



Monday 7<sup>th</sup> April 2025 – 14.00hrs. – Excellence Centre, Percival House

---

**Members**

Mr M Routledge	Chairman
Mr M Reddington	LADACAN
Mr P White	SLAE (substitute)
Cllr E Moore	St Albans
Cllr J Timmis	Dacorum Borough Council
Mr J Richardson	Chamber of Commerce
Cllr P Parry	BATPC
Mr G Breeze	PAIN
Mr J Hale	STAQS
Cllr K Collins	Central Bedfordshire Council
Mr O Bigaignon	St Albans City and District Council
Mrs R Webb	BMKALC

**Officers Representing**

Mrs N Prior	LLAOL – Head of Flight Operations
Mr D Gurtler	Luton Borough Council
Mr N Bradford	LLAOL – Head of Communications and Marketing
Mr P Donovan	Hertfordshire County Council
Ms L Symes	North Herts District Council
Mr O Connolly	Kings Walden Parish Council
Mr P Gilbert	LLAOL – Marketing Communications Manager
Mr A Aldridge	Luton Rising (substitute)
Mr C Hall	Luton Rising

**Noise Consultant & Secretariat**

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

**Apologies for absence received from:**

Mr A Martin – LLAOL – CEO  
 Cllr D Rosario – HAPTC  
 Mr A Martin – LLAOL Surface Access and Development Manager  
 Ms S Decker – EasyJet  
 Mr A Hatch - NATS  
 Mr N Thompson - Chief Operations Officer  
 Mrs Armstrong - LLAOL – Head of Guest Experience  
 Cllr S Ferguson – Huntingdon  
 Mr G Sweedy - LLAOL – Operations Manager, Surface Access  
 Mr J Morgan – SLAE  
 Ms F McGlone – Luton Rising

1.2 The Chairman welcomed attendees to meeting.

**2.0 Minutes and Matters arising from LLACC Meeting 20<sup>th</sup> January 2025**

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

**Admin**

**2.2 Matters Arising**

Howling Noise – LLAOL advised that they were not able to get a NDA agreed, but would look at another way to analysis the data with community representatives and hopefully continue with the project.

All matters other arising would be covered under agenda items.

**3.0 LLAOL Management Report**

LLAOL advised on the figures for the quarter: there had been 3.6m passengers with a total of 29,000 ATMs and 7.1k tonnes of cargo. When compared with 2019, levels were around 99% in passenger numbers and this was a 7% increase on last year. There had been some good scores for Check-in, Security and Immigration on the ASQ system and with all queue times averaging 4 minutes it highlighted that the new next generation security process was operating well and delivering benefits for passengers. The ASQ score (A global airport benchmarking scheme) for Luton was 4.6 out of 5 with 81% overall customer satisfaction.

LLAOL had received further external validation for Guest Experience and Luton was the first UK airport to receive ASQ level 3 accreditation from Airports Council International (ACI). This followed a comprehensive review of systems and procedures that Luton had in place. Luton had also received a BSI Service Excellence Kite Mark and was the first Airport in the UK to receive this. This was a great recognition of the Luton Customer Service provision and of all the work undertaken to improve the passenger experience at Luton.

Members were informed that following a successful trial the Airport had extended the prebook security service where you can book a 30 minute time slot operating between 3am and 3pm up to 4 days in advance. This was a free service and was in addition to other services being offered such as fast-track security.

Members were also informed of the new food and beverage offering that had opened in February in the departure lounge. Sandford's, an American style diner and loft bar complete with a mezzanine level was the largest airside restaurant in the UK and was capable of handling 480 covers at any one time.

Refurbishment of the Car Hire centre had now been completed which had enhanced customer and staff facilities along with a number of safety improvements.

Regarding PRM services, in March the airport hosted their annual accessibility familiarisation day to allow passengers with disability to experience the passenger journey and to understand what provisions were in place and what challenges there might be. On this occasion the CAA and their Chief Executive and his team came to observe the event and informed that they felt Luton were providing a positive example.

