



Monday 25th October 2021 – 13.00hrs. – via Teams Meeting

Members

Mr M Routledge	Chairman
Mr C McDonald	STAQS (Sub)
Mrs R Webb	BMKALC
Mr P White	SLAE
Ms L Attrup	LADACAN
Cllr P Brazier	Buckinghamshire Council
Cllr P Clark	North Herts District Council
Cllr P Parry	Beds Ass of Town & Parish Councils
Cllr J Gardner	Stevenage Borough Council
Cllr C Poll	Buckinghamshire Council
Cllr S Clark	Herts Ass of Parish & Town Councils
Mr J Wilkinson	PAIN (Sub)
Cllr A Brewster	Hertfordshire County Council

Officers Representing

Mr A Martin	LLAOL CEO
Mrs N Prior	LLAOL - Noise & Airspace Performance Manager
Mr D Vazquez	LLAOL - Head of Sustainability
Mrs C Armstrong	LLAOL - Head of Passenger Services
Mr D Gurtler	Luton Borough Council
Mr D Wilson	St Albans City and District Council
Mr P Donovan	Herts County Council
Mr A Wong	LLAOL Airspace Performance Assessor
Miss A Green	LLAOL
Ms L Symes	North Herts District Council
Mr S Mendham	Dacorum Borough Council
Mr J Whittingham	easyJet
Mr C Hall	LLAL (Sub)
Mr O Jaycock	LLAOL

Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

Apologies for absence and substitution

Apologies for absence received from:

Mr S Shearer – Freight Operator DHL
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
Mr C Sheffield - Buckinghamshire Council
Cllr J Graziano - Kings Walden Parish Council
Cllr D Bowater - Central Bedfordshire Council
Mr G Olver – LLAL Engagement Director
Cllr D Franks – Luton Borough Council
Cllr J Timmis – Dacorum Borough Council
Mr D Godfrey – PAIN
Cllr D Barnard - Hertfordshire County Council
Cllr D Mitchell - St Albans City and District Council
Mr Neil Thompson - LLAOL Operations Director
Mr D Healey – NATS
Mr J Hale – STAQS
Mr N Bradford - LLAOL – Head of Marketing Communications
Ms L Grufferty - LLAL

1.0 Presentation from easyJet regarding Carbon Management

The presentation was by James Whittingham who was part of the sustainability team for easyJet based at Luton looking at Carbon Management.

Members were advised that the Carbon offsetting programme in the context of the Sustainability Strategy at easyJet was launched in November 2019. At that time, easyJet announced that their sustainability strategy would have 3 pillars: Tackling Carbon Emissions; Stimulating Carbon Innovation; and Going Beyond Carbon.

The Strategy was set out along with a vision on how easyJet wanted to tackle emissions from their airline business and beyond. They announced that they would be offsetting all carbon dioxide equivalent (CO₂e) emissions from their flight operations going forward and this would be done at no extra cost to their customers (both leisure and business). Easyjet also recognised that offsetting would only be an interim solution and they would continue to work with business partners Airbus and Wright Electric to accelerate the development of zero emission technology. It was noted that this would not just be across all their flying activity but be extended to all ground-based activities to maximise their carbon efficiency. They were very keen to make a declaration of intent for their sustainability ambitions.

EasyJet briefed further on their Carbon offset programmes which included offsetting the carbon emissions from the fuel used on all flights across their network; investing in projects such as afforestation and the prevention of deforestation; working with

local communities in developing countries to foster emission reductions in every day life; investing in cleaner renewable energies including solar and wind power; and continuing to explore ways of reducing their impact on the planet by removing plastics on-board aircraft while championing new technologies within the industry.

EasyJet were seeking to procure projects that only met very strict sustainability standards and had third party endorsement of verification. Members were advised that the two main Credits they used were the Gold Standard and the Verified Carbon Standard and used projects that were being delivered from two key avenues – nature-based schemes and renewable energy projects. Benefits from these projects included establishing sustainable forest management practices as well as providing employment and improving livelihoods for people in developing nations. The projects were based in several locations including Ethiopia (Africa), Peruvian Amazon (South America), India & Indonesia (Asia) and Bulgaria (Europe).

