



Monday 4th April 2022 – 13.00hrs. – via Teams Meeting

Members

Mr M Routledge	Chairman
Cllr A Brewster	Hertfordshire County Council (Vice Chair)
Cllr C Poll	Buckinghamshire Council
Cllr S Collins	North Herts District Council
Cllr J Gardner	Stevenage Borough Council
Cllr D Mitchell	St Albans City and District Council
Cllr J Timmis	Dacorum Borough Council
Cllr S Clark	Herts Ass of Parish & Town Councils
Cllr P Parry	Beds Ass of Town & Parish Councils
Mrs R Webb	BMKALC
Ms L Attrup	LADACAN
Mr D Godfrey	PAIN
Mr J Morgan	SLAE
Mr D Healey	NATS
Cllr J Graziano	Kings Walden Parish Council
Cllr D Franks	Luton Borough Council
Mr J Hale	STAQS

Officers Representing

Mr N Thompson	LLAOL Operations Director
Mrs N Prior	LLAOL - Noise & Airspace Performance Manager
Mr N Bradford	LLAOL – Head of Marketing & Communications
Mr D Gurtler	Luton Borough Council
Mr D Wilson	St Albans City and District Council
Mr P Donavan	Herts County Council
Mr A Wong	LLAOL Airspace Performance Assessor
Miss A Green	LLAOL
Ms L Symes	North Herts District Council
Mr S Mendham	Dacorum Borough Council
Mr O Jaycock	LLAOL - Director of Corporate Affairs
Mr P Gilbert	LLAOL – Communications Manager

Noise Consultant & Secretariat

Mr D Rogers	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

1.0 Apologies for absence and substitution

Apologies for absence received from:

Mr A Martin – LLAOL CEO
 Mr M Ryles - Airline Representative (Wizz)
 Mr J Richardson - Bedfordshire Chamber of Commerce
 Mr D Woodbridge - Airport Union Representative
 Cllr E Perry - Central Bedfordshire Council
 Cllr D Bowater - Central Bedfordshire Council
 Cllr J Graziano – Kings Walden Parish Council
 Cllr P Brazier – Buckinghamshire Council
 Mr G Sweedy – LLAOL – Operations Manager Surface Access
 Mr D Barnard – Hertfordshire County Council
 Ms S Dekkers – easyJet
 Mr D Charles – Bickerdike Allen & Partners
 Mr C Shefford – Buckinghamshire Council

2.0 Minutes and Matters arising from LLACC Meeting January 24th January 2022

2.1 The Chairman enquired if there were any changes or objections to the minutes from 24th January 2022 meeting. It was noted that some textual comments had been received and a question regarding omission of a comment on road traffic reporting. The textual amendments would be incorporated but it was noted the comment on road usage had been made at the NTSC and would be duly reported through those minutes.

2.2 Comment was made regarding the length of one particular bullet point on page 2/7 to 2/8. The Chairman agreed to look at the minute and adjust the accordingly.

Chairman

2.3 There were no other items raised and the minutes were accepted as a true record of the meeting.

Admin

2.4 The Administrator undertook to have the Minutes published on the website following the minor adjustment.

Matters Arising

2.5 The acronym and abbreviations list had been undated.

2.6 Outstanding Action – Luton Rising had previously committed to provide further information regarding the air quality monitor located in Wigmore Valley Park. This remained outstanding and the Chairman undertook to write to Luton Rising and ask for an explanation.

Chairman

2.7 Item 3.5 – Surface access data – LLAOL advised that following discussion with the Surface Access Team it was noted that LLAOL were unable to provide all the data requested monthly. However, it was advised that a member of the Surface Access Team would attend the PSSC to discuss within that committee what was available to

be shared as it was more appropriate for that meeting and not a Quarterly Monitoring issue for the NTSC. LLAOL reiterated that not all the data was available on a monthly basis and that some of it was only published annually ie CAA Data. A member stated that they would like to know where the information came from, how it was sourced and the year it related to so that this could be compared with the current situation. With regards to passenger surveys, it was asked if additional questions could be devised. LLAOL informed that the customer survey questions were a fixed set of questions that could not be changed as they were part of a worldwide customer survey programme and LLAOL were therefore restricted as to what they could ask as part of that programme.

