

# Quarterly Monitoring Report

## **Quarter 2 2021**



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 2021.

## KEY MONITORING INDICATORS – 2<sup>nd</sup> QUARTER 2021

Parameter		2 <sup>nd</sup> Quarter 2021	2 <sup>nd</sup> Quarter 2020
Total Passenger Number	↑	541,689	110,054
Total Aircraft Movements	↑	9,945	3,898
Night Movements (23.00 – 06.59)	↑	1,065	622
Early Morning Movements (06.00 – 06.59)	↑	329	52
Aircraft Movement and Quota Count limits (per rolling 12-month period)			
Night Quota Movements ( <i>9,650 limit</i> )	↓	3,463	6,784
Night Quota Count ( <i>3,500 limit</i> )	↓	1371.00	2,443.75
Early Morning Shoulder ( <i>7,000 movements</i> )	↓	2,073	3,876
24hr CDA (% achievement)	↑	86%	79%
Day CDA (% achievement)	↑	86%	78%
Night CDA (% achievement)	↑	88%	81%
Track Violations	↑	5	1
Departure Noise Infringements (Day)	-	0	0
Departure Noise Infringements (Night)	-	0	0
Noise Monitor Results*			
No. Day (Night) > 80 dB(A)	↑	0 (0)	0 (0)
No. Day (Night) > 75 dB(A)	↑	241 (33)	134 (30)
No. Day (Night) > 70 dB(A)	↑	2,365 (307)	842 (129)
Night Noise Contour Area (48 dB L <sub>Aeq</sub> , 8h)	↑	12.5 km <sup>2</sup>	7.4 km <sup>2</sup>
Noise Complaints	↑	2,213	525
Complainants	↓	81	123
Number of New Complainants	↓	19	49
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns (>5 Complainants)	-	Harpenden Hitchin St Albans	Caddington Flamstead Harpenden Luton St Albans Tring Wheathampstead Whitwell
Westerly/Easterly Runway Split (%)	-	56/44	56/44

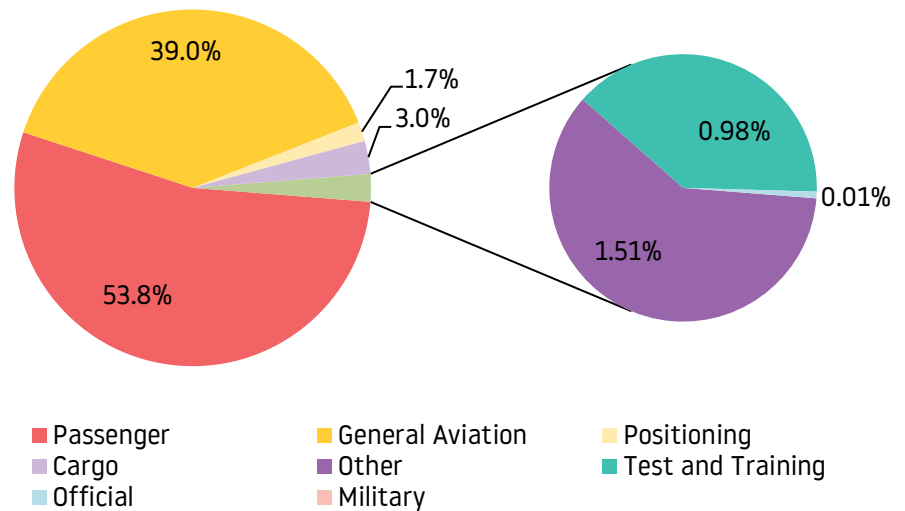
# 1 AIR TRAFFIC DATA

## 1.1 Aircraft Movements

There was a total of 9,945 aircraft movements during this quarter (compared with 3,898 for the same period in 2020), increase of 155%.

This resulted in an average 109 movements per 24 hours (compared to 43 last year).

**Total Aircraft Movements (%)**



A breakdown of these movements is shown below:

	Commercial				Non-Commercial					Total
	Cargo	Passenger	Positioning		Military	Official	Other <sup>1</sup>	General Aviation <sup>2</sup>	Test & Training	
			Other	STN						
Apr 2021	100	1,145	47	0	0	0	69	1,002	36	2,399
May 2021	97	1,617	55	0	0	1	54	1,323	46	3,193
Jun 2021	100	2,588	65	5	0	1	25	1,552	15	4,353
QTR Total	297	5,350	167	5	0	2	150	3,877	97	9,945

## 1.2 Passenger Statistics

A total of 541,689 passengers passed through LLA during the period April to June 2021 (compared with 110,054 for the same period last year), 541,139 on scheduled flights (99.9%) and 550 on charter flights (0.1%). This represents an increase in passengers of 392% and equates to an average 5,952 passengers per 24 hours (compared to 1,209 during the same quarter last year).

	Domestic	EU	Non-EU	Total
<b>Apr 2021</b>	8,981	30,605	66,530	<b>106,116</b>
<b>May 2021</b>	21,012	55,538	103,483	<b>180,033</b>
<b>Jun 2021</b>	50,032	83,093	122,415	<b>255,540</b>
<b>QTR Total</b>	<b>11,630</b>	<b>169,236</b>	<b>292,428</b>	<b>541,689</b>

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

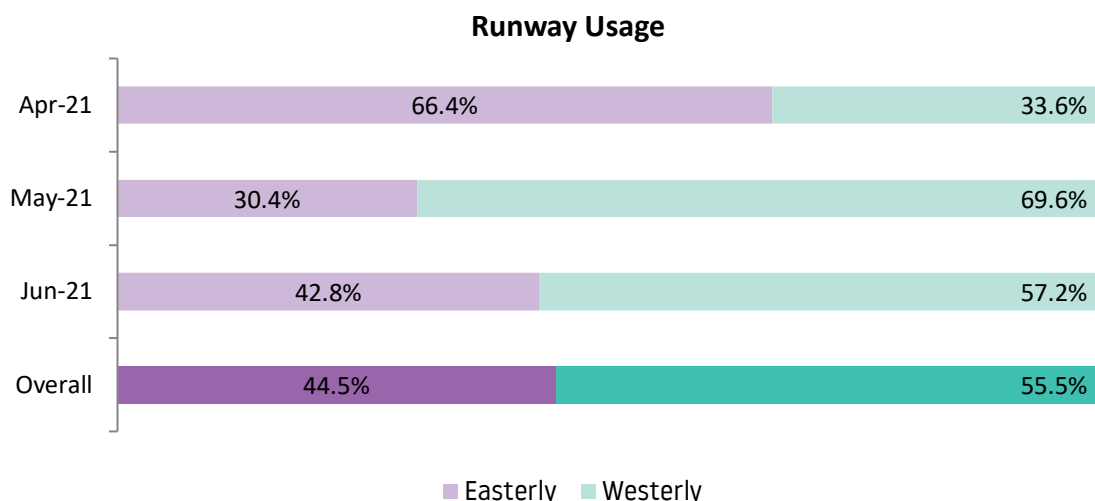
<sup>1</sup> Other relates to flights coming for maintenance and or departing aircraft that has made an unscheduled return to base

<sup>2</sup> 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 (same split in same quarter last year). The breakdown of these statistics, on a monthly basis, is as follows:



### 1.4 Night Flying Restrictions

As from 1<sup>st</sup> 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'*

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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.

