



Monday 22<sup>nd</sup> January 2024 – 13.00hrs. – via Teams Meeting

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**Members**

Mr M Routledge	Chairman
Cllr M Muir	Hertfordshire County Council (Vice Chairman)
Cllr C Poll	Buckinghamshire Council
Mr A Lambourne	LADACAN
Mr J Hale	STAQS
Mr J Morgan	SLAE
Cllr E Moore	St Albans City and District Council
Cllr D Franks	Luton Borough Council
Cllr K Collins	Central Bedfordshire Council
Cllr N Crowie	HAPTC
Mr G Breeze	PAIN
Mr O Connolly	King Walden Parish Council
Cllr J Timmis	Dacorum Borough Council
Cllr V Malone	Central Bedfordshire Council
Cllr S Jarvis	North Herts District Council
Mr D Newman	NATS

**Officers Representing**

Mr A Martin	LLAOL - CEO
Mr N Thompson	LLAOL - Operations Director
Mrs C Armstrong	LLAOL – Head of Guest Experience
Mrs A May	LLAOL – LLAOL Airspace Performance Assessor
Mr N Bradford	LLAOL – Head of Marketing & Communications
Mr A Martin	LLAOL – surface Access and Development Manager
Mr D Gurtler	Luton Borough Council
Mr C Hall	Luton Rising
Mr A Wright	St Albans City and District Council
Mr S Braund	Buckinghamshire Council
Mr O Bigarnon	St Albans City and District Council

**Noise Consultant & Secretariat**

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

**Apologies for absence received from:**

Mrs R Webb - BMKALC  
 Mr J Richardson – Chamber of Commerce  
 Ms L Symes – North Herts District Council  
 Cllr S Furguson – Huntingdonshire District Council  
 Cllr Phil Parry - Bedfordshire Association of Town & Parish Councils  
 Cllr D Barnard - Hertfordshire County Council  
 Mr O Jaycock - LLAOL - Director of Corporate Affairs

**2.0 Minutes and Matters arising from LLACC Meeting 23<sup>rd</sup> October 2023**

- 2.1 The Chairman welcomed attendees to the meeting. Some minor amendments to the minutes of the previous meeting were suggested and it was agreed these would be incorporated; no further comments to the minutes were received and they were taken as a true record for publication.

**Admin**

**Matters Arising**

- 2.2 Agenda Item 2.2 – Update from the Noise Advisory Committee – LLAOL advised that they had met with the CAA and DfT to discuss the performance of the A321NEO at Luton. LLAOL advised that they had now heard back from the CAA who had asked for additional data which would be forwarded. The CAA would respond once they had reviewed the data.

**LLAOL informed that there was currently no further update, LLAOL have submitted the data to the CAA as requested and were now waiting for them to review the data and revert with any with any further actions required or comments. Members asked if the data could be shared and if LLAOL could ask for an update from the CAA. LLAOL felt there was no benefit in sharing the data until the CAA had analysed it but agreed to seek an update.**

**LLAOL**

Agenda Item 3.15 - It was asked if baggage delivery times could be published in reports for future LLACC meetings. LLAOL to look at the possibility and suggested it be reviewed within the PSSC meeting. **LLAOL advised that they currently already share the data with the Airline Operators Committee (AOC) and were happy to share the information at the next meeting of the PSSC in March.**

**LLAOL**

LBC sustainability Scrutiny Board – At the October meeting, Cllr Franks advised that the Scrutiny Board had not yet met and was scheduled for 20th November. It was suggested that if local groups/interested parties who were not members of the Council wanted to attend they should contact Cllr Franks in the first instance. **Cllr Franks advised that nobody had taken up the offer but may have watched the meeting on the broadcast system that LBC uses.**

Agenda 5.18 – A Community representative asked about helicopter noise over a resident south of the runway. **The Flight Ops Team were investigating and were**

**in constant contact with the resident; the CAA had been copied on all the emails being sent and were fully aware of the situation. There was no further update.**

Agenda Item 4.4 - Members asked if passengers numbers could be updated on the website as many people would find it of interest. – **LLAOL confirmed that passenger numbers up until December were on the website and explained that LLAOL wait until the CAA have published their figures before updating their own website. This view was challenged because of recent press reporting of passenger numbers but LLAOL explained there was a difference between media reporting through press releases and confirmed statistics for these numbers.**

