



Monday 24<sup>th</sup> October 2022 – 13.00hrs. – via Teams Meeting

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### **Members**

Mr M Routledge	Chairman
Cllr A Brewster	Hertfordshire County Council (Vice Chair)
Cllr C Poll	Buckinghamshire Council
Cllr J Gardner	Stevenage Borough Council
Cllr P Perry	Bedfordshire Association of Town & Parish Councils
Mrs R Webb	BMKALC
Mr K Wingfield	LADACAN
Mr G Breeze	PAIN (sub)
Cllr D Franks	Luton Borough Council
Mr J Hale	STAQS
Cllr D Bowater	Central Bedfordshire Council
Mr D Barnard	Hertfordshire County Council
Mr J Morgan	SLAE
Cllr T Parsons	Hertfordshire Association of Parish and Town Councils
Cllr S Ferguson	Huntingdonshire District Council

### **Officers Representing**

Mr N Thompson	LLAOL Operations Director
Mrs N Prior	LLAOL - Noise & Airspace Performance Manager
Mr A Wong	LLAOL Airspace Performance Assessor
Mrs A May	LLAOL – Community Noise Executive
Mr O Jaycock	LLAOL - Director of Corporate Affairs
Mr P Gilbert	LLAOL – Communications Manager
Mr G Sweedy	LLAOL – Operations Manager Surface Access
Mr C Hall	Luton Borough Council
Mrs C Armstrong	LLAOL – Head of Passenger Services
Ms L Symes	North Herts District Council
Mr D Gurtler	Luton Borough Council
Mr Rupert	Buckinghamshire Council

### **Noise Consultant & Secretariat**

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

**Apologies for absence received from:**

Mr M Ryles - Airline Representative (Wizz)  
Mr J Richardson - Bedfordshire Chamber of Commerce  
Mr D Woodbridge - Airport Union Representative  
Cllr S Collins – North Herts District Council  
Ms S Dekkers – easyJet  
David Healey - NATS  
David Godfrey PAIN  
Mr A Wright – St Albans City and District Council  
Cllr D Mitchell - St Albans City and District Council  
Mr N Bradford - LLAOL – Head of Marketing & Communications  
Mr A Martin – LLAOL - CEO  
Cllr J Timmis - Dacorum Borough Council  
Cllr D Blamires – Buckinghamshire Council

**2.0 Minutes and Matters arising from LLACC Meeting 11<sup>th</sup> July 2022**

- 2.1 The Chairman welcomed attendees to the meeting and noted that no comments or suggested amendments to the minutes of the previous meeting had been received so these were taken as a true record for publication.

**2.2 Matters Arising**

Item 2.6 DfT data gathering exercise – The Chairman informed that he had received an update from the UKACC who were in constant contact with the DfT on the subject. It was advised that there had been many responses that were not generally aligned. It was unlikely that a definitive, collective response would result as every airport was different. The Chairman also noted that Heathrow had moved from a consultative committee to a community board (a requirement of their expansion) and were now forming an Independent Scrutiny Committee as well but DfT did not want to go down that route for other airports.

Other items were in the action log.

Item 4.3 – LLAOL confirmed that future AMR's would reference BAP's work so that interested parties could understand better the methodology involved.

Item 4.5 – the New Noise Action Plan (NAP) would be debated in due course - LLAOL confirmed that they had received the latest guidance from Defra, and the submission date for the new NAP was end Sept 2023. Drafting would take place in the first part of 2023 followed by a consultation engagement similar to previous years. This would allow stakeholders to comment on the document as part of the process. It was noted that Stansted had gone to public consultation on their current NAP but had received very few responses.

Item 5.9 – it was requested that further information be provided regarding detail for positioning flights. LLAOL advised that it had been discussed at NTSC and following

further investigation advised and that there had not been a significant increase compared with the pre-covid norm. Clarification was given to the definition of a positioning flight, and it was noted that all flights were recorded as part of Luton aircraft movements and had an impact on the contours.

- 2.3 The Administrator undertook to have the Minutes published on the website following a 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** – Applications for LLACC Membership – The Chairman advised that an application for membership had been received from Huntingdonshire District Council; details had been circulated in the meeting pack for members to review. Huntingdonshire were newly impacted by aircraft noise following the recent introduction of AD6. Cllr Ferguson presented the application on behalf of the Council. Members unanimously agreed the membership request and welcomed Huntingdonshire DC on to the Committee.