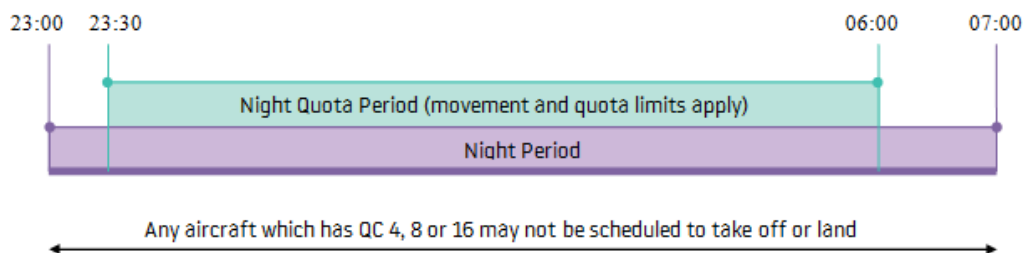
Aircraft are certified by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take-off and landing. The points are then allocated to different aircraft types 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
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 Airbus A321neo 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 April to June 2021, 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)
	<i>Movements Limited to 9,650 Annually</i>	<i>Quota Count Limited to 3,500 Annually</i>	<i>Movements Limited to 7,000 Annually</i>
July 2020	405	152.25	268
August 2020	565	191.50	511
September 2020	494	163.25	416
October 2020	327	126.50	242
November 2020	205	92.25	66
December 2020	283	113.50	74
January 2021	224	96.00	66
February 2021	150	78.50	45
March 2021	193	91.75	56
April 2021	203	87.75	68
May 2021	217	83.25	92
June 2021	197	94.50	169
<b>QTR Total</b>	<b>617</b>	<b>265.50</b>	<b>329</b>
<i>Total for preceding 12 months</i>	<i>3,463</i>	<i>1371.00</i>	<i>2,073</i>

### 1.5 Day/Night Ratio of Movements - Actual

There were 1,065 night operations during the quarter (compared to 622 for the same quarter last year), an average 11 movements per night (compared to 7 last year). Arriving aircraft accounted for 51% 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. 55% 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 89% day / 11% night (84% day / 16% night in 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		
July 2020	2,710	2,712	5,422	293	112	6	262	759	6,181
Aug 2020	3,928	3,852	7,780	440	125	1	510	1,219	8,999
Sept 2020	3,260	3,184	6,444	368	126	7	409	1,000	7,444
Oct 2020	2,315	2,253	4,568	229	98	5	237	654	5,222
Nov 2020	936	957	1,893	129	76	5	61	289	2,182
Dec 2020	1,476	1,512	2,988	185	98	4	70	394	3,382
Jan 2021	917	924	1,841	140	84	4	62	309	2,150
Feb 2021	767	761	1,528	95	55	10	35	211	1,739
Mar 2021	928	962	1,890	127	66	7	49	268	2,158
Apr 2021	1,040	1,067	2,107	136	67	8	60	292	2,399
May 2021	1,414	1,428	2,842	147	70	14	78	351	3,193
Jun 2021	1,981	1,950	3,931	136	61	20	149	422	4,353
QTR Total	4,435	4,445	8,880	419	198	42	287	1,065	9,945
Total for preceding 12 months	21,672	21,562	43,234	2,425	1,038	91	1,982	6,158	49,402

## 1.6 Day/Night Ratio of Movements – Forecast

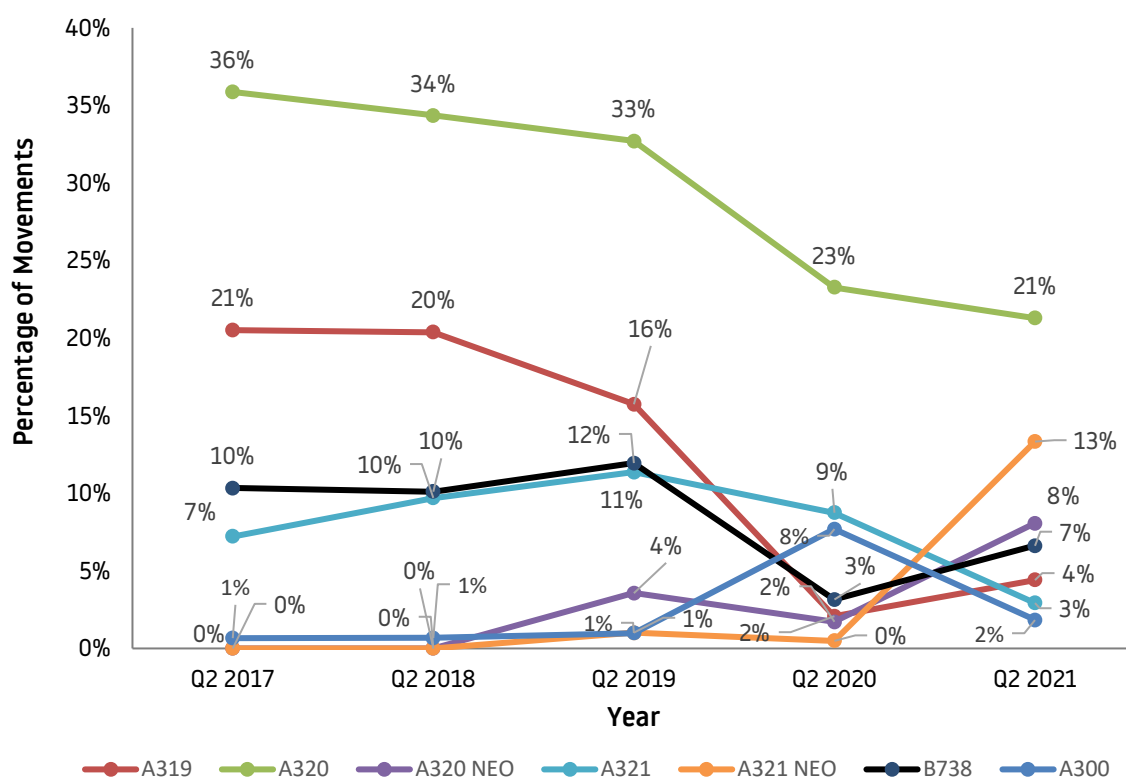
As a result of COVID-19 forecasts are uncertain and forecasts change based on the number of COVID cases in other countries and the UK Foreign and Commonwealth Office's advice.

2020 / 2021 Forecast of Aircraft Movements					
	Day Movements (0700 – 2259hrs)	Night Quota Period (2330-0559) <i>Limited to 9,650</i>	Early Morning Shoulder (0600-0659) <i>Limited to 7,000</i>	Total Night Movements (2300-0659hrs)	Total
July 2021	11,307	1,074	637	1,967	13,274
August 2021	10,786	1,069	604	1,925	12,711
September 2021	10,978	867	538	1,663	12,641
October 2021	11,095	873	512	1,605	12,700
November 2021	8,748	430	268	816	9,564
December 2021	10,199	569	335	1,071	11,270
January 2022	8,890	489	413	1,044	9,934
February 2022	8,402	472	374	988	9,390
March 2022	10,123	463	327	929	11,052
April 2022	11,039	779	550	1,505	12,544
May 2022	11,965	894	613	1,737	13,702
June 2022	11,531	896	592	1,739	13,270
Total for following 12 months*	125,063	8,875	5,763	16,989	142,052

\*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.

		Departures										Total
		MATCH/ DETLING			COMPTON		OLNEY		Other*		Helic opter	
		07	25 Conv	25 RNAV	07	25	07	25	07	25	HELI	
Apr 2021	Daytime	413	3	177	156	79	92	40	13	13	1	987
	Night-time	78	0	42	26	24	19	14	6	1	0	210
May 2021	Daytime	206	11	496	137	271	57	135	1	18	0	1,332
	Night-time	39	3	103	27	49	7	26	2	7	0	263
Jun 2021	Daytime	417	4	505	213	312	129	169	13	15	5	1,782
	Night-time	88	3	136	36	68	27	36	0	1	1	396
QTR	Total	1,241	24	1,459	595	803	331	420	35	55	7	4,970
	Daily Average	14	<1	16	7	91	4	5	<1	<1	<1	54

### 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

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\* 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 98.6%. 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
April 2021	1	£1,000
May 2021	1	£1,000
June 2021	3	£3,000
<b>QTR</b>	<b>5</b>	<b>£5,000</b>

	Airline or Aircraft Operator	Aircraft Type/Occurrence
April 2021	Privately owned aircraft	A321 NEO/1
May 2021	Privately owned aircraft	A319/1
June 2021	Privately owned aircraft	A319/1, GLF5/1 and GLEX/1