The Chairman stated that the PSSC did look at surface access from a passenger experience perspective, (how good, how easy etc.) and there was modal split information provided annually (reported in the AMR). The Chairman stated that the interest from the broader committee related to the impact on people who live in the communities surrounding the Airport. The Chairman suggested that as well as trying to get further information from the Airport that council members speak with their own highways departments. LLAOL suggested it would be helpful for someone to set out exactly the question they were trying to answer which may help in identifying which data sets might answer the question and avoid doing a lot of data analysis that does not necessarily generate any answers. The Chairman suggested that a possible separate session with the local highways departments might be useful. LBC informed that there was a significant amount of data available but what was not available were the assumptions the highway engineers made in arriving at their conclusions and how they decide the assumptions they are making are reasonable.

It was agreed that work to define the question further and to provide appropriate data would continue through the PSSC in the first instance.	LLAOL
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2.8	Item 6.4 – Following questions asked at the last meeting by a member, Luton Borough Planning Dept had undertaken to answer them in due course. However, they had not yet been answered.	LBC
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Among the questions was one on two noise contour maps which looked very similar but had reportedly different areas. The Chairman confirmed he had asked the Noise Consultant to have another look at it and report back to NTSC on his return from annual leave.	BAP
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Chairman's note – BAP duly produced an analysis which confirmed that both maps, and their related contour areas, were accurate. The note has been circulated to, and accepted by, NTSC members. LBC have separately provided answers to the other questions raised.

2.9	DfT Data Gathering Exercise – the Chairman briefed on his response to the DfT. The Chairman advised that the DfT would eventually take a consensus view from all the inputs, and he would circulate any such analysis in due course. The Chairman stated that 3 things were evident in the responses received from our own members: Independence of the whole ACC process needed to be preserved (independence of	Chairman
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the Chairman and potentially Secretariat (ie Aviation and Airport Experts) and independent funding); the need for visibility of papers and presentations in advance of meetings to enable members to prepare for the meeting (particularly NTSC meetings); and the potential to keep an issues or action log to track progress ie significant issues. It was asked if minutes of meetings could be sent out earlier. Members were advised that within the submission sent by the Aviation Environment Federation and that comments submitted by their members countrywide suggested that LLACC compared well and that there were significantly more dissatisfied ACC members at other airports around the country.

Chairman

- 2.10 Ghost Flights – the Chairman advised that since the last meeting where we had discussed under-utilised or empty flights there had been a Parliamentary Question on what people call ghost flights and how it was being defined. For recording purposes this was an outbound international flight with less than 10% of passenger seats taken. Details had been provided, in the meeting papers, on the question and a spreadsheet showing the details from around the country. There was still some concern highlighted regarding positioning and maintenance flights.

3.0 LLAOL Management Report

- 3.1 LLAOL gave members a brief overview of the 1st Quarter 2022 and informed due to the timing of the April meeting only January and February figures were included as they were still waiting for March's figures to be consolidated. However, they expected to add a further 800k passengers for March. Passenger numbers for January and February were around 400% up when comparing with the same period in 2021 (the height of covid restrictions) but were still around 55% below 2019 levels. There were around 612,400 flights and cargo levels were up 10% on 2021 but around -18% on 2019. GA continued a strong recovery and was tracking close to 2019 levels.
- 3.2 Customer Services results continued to track well with ASQ results scoring 4.17 from 5.00 with an 83% rating for overall customer satisfaction. It was noted that the CAA also conduct a Net Promoter Survey; this showed an excellent performance from Luton and when looking at the top 5 busiest airports Luton was ranked No.1 with a Net Promoter Score of 61.3%.
- 3.3 The new arrivals route AD6 was successfully launched on 24th February 2022, and monitoring was now ongoing for the post implementation review in 12 months' time.
- 3.4 FASI-South - following engagement with community groups and stakeholders a long list of designs had been worked through; these were submitted to the CAA on 25th February 2022, resulting in Luton passing the Stage 2 Gateway on 25th March 2022.

