Quarterly Monitoring Report
Qtr 3 2020

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 July to Sept 2020.

KEY MONITORING INDICATORS – 3rd QUARTER 2020

Parameter		3rd Quarter 2020	3rd Quarter 2019
Total Passenger Number	↓	1,853,927	5,363,014
Total Aircraft Movements	↓	22,624	39,608
Night Movements (23.00 – 06.59)	↓	2,978	5,310
Early Morning Movements (06.00 – 06.59)	↓	1,195	1,720
Aircraft Movement and Quota Count limits (per rolling 12-month period)			
Night Quota Movements (*9,650 limit*)	↓	5,348	8,794
Night Quota Count (*3,500 limit)*	↓	1924.75	3175.5
Early Morning Shoulder (*7,000 movements*)	↓	3,351	6,194
24hr CDA (% achievement)	↓	92%	93%
Day CDA (% achievement)	↓	92%	93%
Night CDA (% achievement)	↓	92%	94%
Track Violations	↓	5	18
Departure Noise Infringements (Day)	-	1	0
Departure Noise Infringements (Night)	-	0	0
Noise Monitor Results			
No. Day (Night) > 80 dB(A)	↓	1 (0)	19 (0)
No. Day (Night) > 75 dB(A)	↓	597 (117)	2,056 (370)
No. Day (Night) > 70 dB(A)	↓	5,921 (1,016)	13,521 (2,014)
Night Noise Contour Area (48 dB $L_{Aeq, 8h}$)	↓	31.6km^2	43.9 km^2
Noise Complaints	↓	1,858	4,593
Complainants	↓	228	381
Number of New Complainants	↓	84	138
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns (>5 Complainants)	-	Flamstead Harpenden Hitchin Kimpton Knebworth Luton St Albans Stevenage Wheathampstead	Breachwood Green Eaton Bray Kensworth Knebworth Luton Markyate Sandridge Stevenage Welwyn Garden City Wheathampstead Whitwell Harpenden Flamstead St Albans Hitchin
Westerly/Easterly Runway Split (%)	-	75/25	76/24

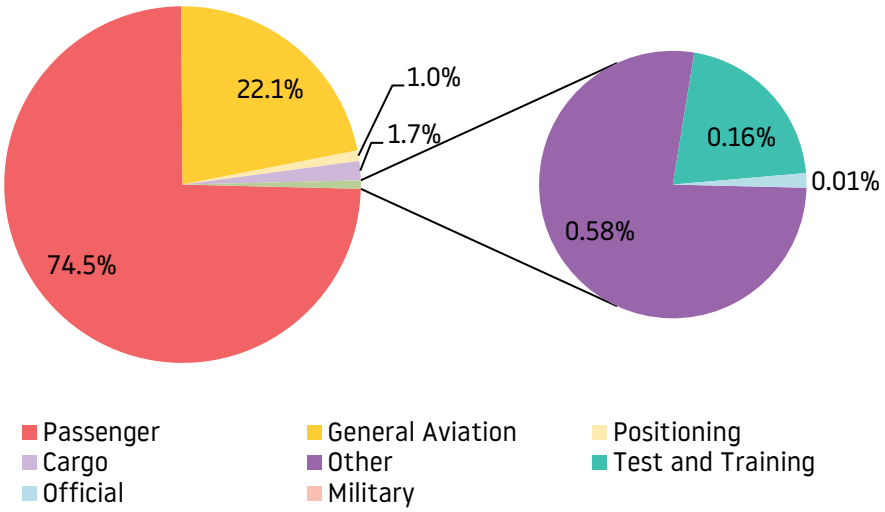
1 AIR TRAFFIC DATA

1.1 Aircraft Movements

There was a total of 22,624 aircraft movements during this quarter (compared with 39,608 for the same period in 2019), decrease of 42.8%.

This resulted in an average 246 movements per 24 hours (compared to 431 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*						
July 2020	142	4,241	62	5	0	0	76	1,635	20	**6,181**
Aug 2020	132	7,026	72	2	0	0	24	1,750	4	**8,999**
Sept 2020	130	5,586	37	8	0	3	32	1,606	12	**7,444**
QTR Total	**393**	**16,853**	**201**	**15**	**0**	**3**	**132**	**4,991**	**36**	**22,624**

1.2 Passenger Statistics

A total of 1,853,927 passengers passed through LLA during the period July to Sept 2020 (compared with 5,363,014 for the same period last year), 1,853,527 on scheduled flights (99.98%) and 400 on charter flights (0.02%). This represents a decrease in passengers of 65.4% and equates to an average 20,151 passengers per 24 hours (compared to 58,294 during the same quarter last year).

	Domestic	EU	Non-EU	Total
July 2020	21,220	266,494	169,951	**457,665**
Aug 2020	52,008	503,271	265,726	**821,005**
Sept 2020	44,214	331,682	199,361	**575,257**
QTR Total	**117,442**	**1,101,447**	**635,038**	**1,853,927**

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

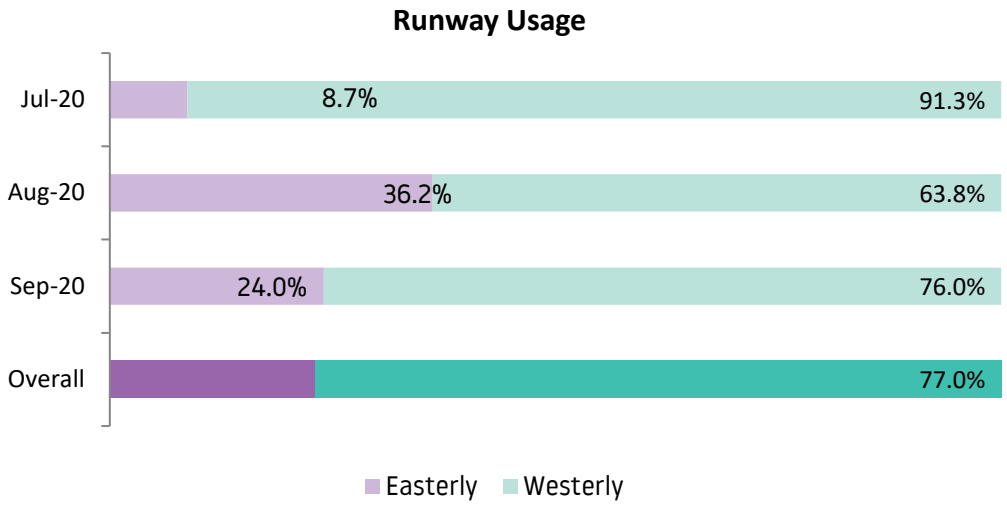
[1] *Other relates to flights coming for maintenance and or departing aircraft that has made an unscheduled return to base*

[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 25% easterly and 75% westerly (compared to 24% / 76% 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 points 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 05:59 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.

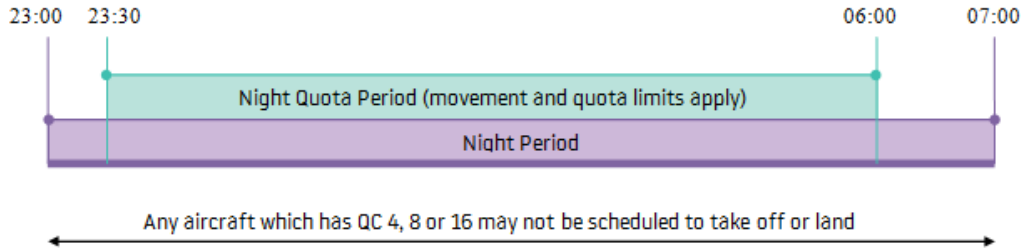
Aircraft are certified by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take-off and landing. The points are then allocated to different aircraft types 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
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 06:59 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 – 0559) 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 – 0659) 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 July to September 2020, 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 (2330-0559)		Early Morning Shoulder (0600-0659)
	Movements Limited to 9,650 Annually	*Quota Count Limited to 3,500 Annually*	*Movements Limited to 7,000 Annually*
October 2019	896	278.25	516
November 2019	449	151.25	335
December 2019	568	177.50	357
January 2020	540	187.25	357
February 2020	497	172.75	315
March 2020	377	144.75	224
April 2020	144	98.00	3
May 2020	175	97.75	19
June 2020	238	110.25	30
July 2020	405	152.25	268
August 2020	565	191.50	511
September 2020	494	163.25	416
QTR Total	**1,464**	**507.00**	**1,195**
Total for preceding 12 months	*5,348*	*1924.75*	*3,351*

1.5 Day/Night Ratio of Movements - Actual

There were 2,978 night operations during the quarter (compared to 5,310 for the 3rd quarter 2019), an average 32 movements per night (compared to 58 last year). Arriving aircraft accounted for 47% 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. 75% 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 87% day / 13% night (compared to 88% day / 12% night in the same quarter last year).