EasyJet advised that all of the Projects were traceable and verifiable, and they would only accept the credits that had delivered what they said they would. As an act of transparency they had added to their website all of the emission certificates that had been issued by the project developers and project verifiers. Despite the challenging times, easyJet had continued to maintain their industry leading position about off-setting.

Members noted that since the launch of their scheme in November 2019 easyjet had offset around 4 million tonnes of carbon emissions. EasyJet did accept that there was more work to do to use their leadership position to engage and educate not only their own workforce but also their customers and other external stakeholders.

Questions were raised by Members:

Note: some additional material was provided by easyJet in follow up to these questions and this has been incorporated into these minutes for ease of reference.

- **What scope was there for offsetting more locally in the UK?** Members were advised that UK projects didn't tend to be suitable for a few reasons: There were only a small number of projects, and those that existed only produced a very low volume of credits vs. projects overseas. In the case of tree planting and peatland restoration, for example, these projects did not have readily available credits now – i.e. for purchasing and retirement, as was the case for the projects that easyJet procures from – that means, there would be a long lead time for these UK projects to deliver credits. EasyJet also stated that to the best of their knowledge, there were no Verified Carbon Standard (VCS) or Gold Standard projects in the UK – these were the leading third-party verification schemes and easyJet only procured project credits from these two verification schemes/standard, albeit elsewhere in the world.
- **Why offset rather than restrict growth?** The aviation world was showing that it was one of the biggest culprits for our climate change. UK ranked 11th with aviation and shipping contributing significantly. It was asked how responsibility was attributed and suggested that there was probably

something more local, particularly with the greenbelt around Luton, with a further suggestion that hopefully something would come out of the (COP26) summit to identify more local offsetting. EasyJet stated that global aviation was responsible for around 2 to 3 percent of GHG's each and was now commensurate with the Information Communication Technology Industry which was expected to grow at a very far pace. Historically shipping had not been included in international agreements, but aviation had been included in the European Union's Trading Scheme for many years and we were now party to CORCIA which was ICAO scheme on carbon off-setting. The UK had also launched its own emissions trading scheme since departing the European Union and aviation was also impacted by the Swiss Trading scheme. Airlines were already heavily regulated when it came to emissions through legal frameworks. It was stressed that easyJet was one of the most carbon efficient aircraft carriers that operated from the UK and around the world by using very fuel-efficient new aircraft flying point to point and by using other technologies at their disposal ie. new engines.

- **With the Paris Agreement was based on temperature not emissions and only one third of aviation's net contribution to warming had come from carbon dioxide, it was asked did easyJet's offsetting programme also include temperature rises that came from nitrous oxide or was it just a carbon-based programme?** Easyjet advised that their emissions relate to CO₂E and the equivalent other gases that arise from the combustion of fossil fuels. The two key ones that pertained to the E in CO₂E were nitrous oxide and methane but did not include contrails, serious cloud formation or other non CO₂ effects. It was noted that there was still some work to do to understand what the impact of the non CO₂ gases might be.
- EasyJet advised that they were conducting a trial at another UK London airport on the use of sustainable aviation fuel and would be continuing this over the forthcoming weeks for domestic activity. EasyJet believed that sustainable aviation fuel was likely to be a strong lever in the decarbonisation approach for aviation.
- **How did 4m tonnes offset compare with how much you need to offset/reduce?** EasyJet advised that pre-pandemic emissions were 8m tonnes per year. EasyJet went to the market prior to the pandemic to ensure that they could acquire and procure enough to meet more than their needs for financial year to 2020 but because their activity halved, thus halving emissions, there was plenty to draw on for financial year 2021 to cover the commitment made in 2019.
- **Do project credits/numbers for windfarm/aerogenerator turbines take into account the embedded carbon in the manufacturing phase of the turbine and discount it vs. the carbon that has/will be saved in the operational phase?** EasyJet confirmed (following a conversation with our carbon project consultant) that the projects do not take into consideration the embedded carbon from the manufacturing of the turbine. The emissions were negligible in comparison to carbon avoided by the windfarm and would be rather challenging to calculate because of the geographies the wind farms were being constructed in. The Gold

Standard methodology states that project emissions start at zero when the project commences. The verification standards apply a buffer to the carbon credits issued, therefore if a project saved 1,000 tonnes of carbon, a smaller figure of carbon credits would be issued (maybe 900 tonnes). The exact buffer % varied on a number of factors.