Reference was made to some of the westerly departure routes options that had been discarded due to the likely increase in the size noise contours that would result. It was asked if detailed modelling had been carried out to confirm that if this was the case and if so, could members of the committee see the contours for those options and all the options for comparison. LLAOL advised that modelling had not yet been

carried out but would be in the next stage for those routes that had been taken through. LLAOL advised the effectively the northern routes send aircraft in different directions which would automatically make the noise contour wider. LLAOL advised that one of the restrictions in the methodology in the initial options appraisal was the size of the contour and therefore they would not implement a route that would increase the size of the contour and potentially cause a breach of the planning condition. Further discussion ensued and it was agreed that it would be discussed in more detail at the next NTSC meeting.

- 3.5 Almost 500 invitations had been sent out for the Noise Insulation Scheme in the first quarter of 2022, this had resulted in 99 acceptances being received.
- 3.6 Community Fund - 10 grant applications had been received during Q1 with 7 being awarded to a total value of £51,637 which represented 26% of the Airport's allocated fund.
- 3.7 Ukrainian crisis – flights had been suspended to all the affected routes. LLAOL were working closely with the DfT, the CAA and private operators to ensure sanctions were being followed and upheld. Members were also advised that a Humanitarian Hub had been set up in the terminal to welcome Ukrainian refugees and those fleeing the war-zone. It was in partnership with the local resilience forum and brought together the many local authorities within the area including the NHS, Emergency Services, British Red Cross and the Charity Voluntary sector who were manning the hub. The Airport's Ukrainian staff had also been heavily involved in translation and providing support alongside the Airports own Passenger Services and Chaplaincy teams. Members of the committee welcomed the support that was being given by the airport and Cllr Bowater, who had been highly complimentary about the Airport's actions, particularly wanted to minute his praise before he made his excuses to leave the meeting to return to supporting the activity.
- 3.8 Members enquired about the DART and when could they expect to see it commence operating. LLAOL advised that the Airport Company would be running the operations and the maintenance of the Stations and the facilities and Luton Rising would be operating the train. It was currently hoped that a soft launch would take place in August.
- 3.9 Concern was raised that with many of the airlines having to cancel flights due to the increase in Covid amongst staff, it was felt that the removal of the requirement to wear masks on board did not seem to be a sensible move. It was noted this was not an Airport decision or issue but a central government one.
- 3.10 Clarification was sought regarding the relationship between London Luton Airport Operations Limited (LLAOL) and Luton Rising. LLAOL confirmed that Luton Rising was the new name for London Luton Airport Limited which was the Local Authority's subsidiary Airport Company.