Agenda Item 4.5 It was asked if members could be updated at future meeting on those who have benefited from the Community Trust Fund. – **LLAOL informed that they had just received the information and the administrator would circulate it to members following this meeting.**

**Admin**

### **3.0 LLAOL Management Report**

**3.1** LLAOL briefed members on some of the main highlights of 2023, which had been quite an exceptional year.

One of the main Key highlights was the Airport's 85<sup>th</sup> Anniversary which had been celebrated in many ways with various activities taking place. There had also been many positive developments regarding the passenger experience and good progress in the sustainability journey. There had also been a positive impact on the community.

**3.2** Members were advised that the Airport ended the year with passenger volumes at 16.2m and movements around 128k. Regarding airlines, the addition of Dan Air was welcomed, although easyJet, Wizzair and Ryanair continued to deliver the bulk of Luton's main operation. All three had incorporated new routes into their schedules during the year.

**3.3** LLAOL continued to make significant investment within the business. There had been much work in the terminal building to improve the customer experience whilst continuing to focus on investing to deliver the Guest Experience, Sustainability and Investment in Future Growth whilst keeping people and community at the forefront of everything.

**3.4** As part of the strategy, members were advised that 18 new or upgraded units had opened in the terminal including some new brands.

**3.5** The airport has also picked up several awards and were recognised within the industry as being at the forefront in areas such as Health and Safety and Well-Being together with the Airport Operations International Award for Ground Handling; Procurement; Sustainability and Public Relations all of which highlighted the good work that had been happening at Luton throughout 2023.

**3.6** Members noted the 4.06 ASQ score out 5.00 was the highest rating Luton had ever achieved in the official ASQ programme. ASQ is a benchmark survey that is used by most airports around the world, and it again highlighted all the good work that had been carried out. LLAOL had also received the ACI Level 2 Accreditation for Customer Experience awarded by the Airports Council International and had been awarded UK Best Airport by Condé Nast.

**3.7** Reference was made regarding the DART and members were advised that over 2m people had now used the DART since March 2023 and in combination with the Luton Express passengers were starting to recognise and enjoy the ease of travelling to the airport.

**3.8** LLAOL referred to the Car Park fire that had happened in October 2023 which destroyed TCP2 and the Drop off Zone (DOZ). The impact the incident had had on surface access was significant and the Airport were working on temporary solutions which would continue to evolve. There was an interim DOZ in place and demolition work on the car park had started. The Airport were working closely with insurers, stakeholders and customers to resolve issues.

LLAOL had seen a strong and effective response to the event and the Airport was fully open in less than 18hours after the fire started. They were proud of how all the teams, both internal and external, had responded to get the Airport operational. It was advised that since the fire much work had been continuing in the background to get the car park rebuilt and to provide the best experience possible for passengers.

**3.9** With regards to sustainability and growth LLAOL advised that they had received final approval for 19mppa from the relevant Secretaries of State following a lengthy process. At the same time LLAOL had been taking lengthy strides in the Airport's sustainability journey with the highest proportion of next generation<sup>1</sup>, modern aircraft of any other major airport in Europe. LLAOL were also the top performers in GRESB across all participants across the world; and were the 3<sup>rd</sup> major UK airport to achieve ACA Level (Airport Carbon Accreditation Scheme) recognised by the industry as the highest level that can be achieved. LLAOL continued work on the on-site solar farm and were on track to deliver 25% of their own electricity by 2026.

**3.10** LLAOL continued to work supporting the community. Last year saw the expansion of the existing Community Trust Fund programme by launching the Greener Future Fund which supported community groups to create a positive impact. They were also looking at carbon reduction and biodiversity initiatives and educational training programmes. The Airport had also invested £90k throughout 2023 which had reached more than 15,000 beneficiaries. LLAOL advised that they had also invested £185k in 23 new projects that focused on creating a healthy today, skilled tomorrow and alleviating poverty; this had

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<sup>1</sup> There are definition differences between New Generation and Next Generation aircraft; for the moment LLAOL continue to refer to the Airbus NEO versions and similar aircraft as Next Generation.

reached around 6,000 beneficiaries. Fundraising had also continued for the Airport's charity partners EAAA and Luton Foodbank with over £60k being raised in 2023.