### 3 ARRIVING AIRCRAFT

#### 3.1 Arrivals Route Analysis

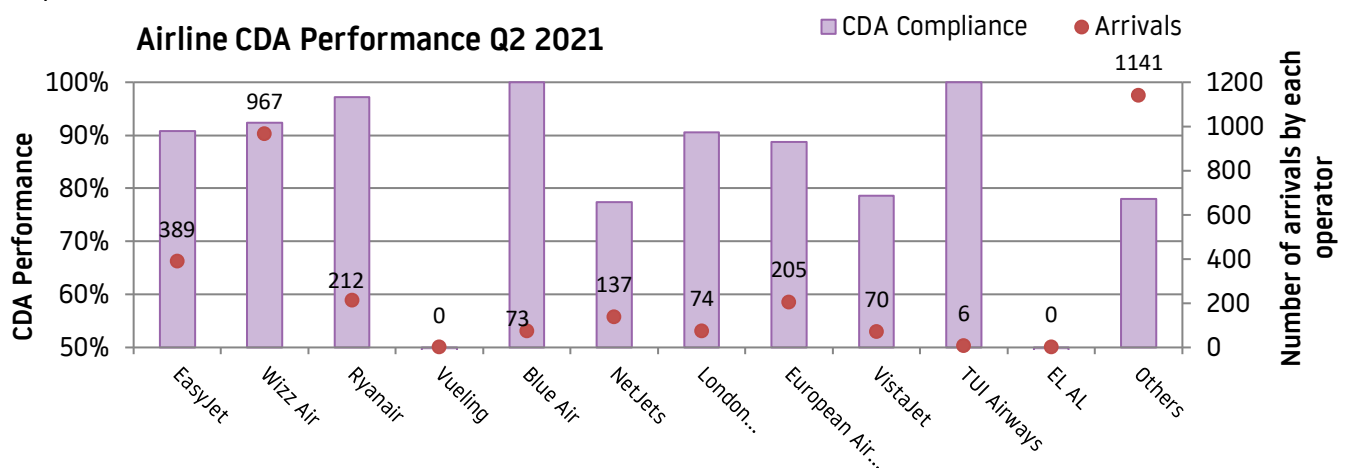
The following table reports the total number of arrivals differentiating between easterly (07), westerly (25) operations and helicopters between 23:00 hrs and 06:59 hrs.

		Arrivals			Total
		07	25	Heli	
April 2021	Daytime	619	299	2	920
	Night-time	166	110	0	276
May 2021	Daytime	405	884	0	1,289
	Night-time	87	224	0	311
June 2021	Daytime	796	1,031	5	1,832
	Night-time	137	209	1	347
QTR	Total	2,210	2,757	8	4,975
	Daily Average	24	30	<1	55

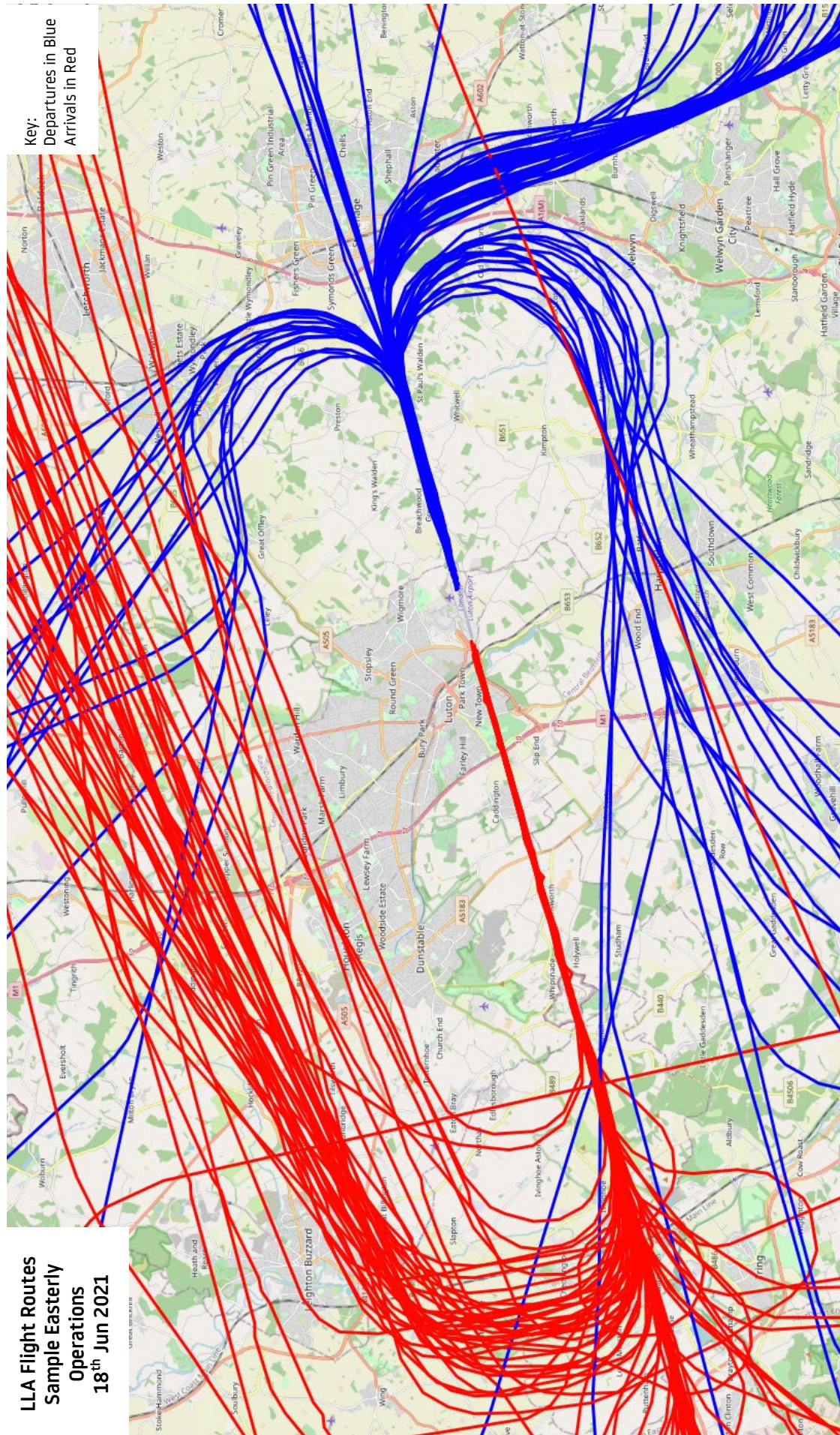
The table below shows the percentage of flights that achieved a Continuous Descent Approach (CDA), which involves continuous descent with no more than one section of level flight greater than 2.5Nm in length following descent from an altitude of 5000ft.

	All Arrivals			07 Easterly Arrivals			25 Westerly Arrivals		
	% CDA			% CDA			% CDA		
	Total	Day	Night	Total	Day	Night	Total	Day	Night
April 2021	83%	83%	83%	84%	86%	76%	81%	78%	98%
May 2021	84%	83%	89%	91%	92%	83%	81%	79%	92%
June 2021	90%	90%	90%	93%	94%	79%	88%	87%	99%
QTR Total	86%	86%	88%	89%	91%	79%	84%	82%	96%

