A National Transport Award in partnership with East Midlands Rail and Luton Rising for the Launch of the Luton Airport Express.
  - b. The Guest Experience Team who had won two awards in the UK Customer Experience Awards for the Team of the Year and the Best Customer Service for Vulnerable Passengers.

#### 4.11 Questions were taken from members.

A member enquired if a fire suppression system would be installed in the existing multi-storey car park following a letter written to the to the Airport from the Chief Fire Officer. LLAOL informed that they took safety very seriously and was under constant review. They were exploring options for Terminal Car Park 1, which already met current building and fire regulations, and had robust fire safety policies in place.

A member who had used the PRM service during September congratulated the Airport on an excellent service. LLAOL advised that they would feed back the comments to the team.

Thanks were also passed on to the Flight Ops Team for the Airspace and Noise week.

#### 5.0 Noise and Track Sub Committee 18<sup>th</sup> September 2024

5.1 Members noted the report provided by Bickerdike Allen.

5.2 Total passenger numbers had increased by 3% and total traffic movements by 2%. The total movements in the night period, 23.00-06.59, were 10% fewer when comparing with the same quarter last year. The early morning, 06.00-06.59, movements were very similar when comparing with the same quarter last year.

5.3 The airlines had achieved Continuous Descent Approaches (CDA), for 91% of all arrivals; this was down on the same quarter in 2023 (94%).

5.4 The noise monitor results showed most departures still produced noise levels in the range 70-76 dB  $L_{Amax}$ . In this period (2024 Q2) one daytime departure and one night-time departure were registered at greater than 80 dB. Last year the comparable counts were six and zero.

5.5 There had been one noise violation during the daytime and two during the night-time; all were fined accordingly. LLAOL informed that they continued to work closely with the operators to reduce violations. The noise contour had increased by just under 2% when comparing with the same period in the previous year. There had been eight track violations all resulted in fines being issued.

5.6 The number of complaints had decreased from 5,329 in the last second quarter to 1,918 in the same period in 2024. The number of complainants was 123, down from 223 in 2023. The number of new complainants was 35, down from 71. The largest percentage of complaints had been about westerly arrivals.

5.7 Regarding the limit on early morning shoulder activity (12-month movements), the total for the preceding 12 months was 6,019 which was below the limit of

7,000. With respect to the limit on night quota activity (23.30-06.00) (12-month movements), the total for the preceding 12 months was 8,752 again below the limit of 9,650.

- 5.8** The sub-committee had discussed the QMR. There had been several comments regarding accuracy, for example the split of activity by aircraft type in Section 1.7. It was requested that the details of any inaccuracies be sent to LLAOL who would update and reissue the QMR as appropriate.
- 5.9** The comparison of the distributions of individual departure noise levels from 2015 and 2024 were discussed. It was questioned why at night there was a reduction in the proportion at 75 dB(A), and also if it was correct that there were more results for 2015 than 2024. LLAOL agreed to look at these points.
- 5.10** It was questioned if the level of fines was enough to discourage airlines from breaching the limits. LLAOL advised that they felt they were given the tight margins that the airlines operated to, and the efforts the airlines made to try and avoid any recurrence.
- 5.11** The number and location of complaints were discussed. It was noted that while one frequent complainer had left the area, and the number of complaints were significantly down overall, most of the complaints were still from a relatively small number of complainants.
- 5.12** The location with the most complaints was Cambridge. It was questioned if this related to the city or a wider area. LLAOL advised that they worked with the information submitted by the complainant; as there were only 5 complainants listed for Cambridge they would see if they could refine the detail. It was noted that the complaints from Impington, a small settlement on the northern edge of the City of Cambridge, were already separately recorded.

## **6.0 Report from Passenger Services Sub Committee September 2024**

- 6.1** The Chairman advised that the PSSC meeting had been a tour of the Airport and had been open to all LLACC members. Overall, the tour had been extremely well received and the improvements within the Terminal were noted. Improvements to toilets, lounge areas and the Security area were all commented on favourably. It was felt that future improvements to the availability of general seating would be of significant benefit.

An observation was made regarding the need to make the signage for the Information desk in the Terminal more obvious; LLAOL had taken the feedback onboard.

## **7.0 Luton Borough Council Report**

- 7.1** The Committee noted the LBC Report.

**7.2** Members were advised that the decision date for DCO has been extended to the 3rd January 2025. It was noted that the DfT had continued to carry out further consultations after the examination had finished.

**7.3** Surface water drainage scheme relating to Taxiway Golf - for clarification, members were advised that the extension planned for Runway 25 would actually be an extension of Taxiway Alpha and the current layout where Alpha entered Runway 25 would be renamed Golf.

**7.4** Government had carried out a consultation on the National Planning Policy Framework; this work, which consisted of 106 questions, had started at the end July and finished in September. 10,000 responses had been received.

**7.5** Members referred to Planning and enquired if there was much new housing being built underneath the flight path for Luton. Members were advised that there were restrictions in the Public Safety Zone which had two sections. In the first there could not be any increase of population within the area (the 1 in 10,000 risk contour). With regard to the DCO consultation, anything built after the date it became public knowledge would not be entitled to certain compensation schemes as builders should be building houses in full knowledge that expansion of the airport could be taking place. Regarding noise, if a developer wanted to build where there was aircraft noise they needed to consider both current and anticipated noise levels. This would be assessed by the Planning Authorities when permission was being considered. The environmental health authorities would also provide comments on proposed developments in noise affected areas.

## **8.0 Correspondence Received**

**8.1** Fly parking letters sent by the Chairman had been included in the Correspondence pack

**8.2** The CAA had started a new initiative called the Community Information and Feedback Forum and had approached several ACC chairs to represent the communities involved with their ACC. The Chairman advised that he was concerned that 'representation' could be at odds with his independent status but would take part in the initial Forums to ascertain whether he was the right person to attend on behalf of LLACC. The Chairman agreed to circulate the ToR's for the Forum.

**Chair**

## **9.0 Any Other Business and Next meeting Dates**

**9.1** No other business was discussed.

**9.2** Date of Next meeting for:

PSSC and NTSC 11<sup>th</sup> December 2024  
LLACC 21<sup>st</sup> January 2025 at 1400.

**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 Apr-24	Data on investigation into A321 NEO noise levels and manufacturer's response awaited	LLAOL	Long standing issue with some other airports reporting a similar experience. Discussions between Airport, CAA and DfT taken place. Airport data now with CAA for analysis. Discussions with Wizz and easyJet to come. CAA chased for response. 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. PIR submitted to CAA. Public consultation phase completed. CAA response awaited.
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
7	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 but some elements are awaiting LLAOL resource.
9	NTSC	13 Dec	EL AL Boeing 737-900 data to be included in QMR for review.	LLAOL	Further analysis of data for EL AL Boeing 737-900 to ensure all is being done to limit the impact of what appears to be the noisiest type routinely operating from Luton. Complete
10	LLACC	22 Apr 15 Jul	Fly-parking in local area has been identified as an issue.	Local Authority Reps / LLAOL	Chairman to write to nearby authorities encouraging dialogue with LLAOL to assess issue and potential solutions. Chairman to write in addition to St Albans and Dacorum authorities on the issue. Complete – letters sent
11	NTSC	11 Dec	Dispensation policy for night flights. Certain night flights may be discounted in accordance with the 19mppa planning conditions. Dispensation is based on the policy used at the designated airports (who report to the DfT) but for LLA reporting is to the Planning Authority.	LLAOL	Flt Ops Team to provide more information on the briefing and guidelines given to Airlines seeking to discount certain flights from Night Quota Count and Movements limits. Ongoing