Quarterly Monitoring Report
Qtr 2 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 April to June 2020.

KEY MONITORING INDICATORS – 2nd QUARTER 2020

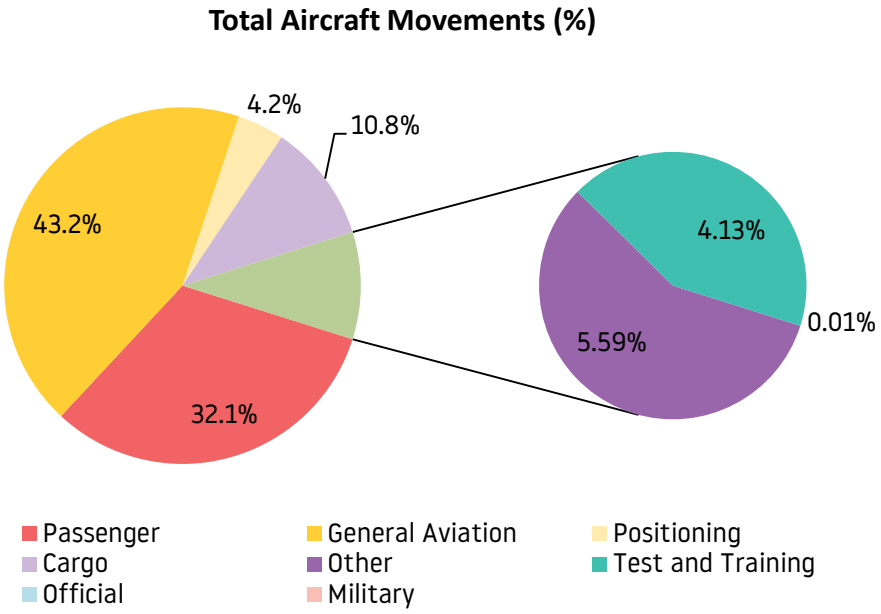
Parameter		2nd Quarter 2020	2nd Quarter 2019
Total Passenger Number	↓	110,054	4,844,885
Total Aircraft Movements	↓	3,898	38,129
Night Movements (23.00 – 06.59)	↓	622	5,158
Early Morning Movements (06.00 – 06.59)	↓	52	1,862
Aircraft Movement and Quota Count limits (per rolling 12-month period)			
Night Quota Movements (*9,650 limit*)	↓	6,754	8,547
Night Quota Count (*3,500 limit)*	↓	2443.75	3106.75
Early Morning Shoulder (*7,000 movements*)	↓	3,876	6,152
24hr CDA (% achievement)	↓	79%	92%
Day CDA (% achievement)	↓	78%	92%
Night CDA (% achievement)	↓	81%	91%
Track Violations	↓	1	13
Departure Noise Infringements (Day)	-	0	0
Departure Noise Infringements (Night)	-	0	0
Noise Monitor Results			
No. Day (Night) > 80 dB(A)	↓	0 (0)	21 (0)
No. Day (Night) > 75 dB(A)	↓	134 (30)	2,412 (329)
No. Day (Night) > 70 dB(A)	↓	842 (129)	12,452 (1,765)
Night Noise Contour Area (48 dB $L_{Aeq, 8h}$)	↓	7.4km^2	41.3 km^2
Noise Complaints	↓	525	2,748
Complainants	↓	123	292
Number of New Complainants	↓	49	114
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns (>5 Complainants)	-	Caddington Flamstead Harpenden Luton St Albans Tring Wheathampstead Whitwell	Breachwood Green Caddington Flamstead Harpenden Hitchin Kensworth Knebworth Luton Sandridge St Albans Stevenage Wheathampstead Whitwell
Westerly/Easterly Runway Split (%)	-	56/44	49/51

1 AIR TRAFFIC DATA

1.1 Aircraft Movements

There was a total of 3,898 aircraft movements during this quarter (compared with 38,129 for the same period in 2019), decrease of 89.7%.

This resulted in an average 43 movements per 24 hours (compared to 419 last year).



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*						
April 2020	148	203	45	0	0	0	62	229	46	**733**
May 2020	144	349	67	0	0	0	56	587	79	**1,282**
June 2020	128	698	53	0	0	0	100	868	36	**1,883**
QTR Total	**420**	**1,250**	**165**	**0**	**0**	**0**	**218**	**1,684**	**161**	**3,898**

Note: There were some flights from LLA to Stansted during the quarter, however these were non-commercial and therefore not classified as positioners. These flights were maintenance flights for airworthiness, therefore they are categorised in 'Non Commercial-other'.

1.2 Passenger Statistics

A total of 110,054 passengers passed through LLA during the period April to June 2020 (compared with 4,844,885 for the same period last year), 104,857 on scheduled flights (95.3%) and 5,197 on charter flights (4.7%). This represents a decrease in passengers of 97.7% and equates to an average 1,209 passengers per 24 hours (compared to 53,240 during the same quarter last year).

	Domestic	EU	Non-EU	Total
April 2020	0	13,344	673	**14,017**
May 2020	0	29,807	4,356	**34,163**
June 2020	0	45,057	16,817	**61,874**
QTR Total	**0**	**88,208**	**21,846**	**110,054**

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

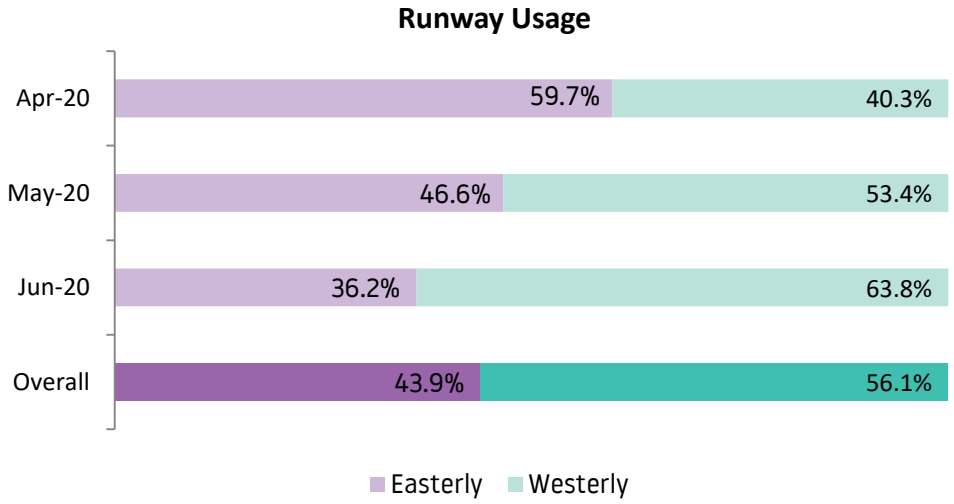
[1] Other relates to flights coming for maintenance and or departing aircraft that has made an unscheduled return to base

[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 44% easterly and 56% westerly (compared to 51% / 49% 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.

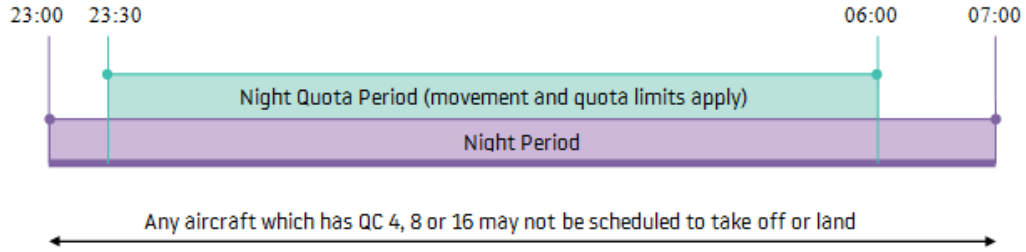
Aircraft are certified by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take-off and landing. The points are then allocated to different aircraft types 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 January to March 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*
July 2019	1,033	385.75	629
August 2019	1,003	351.75	575
September 2019	834	288.50	516
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
QTR Total	**557**	**306.00**	**52**
Total for preceding 12 months	*6,754*	*2443.75*	*3,876*