4.0 Noise and Track Sub Committee 16th March 2022

- 4.1 Total passengers served increased by 220% and total traffic movements increased by 121%. The total movements in the night period, 23.00-06.59, had increased by 105% from those for the fourth quarter last year.
- 4.2 The airlines achieved Continuous Descent Approaches, for 89% of all arrivals; this was up on the same quarter in 2020 (85%). There was some discussion at the meeting regarding the CAA looking at another metric for arrivals noise.
- 4.3 Confirmation was given that Wizz Air would now take part in the noise abatement departure procedure trial. LLAOL advised that the trial was still planned for summer 2022.
- 4.4 LLAOL advised that they had recently commenced a trial where all departures were required to use the full length of the runway. LLAOL informed that they would provide the next NTSC meeting with initial data from the trial at the next meeting.
- 4.5 Questions from the NTSC Report
 - LLACC members enquired whether the airport knew how many NEO aircraft were owned and based at Luton and were they used regularly by Wizz Air and EasyJet. LLAOL advised that in Q4 2021 they had 8% traffic which was A321 NEO and 9% which was A320 NEO. LLAOL added that airlines do prioritize NEO aircraft above others as they were much more fuel efficient. However, they still needed to fly their older types (CEOs) to maintain air worthiness. LLAOL stated that 17/18% of all operations in Q4 were NEOs. LLAOL also confirmed that the airlines' fleet replacement programmes were all NEOs.
 - It was asked whether the increase in fuel prices was determining how quickly airlines would bringing NEOs online. LLAOL confirmed that the new aircraft were coming online regularly
 - It was asked if the full-length runway trial had finished early. LLAOL confirmed that it had ended on the intended date at the end of March although the NOTAM was for 3 months (this is the minimum period for a NOTAM).
 - Concern was raised regarding the insulation scheme and although the amount of money available to the scheme had increased from £100k to £1m this was still not enough money to offer insulation to all households within the contour and the budget only allowed for only one bedroom within the house to have double glazing with a ventilation unit that was quite noisy. LLAOL responded and advised that the scheme had been increased in value for this year and that it covered either 2 smaller bedrooms or 1 bay window of a bedroom or a downstairs living room. There were several different ventilation units available: a mechanical, passive one and trickle vents plus the offer of loft insulation for noise. LLAOL advised that the ways noise insulation schemes were offered varied from airport to airport.

5.0 Report from Passenger Services Sub Committee from 16th March 2022

- 5.1 The Chairman advised that much of the information discussed at the meeting held in March, particularly in relation to data and numbers, could be seen in the Airport's report to LLACC members.
- 5.2 There was a lengthy discussion regarding the quality of the local buses (not the service) but the actual physical bus layout and particularly how this impacted passengers with reduced mobility and people travelling with pushchairs or significant amounts of luggage. PSSC agreed to lend their support in any lobbying to the local bus companies to try and change the configuration of the vehicles being used on the route.

6.0 Luton Borough Council Report

- 6.1 Members noted the Luton Borough Council Report.
- 6.2 Members were advised that the DCO consultation (the preliminary environmental impact report consultation) deadline would close on 4th April 2022; this was not a planning application. LBC highlighted that there was a proposed noise insulation scheme within the consultation and was different to what the airport was currently offering.
- 6.3 Item No.8 – highlighted that the Policy Department were still trying to protect certain industrial areas from the change of use of offices to residential areas which could now be done under permitted development. The Policy Department were looking at an Article 4 consultation/ direction to take away some of the permitted development rights.
- 6.4 Some night closures on Airport Way would take place 20th April for 3 nights for camera recalibration.
- 6.5 It was questioned if there was any indication to how long it might be for Article 31 on the 19m application will be kept in obedience. LBC could not give an answer.

Chairman's note – the 19 mppa application has since been 'called-in' and has been referred to the Planning Inspectorate for a Local Hearing.

- 6.6 LBC explained the planning process in relation to the 19m application and the DCO (which has not yet been submitted) as there were concerns raised regarding future expansion of the airport being permitted even if the DCO is turned down. LBC advised that the Planning Process has 2 systems; first, The Planning Act from 1990 which allows ordinary planning applications to be determined by Local Planning Authorities and second, The Planning Act of 2008 which cites national significant infrastructure projects such as airports with an increase of over 10m passengers per annum and is dealt with by the Planning Inspectorate. Further discussion ensued regarding the explanation and how it worked in practise at Luton.

Concerns were also raised regarding the best use of Public Money in relation to Planning applications resulting in Public Enquiries etc. Discussion ensued regarding

use of money and whether Luton Rising Accounts had been signed off. Clarification was given that Luton Rising accounts had been signed off, were filed on time and were available at Companies House if anyone wanted to view them. Further discussion ensued regarding account auditors.

7.0 Correspondence Received since January 2022

7.1 No correspondence of note had been received.

8.0 Any Other Business and Next meeting Dates

8.1 Date of Next Meeting

11th July 2022