Regarding sustainability, new data showed that Luton continued to have the highest proportion of next generation aircraft of any major European airport and between March 24 and the end of Feb 25 some 47.8% of all passenger flights were neo or max variants.

Regarding Community, in January 2 new charity partners were announced - the National Literacy Trust and TOKO Youth Space which was a local hub in Luton designed to help young people reach their full potential.

The Airport had also entered into a new partnership with the East of England Ambulance Service and as a result, the Airport's fire service, who already attended many first aid incidents, had now been made official First Responders. Consequently, they could now be deployed by 999 operators thus speeding up the time to attend emergencies.

Regarding Airlines, the 1<sup>st</sup> April saw the official launch of Jet 2 at Luton. They would operate 36 weekly flights to 17 destinations across Europe and have 2 based aircraft (brand new A321Neo's). This would also create 125 new jobs.

### **Questions by members.**

Members congratulated the Airport on the improvements that had taken place.

A member asked if there were any illegal immigrants that come into the UK via the Airport which would obviously increase queue times. LLAOL informed that when people presented at the Border there were a number of challenges and issues regarding visas etc that Border Force deal with on a case by case basis. The Chairman stated that the queue times stated refer to the normal processing of passengers with normal documentation.

A member enquired regarding the 19m passenger application and asked if it had been triggered yet. LLAOL confirmed that it was triggered on the 30<sup>th</sup> May 2024.

A member enquired regarding the neo aircraft and asked if there were still any issues regarding the noise they were generating on take-off. LLAOL referred to the A321neos and advised that there had been quite a lot of work going on in the background as it was not just Luton who were experiencing the issues. The

CAA had been working on the data that Luton had shared with them and they were now in communication with the DfT who would be providing some feedback. It was thought the issue was due to the engine type on the Wizz aircraft. LLAOL confirmed that they would be carrying out some comparisons between Wizz and the Jet 2 aircraft with the different engine types.

A member enquired what checks were being carried out at Luton following the recent Heathrow power station incident. LLAOL confirmed that they were confident that they had sufficient resilience in place, although it was noted that Luton was not of the scale of Heathrow but they were confident with their recovery plans.

A member enquired whether the Cargo tonnage figure was purely cargo flights or did it include cargo in the hold of scheduled flights. LLAOL confirmed that it was dedicated cargo flights and advised that MNG no longer had night cargo flights.

A member enquired regarding staff analysis asked whether the figures related to the whole of the Airport or just LLAOL, it was confirmed that the figures related purely to LLAOL staff.

#### **4.0 Noise and Track Sub Committee 12<sup>th</sup> March 2025**

Members noted the report provided by Bickerdike Allen.

- 4.1** Total passenger numbers had increased by 5% and total traffic movements by 1%. The total movements in the night period, 23.00-06.59, were 1% lower when comparing with the same quarter last year. The early morning, 06.00-06.59, movements were 5% lower when comparing with the same quarter last year.

The airlines had achieved Continuous Descent Approaches (CDA), for 93% of all arrivals; this was the same as in the Q4 quarter in 2023.

The noise monitor results showed most departures still produced noise levels in the range 70-76 dB  $L_{Amax}$ . In this period (2024 Q4) two daytime departure but no night-time departures were registered at greater than 80 dB. Last year the comparable counts were seven and zero.

There had been two noise violation during the daytime and none during the night-time; all were fined accordingly. The night-noise contour had increased by 4% when comparing with the same period in the previous year. There had been nineteen track violations due to poor tack keeping all resulted in fines being issued.

The number of complaints had decreased from 1,647 in the last fourth quarter to 804 in the same period in 2024. The number of complainants was 61, down from 82 in 2023. The number of new complainants was 13, down from 16. The

largest percentage of complaints had been about westerly arrivals. Runway usage for the quarter was 71% westerly operations.

Regarding the limit on early morning shoulder activity (12-month movements), the total for the preceding 12 months was 5,757 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 7,764 again below the limit of 9,650.