	Day Movements (0700-2259)			Night Movements (2300-0659)					Total
	Day movements			*Night Quota Period (2330-0559)*		*Early Morning Shoulder (0600-0659)*		*Total Night Movements (2300 – 0659)*	
	A	D	Total	A	D	A	D		
Oct 2019	5,513	5,678	11,191	711	185	12	504	1,633	**12,824**
Nov 2019	4,244	4,245	8,489	291	158	50	285	922	**9,411**
Dec 2019	4,939	5,046	9,985	393	175	48	309	1,102	**11,087**
Jan 2020	4,380	4,333	8,713	343	197	42	315	1,040	**9,753**
Feb 2020	4,223	4,255	8,478	322	175	44	271	984	**9,462**
Mar 2020	3,161	3,206	6,367	235	142	28	196	703	**7,070**
Apr 2020	276	306	582	83	61	2	1	151	**733**
May 2020	520	565	1,085	118	57	8	11	197	**1,282**
Jun 2020	760	849	1,609	169	69	11	19	274	**1,883**
July 2020	2,710	2,712	5,422	293	112	6	262	759	**6,181**
Aug 2020	3,928	3,852	7,780	440	125	1	510	1,219	**8,999**
Sept 2020	3,260	3,184	6,444	368	126	7	409	1,000	**7,444**
QTR Total	**9,898**	**9,748**	**19,646**	**1,101**	**363**	**14**	**1,181**	**2,978**	**22,624**
Total for preceding 12 months	*37,914*	*38,231*	*76,145*	*3,766*	*1,582*	*259*	*3,092*	*9,984*	*86,129*

1.6 Day/Night Ratio of Movements – Forecast

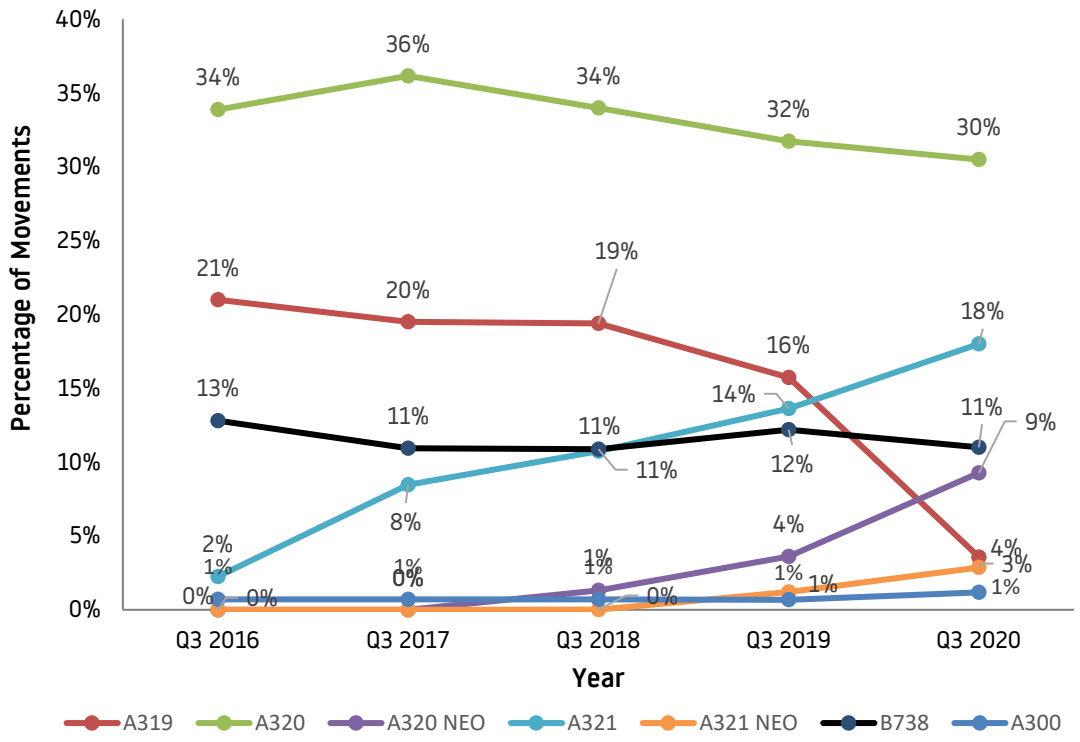
As a result of COVID-19 forecasts are uncertain and forecasts change based on the number of COVID cases in other countries and the UK Foreign and Commonwealth Office's advice.

	2020 / 2021 Forecast of Aircraft Movements				
	Day Movements (0700 – 2259hrs)	*Night Quota Period (2330-0559) Limited to 9,650*	*Early Morning Shoulder (0600-0659) Limited to 7,000*	*Total Night Movements (2300-0659hrs)*	*Total*
October 2020	11,024	892	515	1,629	12,653
November 2020	8,489	425	266	807	9,296
December 2020	9,935	561	334	1,063	10,998
January 2021	8,632	486	412	1,039	9,671
February 2021	8,154	466	374	981	9,135
March 2021	9,871	458	324	920	10,791
April 2021	10,958	772	550	1,497	12,455
May 2021	11,859	889	614	1,731	13,590
June 2021	11,424	894	589	1,732	13,156
July 2021	11,307	1,074	637	1,967	13,274
August 2021	10,786	1,069	604	1,925	12,711
September 2021	10,978	867	538	1,663	12,641
*Total for following 12 months**	*123,417*	*8,853*	*5,757*	*16,954*	*140,371*

**Rounded number*

1.7 Aircraft Movements by Type

The graph below shows the percentage of aircraft movements for our main aircraft types. The data goes back 5 years for data comparison purposes.



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 (07) and westerly (25) operations. Night movements quoted below departed between 23:00 hrs and 06:59 hrs.

		Departures										Total
		MATCH/ DETLING			*COMPTON*		*OLNEY*		*Other**		*Helicopter*	
		07	25 Conv	25 RNAV	07	25	07	25	07	25	HELI	
July 2020	Daytime	141	5	1,257	69	752	20	192	1	29	9	**2,475**
	Night-time	21	2	290	16	196	5	94	0	1	1	**626**
Aug 2020	Daytime	758	7	1,213	416	697	119	195	10	18	6	**3,439**
	Night-time	158	0	341	147	324	27	61	1	1	0	**1,060**
Sept 2020	Daytime	420	2	1,251	201	664	63	186	9	24	10	**2,830**
	Night-time	104	0	334	80	284	18	65	0	2	0	**887**
QTR	**Total**	**1,602**	**16**	**4,686**	**929**	**2,917**	**252**	**793**	**21**	**75**	**26**	**11,318**
	Daily Average	*17*	*<1*	*51*	*10*	*31*	*3*	*8*	*<1*	*<1*	*<1*	*123*

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 06:59hrs 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 97.6%. 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
July 2020	2	£2,000
Aug 2020	3	£3,000
Sept 2020	0	£0
QTR	**5**	**£5,000**

	Airline or Aircraft Operator	Aircraft Type/Occurrence
July 2020	Privately owned aircraft	C550/1, GLF6/1
Aug 2020	Privately owned aircraft	C56X/1, E135/1, C650/1
Sept 2020	-	-

3 ARRIVING AIRCRAFT

3.1 Arrivals Route Analysis

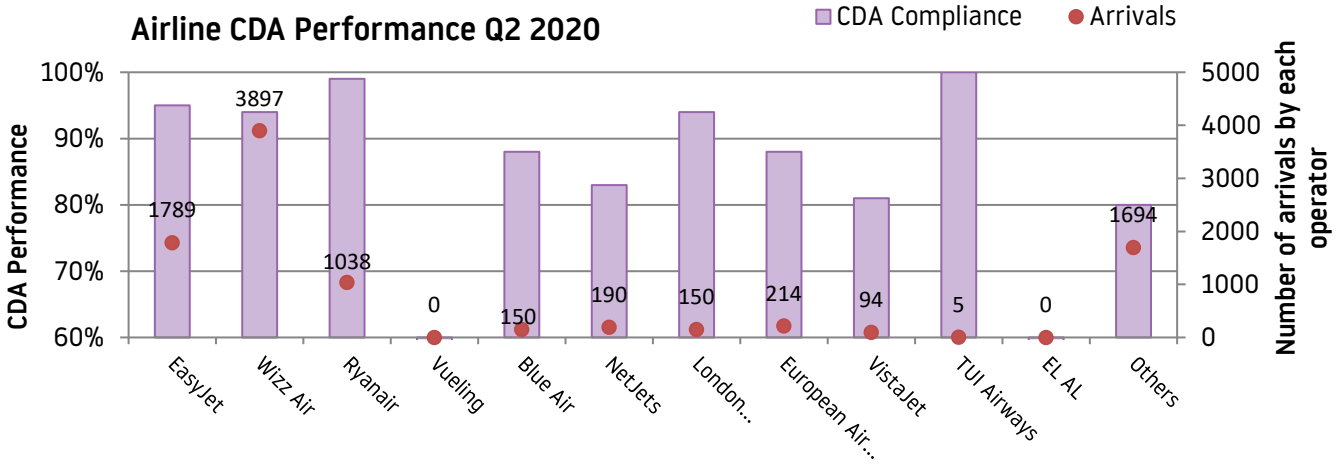
The following table reports the total number of arrivals differentiating between easterly (07), westerly (25) operations and helicopters between 23:00 hrs and 06:59 hrs.