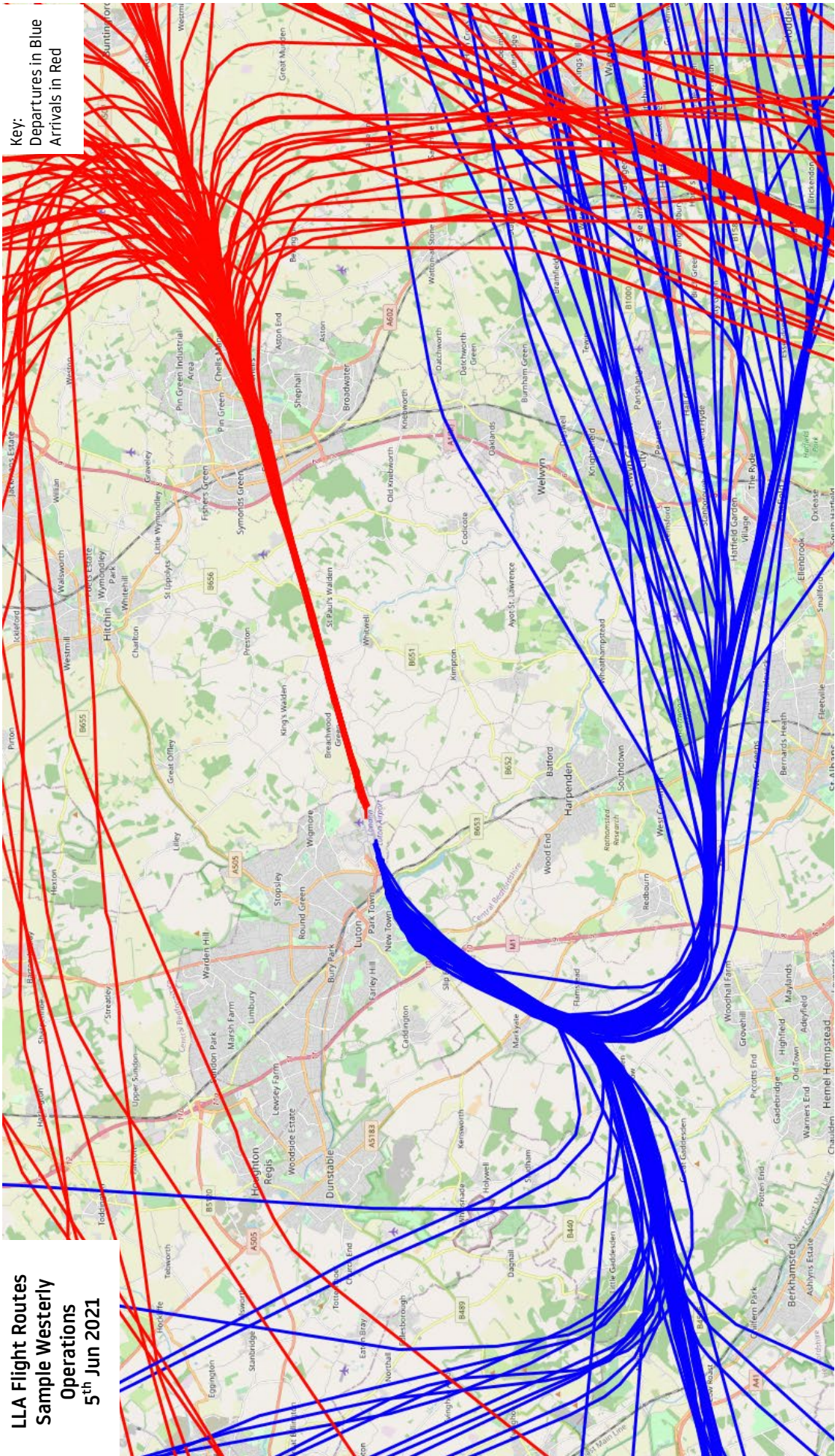
The overall CDA achievement was 86% with several major LLA operators achieving high performance.

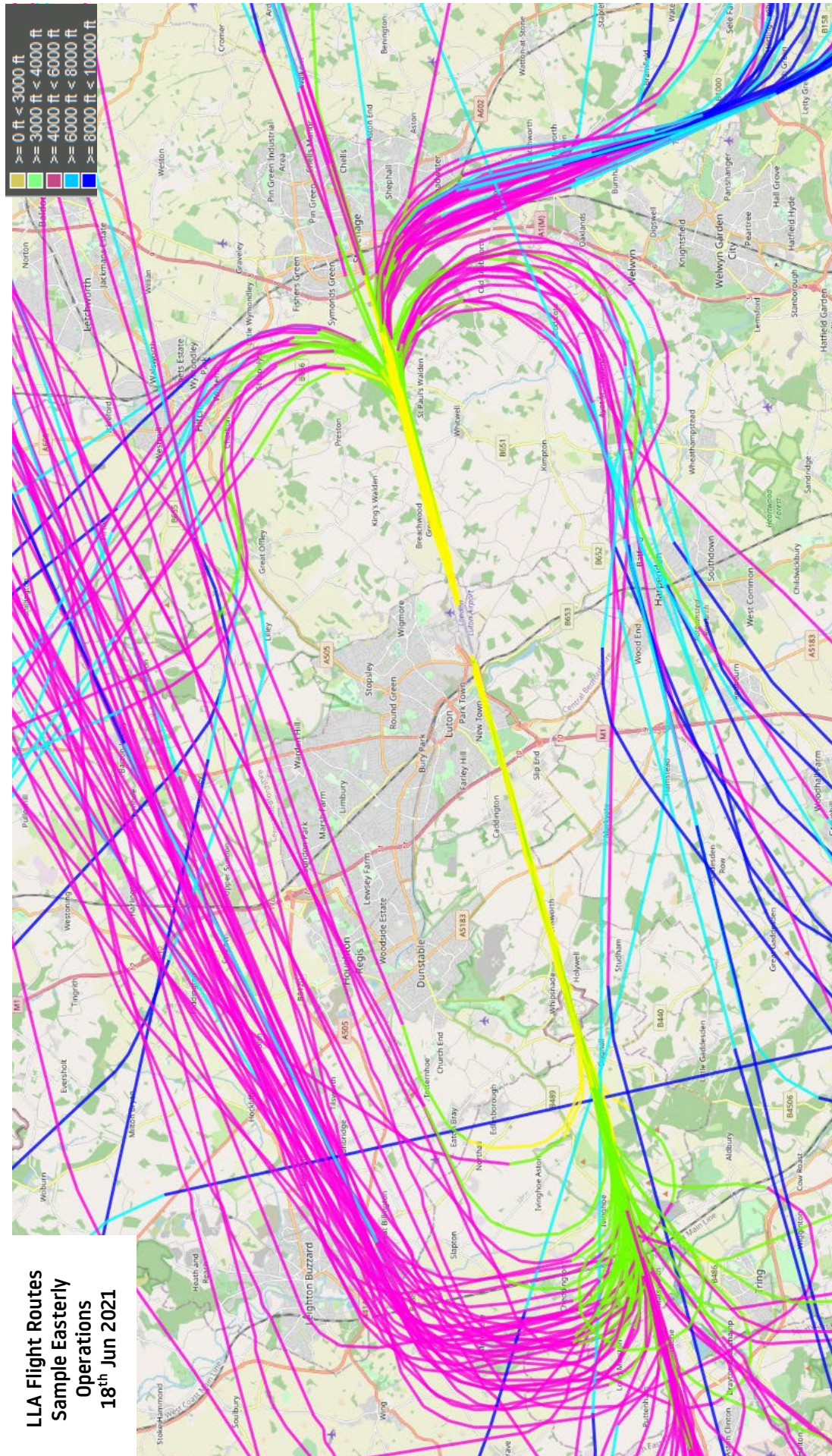


The maps overleaf, produced from the Topsonic Aircraft Noise & Track Monitoring System, identify samples of actual flown aircraft tracks operating from LLA (arrivals and departures during both easterly and westerly operations) for a typical 24-hour period within the second quarter of 2021.