- **Regarding offsetting and local initiatives, it was stressed that those who lived underneath the flight paths suffered significantly and although good things were being done around the world the people underneath should also be taken into consideration and gain from some of the benefits of offsetting ie. electric car points in local or recreational/public building areas or car parks etc. It was asked that if the local councils were to set up a programme would it be something that easyJet would invest in locally?** EasyJet advised that it was something they could possibly investigate but did reiterate that they only retire credits that have already been delivered ie. if through your own organisations and a local partner were to co-fund electric charging points you would then need to look at the amount of electricity that had been used, what was the offset differential by not using fossil fuels over a period of 6 to 12 months then would need to go through the validation and verification process to account for the credits but hypothetically it could be looked at.
- **Members referred to the possible increase in costs sometime in the future, although it was understood that easyJet were currently committed to delivering their plan at no additional cost to the customer it was asked whether they would stop the process if costs escalated or perhaps add the cost to ticket prices?** EasyJet again reiterated that it was an entirely voluntarily decision that they wanted to do this at no cost to customers who fly with them. At present it was their intention to continue that way. EasyJet would keep a close eye on the market developed and would try to ensure that they procured from those very high standard projects around the world at present.
- Members were advised that increasingly many airports around the world were making plans and progressing their own decarbonisation journey through a scheme that was run on airport carbon accreditation. To reach different levels of that certification within the scheme participants had to take stronger and more demanding steps. LLAOL advised that they were very clear on what they wanted to achieve and were working towards becoming Net Zero by 2040, with regards to offsetting alone LLAOL had a road map which aimed to offset emissions by 2026.
- **When do you see your Ground Operations at Luton being carbon neutral in their own right and not requiring to be offset?** EasyJet advised that for some of the ground-based equipment used by their engineers, there were no electric or other alternative fuel solutions at present, but they had launched a partnership with Bristol Airport to investigate the use of Zero emission technology to accelerate the journey towards zero emission activity for the ground based equipment.

- **Regarding Sustainable aviation fuels can you advise whether they would be crop based or mostly the non-crops based?** EasyJet advised that they would double check but believed it would be non-crop based; it was noted that one of the key feed stocks currently being used, which is readily available, was used cooking oil. Post the meeting further information was provided that the fuel was Neste MY Sustainable Aviation Fuel. Neste's market-leading sustainable aviation fuel, which is fully certified, is produced from 100% renewable and sustainable waste and residue raw materials, such as used cooking oil and animal fat waste. In its neat form and over its life cycle, Neste MY Sustainable Aviation Fuel can achieve a reduction of up to 80% of greenhouse gas emissions compared to fossil jet fuel use.
- Members noted that offsetting was an initiative that could be done now whilst waiting for new technologies to come online in the future. The Aviation Environment Federation had said that offsetting was not going to get aviation to Net Zero and could potentially be a distraction from the need to reduce flights. EasyJet acknowledged the comment and emphasised their commitment to playing their part globally to accelerate the development and a key area of focus included the role of ATM (air transport movements) and the efficiency of the ATM and airspace management could play.

The Chairman, on behalf of the Committee, thanked easyJet for their presentation and for the interest it has generated.

2.0 Minutes and Matters arising from LLACC Meeting 19th July 2021

- 2.1 The Chairman enquired if there were any changes or objections to the minutes from 19th July 2021. None were raised and the minutes were accepted as a true record of the meeting.

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

Admin

3.0 Annual General Meeting

- 3.1 **Election of Vice Chairman** – Cllr Annie Brewster had agreed to sit as Vice-Chairman for a further year if no other applicants presented themselves.

The Committee elected Cllr Annie Brewster – as Vice Chair.