		Arrivals			Total
		07	25	Heli	
Jul 2020	Daytime	208	2,305	8	**2,710**
	Night-time	53	512	1	**377**
Aug 2020	Daytime	1383	2,386	6	**3,928**
	Night-time	231	497	0	**575**
Sept 2020	Daytime	757	2,311	9	**3,260**
	Night-time	133	506	0	**457**
QTR	**Total**	**2,765**	**8,517**	**24**	**11,307**
	Daily Average	*30*	*92*	*<1*	*123*

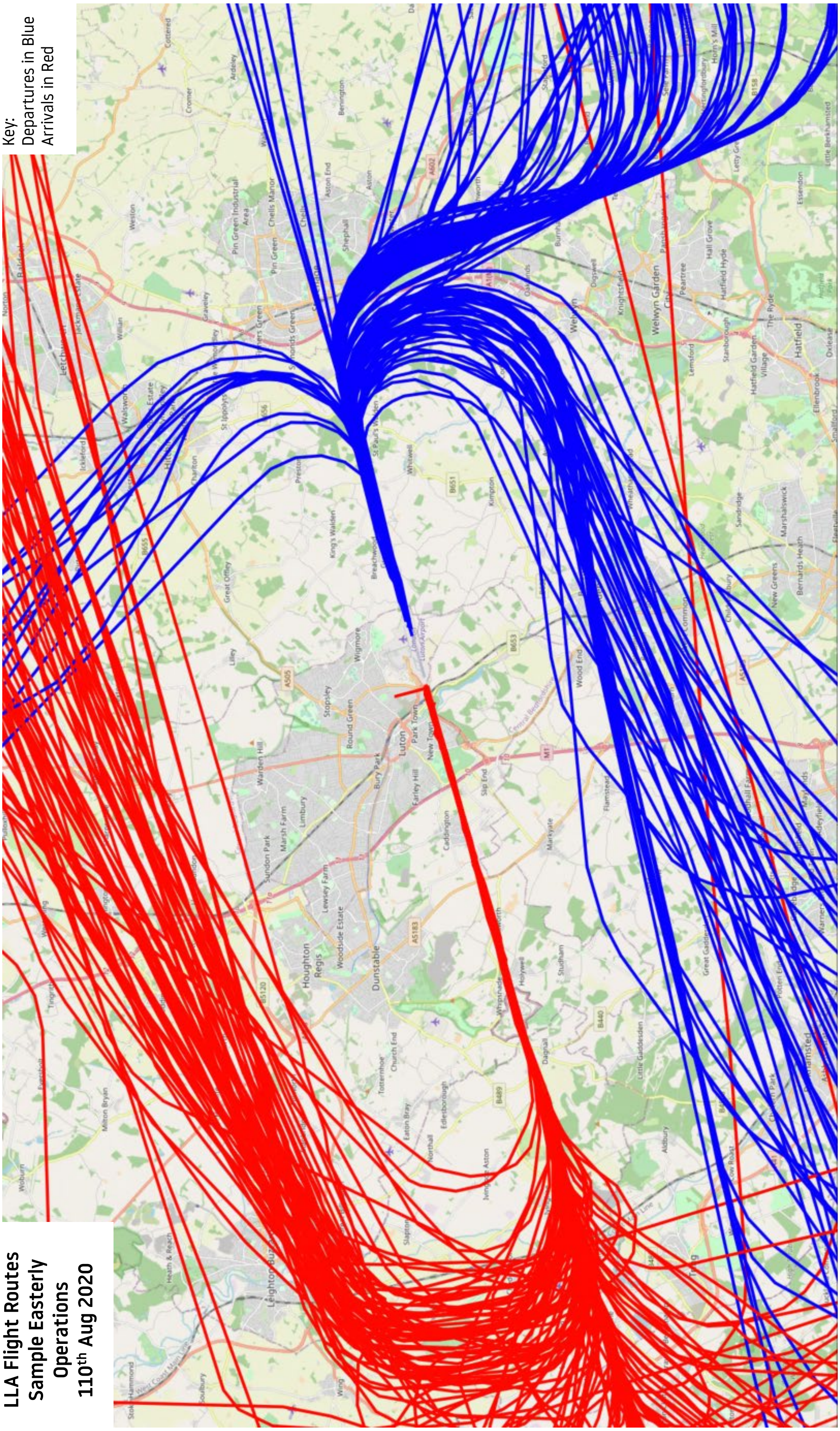
The table below shows the percentage of flights that achieved a Continuous Descent Approach (CDA), which involves continuous descent with no more than one section of level flight greater than 2.5Nm in length following descent from an altitude of 5000ft.

	All Arrivals			07 Easterly Arrivals			25 Westerly Arrivals		
	% CDA			*% CDA*			*% CDA*		
	Total	*Day*	*Night*	*Total*	*Day*	*Night*	*Total*	*Day*	*Night*
July 2020	**91%**	91%	73%	**94%**	95%	89%	**91%**	90%	93%
Aug 2020	**93%**	93%	93%	**95%**	95%	92%	**92%**	92%	94%
Sept 2020	**91%**	92%	89%	**95%**	96%	88%	**90%**	90%	89%
QTR Total	**92%**	92%	92%	**95%**	95%	90%	**91%**	91%	92%

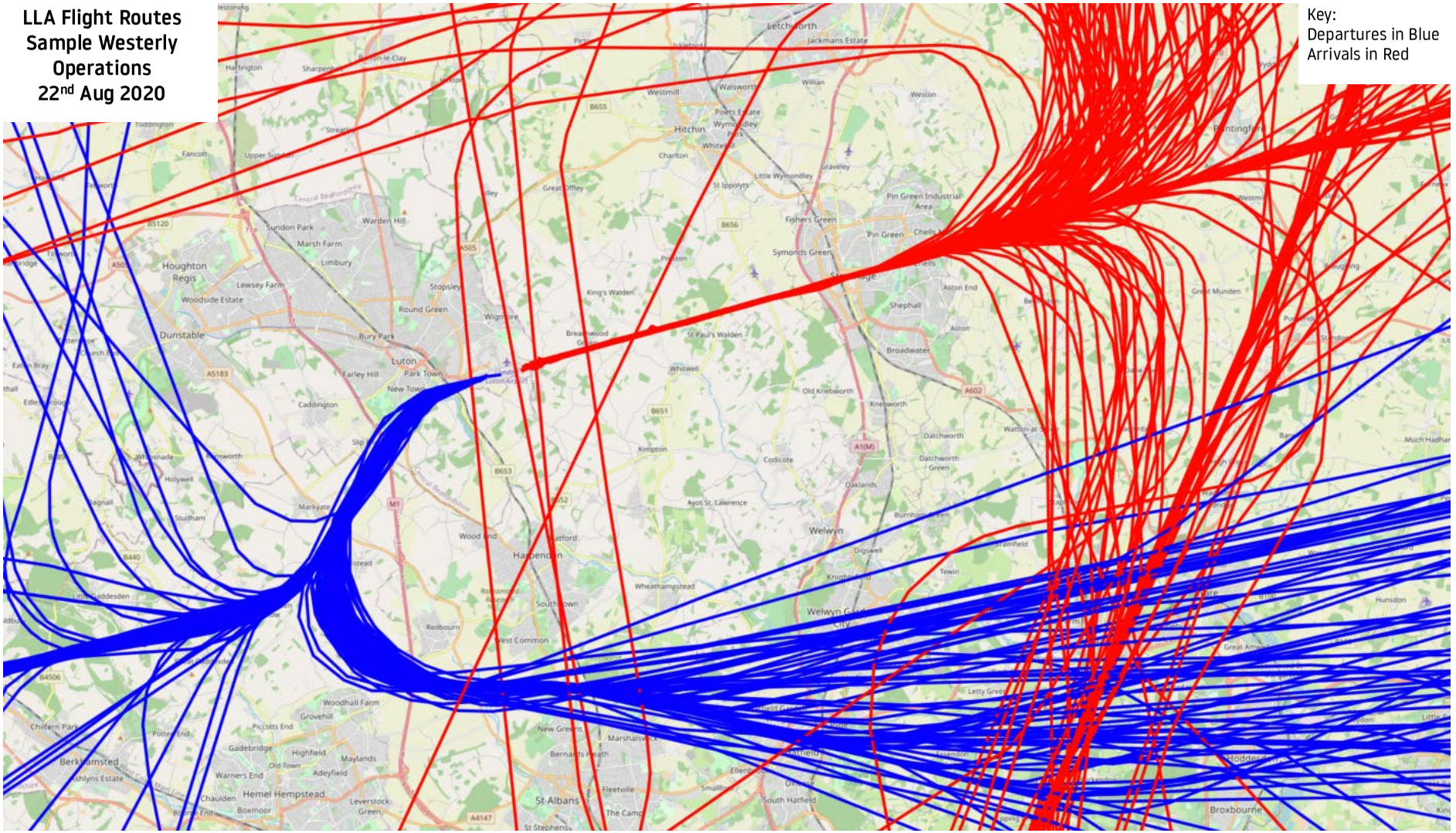
The overall CDA achievement was 92% with several major LLA operators achieving high performance.