1.5 Day/Night Ratio of Movements - Actual

There were 622 night operations during the quarter (compared to 5,158 for the 2nd quarter 2019), an average 7 movements per night (compared to 57 last year). Arriving aircraft accounted for 65% 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. Only 14% 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 84% day / 16% night (compared to 86% day / 14% 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		
Jul 2019	5,655	5,967	11,622	823	210	103	526	1,905	**13,527**
Aug 2019	5,454	5,757	11,211	834	169	36	539	1,812	**13,023**
Sep 2019	5,654	5,811	11,465	702	132	2	514	1,593	**13,058**
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**
QTR Total	**1,556**	**1,720**	**3,276**	**370**	**187**	**21**	**31**	**622**	**3,898**
Total for preceding 12 months	*44,779*	*46,018*	*90,797*	*5,024*	*1,730*	*386*	*3,490*	*12,316*	*103,113*

1.6 Day/Night Ratio of Movements – Forecast

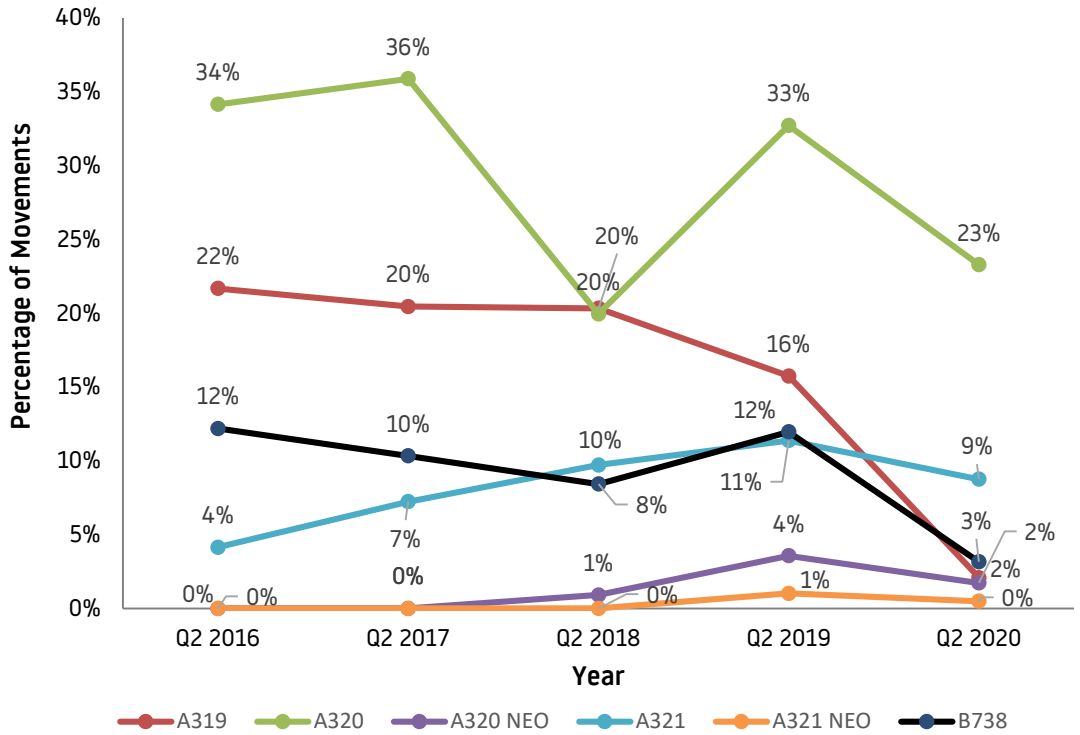
This forecast was created in August 2020. As a result of COVID-19 forecasts are uncertain and forecasts change based on the number of COVID cases in other countries and the UK Foreign and Commonwealth Office's advice.

	2020 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*
July 2020	5,422	407	268	761	6,183
August 2020	7,780	563	511	1,217	8,997
September 2020	7,968	525	301	1,054	9,022
October 2020	7,858	627	326	1,179	9,037
November 2020	8,436	415	325	947	9,383
December 2020	10,209	567	374	1,191	11,400
January 2021	9,670	484	354	1,044	10,714
February 2021	10,106	459	323	1,022	11,128
March 2021	10,277	485	453	1,175	11,452
April 2021	11,029	678	479	1,430	12,459
May 2021	10,798	725	502	1,501	12,299
June 2021	10,652	763	483	1,507	12,159
*Total for following 12 months**	*110,205*	*6,698*	*4,699*	*14,028*	*124,233*

**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.

It should be noted that during quarter 2 on the 21st May 2020, the runway designators (26 & 08) changed to (25 & 07) as a result of magnetic variation. The table below has been updated to show this change. This change has no impact of the actual runway orientation or the departure and arrival routes.

		Departures											Total
		MATCH/ DETLING			*COMPTON*		*OLNEY*		*Other**		*Helicopter*		
		07	25 Conv	25 RNAV	07	25	07	25	07	25	07	25	
Apr 2020	Daytime	120	0	81	32	16	15	7	13	22	0	0	**306**
	Night-time	30	0	8	4	2	13	4	1	0	0	0	**62**
May 2020	Daytime	173	3	165	63	70	16	23	23	28	0	1	**565**
	Night-time	19	0	21	2	8	7	11	0	0	0	0	**68**
Jun 2020	Daytime	168	9	298	108	160	21	48	18	12	0	7	**849**
	Night-time	23	2	26	7	11	9	10	0	0	0	0	**88**
QTR	**Total**	**533**	**14**	**599**	**216**	**267**	**81**	**103**	**55**	**62**	**0**	**8**	**1,938**
	Daily Average	*6*	*<1*	*7*	*2*	*3*	*<1*	*1*	*<1*	*<1*	*0*	*<1*	*21.3*

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 97.7%. 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
Apr 2020	0	£0
May 2020	1	£1,000
Jun 2020	0	£0
QTR	**1**	**£1,000**

	Airline or Aircraft Operator	Aircraft Type/Occurrence
Apr 2020	-	-
May 2020	Privately owned aircraft	GLEX/1
Jun 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.

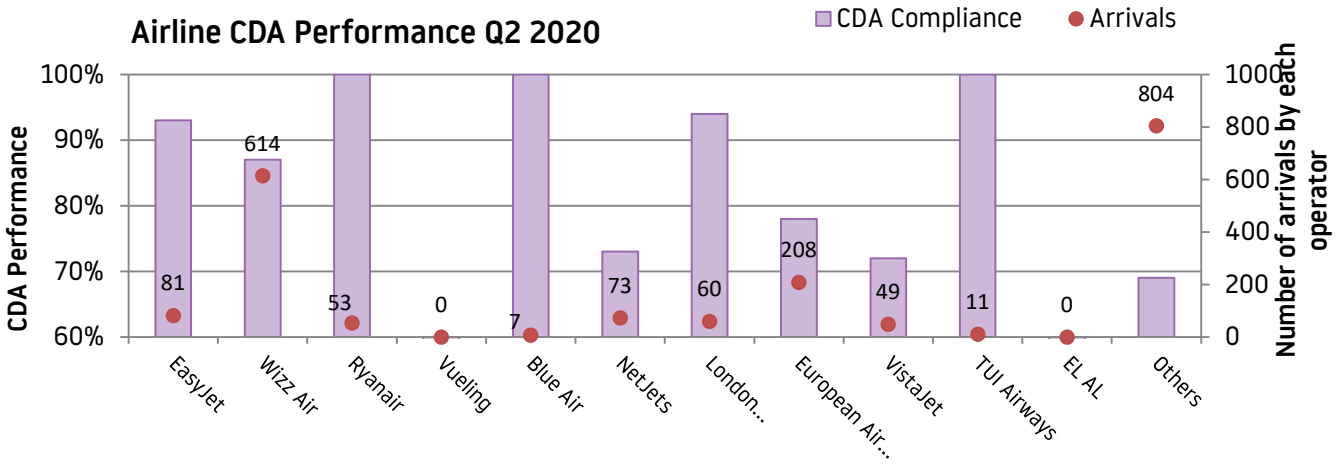
It should be noted that during quarter 2 on the 21st May 2020, the runway designators (26 & 08) changed to (25 & 07) as a result of magnetic variation. The table below has been updated to show this change. This change has no impact of the actual runway orientation or the departure and arrival routes.

		Arrivals			Total
		07	25	Heli	
Apr 2020	Daytime	146	130	0	**276**
	Night-time	65	24	0	**89**
May 2020	Daytime	247	273	0	**520**
	Night-time	48	81	0	**129**
Jun 2020	Daytime	241	513	6	**760**
	Night-time	86	100	0	**184**
QTR	**Total**	**833**	**1121**	**6**	**1958**
	Daily Average	*9*	*12*	*<1*	*21.5*

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.