- 3.2 **Membership** – The Chairman advised that LLATVCC had been dissolved had formally resigned from the Committee. The Chairman thanked LLATVCC for their service to the Committee over a number of years and would send a formal letter of thanks to Michael Nidd.

Chairman

- 3.3 **Applications for LLACC Membership** – No applications for membership have been received.

- 3.4 **NTSC Membership** – The Chairman asked for each organisation to keep the administrator informed of any changes in representation on the Committee. BMKALC volunteered to join the sub-committee to ensure the balance was maintained for community groups now that LLATVCC had stood down.
- 3.5 **PSSC Membership** – The Chairman referred to the current membership which now had a broader representation but noted we were still seeking a frequent flyer member who was not a PRM. The Chairman noted that consultation on the passenger experience was a key element of an ACC's responsibilities as set out by the DfT and encouraged any Committee member with an interest in the passenger experience to come forward to serve on the sub-committee.
- 3.6 **Noise Insulation Committee Membership** – The purpose of this sub-committee was to agree the priority for rolling-out the noise insulation scheme as set out in Planning Conditions. Voting membership was currently limited to the 2 local authorities most impacted by the scheme (LBC and North Herts) and a community group representative (LADACAN). Members noted the membership composition.
- 3.7 **Future meeting dates** – the Chairman informed that all the meetings would be virtual for the foreseeable future. Members noted the dates.

4.0 **LLAOL Management Report**

Members were advised that the impact of the pandemic was still very noticeable during Quarter 3 (July to September 21) with fewer passengers than in 2020 and 65% down compared with the same period in 2019; however, Luton had performed better than other UK airports. In general, the UK was lagging compared with other European countries due to the additional policies and restrictions that had been in place.

LLA Cargo levels fell versus both 2020 and 2019 and were currently around 25% lower than pre-covid levels. This was largely due to capacity being available at the main UK Cargo hubs of Heathrow and East Midlands. LLA was typically used as an overspill to Heathrow for cargo operators. General Aviation had seen a stronger recovery with levels now similar to 2019.

Looking ahead at the 4th quarter the situation remained challenging, but in general terms Luton was well positioned and had seen some increase in volumes for half-term and Christmas but the apart from that the rest of the quarter would remain challenging.

LLAOL advised that passenger and staff safety had always been their primary focus since the beginning of the pandemic. The good safety practises which had been implemented had recently been audited and accredited by the CAA and Public Health England. The Airport had also renewed its ACI Health Accreditation for the second year and received very good feedback regarding the measures in place.

LLAOL continued to implement all the Covid safety measures including the wearing of face coverings and enhanced cleaning to maintain the safest environment

possible. LLAOL have recently had a spot check on health Measures at the Border which noted a high level of compliance.

The customer satisfaction ASQ programme had been operating since July. The survey now included 5 new questions that were related to covid measures along with the standard questions. For Quarter 3 overall customer satisfaction was 84%; 99% of customers felt safe to travel on the day; and 95% felt little or no stress.

LLAOL referred to sustainability and highlighted areas to the Committee they would be focusing on. LLAOL believed partnerships and collaboration was key and wanted to highlight their focus on sustainable fuels; hydrogen and future airport infrastructure.

LLAOL advised that they had formally responded to the Government's consultation on Jet Zero; had engaged with a number of industry organisations including Sustainable Aviation and the AOA; and were participating in workshops with the DFT etc. They had also created their own Sustainability Board and were engaging with their shareholders.

There were updates on airspace change proposals with the new arrival procedure AD6 moving to Step 5A and being assessed by the CAA. *Chairman's note: the CAA have subsequently approved the change which will be implemented in early 2022.*

On FASI (South) – the broader change to departure routes across several airports - Following the Government's announcement for funding airport's airspace modernisation projects, LLAOL has been developing a long-list of designs. Over the coming months they would engage with stakeholders and ACOG (Airspace Change Organising Group) to progress through the change process.

Members were advised that to date the airport had funded 11 projects through the community Trust Fund totalling £92k . There were still a number of projects pending a decision.