The maps overleaf, produced 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 third quarter of 2020.


Key:
Departures in Blue
Arrivals in Red
LLA Flight Routes
Sample Easterly
Operations
110th Aug 2020

LLA Flight Routes
Sample Westerly
Operations
22nd Aug 2020



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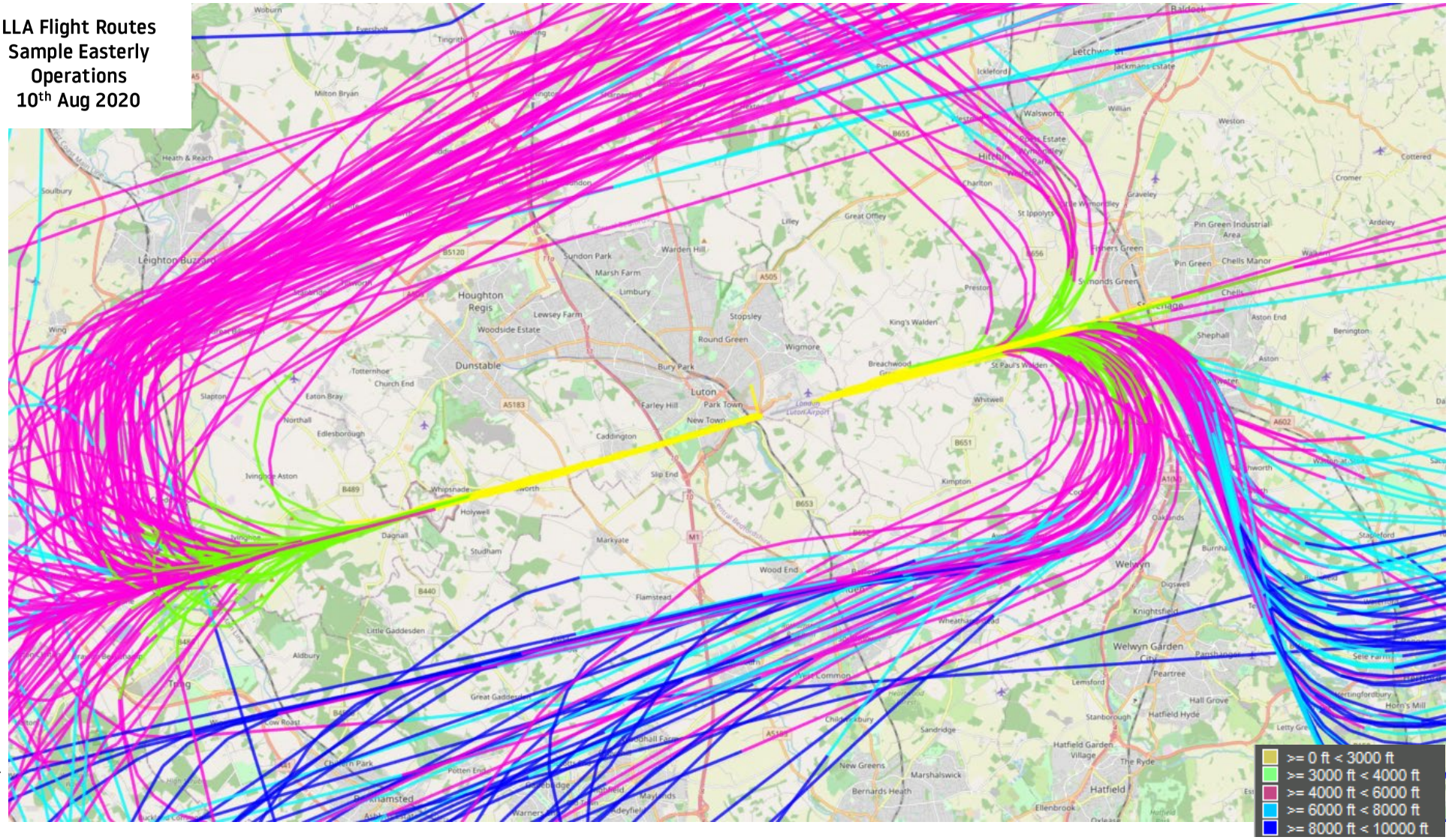
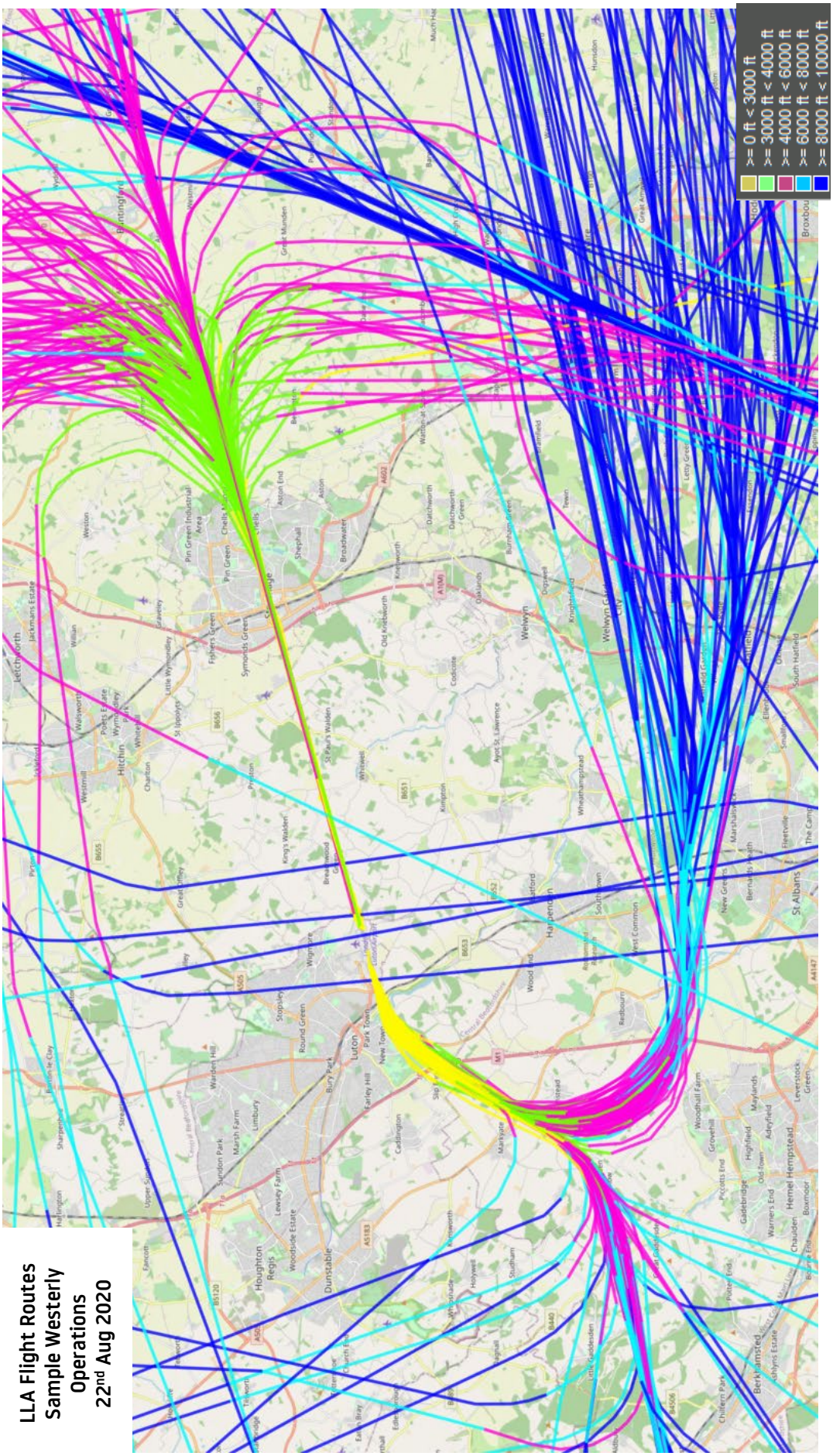
LLA Flight Routes Sample Easterly Operations 10th Aug 2020



3rd Quarter 2020



LLA Flight Routes
Sample Westerly Operations
22nd Aug 2020

4 AIRCRAFT NOISE

During the 3rd Quarter of 2020, the maximum noise levels less than 79 dB(A) was recorded by 99.04% of correlated departing aircraft.