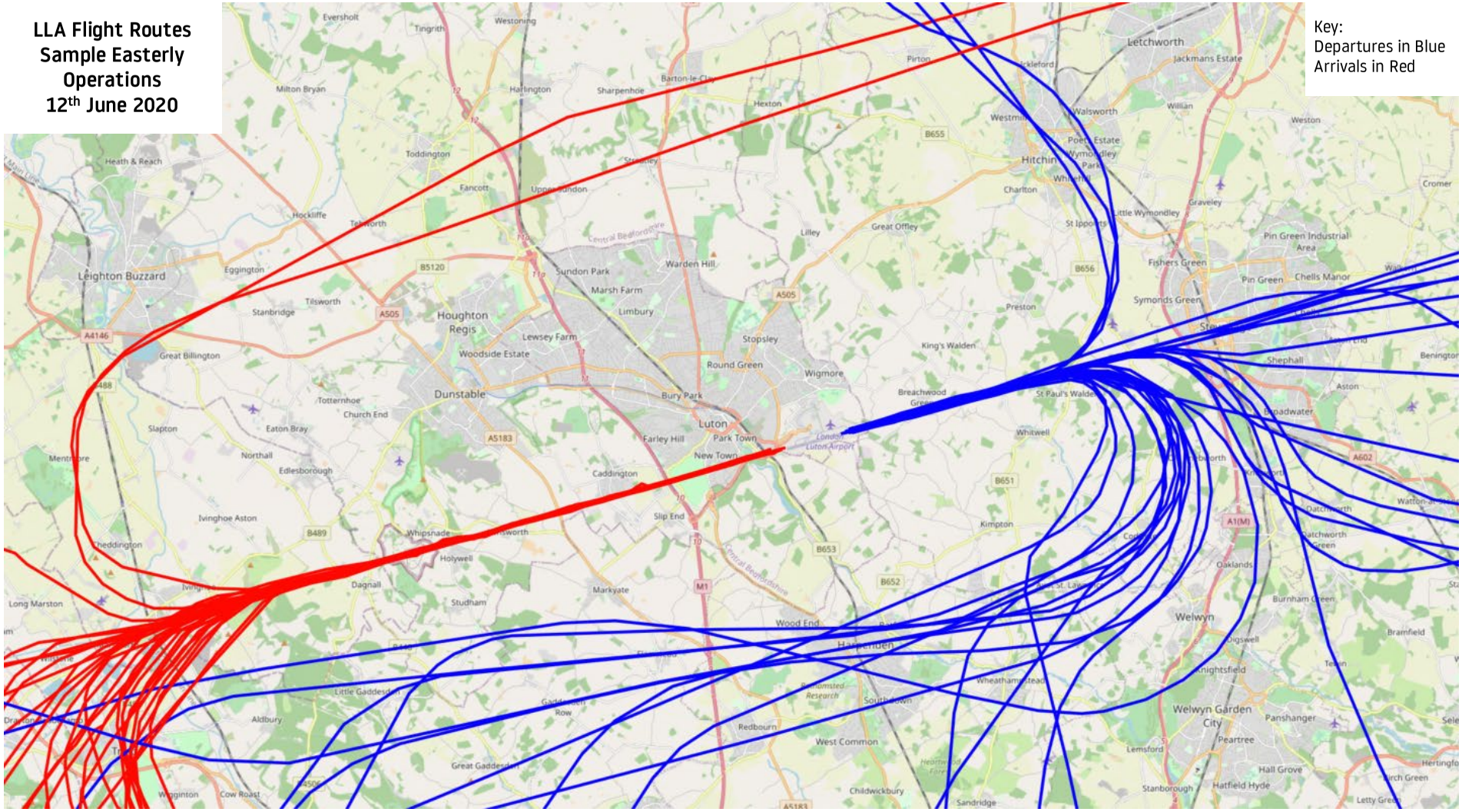
	All Arrivals			07 Easterly Arrivals			25 Westerly Arrivals		
	% CDA			*% CDA*			*% CDA*		
	Total	*Day*	*Night*	*Total*	*Day*	*Night*	*Total*	*Day*	*Night*
Apr 2020	**73%**	74%	71%	**66%**	67%	63%	**83%**	81%	91%
May 2020	**79%**	78%	83%	**76%**	76%	73%	**82%**	79%	90%
Jun 2020	**81%**	80%	85%	**82%**	85%	75%	**80%**	77%	94%
QTR Total	**79%**	78%	81%	**76%**	78%	71%	**81%**	78%	92%

The overall CDA achievement was 79% with several major LLA operators achieving high performance. The maps overleaf, produced from the Topsonic Aircraft Noise & Track Monitoring

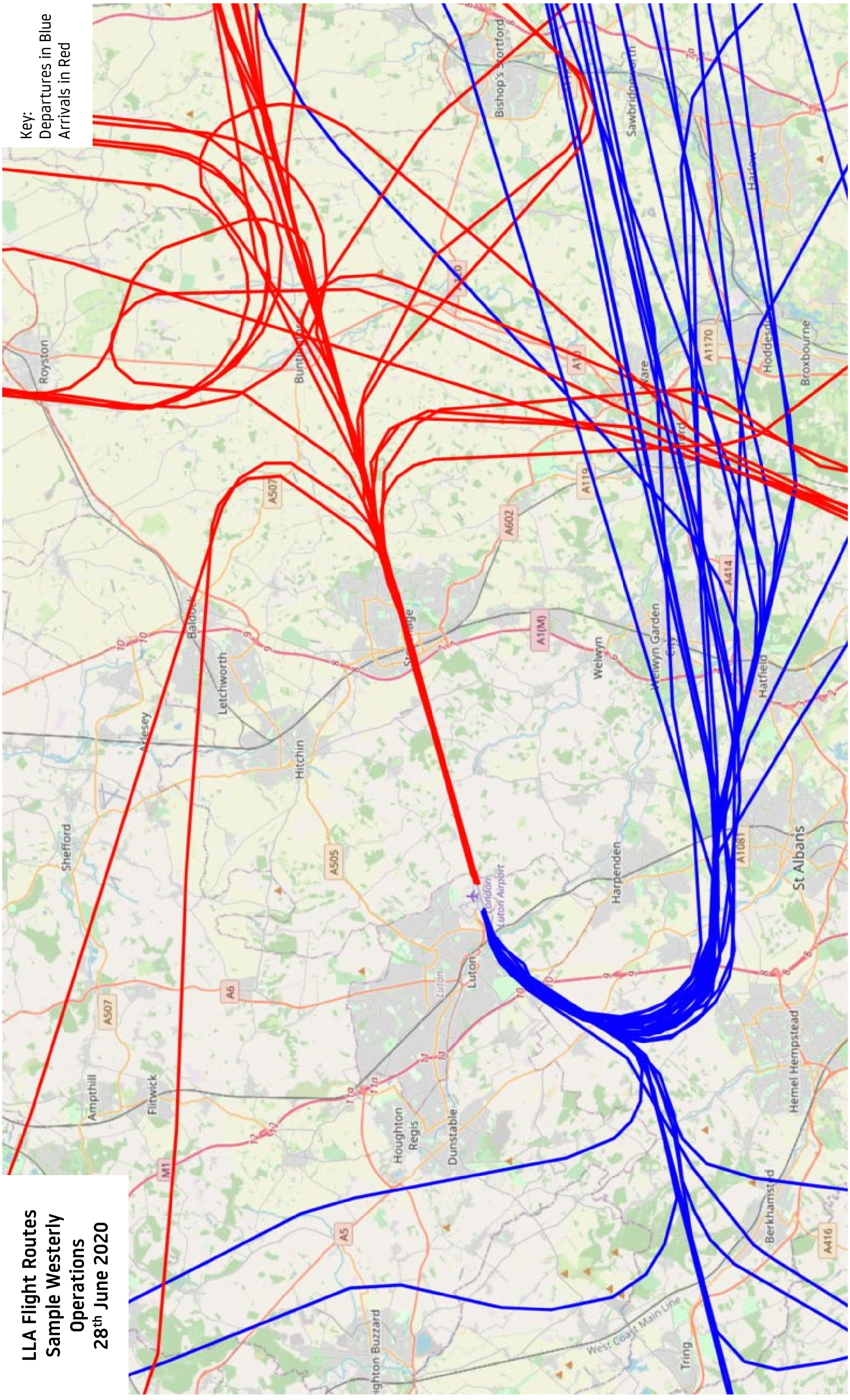


System, identify samples of actual flown aircraft tracks operating from LLA (arrivals and departures during both easterly and westerly operations) for a typical 24-hour period within the second quarter of 2020.

