

Monday 8<sup>th</sup> July 2019 – 13.00hrs. Putteridge Bury Conference Centre

### Members

Mr M Routledge	Chairman
Cllr P Clarke	North Herts District Council
Cllr T Shaw	Luton Borough Council
Mr M Nidd	LLATVCC
Cllr Jane Timmis	Dacorum Borough Council (Sub)
Cllr D Bowater	Central Bedfordshire Council
Cllr R Berry	Central Bedfordshire Council
Mr A Lambourne	LADACAN (Sub)
Mr J Hale	STAQS
Mr D Healey	NATS
Cllr A Wight	Buckinghamshire County Council
Mrs R Webb	BMKALC
Mr J Morgan	FOWP/SLAE (Sub)
Lis Greet	Breachwood Green Society
Cllr A Brewster	Hertfordshire County Council
Cllr D Barnard	Hertfordshire County Council
Cllr J Westbury	Beds Ass of Town & Parish Councils

### Officers Representing

Alberto Martin	LLAOL – CEO
Mr N Thompson	LLAOL Operations Director
Mrs C Armstrong	LLAOL Head of Passenger Services
Ms N Morris	LLAOL Community Noise Officer
Mr B Timmins	LLAOL Airspace Performance Assessor
Mr D Sweetland	Buckinghamshire County Council
Mr D Gurtler	Luton Borough Council
Mr S Mendham	Dacorum Borough Council
Mrs C Hooper	LLAOL
Ms L Aspite	LLAOL Environment Manager
Mr P Donavan	Herts County Council
Mr D Wilson	St Albans City District Council
Mr N Bradford	LLAOL Stakeholder Communications Manager
Ms L Symes	North Herts District Council

### Noise Consultant & Secretariat

Mr J Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

## 1.0 Apologies for absence and substitution

### 1.1 Apologies for absence were received from:

Mr S Shearer – Freight Operator DHL

Ms Sophie Dekkers – EasyJet  
 Mr M Ryles - Airline Representative (Wizz)  
 Mr J Richardson - Bedfordshire Chamber of Commerce  
 Mr G Gayle - Airport Union Representative  
 Cllr S Clark - HAPTC  
 Mr D Godfrey – PAIN  
 Ms L Attrup – LADACAN  
 Mr M Turner – LLAL  
 Cllr J Gardner - Stevenage Borough Council  
 Cllr R Mills – St Albans City District Council

1.2 The Chairman welcomed attendees to the Summer Meeting

## 2.0 The Community Trust Fund

2.1 Caron Hooper the Airport's Community Relations Executive gave a presentation detailing the activities of how the Community Trust Fund is utilised. It was noted that groups and charities can apply for funding up to £10k per project if they meet the set criteria and work within the areas of Luton, Central Bedfordshire, North Hertfordshire, Aylesbury Vale District; Stevenage and St. Albans District. Community Groups and Charities are able to apply on line through LLAOL's website or directly on the Bedfordshire and Luton Community Foundation (BLCF) website (BLCF are the foundation who manage the airports funding grant).

2.2 Members were informed that Community Trust Fund was increased up to £150k in 2019 with a strategic approach to target communities under the airport's flight path.

2.3 Future community plans included:

- Schools programme to concentrate on problem solving and communication skills within Bedfordshire and Hertfordshire Secondary schools.
- Sponsorship of various Awards Ceremonies
- Supporting LLAOL Noise surgery events
- Identifying and working with local charities to encourage staff to utilise their volunteering days within the local communities we serve
- Working with our charity partner, Macmillan Cancer Support, to support a Health & Wellbeing clinic within the North Herts and East Herts area (this is still to be confirmed)
- Continuing our 'Get into Airports' Programme, maintain the 80% success rate of getting young people into full employment
- Encourage women into Aviation

2.4 Members suggested the possibly that the Chiltern and High Wycombe areas were not aware of the fund and asked if these areas could be given consideration in any promotional detail for the fund and to include schools located in Buckinghamshire under the Schools programme.

LLAOL- CH

### **3.0 Minutes and Matters arising from the 8<sup>th</sup> April 2019**

**3.1** Members noted the minutes from 8<sup>th</sup> April and agreed these as a correct record of the meeting. The Administrator undertook to publish the minutes on the website. **Admin**

**3.2** Item 4.17 - Members referred to the ground noise being experienced by the community in Breachwood Green. LLAOL reiterated GPU's are continuously monitored and that restrictions are in place constraining the use of GPU's for all stands. LLAOL also advised that they would be replacing the current GPU's for quieter and more efficient units. It was suggested by members that LLA should be considering fixed GPU's particularly if more stands are to be built.