The Chairman referred to the downturn in passenger numbers and asked if the Airport could give a comparative assessment with other UK airports? LLAOL advised that for 2020 and for the first 2 quarters of 2021 Luton had been performing better than any other airport in the UK in relative terms vs recovery. This was because some markets were open but with some restrictions, but as other markets reopen other airports would start to recover.

Members asked if any of Luton's airlines would be introducing the Boeing 737 max as it was understood that it may be a bit quieter than the current B737. LLAOL advised that they continued to work with their airlines to try and encourage them to operate a more modern fleet. The 3 main airlines operating from Luton account for more than 90% of traffic from Luton and use the most modern aircraft. At Luton a positive trend had been seen with the 737 max mainly on Ryanair although they accounted for a small proportion of the traffic compared with easyJet and Wizz Air.

Explanation was given regarding the definition of CTOC – CTOC is a slot delay imposed to the operating time allocating a delay in Europe and a restriction is imposed.

Reference was made regarding the advice given from the Climate Change Committee to the Aviation Sector regarding no net expansion or UK airport capacity unless the sector is on track to outperform its net emissions trajectory and could accommodate its demand – LLAOL were fully aware of the report but were also guided by the policies implemented by Government. They were keeping a close eye on developments.

Reference was made regarding the air quality monitoring located at Wigmore Park, it was questioned whether it was the correct location due to the prevailing winds which make it not a sensible position for a monitor. Following discussion it was noted that the monitor was a LLAL installation and was placed there so it was between the airport and the residential areas, CH agreed to get a written answer for LLAL clarity.

Reference was made to the loss of ATM facilities when the Currency Exchange entered administration. It was hoped that the service would be operating again soon.

Terminal Car Park Car 2 – LLAOL advised that they hoped it would be fully open by the New Year.

Members asked if the Airport were putting in place in agreements with airlines to look at offsetting or any commitment to electric or hydrogen fuelled planes in the next 10 years. LLAOL advised they had exchanged ideas but capacity to influence airline policies was limited and could be challenging; however, airlines were keen to work together and take steps to achieve common goals regarding sustainability.

5.0 Noise and Track Sub Committee 15th September 2021

5.1 Presentation By ACOG

Members were given a presentation by Cheryl Monk from ACOG on the Airspace Change Programme. ACOG are overseen by CAA and DfT are to co-ordinate the delivery of two major national airspace change programmes, FASI-S and FASI-N. The NTSC were advised that ACOG would not make the decisions, would not design the new airspace and the new routes but would co-ordinate proposals between the airports.

ACOG would initially produce an Airspace Change Masterplan. This would be an iterative process as each design team at the separate Airports stated their conceptual designs. It was noted that despite the inevitable COVID delay, all airports were now working on their designs for the airspace up to 7000 ft. The final delivery for London's eleven airports was not envisaged for several years, perhaps in the early 2030s.

Members noted that the Initial work would be at high level and it would be for Airports to consult publicly. Members raised questions, and thanked ACOG for their presentation. ACOG clarified that disputes between Airports over use of shared airspace, if they occurred, would be resolved by DfT/CAA not ACOG. London Heathrow was currently working based on a two-runway airport, i.e. no third runway.

5.2 **Airspace Change Updates (AD6, FASI-S)**

AD6, New Arrival Arrangements - LLAOL had submitted their proposal and the CAA had initially replied by publishing CAP 2233, which advised that due to the proposed increase in Class G airspace the decision could fall to the Secretary of State. The CAA has set up a Public Evidence Session to seek views on whether the final decision should be taken by the CAA or DfT, 22nd September 2021.

FASI-S: Stage 2A Option Development - LLAOL advised they were working on Option Development and planned to reach the Stage 2 Gateway by March 2022.

NATS-Swanwick: Compton SID Truncation - NATS advised that separate from FASI-S, they were seeking where appropriate to reduce the length of SIDs and obtain 'flight plan enabled fuel benefit' without change to the existing track over the ground or SID vertical profiles. This should alleviate aircraft operators' flight planning for unnecessary fuel uplift when departing airports with current lengthy SIDs. To meet CAA policy the SID truncation should have a saving of at least 10nm. Such truncations had been undertaken at other London Area Airports, e.g. London Heathrow, WOBUN and BUZAD SIDs.