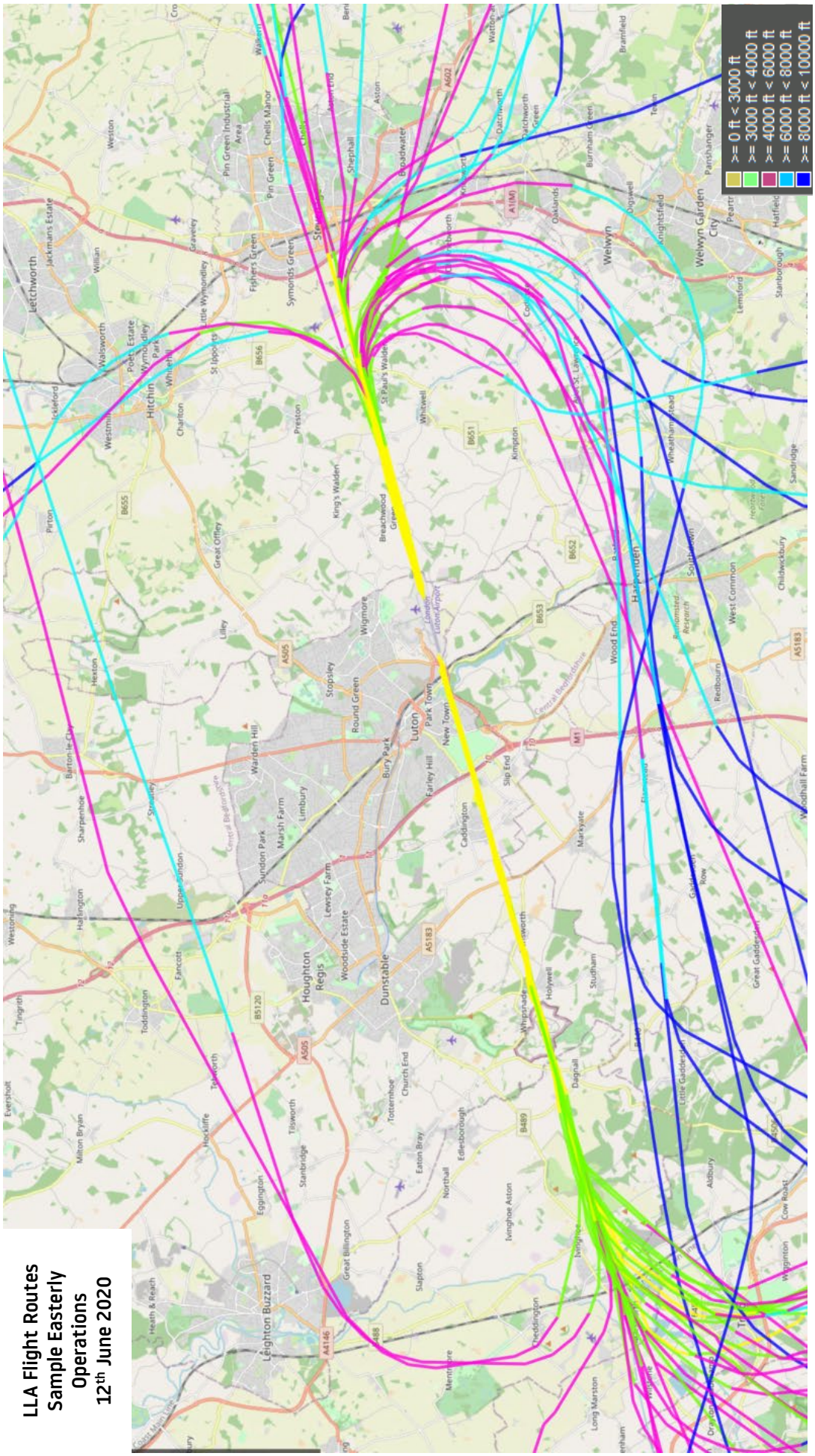
LLA Flight Routes
Sample Easterly
Operations
12th June 2020



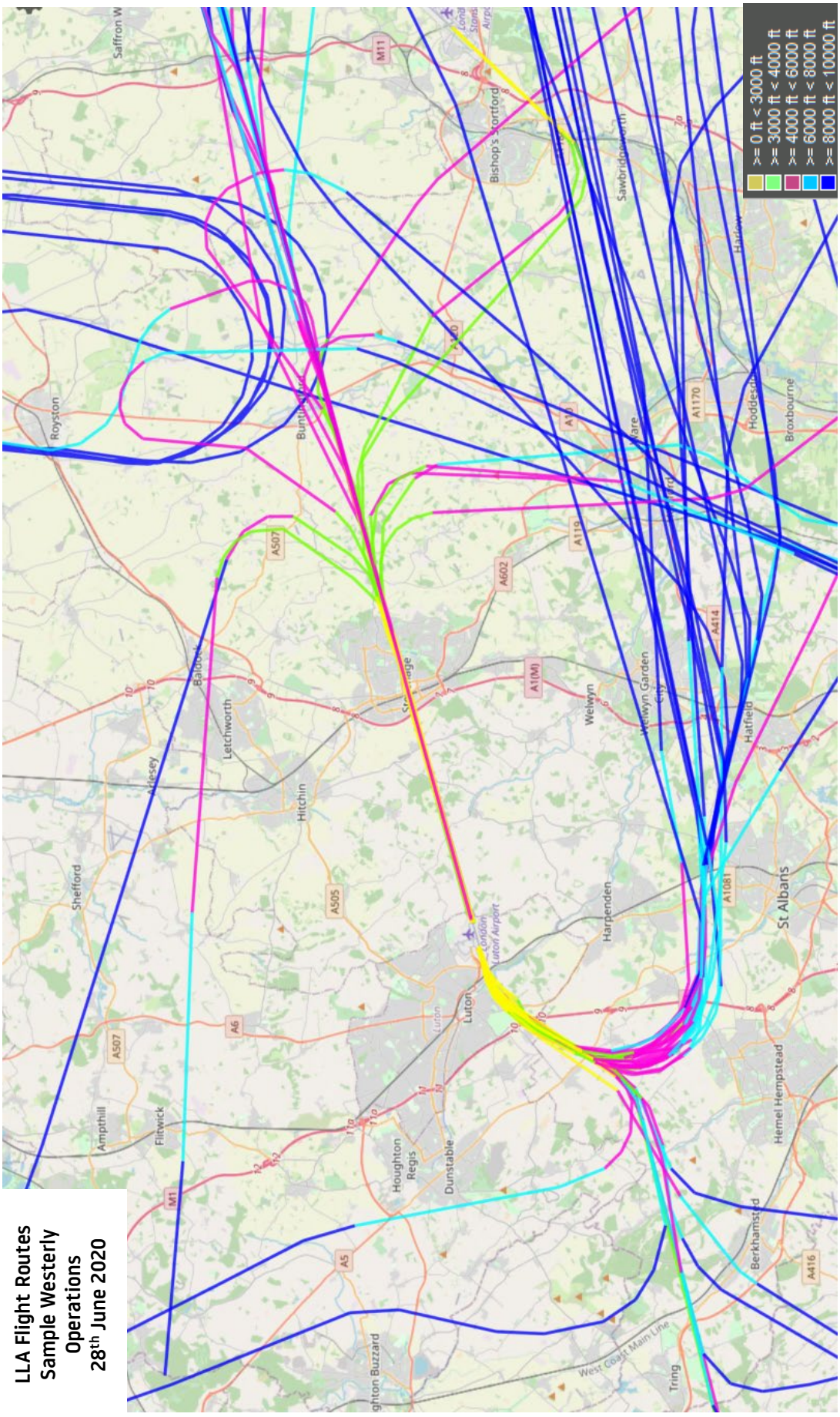
Key:
Departures in Blue
Arrivals in Red



LLA Flight Routes Sample Westerly Operations 28th June 2020



LLA Flight Routes
Sample Easterly Operations
12th June 2020



LLA Flight Routes
Sample Westerly Operations
28th June 2020

4 AIRCRAFT NOISE

During the 2nd Quarter of 2020, the maximum noise levels less than 79 dB(A) was recorded by 97.62% of correlated departing aircraft.