Item 3.2 (5.5) – LLAO confirmed that flight Ops Dept were now up to date on any outstanding complaints.

Item 4.8 – LLAOL advised that they were in discussion with Wizz regarding early departures in the early morning period. LLAOL informed that the Wizz early departures had been moved back for the summer period to help keep the night noise contour smaller than it would be moved forward again in the Autumn. This was a seasonal departure and did not have a slot in the summer but had one in the winter to meet the completely different demand. It was noted that if an airline did not have a slot in the summer 2019, it would not have one for next summer. LLAOL added that there were a lot more restrictions on the summer period than the winter period.

Item 4.15 – LLAOL informed that they had responded to any queries raised and had sent a huge amount of data to the CAA on the PIR and were now awaiting responses. LLAOL added that the CAA had been in contact to ask where the majority of complaints were being generated.

### **4.0 Report on Noise & Track Sub Committee – 5<sup>th</sup> June 2019**

**4.1** Members were advised that the NTSC had met on the 5<sup>th</sup> June 19 and that data from the 1st Quarter of 2019 had been reviewed.

**4.2** Members discussed in detail the content of the quarterly report and noted that passenger numbers had increased by 12% and total traffic movements by 3.6%; total movements in the night period had increased by 12% and the early morning period had also increased by 21% when comparing with the same period last year.

**4.3** Members noted that CDA compliance continued to be good at Luton and was currently running at 90% of all arrivals and is the same as in the same quarter in 2018 and continues to be better than most other airports.

**4.4** The noise monitor results showed that most departures continue to produce noise levels in the range 70-76 dB LAmax. The total number of recorded

departure noise events registered at greater than 80 dB and above for the period was 7 by day and none by night; last year for the same period the figures had been 12 and 0 respectively. There were no noise violations by day or night and members again noted that the night-time noise contour area had increased by 23%.

- 4.5 The Airport had issued 11 track violation fines for poor track keeping on departure. It was noted that 99.5% of all aircraft flew on track.
- 4.6 The number of complaints had increased from 1,310 in the first quarter 2018 to 2,793 for the same period in 2019. The number of complainants was 121 in the 2019 opposed to 111 in 2018. The number of new complainants was 34 compared to 24 in 2018 and complaints relating to westerly departures still formed the largest percentage of complaints.
- 4.7 Members were advised that the airport had operated within the planning limits for both the early morning and night noise quotas.
- 4.8 NTSC members were updated on the progress with the Airspace Change Proposals that were currently ongoing. Regarding the London Luton Airport Departures and Arrivals Future Airspace Strategy Implementation South (FASI-S), LLAOL advised that the regulator had approved the Stage 1 "Design Principles" submission and having passed the first gateway the team would now develop design options for resolution in July 2020. Members noted that further meetings of the Focus Group are to be held.

Swanwick Airspace Improvement Programme – Airspace Development 6, LLAOL informed that following discussion and agreement of the design principles a meeting of the Focus Group was planned for late June/early July. Meeting to have a gateway submission by October 2019. It was noted that this airspace change sought by NATS was being treated as urgent.

RNAV 1. Procedures on the Runway 26 (MATCH) departures - Members were advised that this has been delayed by the regulator in their work to allow aircraft to fly up to 5000 ft initially, as opposed to 4000 ft currently.

- 4.9 Noise management Plan Review – NTSC members were advised that the review of the Management Plan was in progress and would be submitted to the local authority by 1<sup>st</sup> July. LLAOL agreed to circulate the draft report to NTSC members. Members noted the Luton's noise limits were much more stringent than those of Stansted (the limits at Stansted are set by Central Government) which had a similar fleet mix to Luton. The Chairman stated that if Luton were to become a designated airport the limits would be set by the DfT and might be much higher than they were today to align with other designated aerodromes.
- 4.10 LLAOL confirmed that the AMR 2018 had now been published and was on the airport website. Members questioned if LBC still contribute to the report. It was confirmed that the requirement within Section 106 Agreement that LBC contribute to at least 3 sections and that Government provide employment data. It was agreed that the AMR be included as an agenda item at the next LLACC meeting in October.