NATS were currently in the process of seeking to truncate the Luton westerly departure SID to Compton, by terminating the SID earlier at RODNI. Once completed departure route usage statistics will be reported about RODNI not Compton. No detrimental noise change is forecast.

There would be consultation by 29th November, and any implementation would not be before March 2023. If FASI-S requires further changes they would be made separately.

5.3 **LLAOL Quarterly Monitoring Report for April to June 2021 [2021 Q2]**

Total passengers served increased by 392%, total traffic movements increased by 155%. The total movements in the night period, 23.00-07.00, increased from 622 for the second quarter last year to 1065. The early morning, 06.00-07.00, increased from 52 in the second quarter last year to 329. Airlines achieved in the period Continuous Descent Approaches, CDA, for 86% of all arrivals, more than in the same quarter in 2020 (81%). The noise monitor results show the majority of departures still produce noise levels in the range 70-76 dB L_{Amax}. In this period (2021 Q2) no daytime departures and no night-time departures were registered at greater than 80 dB. Last year (2020 Q2), the comparable counts were 0 and 0. There were no noise violations during the daytime or night-time. The night-time noise contour area increased, by 70%. In this quarter, 2 aircraft were fined due to poor track keeping.

The number of complaints increased from 525 last second quarter to 2213 in the same period in 2021. The number of complainants was 123 in the second quarter of

2020, 81 in 2021. The number of new complainants was 19; in the same quarter in 2020 the number was 49. Complaints about westerly departures still formed the largest % of complaints.

For this quarter, runway usage was 56% westerly operations. With respect to the limit on early morning shoulder activity (12 month movements), total for preceding 12 months was 2073 (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 3463 (limit 9,650).

The sub-committee discussed the QMR, and the new appendix, Attachment B2 here, which gave comparisons with the second quarter of 2019 (i.e. prior to Covid) when the airport was serving nearly 5 million passengers as opposed to just over 0.5 million passengers in the second quarter of the year. Also mentioned were some errors in the Travis data, the stimulation of complaints by a letter seeking such from all 19 mppa planning application objectors, the concern that restricted night movements related to an annual limit rather than a nightly limit, the continued need to take action to reduce noise.

5.4 Airport Updates

Noise Abatement Departure Procedure (NADP) Trial.

LLAOL advised that it had not been possible to start the trial yet due to difficulties with the portable noise monitors and it was hoped when these difficulties were overcome a start later in 2021 would occur. In the meantime, as requested by NTS-C, LLAOL were seeking involvement by Wizz Air.

Airbus A321 NEO Performance.

Wizz Air were operating the Airbus A321ceo and A321neo at Luton Airport.

The Wizz UK Aircraft Fleet comprises:

Airbus A321neo	G-WUKM, G-WUKN, G-WUKO, G-WUKP
Airbus A321ceo	G-WUKC, G-WUKG, G-WUKH, G-WUKI, G-WUKJ, G-WUKK, G-WUKL

The noise certificates for examples of each type show the following:

Noise Level (EPNL dB)	Airbus A321neo (G-WUKO)		Airbus A321ceo (G-WUKK)		Difference
	Engine PW1133GA-JM		Engine V2533-A5		
	MTOW 89,000 Kgs		MTOW 83,000 Kgs		
FLYOVER	83.4		84.5		
LATERAL	88.2		95.2		
APPROACH	94.8	QC0.25	95.5	QC0.25	- 0.7
DEPARTURE (Fly + Lat) / 2	85.80	QC0.25	89.85	QC0.50	- 4.05

LLAOL advised that Airbus had been studying the Luton measured data and it was expected that a report would be received soon.

LLAOL / BAP presented a summary of study on all measurements on the Airbus A321 aircraft at Luton in the period 2016 to 2020. This indicated, based on averaged results

for 2019 and 2020 separately for each fixed Luton noise monitor, that the NEO version using the SEL parameter was similar to the CEO version on landing (i.e. no quieter) and slightly quieter on departure. This arose from study of over one thousand results for the NEO aircraft and many thousands for the CEO.