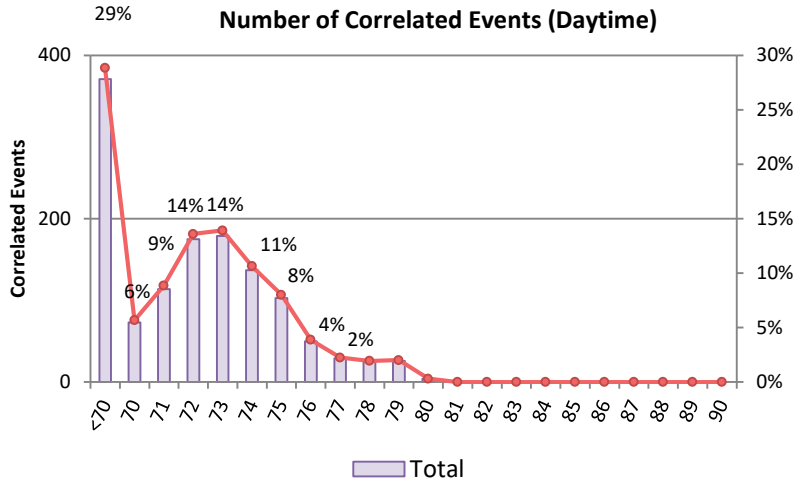
The maximum noise level less than 76 dB(A) was recorded by 88.86% of correlated departing aircraft.

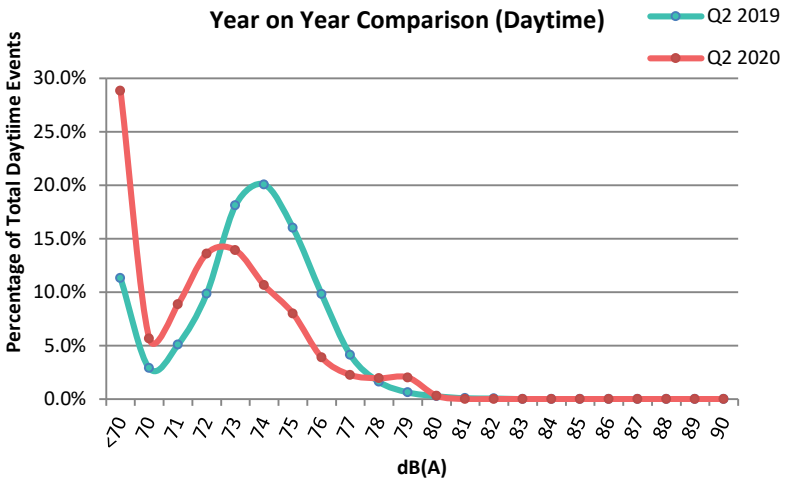
There were no noise violations in this quarter, and no noise violations during the same quarter last year.

4.1 Daytime Noise Levels – April to June 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*)

Number of Correlated Events (Daytime)	*db (A)*	Apr	May	Jun	QTR
	<70	61	145	165	371
	70	15	28	30	**73**
	71	25	51	38	**114**
	72	40	72	63	**175**
	73	41	65	73	**179**
	74	33	42	62	**137**
	75	21	25	57	**103**
	76	13	10	27	**50**
	77	9	7	13	**29**
	78	1	4	20	**25**
	79	5	2	19	**26**
	80	0	1	3	**4**
	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		**264**	**452**	**570**	**1,286**

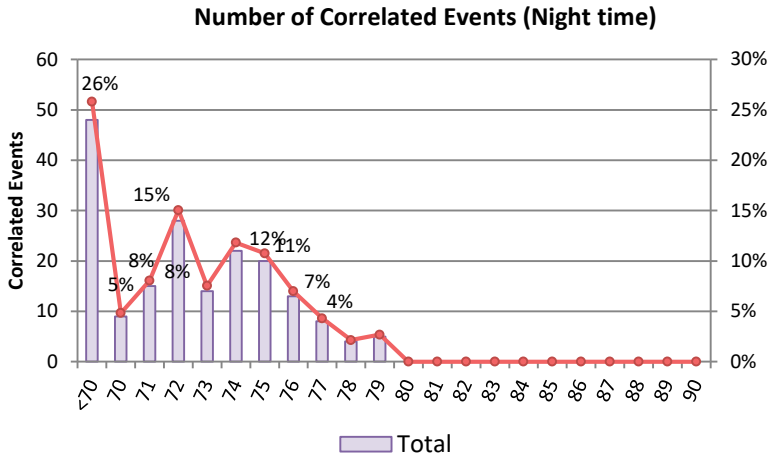


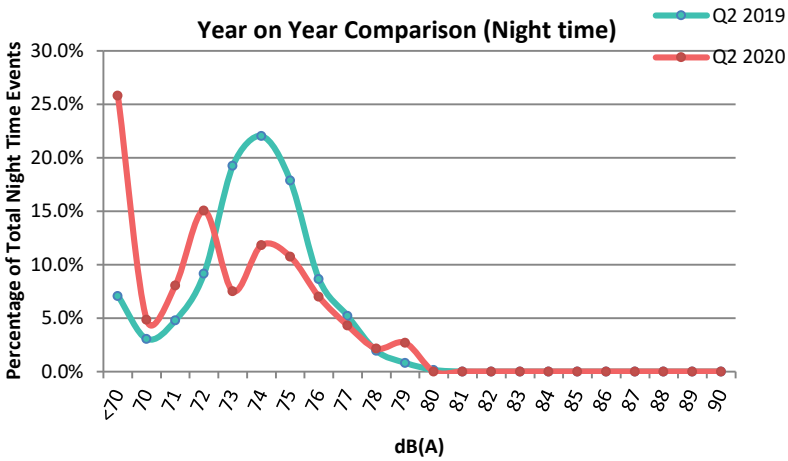


4.2 Night Noise Levels – April to June 2020

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)	Apr	May	Jun	QTR
Number of Correlated Events (Night time)	<70	19	16	13	**48**
	70	2	5	2	**9**
	71	4	4	7	**15**
	72	12	7	9	**28**
	73	3	6	5	**14**
	74	10	7	5	**22**
	75	6	6	8	**20**
	76	2	3	8	**13**
	77	3	1	4	**8**
	78	0	1	3	**4**
	79	0	1	4	**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		**61**	**57**	**68**	**186**





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.

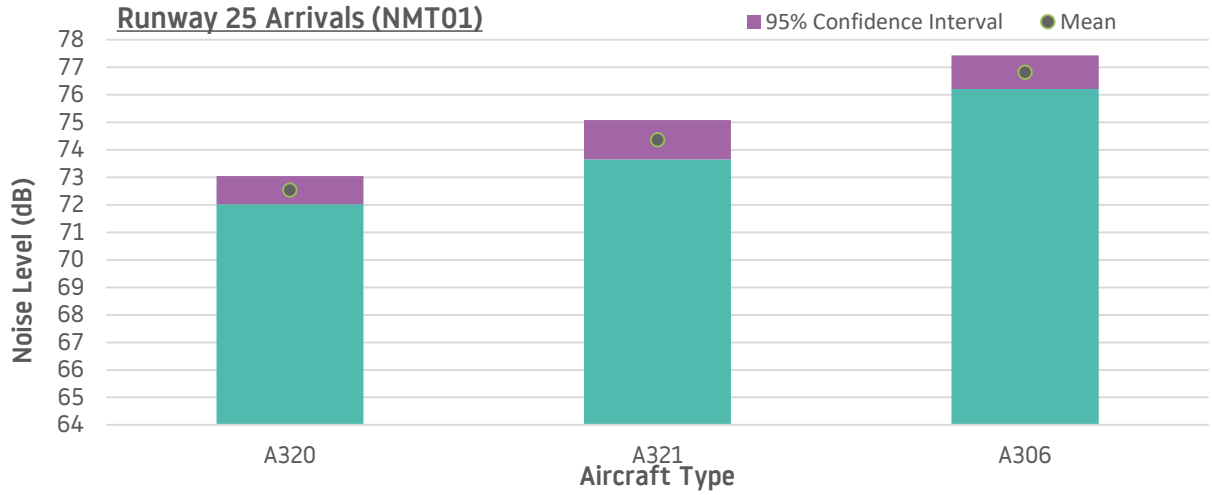
Weather conditions can also effect the number of noise monitoring events recorded in the table; for example, if winds are greater than 10m/s, results from noise monitors will be invalid and therefore will not been taken into account.