- 3.3 **NTSC Membership** – The Chairman asked for each organisation to keep the administrator informed of any changes in representation on the Committee.

- 3.4 **PSSC Membership** – The Chairman referred to the current membership which now had a broader representation. The Chairman added 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. Cllr Brewster suggested that she joined the PSSC due to her keen interest in surface access issues. As Herts CC were now represented by Cllr Brewster, Cllr Barnard stepped down from the PSSC.

- 3.5 **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 the 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.

- 3.6 **Future meeting dates** – the Chairman informed that all the meetings would continue be virtual for the foreseeable future. Members noted the dates.

#### 4.0 LLAOL Management Report

- 4.1 LLAOL gave members a brief overview of the 3rd Quarter 2022 and informed that passenger numbers at 4.2m for the quarter were around 80% of the pre-covid situation. There were around 35,000 movements including cargo and general aviation flights, both of which were operating at similar levels to pre-pandemic, and 7.5 tonnes of Cargo, which was broadly similar to 2019.
- 4.2 There had been a strong performance over the summer months, particularly with check-in; security (under 10 mins); and Border Force who had an average queue time of 11 mins. There had been some spikes during the period, but LLAOL continued to work with Border Force to address and improve performance. Generally, Luton had had a strong operational performance. This was also reflected in ASQ scores with an average customer satisfaction rate of 78% with 99% of Luton's customers feeling safe and secure. It was noted that Luton had spent a lot of time in the past few years looking at their Customer Service Strategy which had now started to pay dividends when comparing Luton to other airports.
- 4.3 Members enquired which elements were bringing the score down to 78% when many areas' scores remained high. LLAOL advised that it was things like Wifi, some check in scores and arrival baggage waiting times. Many of these areas had third party interactions and were difficult to influence. It was noted that LLAOL continued to work with 3<sup>rd</sup> parties where possible and discussion was ongoing regarding baggage waiting times.
- 4.4 LLAOL also advised that the CAA also measured performance and out of the largest 5 airports in the country Luton had come out top. The CAA use a net promoter score system which is a weighted scoring where customers are asked if they would promote the airport to travel from.
- 4.5 LLAOL informed that the new Hackney Carriage Rank opened in Q3 with 100 local drivers registered to use the facility, all vehicles were fully accessible and one third were Electric Vehicles.
- 4.6 It had been a significant quarter for activity in relation to community fundraising. Events included a charity cycle ride to Sicily which had raised £50,000; the annual runway race in July; and hosted several community visits including a local Milton Keynes charity who had organised a flight to send aid to the Ukraine.
- 4.7 Comment was made regarding the charges that taxis from the taxi rank charged to exit the airport which was then passed onto the passenger. LLAOL agreed to follow up with the commercial team to understand the structuring of the taxi charges and agreed to report back.
- 4.8 Concerns were also raised regarding taxi touting. LLAOL informed that they did work with the local authority to target this type of activity. So too did the Security patrols and Police. When perpetrators were identified they were issued with banning orders.

**LLAOL**

- 4.9 Donations from Community Trust fund Q3 - £36,500 support had been given to six community groups across seven local authority areas and this had benefited around 2.5k people.
- 4.10 LLAOL updated on the Global Real Estate Sustainability Benchmark scheme, now known simply asGRESB, which they participated in. This was a global sustainability benchmarking assessment which assessed the airport environmental, social and governance factors. LLAOL had achieved 100 out of 100 and were both sector leaders and most improved for 2022.
- 4.11 LLAOL advised that they would be holding a 'how to bid for contracts' event in November. The aim was to grow and encourage potential local suppliers to learn how they could bid for an airport contract and to improve their chances for being successful.
- 4.12 Questions were raised regarding sustainability. In particular, the push from the airport to achieve net zero and to off-set residual emissions by focusing on local projects. LLAOL advised that the approach at the airport was a mitigation first approach and they appreciated that off-setting was not a long-term solution. Therefore, everything the airport did was focused on driving emissions down and they had been quite successful in doing so. However, they recognised that they still had residual emissions and had therefore committed, as part of the ACI airport carbon accreditation scheme, to off-set these. They were selecting schemes that could be verified and were also working locally to find opportunities to channel investment into local schemes. They were trying to work with partners to find opportunities for verifiable, accredited off-setting schemes that would make a difference locally.