5.5 Any Other Business

Government's Policy on Aviation: Jet Zero Consultation: July-September 2021

As advised in the Consultation, the Government believed the aviation sector can achieve Jet Zero without the Government needing to intervene directly to limit aviation growth (para 3.41). The Governments' proposed 'high ambition' scenario (2) indicated benefits of 4% due to use of zero emission aircraft, 8.8% due to the impact of carbon pricing, 14.4% due to use of sustainable aviation fuel (SAF), 36% due to fuel efficiency improvements and 36.7% due to abatement outside the aviation sector. [i.e. offsetting into robust schemes that remove or avoid an equivalent volume of emissions elsewhere, e.g. Greenhouse Gas Removal [GGR]].

Independent Commission on Civil Aviation Noise (ICCAN)

Following an independent review, the DfT, who set up ICCAN in November 2018, have wound it up this month and will ask the CAA to take on some of the tasks undertaken by ICCAN.

6.0 Report from Passenger Services Sub Committee from 15th September 2021

- 6.1 The Chairman informed that a presentation was given by Rebecca Star and Gary Collins from LBC/LLAL on the DART project and was well received by those attending.
- 6.2 The PSSC were updated on the current COVID situation, its impact on passenger numbers and the steps being taken to ensure a safe environment for staff and passengers. There had been significant positive feedback from passengers through the ASQ process with 96% saying they felt safe to travel on the day and 98% reporting little or no stress based on their experience.
- 6.3 The main reason for Customer contact with the Airport concerned COVID and the implications.
- 6.4 The review of feedback pointed to the top three positives being: Fast and easy process through the airport; friendly and helpful staff with no queues; fabulous WiFi. Feedback identified the areas for improvement as: need for a smoking area upstairs; security staff not very friendly; Wizz Air check-in staff were rude. Follow up actions included talking to the commercial concession team about an airside area smoking area trial; refreshing the Customer Experience Strategy; and customer experience training for Third party providers.
- 6.5 The Committee noted the Airport had retained ACI Health Accreditation for the second year and that there had been CAA spot checks on health measures undertaken by easyJet and Wizz Air at the Border – compliance was high.

- 6.6 The Committee heard that all 15 e-Passport Gates were being upgraded so that from 4 Oct 21 they would be able to read uploaded Covid-19 health and border control documents which would significantly reduce border queues.
- 6.7 On PRM issues the Committee noted that the non-notified rate was quite high at 37% but nobody had missed boarding their flight. Several initiatives had been completed or were underway including: CI Airport Accessibility Training; ACI Disability Sensitivity Training; 360 Mapping Project in final phase; new signage for PRM customers arriving by bus; LLA Accessibility Forum (LLAAF) Meeting date – 01/09/21; DART Site Visit for LLAAF members (Autumn); and Accessible Toilet Upgrades – planned for 2022.
- 6.8 The Committee briefly discussed the previous altercation that had taken place within the Terminal between 2 groups of outbound travellers. The matter was undergoing legal process so could not be discussed in detail but there had been a review of procedures which had confirmed that the Airport's staff and other parties had responded appropriately.
- 6.9 There was discussion about irregular parking in the drop-off zone with the concomitant implications for security. The Airport noted that such incidences were isolated, and vehicles were towed away but there was a general feeling that the issue merited more research and data on the number of towing and fining events.

7.0 Luton Borough Council Report

- 7.1 Members noted the Luton Borough Council Report.
- 7.2 LBC advised that a hold request from the National Highways for 21/00031/VARCON application as they had not received the consultation sent in January. The earliest Committee date was now 30th November /1st December for the 19mppa Noise Contour application to go to Development Management Committee and this would be confirmed by official letter.

LBC advised they will send out an email to all consultees regarding the date for the Committee Meeting.

LBC Rep

- 7.3 LBC advised that they did not enter into correspondence regarding planning applications.

8.0 Correspondence Received since July 2021

- 8.1 Members noted the correspondence.

9.0 Any Other Business and Next meeting Dates

- 9.1 NTSC – 15th December 2021
LLACC – 24th January 2022