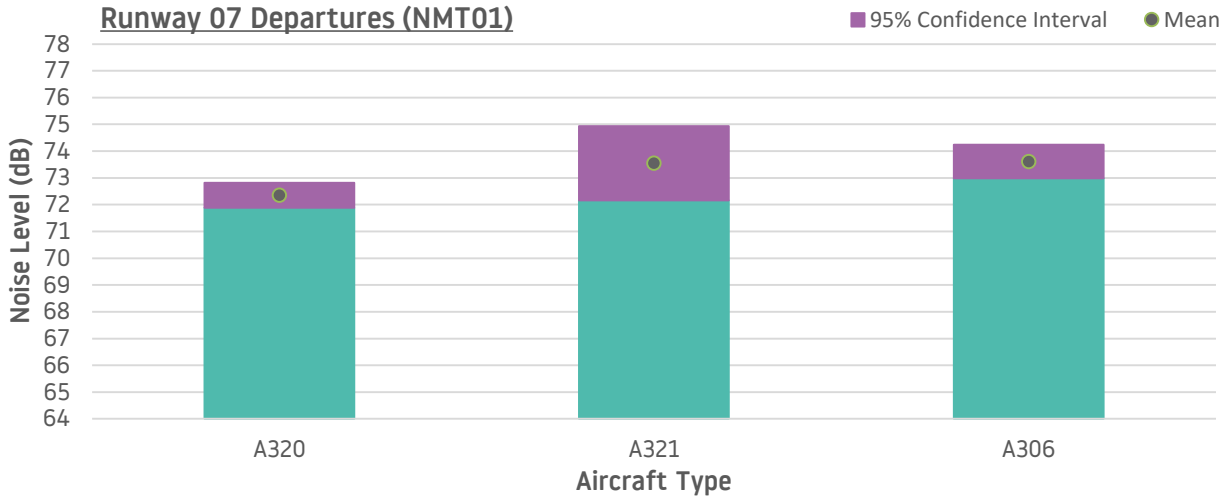
Towards the end of Quarter 2, in June 2020, it was noted that NMT1 was recording events higher than the actual noise. After investigation this was due to a faulty microphone. These results are invalid and therefore removed from this report.

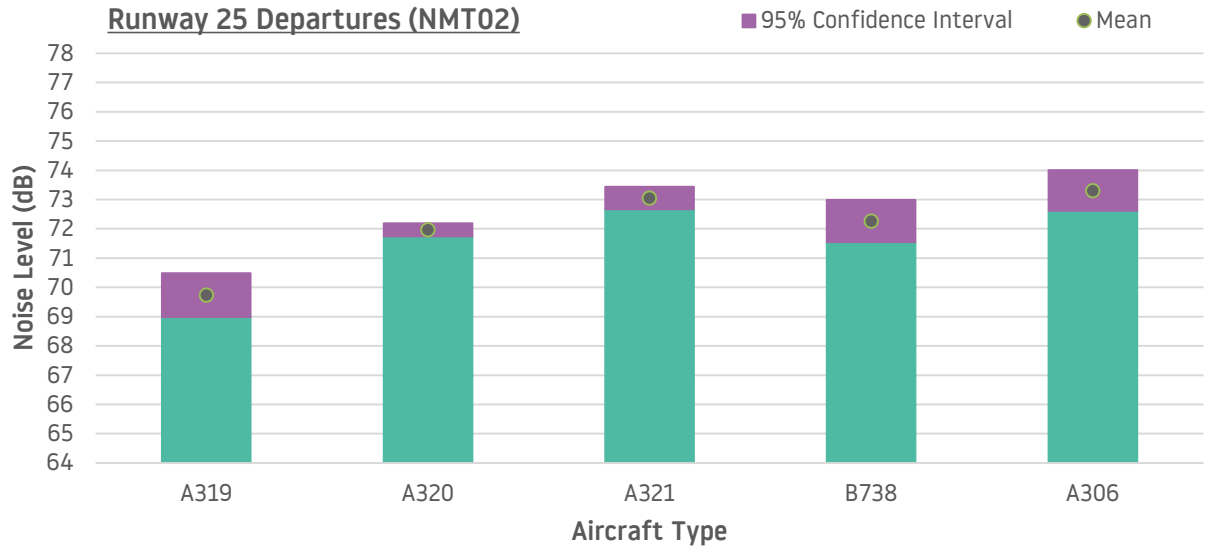
4.3 Average Noise Monitor results by Aircraft Type (April to June 2020)

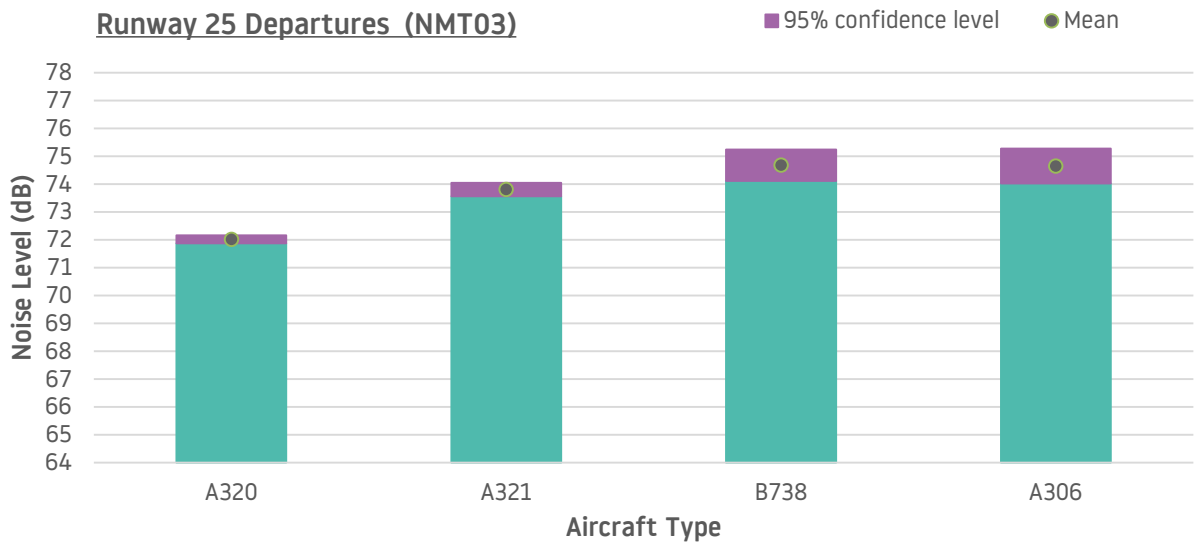
The following graphs show the average noise and 95% confidence level for the three fixed noise monitors for the period April – June 2020. These are also split by the main aircraft types operating at LLA.

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 (April to June 2020)

There were no daytime or night time noise violations during the quarter.

4.5 Noise Insulation Scheme Update

During the second quarter of 2020, the noise insulation scheme was paused due to COVID-19, as Government restrictions prevented household visits. Therefore no properties were contacted or insulated during the quarter.

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 – April to June 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 generally the same as that used for the 2019 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 only difference is the validation, which has been updated. The validation is now 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 (January – March 2020), and the equivalent quarter during the previous year (April – June 2019).

Please note, the runway split percentage in Table 1 is based only on night time (2300 – 0700) movements, and as a result there might be discrepancies between the figures quoted in a Runway Usage diagram and this Table.