## **5.0 Noise and Track Sub Committee 7<sup>th</sup> September 2022**

- 5.1 Total passengers served increased by 586%, total traffic movements increased by 236%. The total movements in the night period, 23.00-06.59, increased by 350% from those for the second quarter last year and the early morning, 06.00-06.59, movements were up by 337% compared to the Second quarter last year. It was noted that although significant increases had been seen they had not yet reached 2019 levels.
- 5.2 The airlines achieved Continuous Descent Approaches, for 93% of all arrivals; this was up on the same quarter in 2021 (86%).
- 5.3 The noise monitor results showed the majority of departures still produced noise levels in the range 70-76 dB L<sub>Amax</sub>. In this period (2022 Q2) no daytime nor night-time departures were registered at greater than 80 dB. This was the same as Q2 last year.
- 5.4 There were no noise violations. The night-time noise contour area had increased by 145%. There had been ten track violations in this quarter due to poor track keeping.

5.5 The number of complaints had decreased from 2,213 last second quarter to 1,293 in the same period in 2022. The number of complainants was 230 in the second quarter of 2022, up from 81 in 2021. The number of new complainants was 114, up from 19 in the same quarter in 2021. Complaints about westerly departures formed the largest % of complaints and mainly occurred in June.

5.6 For this quarter, runway usage was 64% westerly operations.

5.7 With respect to the limit on early morning shoulder activity (12-month movements), the total for the preceding 12 months was 4,206 (limit 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 6,205 (limit 9,650).

5.8 The sub-committee had discussed the QMR and noted that compared to 2019 passenger numbers were down by a greater proportion than movements. LLAOL advised this was due to reduced load factors as the industry righted itself post-pandemic.

5.9 The existing Noise Action Plan's actions were reviewed with a view for informing the production of the next NAP.

#### **6.0 Report from Passenger Services Sub Committee from 7<sup>th</sup> September 2022**

6.1 The Chairman referred to the PSSC and informed that the meeting had been a tour of the airport facilities with the group enjoying first-hand the passenger experience of the journey through the airport.

6.2 Members were advised that the DART had been delayed; an announcement would be given in early 2023 on the expected date that it would be entering service.

#### **7.0 Luton Borough Council Report**

7.1 Members noted the Luton Borough Council Report.

7.2 Discussion ensued regarding the permitted development in relation to an additional 4 aircraft stands.

#### **8.0 Correspondence Received since July 2022**

8.1 Members noted the correspondence for review.

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

9.1 No other business was discussed, and the meeting closed

9.2 Date of Next Meeting

23<sup>rd</sup> January 2023

**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	LLACC	Apr-22	Request for BAP to revisit noise contour calculations used in 19 mppa VARCON application.	BAP	Completed. Investigation showed that contour calculations had been accurate and a report submitted by BAP was accepted by NTSC out of committee.
3	NTSC	Jun-22	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. Ongoing
4	NTSC		Airspace change on arrivals procedures (AD6) was now in effect with data gathering for a Post Implementation Review ongoing	LLAOL/CAA	Ongoing
5	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).
6	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	Discussed at December NTSC. Further consultation to take place in Q1 2023.

London Luton Airport Consultative Committee	
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7	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
8	NTSC	07-Sep	LLAOL agreed to provide details on the status of 'Quiet Areas' as referred to in the NAP	LLAOL	Complete - LLAOL confirmed definition as per Government guidelines. Level and method of consultation under review
9	NTSC	07-Sep	LLAOL agreed to respond to other questions of fact arising from the NAP review as some members had not had sufficient time to prepare for the meeting.	LLAOL	Complete - answers provided to NTSC
10	NTSC	14-Dec	NAP 2024-2029 . LLAOL would welcome suggestions for additional or new actions that could be included. It is intended to discuss these at the NTS-C meeting in March.	All Members	Ongoing