**Chairman**

- 4.11 Members noted the various technical reports issued by the CAA and the detailed comments regarding Heathrow's Third Runway.
- 4.12 Further discussion ensued regarding the Planning Limits and LLAOL advised that they were making every endeavour to comply with the noise limits. LLAOL would be providing further detail on forecast noise contours and associated issues within their Section 73 Application to vary planning conditions related to the noise contours.
- 4.12 The ICCAN Strategy Document was briefly discussed at the NTSC meeting and the Chairman asked for any comments to be fed back to him by 14<sup>th</sup> June for him to respond. The Chairman informed that a meeting had been held with the Airport and the ICCAN Chief Executive Group who had also had contact with some of the Community Groups within the area.
- 4.13 Discussion ensued with members regarding Public Surgeries and how the events were publicised in the communities. LLAOL informed of the various methods used including advising the Parish Councils who in turn should then be able to pass on the all the information to their local communities. LLAOL informed that they plan Public Surgeries 12 months in advance so there is no reason why Parish Councils cannot publicise the event in plenty of time prior to the surgery taking place. LLAOL stated that following a public surgery LLAOL carryout a review and would send out bi-monthly updates to all those who left contact details.

## **5.0 Report on PSSC Meeting 5<sup>th</sup> June 2019**

- 5.1 The Chairman again noted the poor attendance at the meeting, in addition to himself there was only 2 ex-officio members. It was further noted that the Which? member would be standing down from the Committee at the end of the Year. Membership from other external parties was again discussed particularly from a frequent flyer perspective. It was agreed that LLAOL would discuss with AOC members at their next meeting in July to see if they would attend. **LLAOL**
- 5.2 The Chairman briefed on various aspects that had been discussed at the meeting and members noted that the demand for the PRM service had increased by 19% in the last year; the Chairman informed that he had spoken with other airports at the annual UKACC meeting who advised that they too were experiencing similar increases.
- 5.3 It was noted that work was ongoing on a Customer Service Strategy, the results were expected in September.
- 5.4 Discussion ensued regarding Blue badge holder facilities for dropping off - LLAOL informed that there was a free drop off area in the multi-story car park for up to 30 minutes and then reduced rates for the 1<sup>st</sup> 24 hours for PRM Passengers. In the midterm car park the first 15 minutes were free for anyone dropping off and a free bus journey to the terminal, in the long term car park the first hour was free for anyone dropping off again with a free bus journey to the terminal. It was noted that all buses were wheelchair friendly and PRM

passengers could ring ahead to be met on their arrival at the terminal by the PRM provider.

- 5.5** LLAOL advised that they were committed to delivering better customer service and the PRM facilities were being promoted on the Airport's website and was also on signage as you approach the airport.

## **6.0 London Luton Airport Reports**

- 6.1** Members noted that the Airport continues to have a successful 2019 and have welcomed 8.5million passenger up to the end of June 19 an increase of over 10% when comparing with the same period in 2018.
- 6.2** Members were advised that there was still some major works taking place outside the terminal, these included the Taxiway Foxtrot works – this would be completed this year, a second multi story car park would be phased into operation over coming months and LLAOL were supporting LLAL's Dart light rail project which would connect Luton Parkway Way station and the Airport thus improving surface access to the airport.
- 6.3** LLAOL advised that they had taken on board comments on how to improve customer services and have embarked on a Customer Transformation Project. Members were advised that LLAOL had completed a tender exercise to identify a partner to support the airport and Systra Aviation had submitted a bid in partnership with Ethos Farm who together are a combined team of aviation, customer service and learning and development professionals who have worked together before delivering Customer Service Programmes to airports and airlines.
- 6.4** Members were informed that Luton's ASQ scores had improved, but there were other airports doing better so there was room for improvement.
- 6.5** On Time Performance continued to do well with an increase of 9% year on year, the average OTP was 75%, the main impact on performance was ATC slots (FASI should resolve many of the London airspace issues). LLAOL informed that they had been focusing a lot more on the On Time Turnaround as this is the piece that could be influenced by the airport.
- 6.6** LLAOL informed that during May 19, the official start date for the expansion of eGates commenced this would see millions of eligible nationals from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America benefiting from transformational change at the border resulting in faster access to the UK. As well as the eGate expansion project the withdrawal of landing cards for all non-EEA passengers, across all routes, commenced from 20 May 2019. Members were advised that LLAOL continue to work with UKBF to ensure that they provided as much information as possible to passengers to prepare them for the border and ensure as efficient a process as possible.
- 6.7** LLAOL briefed regarding the ongoing Strike action by some members of staff and informed that the strike action to date has not had an impact on the airport's operation.