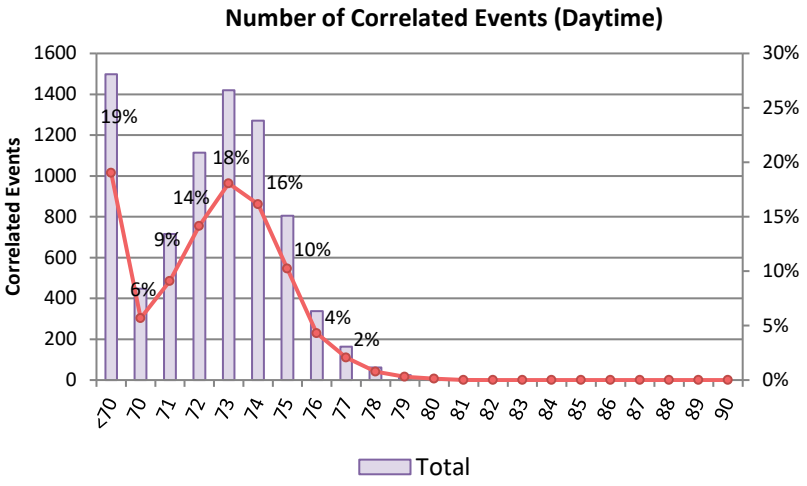
The maximum noise level less than 76 dB(A) was recorded by 91.76% of correlated departing aircraft.

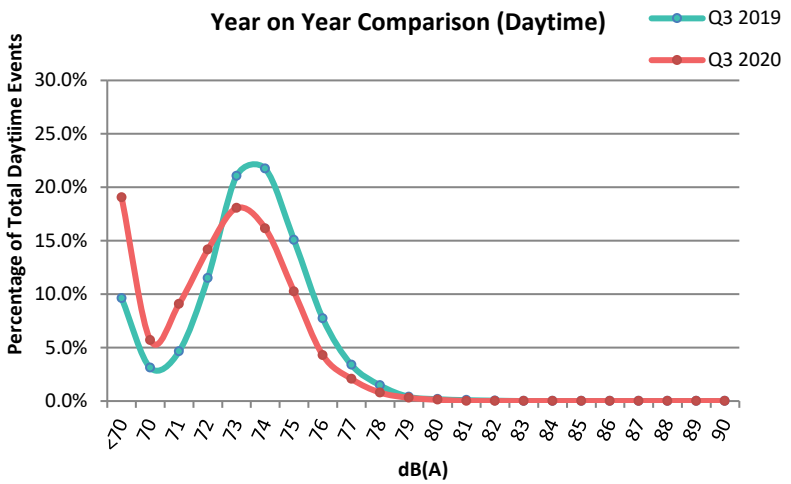
There was one daytime noise violation in this quarter, compared to no noise violations during the same quarter last year.

4.1 Daytime Noise Levels – July to September 2020

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 80dB(A), between 07:00 hrs and 22:59 hrs, is fined accordingly*)

	db (A)	Jul	Aug	Sept	QTR
Number of Correlated Events (Daytime)	<70	401	709	388	1,498
	70	77	234	136	**447**
	71	105	361	249	**715**
	72	233	505	376	**1114**
	73	363	589	468	**1420**
	74	379	520	371	**1270**
	75	288	311	206	**805**
	76	107	131	100	**338**
	77	53	60	50	**163**
	78	15	29	18	**62**
	79	2	14	8	**24**
	80	1	5	3	**9**
	81	0	0	1	1
	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		**2,024**	**3,468**	**2,374**	**7,866**

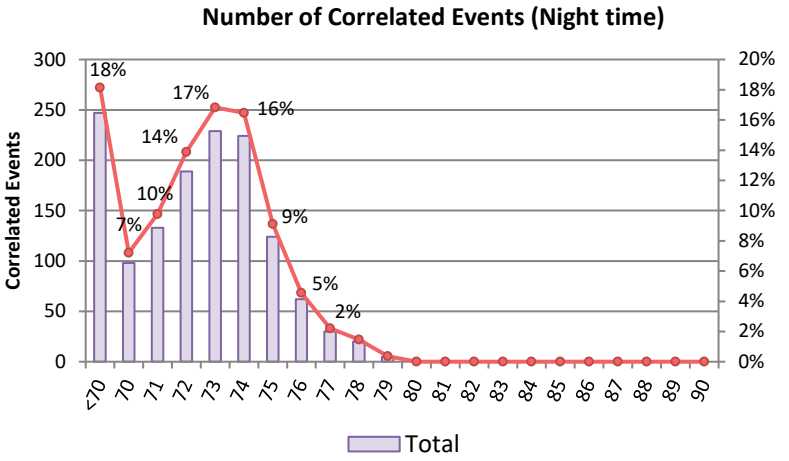


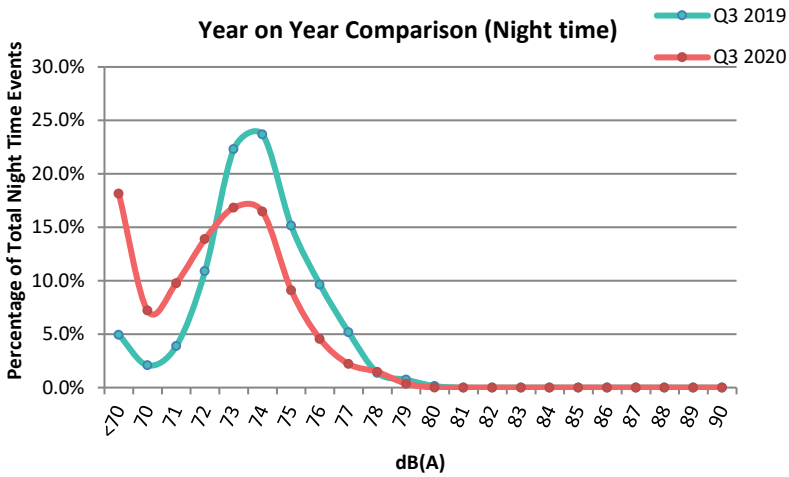


4.2 Night Noise Levels – July to September 2020

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 79dB(A), between 23:00 hrs and 06:59 hrs, is fined accordingly)*

	db (A)	Jul	Aug	Sept	QTR
Number of Correlated Events (Night time)	<70	41	141	65	**247**
	70	27	38	33	**98**
	71	19	67	47	**133**
	72	31	93	65	**189**
	73	47	94	88	**229**
	74	67	81	76	**224**
	75	45	45	34	**124**
	76	23	26	13	**62**
	77	11	11	8	**30**
	78	6	8	6	**20**
	79	2	1	2	**5**
	80	0	0	0	**0**
	81	0	0	0	**0**
	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		**319**	**605**	**437**	**1,361**





N.B It should be noted that 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 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.

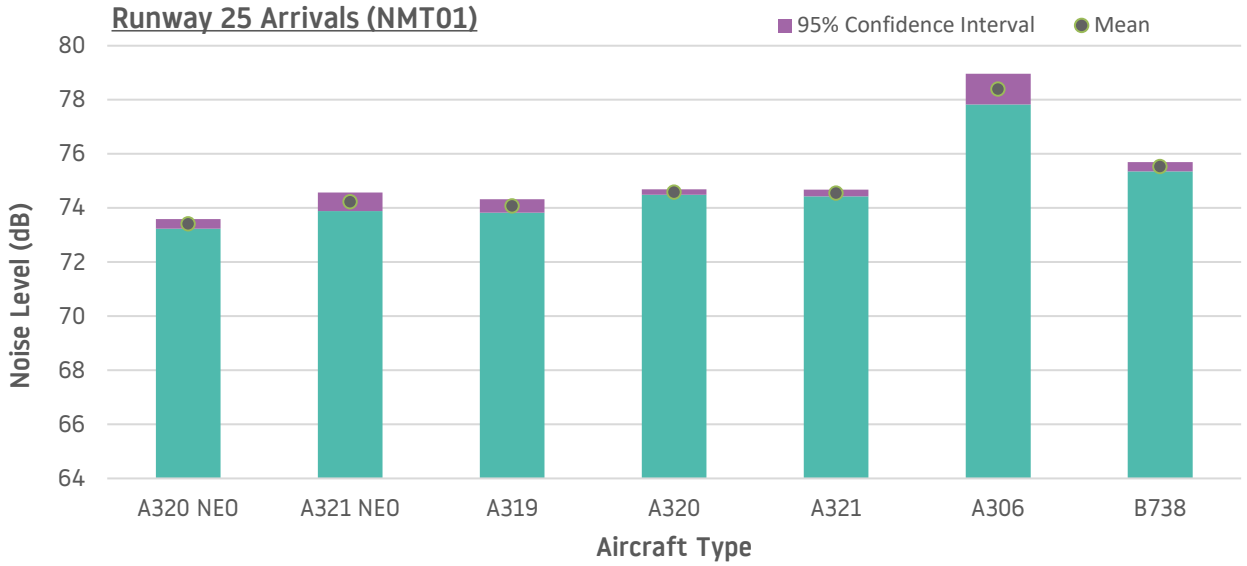
Weather conditions can also effect the number of noise monitoring events recorded in the table; for example, if winds are greater than 10m/s, results from noise monitors will be invalid and therefore will not been taken into account.