#### **4.2** The sub-committee had discussed the QMR.

It was noted that the Key Monitoring Indicators should show the 24hr CDA as decreasing as opposed to no change.

It was queried if there was a trend in the number of track violations as the number for the latest quarter was higher than last year. LLAOL advised that the majority of violations were by private jet operators and the increase of 3 could be explained by weather conditions.

It was asked that as the two fines in the quarter related to the Falcon F900 it was queried if this was a particularly noisy type. LLAOL advised that the two aircraft did not have the same operator and that the type was not commonly fined.

The values by year at the bottom of the Noise Comparison page of the LLAOL presentation were confirmed as the number of events the graphs were based on. LLAOL agreed to add a note to this effect to subsequent comparisons.

It was noted that there was a 4% increase in the size of the night contour. This was due to an update to the contour methodology as opposed to an increase in the movements. The contour methodology was updated on an annual basis using the measured noise data from the previous 12 month so that all contours for a given calendar year are produced on the same basis. LLAOL confirmed that under the current planning consent the noise contour areas must reduce in size from 1 Jan 28 with a further reduction from 1 Jan 31.

The influence of a small number of complainants on the total number of complaints was questioned. LLAOL advised that despite some changes in the specific individuals it was still the case that a small number of complainants were making many of the complaints, for example in the quarter 235 of the 804 complaints were made by 4 of the 61 complainants, specifically those in Impington and those in Wheathampstead.

#### **4.3** The Airport gave updates on the following:

Noise and Track System Upgrade - LLAOL advised the Noise and Track monitoring system was being upgraded in 2025. This included software updates in addition to the replacement of NMT3 with a new noise monitor located further from the M1 motorway.

The committee discussed the potential location and the need to review it, for example in relation to proximity to trees. LLAOL advised that they planned to undertake some noise monitoring prior to the switch.

Noise Insulation Scheme Supplier - LLAOL advised that the new contractor for the Noise Insulation Scheme was Evander Glazing and Locks Ltd who had extensive experience in working on Noise Insulation Schemes at other airports and with National Highways.

Dispensation Process - LLAOL gave a lengthy presentation on the dispensation process at the airport. This included information on how the night movement restrictions feed into airport's scheduling declaration which results in slot allocations to airlines.

The LLA procedures for dispensations were summarised, with further detail provided on how operators are to engage with the process and the actions by LLA. This included LLA Flight Operations monitoring the night movements and quota count usage and reporting monthly to individual operators on their performance against their allocations. There was the potential for airlines to be fined if they exceed their allocation, so they were at risk if they scheduled numerous flights just outside the quota count period.

While the decision on whether to accept an operators' request for a dispensation was up to the Airport Manager, a record was sent to LBC on a monthly basis. This detailed the reasoning for the dispensation and was reviewed by LBC at various levels, with queries to LLAOL on occasions. These could lead to the dispensation of a flight being rescinded.

The committee thanked LLAOL for the detail provided and discussed the points raised.

It was noted that dissatisfaction with dispensations was a feature at other airports, and that the AEF were looking at the issue.

Finally, LLAOL advised that easyJet had offered a visit to their Operations Centre for 3 committee members to aid understanding of how the airline approached dispensations. Two members expressed their interest at the meeting.

Missed Approaches/go-arounds Project - A review of 2024 activity had been conducted in January 2025 and a note detailing the findings formed part of the meeting papers. There were no specific questions on the note, with a more general discussion following.

The committee noted that Gatwick Airport provided more information on go-arounds and considered this would be of benefit to them, as it might allow correlation with specific factors and noise complaints.

When it came to the reported reasons for a missed approach, LLAOL agreed to explore with airlines what 'unstable' related to.

It was also noted, that while missed approaches were not desired by the airlines, the Airport or the local community, they were driven by safety which was paramount.