## 6.8 Air Quality Monitoring

Presentation on the Airport's Air Quality Monitoring was given by Liga Aspите the Environment Manager.

The presentation was circulated to Members following the meeting. Members were informed of the type of pollutants being monitored and by what method. They were also informed of the various locations where the monitoring was carried out.

Areas where results had exceeded the annual mean objective of 40ug/m<sup>3</sup> were the terminal front, various roadways (drop off zone, Undercroft access road) and stand 5 (main apron). There were also specific areas of concern in Luton – the east Luton corridor and junction and the town centre.

Members were advised on the operational improvements designed to help reduce pollution included keeping taxi times to under 6 minutes and single engine taxiing. LLAOL informed that they were also working towards becoming a level 2 member of the Airport Carbon Accreditation Scheme by 2020.

It was questioned why the strategy was not based on the GHG protocol which is used around the world. LLAOL informed that Luton's was based on NOx particulates, GHG reports on 3 scopes and focuses on a common set of reporting measures. LLAOL already report on the first 2 and after 2020 would be reporting on the third.

It was asked that when LBC publish its Environmental Plan whether there would be a consolidation of the airport and town results. LBC offered to enquire about the inclusion of CO2 emissions in this work.

LLAOL stated that certain aspects needed to be emphasized for example Wizz Air are one of the greenest airlines in Europe and had plans to become the greenest. In Quarter 1 2019, Wizz were already operating with 4% Neo aircraft (Wizz account for 40% of traffic at Luton) and they were anticipating that half of their fleet would be Neo by 2022. The Chairman asked members for the next meeting to think what aspects of the Environmental Committee they would like included in future LLACC meeting reports. It was asked if LLACC could explore the various localities for the particulates as these were more dangerous albeit the airport is part of the local authority monitoring.

## 7.0 LBC Reports

### 7.1 LBC Briefed on the various planning applications:

New Century Park – LBC advised that the planning application was with the Secretary of State and is still on hold. It was noted that if the Secretary of State calls it in, it would go to a Public Enquiry.

Hart House – Still waiting for a Section 106 agreement.

Application to Vary Condition 10 - LBC informed that they were expecting further details next week. Once received the details would be advertised in the local paper giving a 6-week response time frame due to the holiday period. LBC advised that at the next LLACC meeting they would give an update on the Development Consent order.

LBC referred to various Highways Works and junction improvements including works around Gipsy Lane and the Retail Park; Kimpton Road and Vauxhall Way. Members were advised that the DCO Statutory Consultation was due to commence in the autumn. Further discussion ensued regarding timescales and proposed access routes and the impact these would have on the surrounding areas.

## **8.0 Correspondence Received since April 2019**

**8.1** Members noted the correspondence.

**8.2** The Chairman referenced the ICCAN Corporate strategy and informed that they were going to appoint a commissioner for each of the airports. Luton's representative would be Simon Healey. The Chairman would be inviting Simon to a meeting in the future to give an update.

## **9.0 Any Other Business**

**9.1** Members asked if discussions were ongoing regarding breaching planning condition limits. LBC stated that they had started discussions in Nov/Dec 2016 when they were notified was a breach in 2017 and meetings were held with neighbouring authorities to discuss what steps would be taken to avoid a future breach in early 2018 and had noted the Airport had started implementing mitigation measures. It was understood for 2019 the night time limits should not be breached, and discussions continued between LBC and LLAOL as they had done in previous years.

**9.2** It was suggested by some members that planning notifications are disseminated to a wider range of newspapers covering Beds Herts and Bucks to ensure any communities that may be affected are covered. LBC to consider

**LBC**

No further business was discussed, and the meeting closed.

## **9.1 Dates of Next Meetings:**

LLACC: 21<sup>st</sup> October 2019

NTSC & PSSC: 4<sup>th</sup> September 2019  
18<sup>th</sup> December 2019