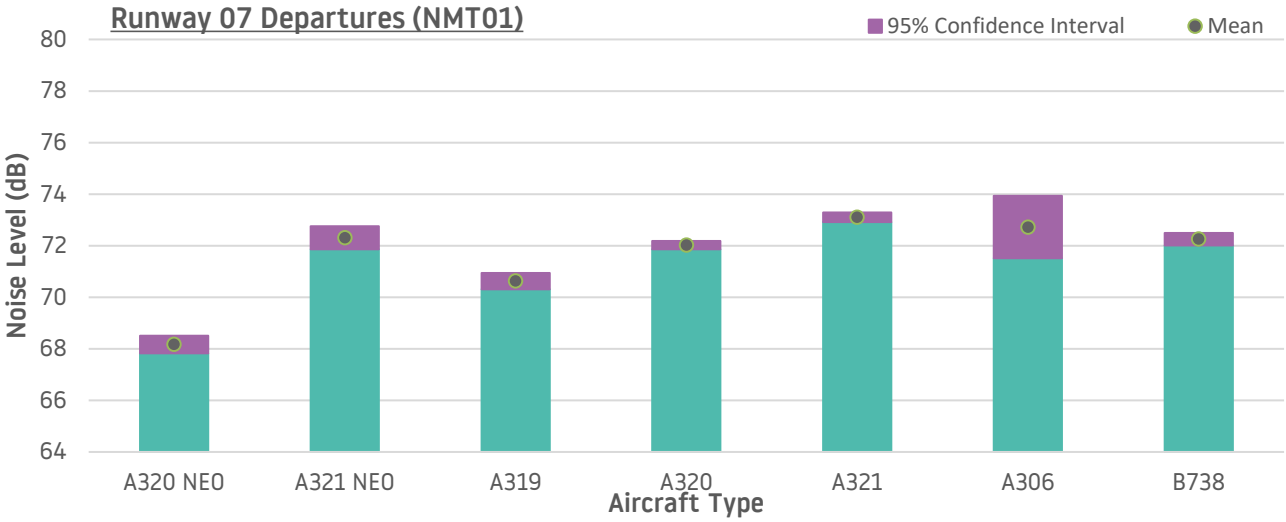
Towards the start of Quarter 3, in July 2020, it was noted that NMT1 was recording events higher than the actual noise. After investigation this was due to a faulty microphone. These results are invalid and therefore removed from this report.

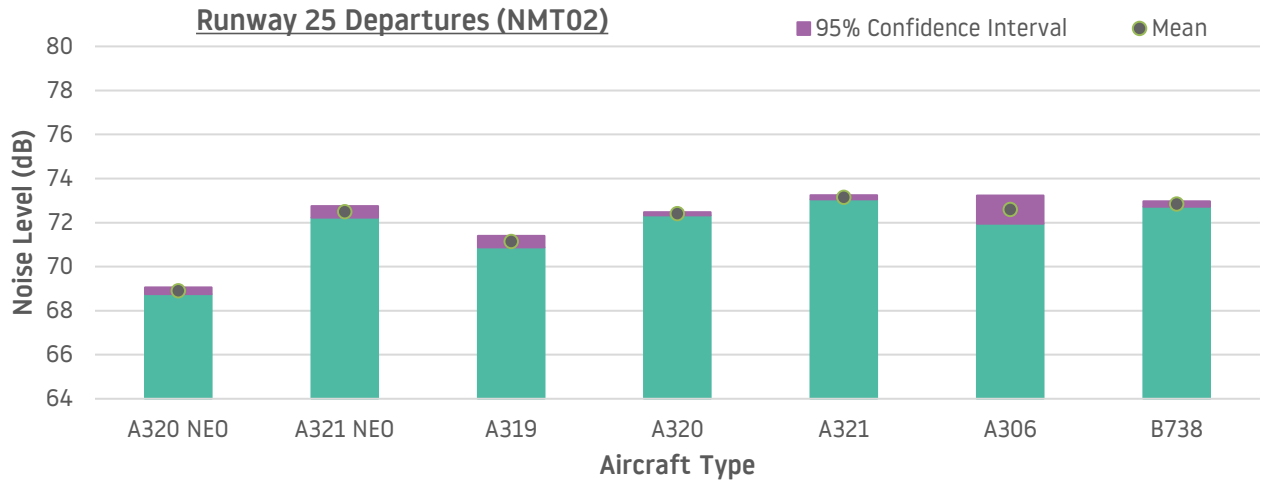
4.3 Average Noise Monitor results by Aircraft Type (July to Sept 2020)

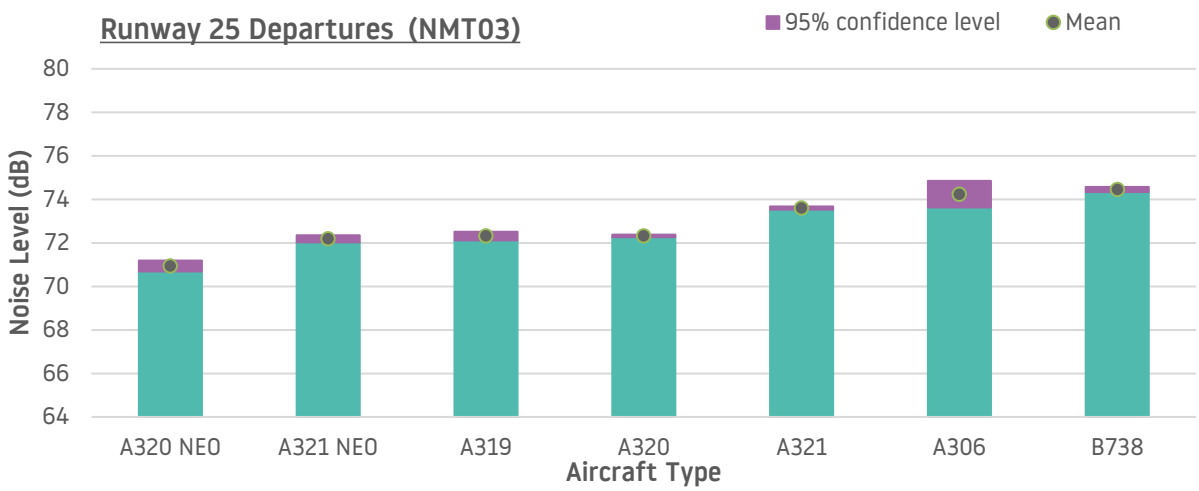
The following graphs show the average noise and 95% confidence level for the three fixed noise monitors for the period July – September 2020. These are also split by the main aircraft types operating at LLA.

It should be noted, that due to the low number of movements during the quarter, only aircraft types meeting a threshold of at least 20 valid events recorded at the noise monitor have been included on the graphs.









4.4 Noise Violations during Quarter (July to September 2020)

There was one daytime noise violation during the period.

	Date/Time (Local)	Aircraft Type	Noise Level
Daytime	29/08/2020 08:00 hrs	GLEX (Executive Jet)	81 dB(A)
Total Penalties Collected			**£1,000**

4.5 Noise Insulation Scheme Update

In July and August 2020, the noise insulation scheme was paused due to COVID-19. Therefore no properties were contacted or insulated during these months. However, the scheme was restarted in September 2020, with 5 properties who had been contacted in Q1 receiving insulation.

Our Noise Insulation Scheme aims to assist in reducing the noise for properties in our local communities. The scheme covers both residential and non-residential properties. Depending on any existing insulation in the property, double glazing, secondary glazing and ventilation units can be provided. Rooms eligible for insulation include living rooms, dining rooms, kitchen-diners and bedrooms.

5 NOISE CONTOURS

5.1 Night Noise Contours – July to September 2020

5.1.1 **Contour Production**

Aircraft movement data for use in the contour production has been supplied by LLAOL. The contour production methodology is the same as that used for the 2020 Q2 contours, with terrain data allowed for and the contours produced using the INM software (Version 7.0d) with user-defined profiles for the most common aircraft. The validation is based on measured results in 2019 at the fixed noise monitors.

5.1.2 Noise Contour Results

The resulting noise contours are shown on page 21 and presented at values from 48 to 72 dB LAeq,8h. The area of each noise contour is given in Table 1 below and compared with the values for the previous quarter (April – June 2020), and the equivalent quarter during the previous year (July – September 2019).