#### **4.4 Questions were raised by LLACC members**

A member referred to the reduction in night movements and the increase in night contour and advised that when looking at historic records they did not support the comments made regarding the calibration process having a significant affect upon the results. The records showed that there was no difference at all following the recalibration process. There was a concern that with the increase in the number of new aircraft there was an increase in the noise contour area opposed to a decrease as expected. LLAOL asked for the Member's report to be sent to the Flight Ops team. The noise consultant gave further explanation.

#### **5.0 Report from Passenger Services Sub Committee 12<sup>th</sup> March 2025**

- 5.1 The Chairman advised that the majority of the PSSC discussions had already been covered under the Airport update. However, there had been a debate regarding Terminal Car Park 1 and whether or not the Bedfordshire Fire Report (on the TCP 2 fire) suggested it ought to have sprinklers fitted. There was a subsequent conversations as to whether or not this would have made any difference. However, the report was quite clear that the building was compliant with Building Regulations and that the building performed how the Fire brigade would have expected it to. It was noted that the installation of sprinklers in TCP1 was an issue that the Airport would keep under consideration.
- 5.2 Another car parking issue had been raised with a suggestion of providing a covered walkway from the car parks. LLAOL agreed to keep this under consideration as part of future plans.

#### **6.0 Luton Borough Council Report**

- 6.1 The Committee noted the LBC Report.
- 6.2 Members were advised that the DCO decision was given on 3<sup>rd</sup> April with a recommendation from the Planning Inspectors not to approve the DCO; however, that recommendation was disagreed by the SoS who approved the DCO. LBC briefed on the decision and further discussion ensued regarding DCO and the associated 46 planning conditions.

Members were advised that the DCO web page was still present and all the documents submitted could be reviewed. The Order Notice would come into effect on the 24<sup>th</sup> April 2025, and Luton Rising would need to commence development within 5 years of that date. They would also need to serve notice on LBC that they intended to implement DCO. There was also a requirement to

carryout monitoring for a year in advance for the 4 areas which related to the Environmental Scrutiny Group and Green Control Growth.

Luton Rising briefed further regarding the SoS decision to approve the DCO. Luton Rising were now reviewing the order to ensure they had a good understanding of the requirements and could not comment further on any particular timescales. However, in broad terms once the review had been completed this would help to inform a design update and a value engineering exercise. Whilst these were taking place there would be a host of other planning and design work ongoing before triggering the DCO and serving the Article 44 Notice.

Luton Rising gave further clarification regarding the 5 year shelf life of the DCO and informed that Luton Rising had to undertake a material activity within 5 years or the DCO would be lost. However, that was different to serving the Notice to Grow, which could be done as soon as all the pre-conditions had been met. It was noted that it was the Notice to Grow that allowed the increase in passenger count; triggered Green Control Growth; the new Noise Insulation Scheme; and all the other obligations.

A member asked if Luton Rising had done any work to quantify what the Economic Impact of the Airport had been over the last ten years and if so could it be shared with the LLACC members. Luton Rising advised that they had not carried out an Economic Impact review of the Airport.

Discharge of a requirement in Section 106 relating to employment skills and recruitment plan including local procurement. LBC had not discharged this action and had asked the Airport for more information.

Condition 13 - verification report which related to the extension of Taxiway Alpha, (the northeastern end of the airport). LLAOL had excavated and laid the first third of the taxiway and were now on the next stage. The final section would not take place until runway resurfacing works took place as the final section was within 75m of the runway.

Local Plan – The consultation called for evidence.

Concerns were raised about the Parking Strategy and a member enquired whether this would help with fly parking. LBC agreed to investigate and report back.

**LBC**

LADACAN asked that their disappointment that the SoS had decided to approve the DCO be noted in the Minutes. STAQS also expressed their disappointment of the SoS's decision.

## **7.0 Correspondence Received**

No correspondence was discussed



**8.0 AOB**

No other business was discussed and the meeting closed.

**Date of Next Meeting**

7<sup>th</sup> July 2025 at 14.00

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). Government have introduced a new system for processing airspace changes.
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. Complete