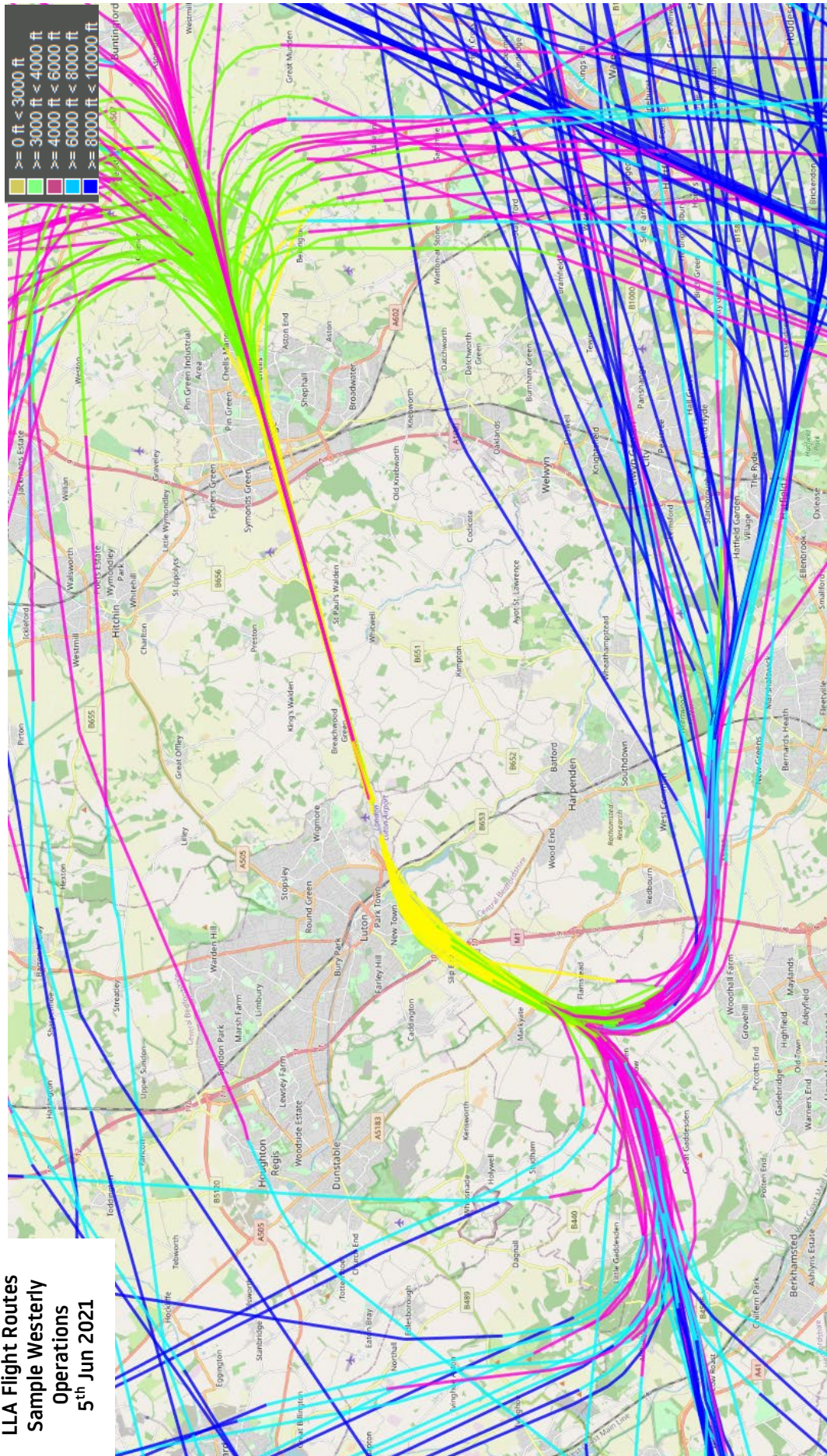


**LLA Flight Routes  
Sample Westerly  
Operations  
5th Jun 2021**





LLA Flight Routes  
Sample Westerly  
Operations  
5th Jun 2021



## 4 AIRCRAFT NOISE

During the 2<sup>nd</sup> Quarter of 2021, the maximum noise levels less than 79 dB(A) was recorded by 99.9% of correlated departing aircraft.

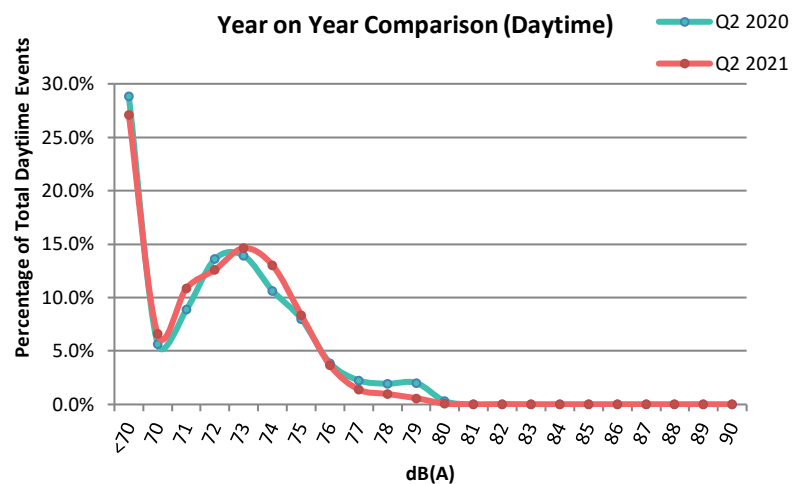
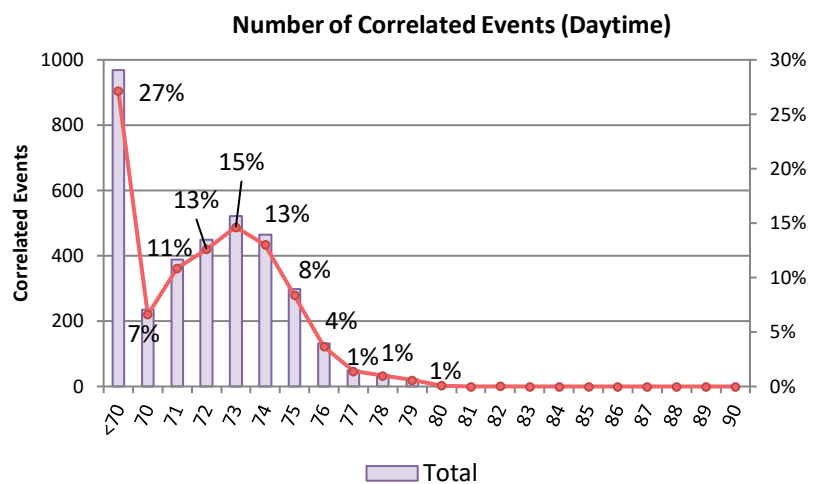
The maximum noise level less than 76 dB(A) was recorded by 97.0% of correlated departing aircraft.

There was no noise violation in this quarter.

### 4.1 Daytime Noise Levels – April to June 2021

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)*

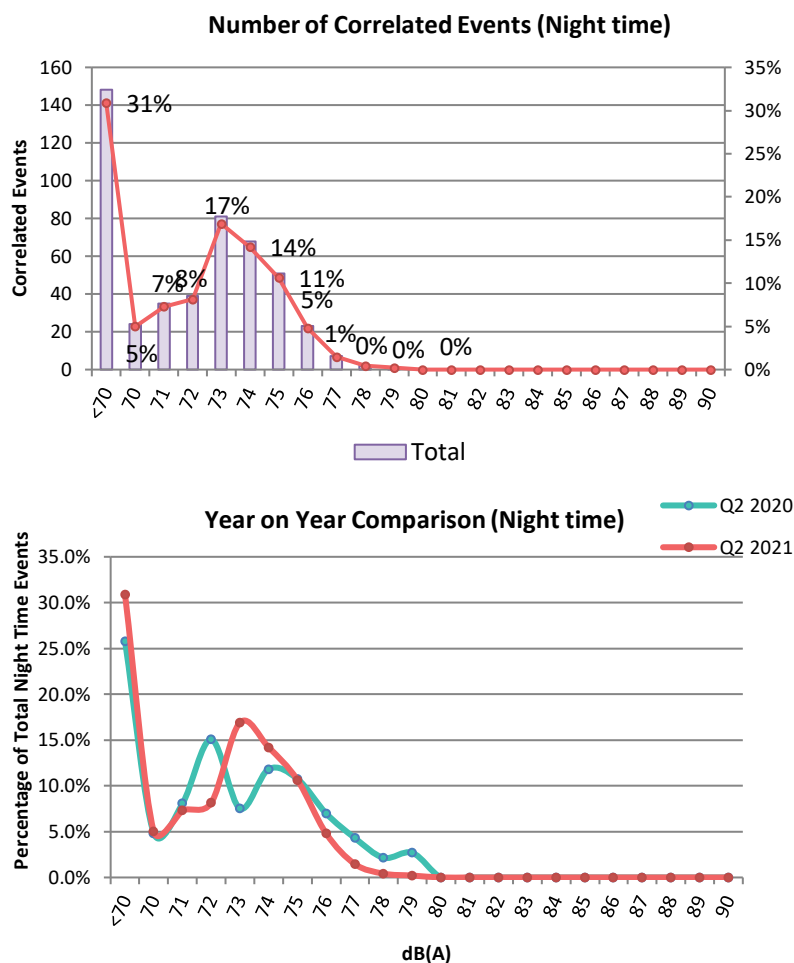
	db (A)	Apr	May	Jun	QTR
Number of Correlated Events (Daytime)	<70	296	302	370	968
	70	72	67	97	236
	71	78	97	213	388
	72	91	124	235	450
	73	114	173	235	522
	74	106	166	193	465
	75	78	107	114	299
	76	34	49	48	131
	77	14	15	21	50
	78	11	16	8	35
	79	1	17	3	21
	80	0	2	1	3
	81	0	0	0	0
	82	0	0	0	0
	83	0	0	0	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		895	1,136	1,538	3,569