Contour Value (dB $L_{Aeq,8h}$)	Contour Area (km^2)		
	Jul - Sept 2019	Apr – Jun 2020	Jul – Sept 2020
48	43.9	7.4	31.6
51	26.0	4.1	18.1
54	14.5	2.1	10.1
57	8.0	1.2	6.0
60	4.4	0.7	3.1
63	2.2	0.5	1.7
66	1.3	0.3	1.0
69	0.8	0.2	0.6
72	0.5	0.1	0.4
W/E Split (%)	77/23	50/50	77/23

Table 1: Area of Night Noise Contours

** The 69 and 72 dB $L_{Aeq,8h}$ contours are not shown on the Figure on page 21 as they are too small to individually distinguish, and both contours are fully contained within the boundaries of the airport site.*

5.1.3 Aircraft Movements

The aircraft movements for the night noise contours as supplied by LLAOL 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	Jul – Sept 2019	Apr – Jun 2020	Jul – Sept 2020
1900D	10	11	25
737300	n/a	n/a	10
737400	106	102	95
737800	748	n/a	357
757RR	228	122	136
A300-622R	156	148	131
A319-131	865	n/a	110
A320-211 (ceo)	2,127	105	861
A320-211 (neo)	306	n/a	431
A321-232 (ceo)	701	35	628
CL601	n/a	12	20
CNA560XL	n/a	n/a	25
EMB145	n/a	17	13
F10062	n/a	n/a	10
GV	11	23	68
Other	51	47	55
Total	**5,309**	**622**	**2,975**

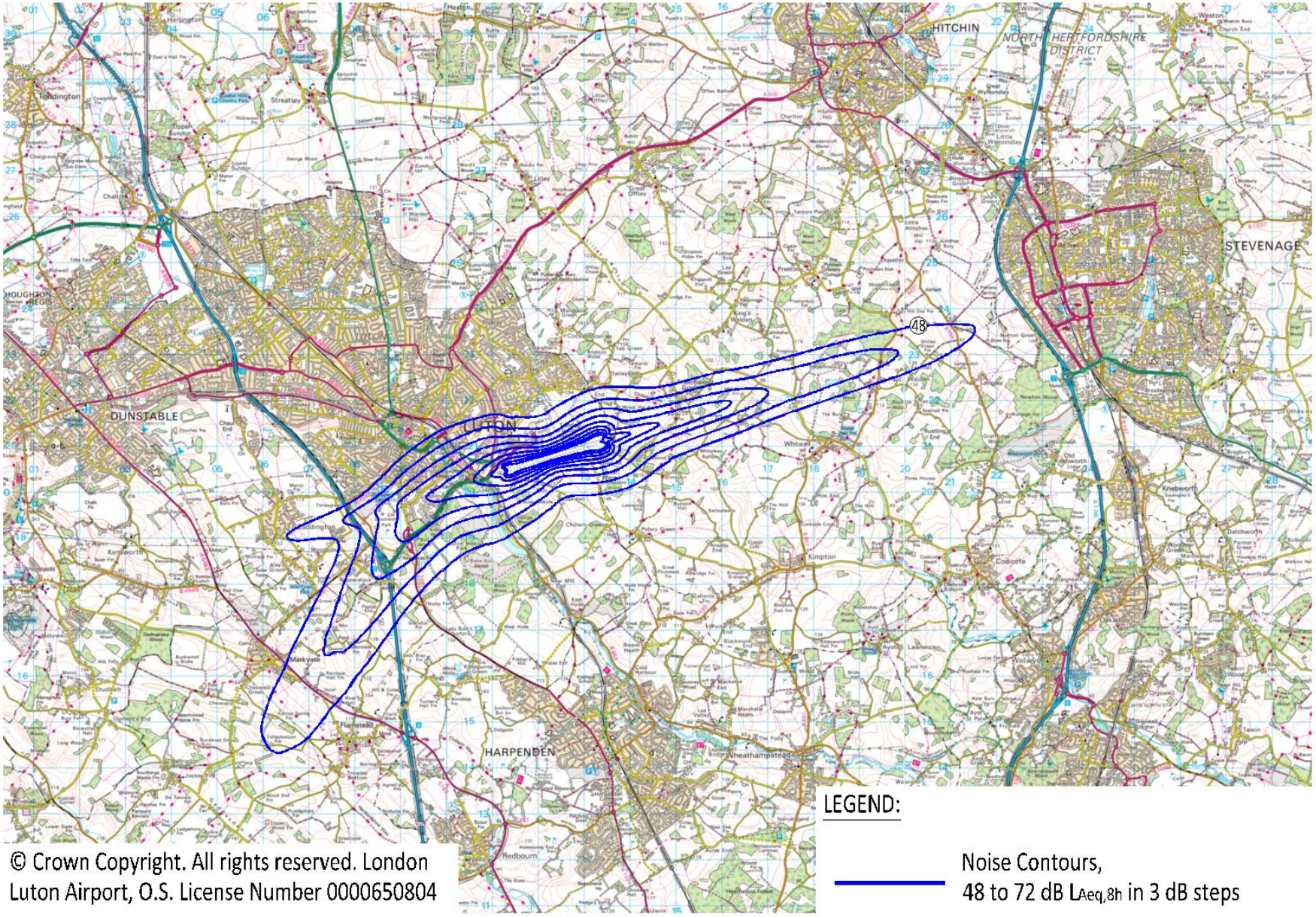
Table 2: Night-time Aircraft Movement Numbers by Aircraft Type

5.1.4 Noise Contour Comparison

Due to the COVID-19 pandemic, there has been a 44% decrease in the total number of movements compared with the same quarter in 2019.

This area of the 48 dB(A) noise contour has decreased by 28% compared to the same quarter last year, as a result of the decrease in movements.

The number of movements, and therefore the contour areas, has increased compared to the previous quarter (April - June 2020).



LEGEND:

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

6 COMPLAINTS

6.1 Total Complaints relating to LLA aircraft operations

	3rd QTR 2020	3rd QTR 2019
Total No. of Complaints relating to LLA aircraft operations	1,858	4,593
No. of Complainants	228	381
No. of General Complaints	272	510
No. of Specific Complaints	1,586	4,083
Average No. of Complaints per Complainant	8.1	12.1
No. of Aircraft Movements per Complaint	12.2	8.6

In line with the decrease in aircraft movements, a total of 1,858 complaints relating to LLA aircraft operations (on average 20 complaints per 24 hours) were received by the Flight Operations Department during the last quarter. This is compared to the 4,593 complaints which were received for the same period last year. It should be noted that in the third quarter of 2020, 75% of complaints were received from 10 individuals.

The monthly breakdown of total complaints relating to LLA aircraft operations is as follows:

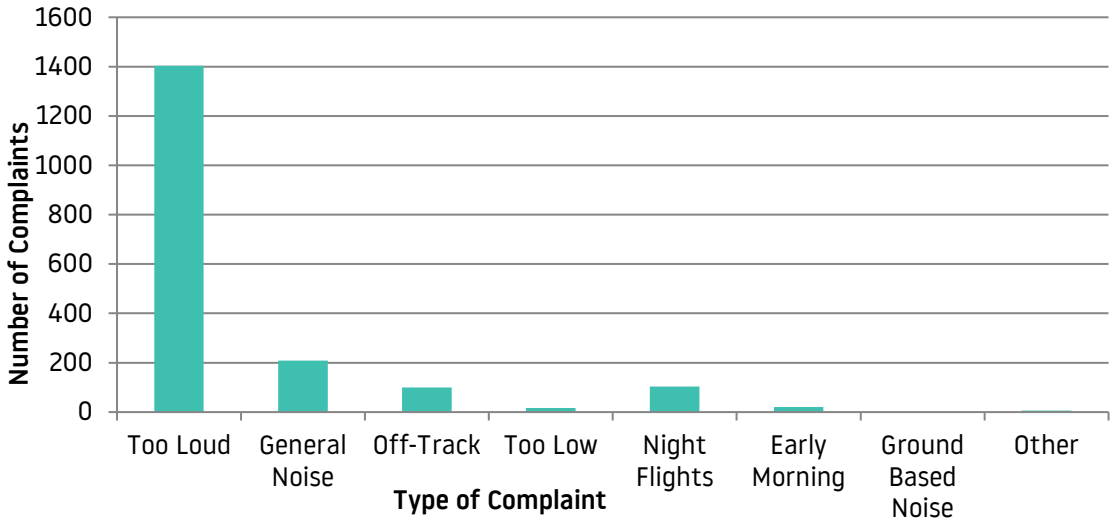
July 2020 641 complaints (564 Specific Complaints, 77 General Complaints)
Aug 2020 806 complaints (666 Specific Complaints, 140 General Complaints)
Sept 2020 411 complaints (356 Specific Complaints, 55 General Complaints)

A further 133 complaints not attributable to LLA traffic were received throughout the quarter, compared to 12 complaints for the period July to Sept last year.

Out of 272 total complainants, there were 130 that contacted the airport only once meaning that 142 complainants generated 1,728 complaints.

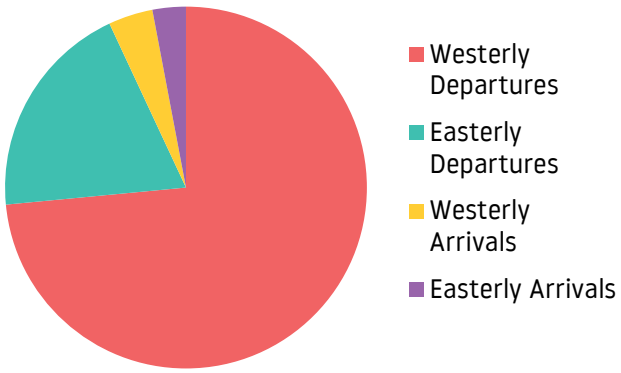
6.2 Type of Complaint

The types of complaint received by the Flight Operations Department from April to June 2020 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 July to Sept 2020.



Within the 1,184 specific aircraft complaints concerning westerly departures, 1,138 complaints involved aircraft on the Match/Detling heading, 19 related to aircraft following Compton flight route, 12 related to aircraft using the Olney route and 15 complaints were recorded about aircraft following an off-airways routing.