Contour Value (dB $L_{Aeq,8h}$)	Contour Area (km^2)		
	Apr - Jun 2019	Jan – Mar 2020	Apr – Jun 2020
48	41.3	28.1	7.4
51	23.2	16.0	4.1
54	12.9	9.1	2.1
57	6.9	5.4	1.2
60	3.7	2.7	0.7
63	1.9	1.5	0.5
66	1.2	0.9	0.3
69	0.7	0.6	0.2*
72	0.5	0.4	0.1*
W/E Split (%)	48/52	90/10	50/50

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	Apr – Jun 2019	Jan – Mar 2020	Apr – Jun 2020
1900D	19	29	11
737400	112	99	102
737800	631	275	n/a
757RR	197	133	122
A300-622R	157	170	148
A319-131	764	163	n/a
A320-211 (ceo)	2,051	621	105
A320-211 (neo)	295	149	n/a
A321-232 (ceo)	488	594	35
BEC58P	11	n/a	n/a
CL600	16	12	n/a
CL601	44	45	12
CNA525C	12	15	n/a
CNA560XL	18	24	n/a
EMB145	23	32	17
F10062	55	49	n/a
GIV	16	29	n/a
GV	166	221	23
LEAR35	12	14	n/a
Other	70	50	47
Total	5,157	2,724	622

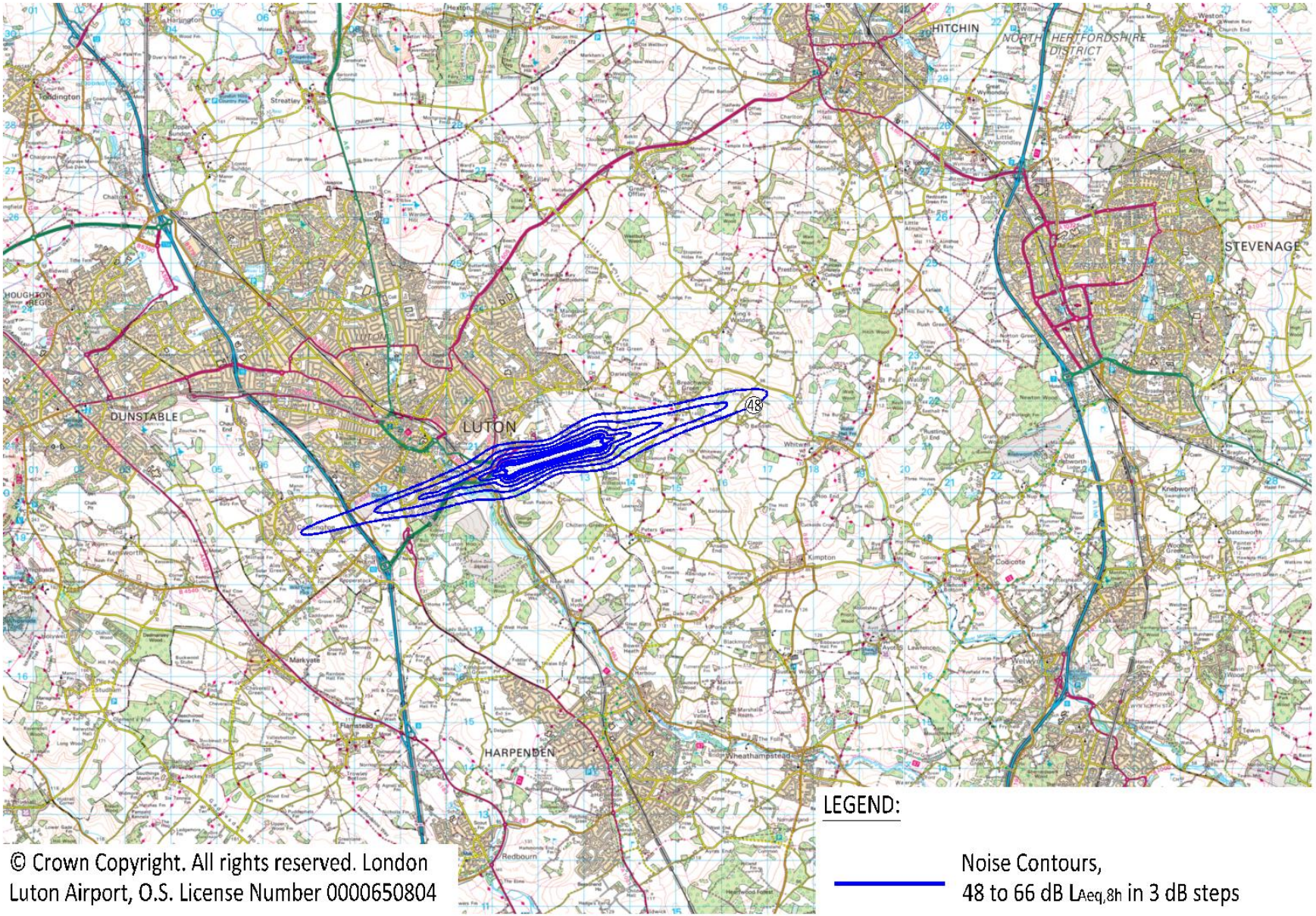
Table 2: Night-time Aircraft Movement Numbers by Aircraft Type

5.1.4 Noise Contour Comparison

Due to the effects of the COVID-19 pandemic, there has been an 88% decrease in the total number of movements compared with the same quarter in 2019.

The area within the 48 dB(A) noise contour has decreased by 82% compared to the same quarter last year, in line with the decrease in aircraft movements.

The number of movements, and therefore the contour area, has decreased compared to the previous quarter (January - March 2020).



LEGEND:

Noise Contours,
48 to 66 dB $L_{Aeq,8h}$ in 3 dB steps

6 COMPLAINTS

6.1 Total Complaints relating to LLA aircraft operations

	2nd QTR 2020	2nd QTR 2019
Total No. of Complaints relating to LLA aircraft operations	525	2,748
No. of Complainants	123	292
No. of General Complaints	63	507
No. of Specific Complaints	462	2,241
Average No. of Complaints per Complainant	4.3	9.4
No. of Aircraft Movements per Complaint	7.4	13.9

In line with the decrease in aircraft movements, a total of 525 complaints relating to LLA aircraft operations (on average 6 complaints per 24 hours) were received by the Flight Operations Department during the last quarter. This is compared to the 2,748 complaints which were received for the same period last year. It should be noted that in the second quarter of 2020, 65% of complaints were received from 10 individuals.

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

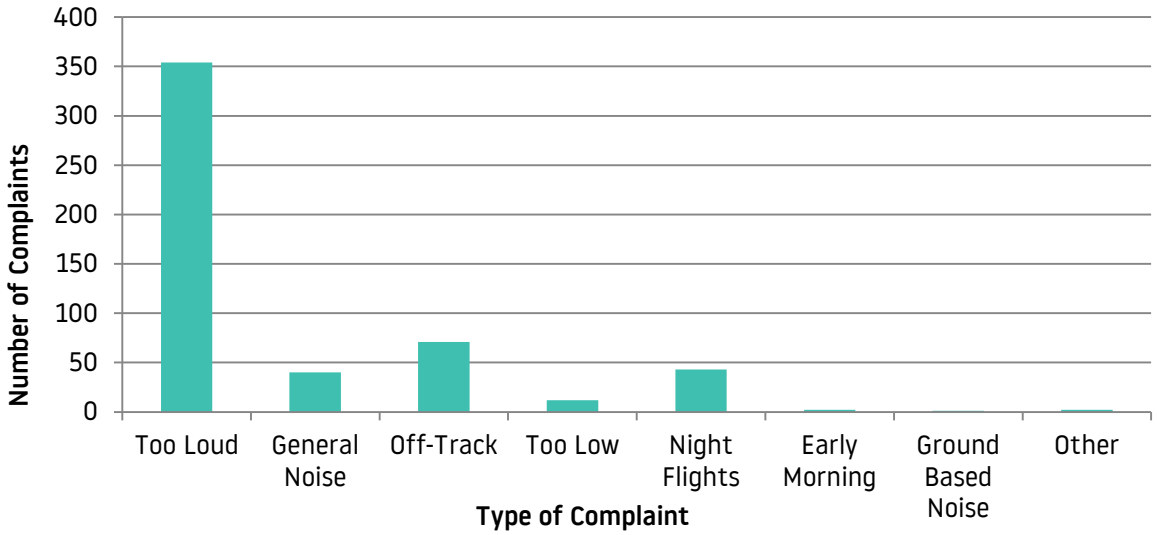
April 2020 107 complaints (91 Specific Complaints, 16 General Complaints)
May 2020 259 complaints (234 Specific Complaints, 25 General Complaints)
June 2020 159 complaints (137 Specific Complaints, 22 General Complaints)

A further 18 complaints not attributable to LLA traffic were received throughout the quarter, compared to 38 complaints for the period April to June last year.

Out of 123 total complainants, there were 74 that contacted the airport only once meaning that 49 complainants generated 451 complaints.