## 4.2 Night Noise Levels – April to June 2021

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	52	43	53	148
	70	3	8	13	24
	71	7	13	15	35
	72	3	11	25	39
	73	16	16	49	81
	74	13	23	32	68
	75	18	20	13	51
	76	7	8	8	23
	77	0	3	4	7
	78	0	1	1	2
	79	0	1	0	1
	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		119	147	213	479



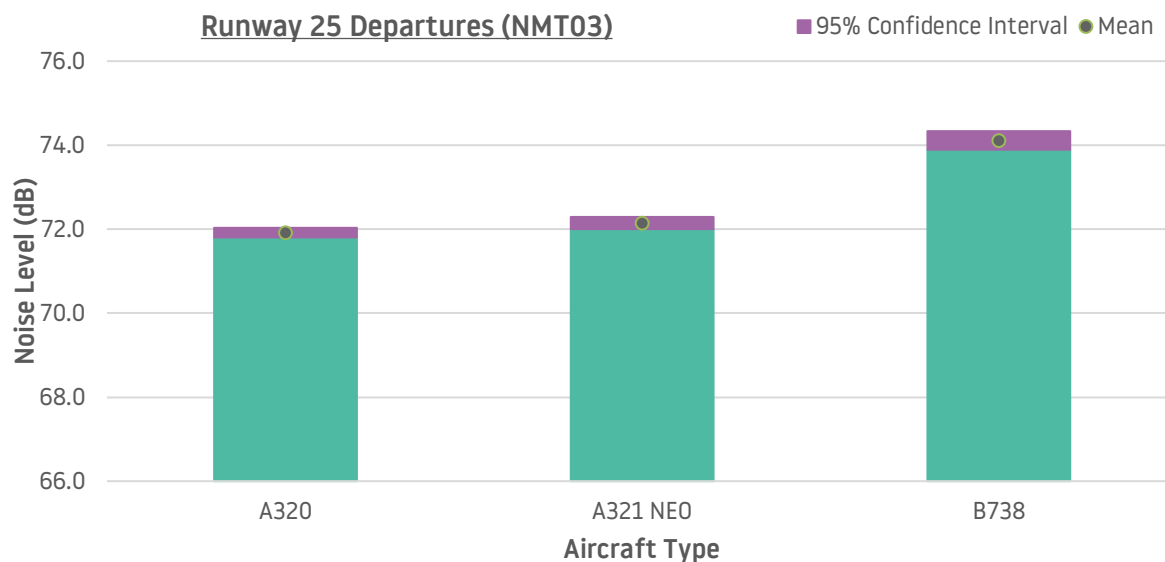
*N.B It should be noted that the detection thresholds for the noise monitoring terminals are set at the lowest level to record the maximum number of aircraft noise events. However, a number of smaller aircraft types, such as business jets and propeller aircraft, get very close to but do not reach the 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 be taken into account.*

### 4.3 Average Noise Monitor results by Aircraft Type (April to June 2021)

The following graphs show the average noise and 95% confidence level for the three fixed noise monitors for the period April - June 2021. These are also split by the main aircraft types operating at LLA.





The table below shows the sample sizes used for the graphs in this section. We recommend a sample size of over 100 results to be compared. Therefore only aircraft types with a sample size of over 100 have been shown.

	A319	A320	A320 NEO	A321 NEO	B738
<b>NMT01 (Arr)</b>	114	607	208	364	165
<b>NMT01 (Dep)</b>	89	440	149	296	142
<b>NMT02 (Dep)</b>	123	585	205	342	179
<b>NMT03 (Dep)</b>	90	446	23	265	171

#### 4.4 Noise Violations during Quarter (April to June 2021)

There was no noise violation during the period.

#### 4.5 Noise Insulation Scheme Update

In Quarter 2, the noise insulation scheme was paused due to COVID-19 and government restrictions. Therefore no properties were contacted or insulated during these months.

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 2021

#### 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 2020 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 2020 at the fixed noise monitors.

#### 5.1.2 Noise Contour Results

The resulting noise contours are shown on page 22 at values from 48 to 63 dB LAeq,8h. Contours at 66, 69 and 72 dB LAeq,8h have also been produced but are not individually distinguishable when plotted at the scale of the figure. The area of each noise contour is given in Table 1 below and compared with the values for the previous quarter (January - March 2021), and the equivalent quarter during the previous year (April – June 2021).

Contour Value (dB LAeq,8h)	Contour Area (km <sup>2</sup> )		
	Apr - Jun 2020	Jan – Mar 2021	Apr – Jun 2021
48	7.4	9.3	12.5
51	4.1	5.3	7.3
54	2.1	2.7	3.9
57	1.2	1.5	1.9
60	0.7	0.9	1.2
63	0.5	0.6	0.7
66	0.3	0.4	0.5 <sup>(1)</sup>
69	0.2	0.2	0.3 <sup>(1)</sup>
72	0.1	0.1	0.2 <sup>(1)</sup>
W/E Split (%)	50/50	68/32	56/44

*(1) The 69 and 72 dB LAeq,8h contours are not shown on the Figure on page 21 as they are too small to individually distinguish, and are largely restricted to the airport site.*

**Table 1: Area of Night Noise Contours**

#### 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.

<b>INM Aircraft Type</b>	<b>Apr - Jun 2020</b>	<b>Jan - Mar 2021</b>	<b>Apr - Jun 2021</b>
1900D	11	15	17
737400	102	105	72
737800	n/a	17	52
757RR	122	126	155
A300-622R	148	108	84
A319-131	n/a	12	27
A320-211 (ceo)	105	114	93
A320-211 (neo)	n/a	20	116
A321-232 (ceo)	35	34	15
A321-232 (neo)	n/a	26	225
BEC58P	n/a	n/a	13
CL600	n/a	12	n/a
CL601	12	11	10
CNA525C	n/a	10	11
CNA560XL	n/a	10	14
CNA750	n/a	n/a	n/a
EMB145	17	18	n/a
F10062	n/a	23	17
GIV	n/a	n/a	n/a
GV	23	76	67
LEAR35	n/a	n/a	11
Other	47	51	64
<b>Total</b>	<b>622</b>	<b>788</b>	<b>1,063</b>