With regard to the 315 complaints attributed to easterly departures, 280 related to aircraft following the Compton flight route and 25 aircraft on the Match route. There were 7 specific complaints relating to the easterly Olney departure route and 3 complaints relating to aircraft following an off-airways routing.

In total the Flight Operations Department received 112 specific complaints regarding arrivals. 64 of these complaints were about westerly arrivals and a further 48 concerning easterly arrivals.

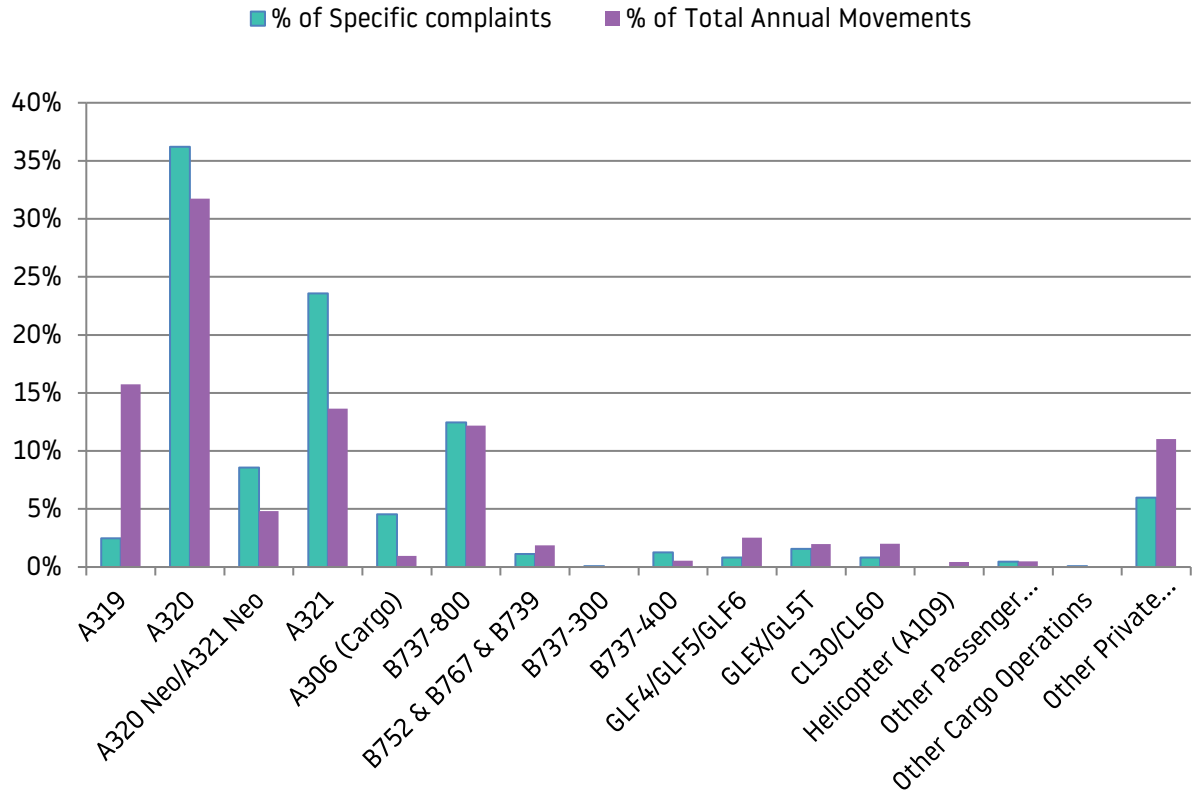
48 Complainants reported noise disturbance at night (compared to **72 Complainants** for the same Quarter last year)

Departing aircraft accounted for 74% of the 66 specific night complaints and 26% involved arrivals. Cargo flights, involving A306 and B752 aircraft were reported in 39% of night complaints, whilst passenger aircraft accounted for 56% of night complaints. Furthermore, 5% of night complaints correlated to executive aircraft.

103 (6%) Complaints concerning night noise disturbance from LLA operations

6.4 Complaints by aircraft type

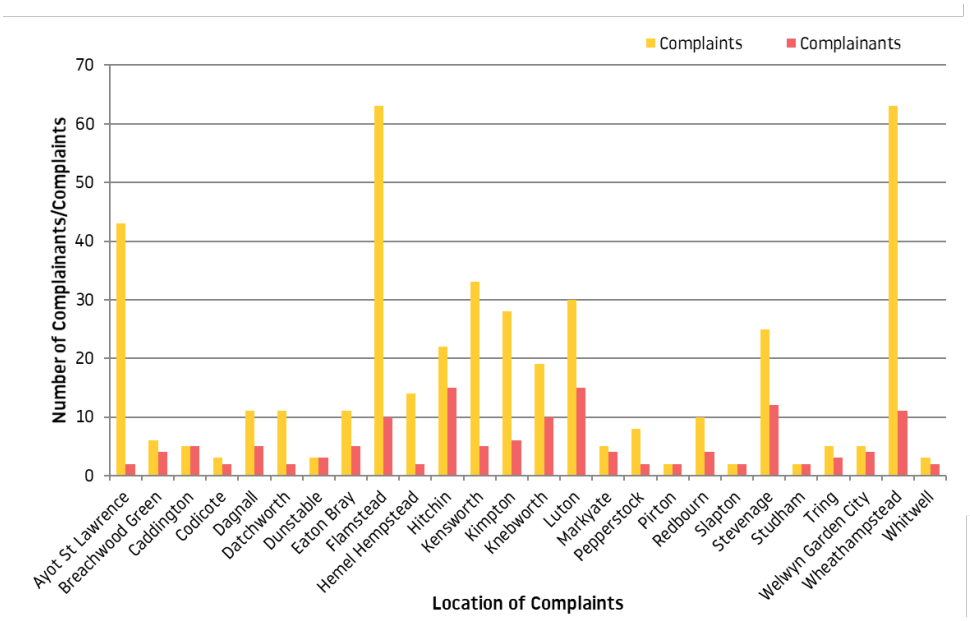
The diagram below shows aircraft types generating specific complaints.

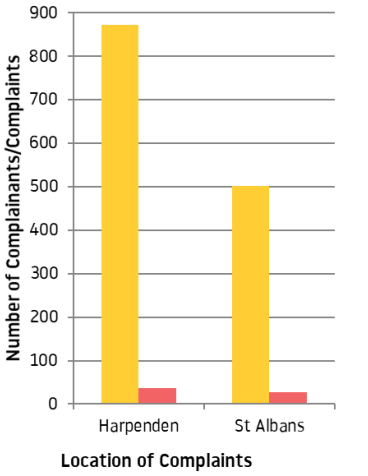


6.5 Origin of Complaints

The chart below identifies the areas around the Airport from which more than one complainant submitted concerns relating to LLA aircraft operations during the period July to Sept 2020.

The communities with one complainant include Aston Clinton, Bendish, Berkhamstead, Blackmore End, Bracknell, Dunton, Essex, Gaddesden Row, Hawridge, Hertford Heath, Ivinghoe, Leigton Buzzard, Little Gaddesden, Northall, Offley, Preston, Pitstone, Sandridge, Shillington, Slip End, St Pauls Walden, Tadworth, Whipsnade and Woodside.





6.6 Complaints Analysis

During Quarter 3 there has been a decrease in complaints and complainants compared to the same quarter last year, this is thought to be due to a number of reasons:

- The number of movements significantly decreased due to the impact of COVID-19, and the number of complaints reduced in line with this.
- The most complaints were received during August, which is in line with increased movements after the COVID impacts. There were also new complainants in August which is likely to be linked with the restart of operations.
- Similar to previous quarters, a few people are making many complaints, in Q3 75% of complaints were generated by 10 individuals.
- The wind direction was predominantly westerly (75%) and therefore 77% of complaints were made from residents effected by westerly routes.

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
Phone	5.2%
Email	69.9%
Travis	24.9%

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
Percival House, Percival Way
Luton
Bedfordshire
LU2 9NU

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	49.2%
1	15.7%
2	9.0%
3	7.7%
4	4.7%
5	1.2%
6	2.2%
7	1.1%
8	1.1%
9	2.5%
10	2.0%
11	1.5%
12	0.9%
13	0.5%
14	0.3%
15	0.1%
16	0.1%
16+	0.3%

7 COMMUNITY RELATIONS

7.1 Community Visits to Airport

Invitations are often extended to local residents and LLACC members to visit or meet with 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. During Quarter 3, there were no community visits due to COVID-19.

7.2 Airport Visits to the Community

The Flight Operations team had arranged Public Surgery events in Quarter 3, in line with previous years, however these were cancelled due to Government restrictions and will be rearranged for 2021

In light of COVID-19 and the need to continue social distancing measures, the Flight Operations team has taken the decision to cancel all public surgeries in 2020 and rearrange these for 2021. Details will be published on our website when available.(https://www.london-luton.co.uk/corporate/community/noise/noise-surgeries)