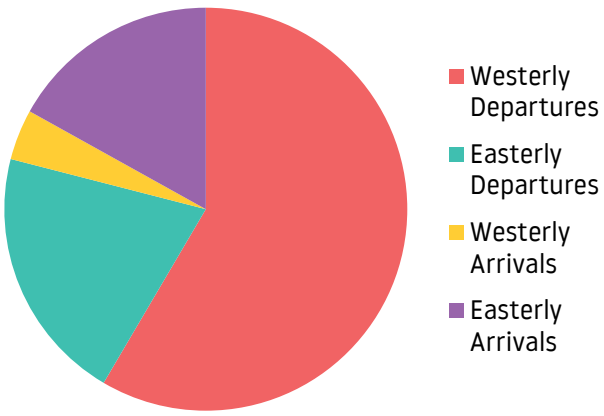
6.2 Type of Complaint

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 April to June 2020.



Within the 259 specific aircraft complaints concerning westerly departures, 216 complaints involved aircraft on the Match/Detling heading, 14 related to aircraft following Compton flight route, 4 related to aircraft using the Olney route and 25 complaints were recorded about aircraft following an off-airways routing.

With regard to the 91 complaints attributed to easterly departures, 63 related to aircraft following the Compton flight route and 16 aircraft on the Match route. There was just one specific complaints relating to the easterly Olney departure route and 11 complaints relating to aircraft following an off-airways routing.

In total the Flight Operations Department received 93 specific complaints regarding arrivals. 18 of these complaints were about westerly arrivals and a further 75 concerning easterly arrivals.

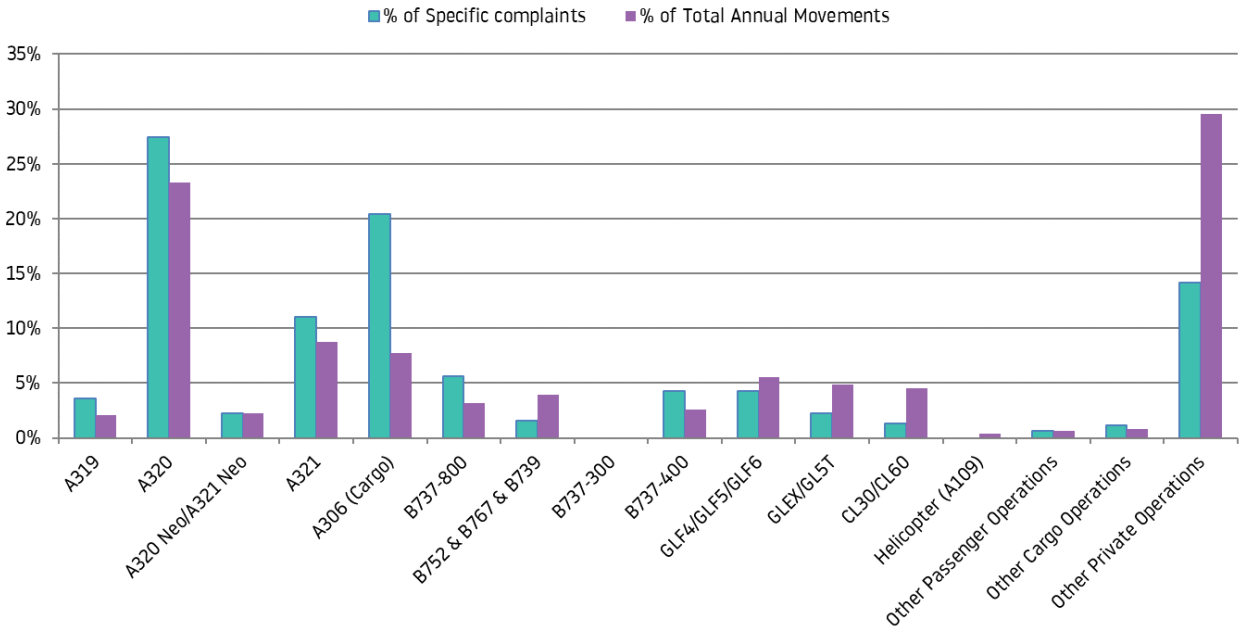
28 Complainants reported noise disturbance at night (compared to **68 Complainants** for the same Quarter last year)

Departing aircraft accounted for 60% of the 25 specific night complaints and 40% involved arrivals. Cargo flights, involving A306 and B752 aircraft were reported in 80% of night complaints, whilst passenger aircraft accounted for 20% of night complaints. There were no night complaints correlated to executive aircraft.

43 (8%) Complaints concerning night noise disturbance from LLA operations

6.4 Complaints by aircraft type

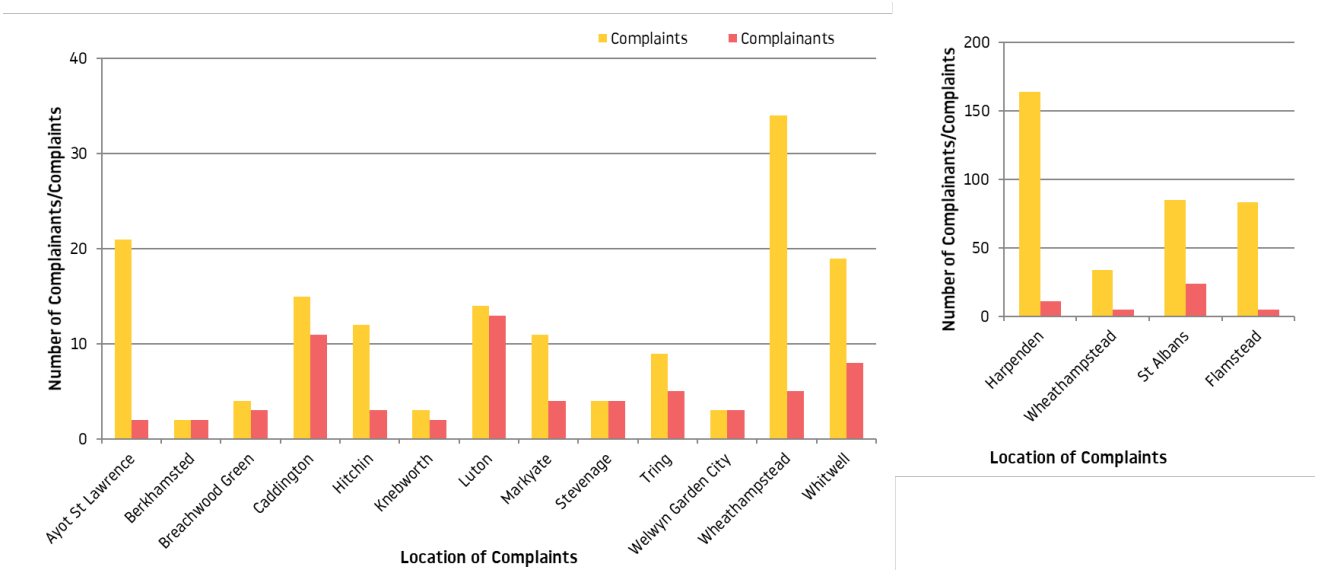
The diagram below shows aircraft types generating specific complaints.



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 April to June 2020.

The communities with one complainant include Chesham, Codicote, Dagnall, Dunton, Eaton Bray, Great Missenden, Hatfield, Hemel Hempstead, Kensworth, Kimpton, Little Chalfont, Pepperstock, Preston, Redbourn, Whipsnade and Woodside.



6.6 Complaints Analysis

During Quarter 2 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.
- During the quarter there was an increase in complaints regarding aircraft on off-airways routings, these correlate to an increase in maintenance flights (which increased due to COVID-19) and RAF training flights.
- Similar to previous quarters, a few people are making many complaints, in Q2 65% of complaints were generated by 10 individuals.
- During Q2 the London airspace was particularly quiet, this meant aircraft were often given more direct routings as the airspace was available, this was more common for arrivals. Departing aircraft were also able to receiving continuous climb instructions more often.
- The wind direction was predominantly westerly (56%) and therefore 62% 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	19.2%
Email	40.6%
Travis	40.2%

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	42.5%
1	9.6%
2	21.8%
3	12.1%
4	4.8%
5	2.7%
6	1.1%
7	2.1%
8	0.4%
9	0.0%
10	0.8%
11	1.1%
12	0.2%
13	0.0%
14	0.4%
15	0.0%
16	0.0%
16+	0.4%

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 2, 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 2, 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)