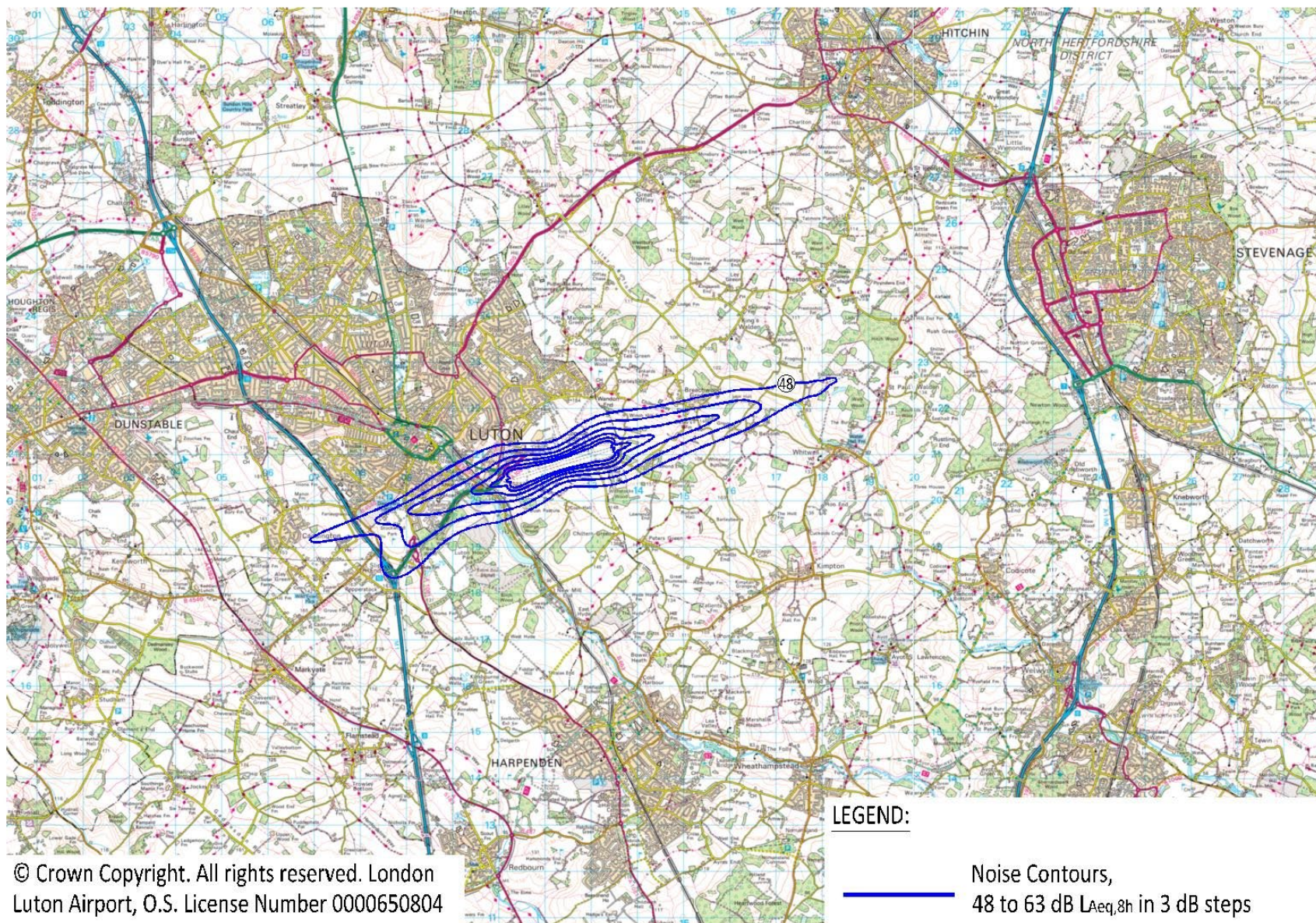
**Table 2: Night-time Aircraft Movement Numbers by Aircraft Type**

#### **5.1.4 Noise Contour Comparison**

The total number of aircraft movements has increased by 71% compared to the same quarter in 2020. However, due to the ongoing effects of the COVID-19 pandemic, aircraft movement numbers remain relatively low, with movement numbers still 79% lower than the same quarter in 2019.

The area of the 48 dB(A) noise contour has increased by 70% compared to the same quarter last year, as a result of the increase in movements.

The number of movements, and therefore the contour areas, has also increased compared to the previous quarter (January - March 2021).



## 6 COMPLAINTS

### 6.1 Total Complaints relating to LLA aircraft operations

	2 <sup>nd</sup> QTR 2021	2 <sup>nd</sup> QTR 2020
Total No. of Complaints relating to LLA aircraft operations	2,213	525
No. of Complainants	81	123
No. of General Complaints	52	63
No. of Specific Complaints	2,161	462
Average No. of Complaints per Complainant	27.3	4.3
No. of Aircraft Movements per Complaint	4.5	7.4

In line with the recovery of aviation and increase in aircraft movements, a total of 2,213 complaints relating to LLA aircraft operations (on average 24 complaints per 24 hours) were received by the Flight Operations Department during the last quarter. This is compared to the 525 complaints which were received for the same period last year. It should be noted that in the second quarter of 2021, 96% of complaints were received from 10 individuals and 92% from two individuals.

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

Apr 2021 247 complaints (238 Specific Complaints, 9 General Complaints)  
May 2021 905 complaints (890 Specific Complaints, 15 General Complaints)  
Jun 2021 1,061 complaints (1,033 Specific Complaints, 28 General Complaints)

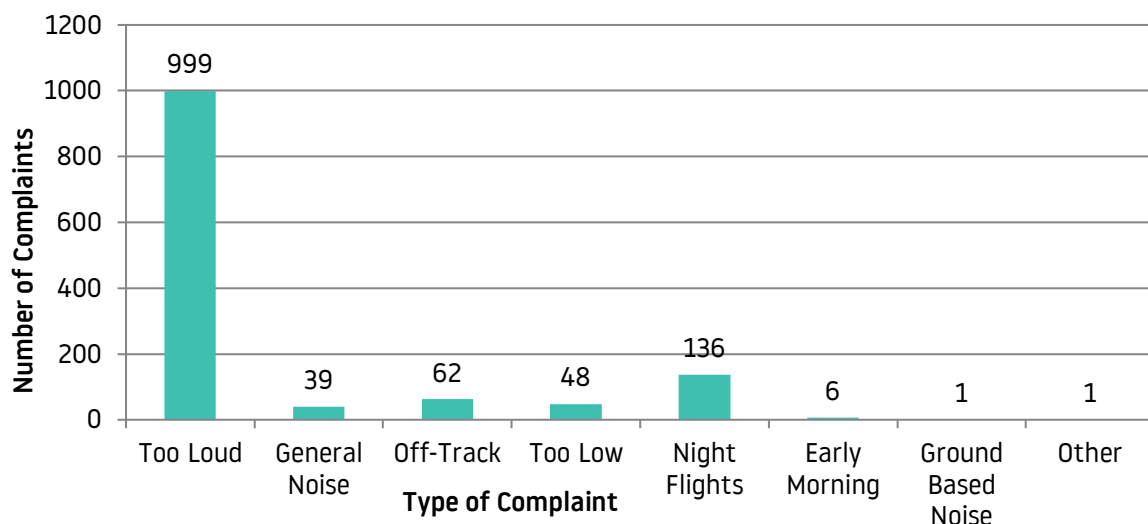
A further 44 complaints not attributable to LLA traffic were received throughout the quarter, compared to 18 complaints for the period April to June last year.



Out of 81 total complainants, there were 50 that contacted the airport only once meaning that 31 complainants generated 2,163 complaints.

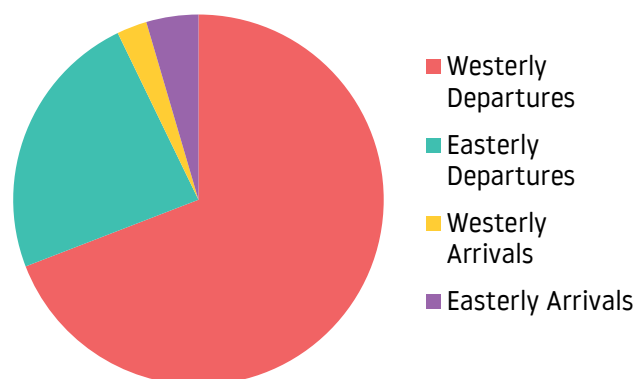
## 6.2 Type of Complaint

The types of complaint received by the Flight Operations Department from April to June 2021 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 Apr to Jun 2021.



Within the 867 specific aircraft complaints concerning westerly departures, 837 complaints involved aircraft on the Match/Detling heading, 8 related to aircraft following Compton flight route, 4 related to aircraft using the Olney route and 18 complaints were recorded about aircraft following an off-airways routing.

With regard to the 297 complaints attributed to easterly departures, 256 related to aircraft following the Compton flight route and 16 aircraft on the Match route. There were 5 specific complaints relating to the easterly Olney departure route and 16 complaints were recorded about aircraft following an off-airways routing.

In total the Flight Operations Department received 90 specific complaints regarding arrivals. 33 of these complaints were about westerly arrivals and a further 57 concerning easterly arrivals.

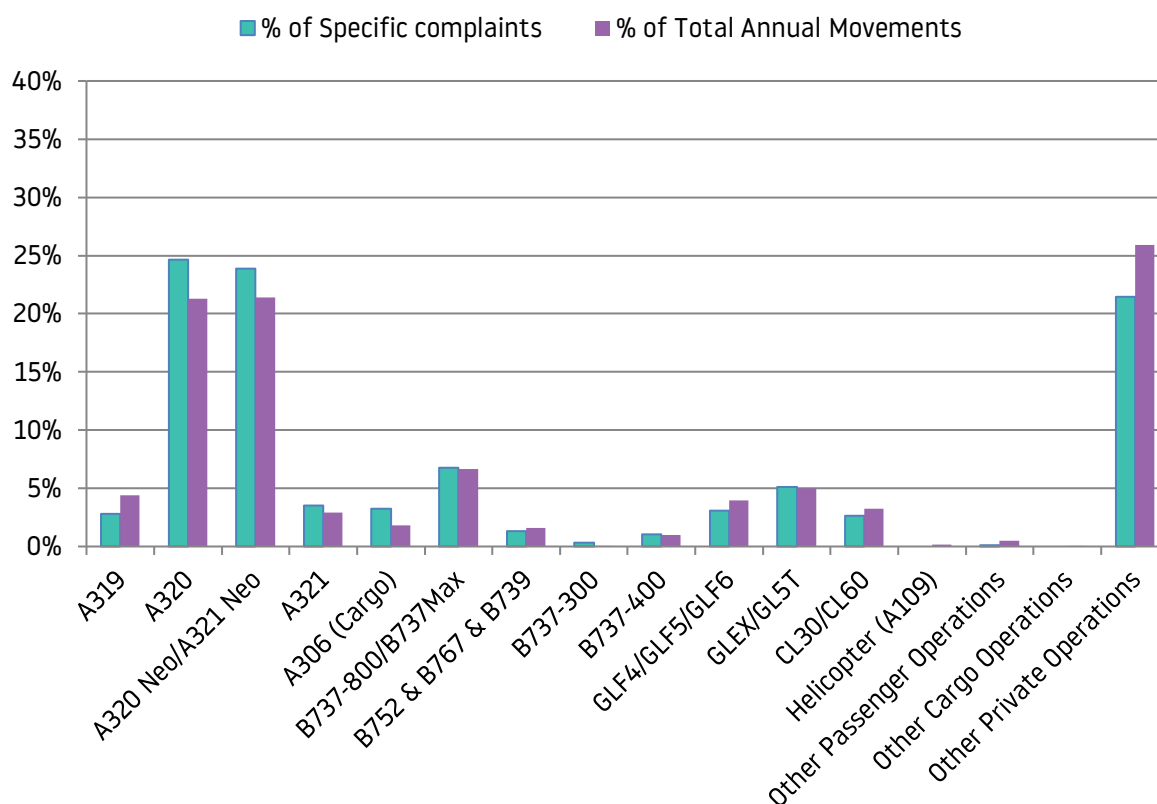
**17**  
**Complainants**  
reported noise  
disturbance at night  
(compared to 28  
Complainants for the same  
Quarter last year)

Departing aircraft accounted for 86% of the 130 specific night complaints and 14% involved arrivals. Cargo flights, involving A306 and B752 aircraft were reported in 24% of night complaints, whilst passenger aircraft accounted for 61% of night complaints. Furthermore, 15% of night complaints correlated to executive aircraft.

**136 (6%)**  
**Complaints**  
concerning night noise  
disturbance from  
LLA operations

## 6.4 Complaints by aircraft type

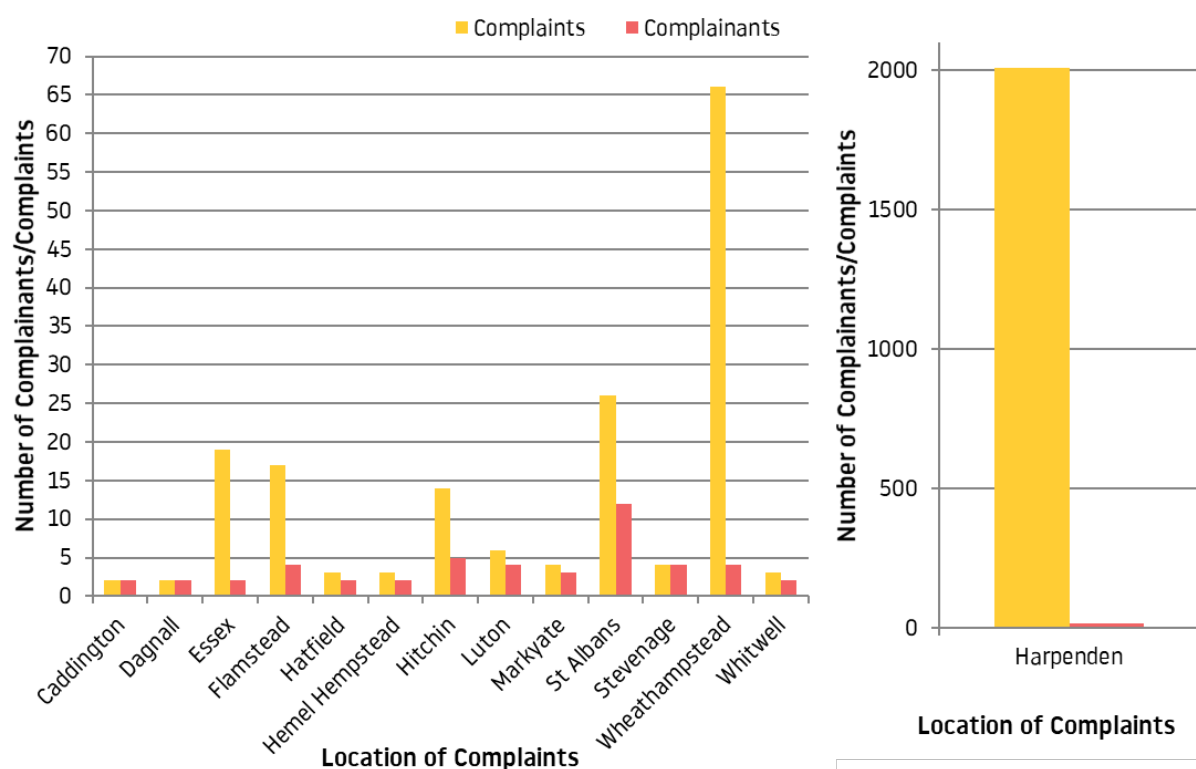
The diagram below shows aircraft types generating specific complaints.



## 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 Apr to Jul 2021.

The communities with one complainant include Ayot St Lawrence, Berkhamsted, Breachwood Green, Chesham, Eaton Bray, Kensworth, Kimpton, Knebworth, Leighton Buzzard, Letty Green, Pepperstock, Preston, Redbourn, Tring and Whipsnade.



## 6.6 Complaints Analysis

During Quarter 2 there has been an increase 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 increased throughout the quarter as the aviation industry begins to recover from the pandemic. However, the number of movements is still significantly below 2019 levels.
- Similar to previous quarters, a few people are making many complaints, in Q2 96% of complaints were received from 10 individuals and 92% from two individuals.
- The wind direction was predominantly westerly (56%) and therefore 69% 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	0.9%
Email	92.1%
Travis	6.9%

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	20.3%
1	30.2%
2	9.8%
3	15.3%
4	19.4%
5	0.4%
6	0.7%
7	0.5%
8	0.2%
9	0.4%
10	0.5%
11	0.1%
12	0.1%
13	0.5%
14	0.3%
15	0.5%
16	0.4%
16+	0.6%

## *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**

In light of COVID-19 and the need to continue social distancing measures, the Flight Operations team took 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>)