- 3.11** Members asked that with the continued growth that the Airport was seeing, whether they would be close to the 19m limit in 2024. LLAOL advised that their expectation for 2024 would be around 17m +; however, there were many different factors that had to be considered. It was advised that unless the 19m permission was triggered the current capacity limit was 18m and the Airport were planning accordingly.
  
- 3.12** Members questioned how long it would take to demolish and rebuild the TCP2. LLAOL advised that it would be a long process and they did not yet have a timeline for completion. The car park was being demolished which was a very thorough and detailed process that included significant environmental considerations. Tender documents were being prepared for the rebuild which would give a better understanding of timelines, but it was unlikely that the car park and DOZ would be fully reinstated until the end of 2025. I was also advised that work was underway for an interim DOZ closer to the terminal. It was also advised there was a regular shuttle service for PRM passengers to take them to the Terminal from the DOZ/mid-term car park.
  
- 3.13** Reference was made regarding solar farm. LLAOL confirmed that the solar farm was onsite within the airside boundary under permitted development rights. Further discussion ensued regarding location of the solar panels and their possible impact on any future development.
  
- 3.14** Concerns were raised regarding queuing traffic, during peak periods over Christmas, to and from the DOZ. LLAOL informed that a build of traffic was seen during the October half term and some changes had been made regarding traffic flow and for Christmas there had been no particular issues; although, the worst queue had extended towards the DART Bridge just prior to Christmas. It was noted that there was some highway work taking place prior to Christmas which had caused some queues but was unrelated to the DOZ work.
  
- 3.15** Reference was made regarding the newer aircraft and whether they were going to deliver any noise mitigation as it seemed that any benefit was quickly swallowed up by more flights. LLAOL advised that the aircraft do make a significant difference. They were more fuel efficient, quieter and helped LLAOL meet planning conditions. LLAOL were pushing for fleet modernisation because it enabled the Airport to meet the stringent limits that were in place. Members felt the amount of noise reduction being experienced on the ground was not noticeable. The Noise Adviser informed that the manufacturers were claiming the newer aircraft were quieter, and that measurements at Luton found the Boeing 737 Max on departure was 3 to 4db quieter and the Airbus A320 neo was also around 3 to 4db quieter than the older versions they replaced.

#### **4.0 Noise and Track Sub Committee 13<sup>th</sup> December 2023**

- 4.1 The total number of passengers served had increased by 13%; total traffic movements by 3%. The total movements in the night period, 23.00-06.59, had increased by 5% when compared with the same quarter last year, and in the early morning period, 06.00-06.59, movements were up by 32% compared to last year.
- 4.2 The airlines had achieved Continuous Descent Approaches (CDA) for 95% of all arrivals; this was an improvement on the same quarter in 2022 (94%). It was noted that this was the first time the 95% target had been achieved which was attributed in part to improved engagement with the airlines and was expected to continue.
- 4.3 The noise monitor results showed most departures still produced noise levels in the range 70-76 dB L<sub>Amax</sub>. In this period, 5 daytime and no night-time departures were registered at greater than 80 dB. In Q3 last year the results were the same.
- 4.4 There had been 5 daytime noise violations and 3 during the night-time. The night-time noise contour area was similar to the same period in 2022. There had been 12 track violations in this quarter due to poor track keeping.
- 4.5 The number of complaints had decreased from 6,179 in the last third quarter to 5,004 in the same period in 2023. Westerly arrivals formed the largest percentage of complaints. The number of new complainants was 137; this was down from 217 in the same quarter in 2022. For this quarter, runway usage was 80% westerly operations.
- 4.6 With respect to the limit on early morning shoulder activity (rolling 12 month movements), the total for the preceding 12 months was 5,451 (limit 7,000). With respect to the limit on night quota activity (23.30-06.00) (rolling 12 month movements), the total for the preceding 12 months was 8,871 (limit 9,650).
- 4.7 The track deviations were discussed, and it was noted that although there were 77 in the quarter only 12 resulted in fines. With assistance from the NATS radar specialist in attendance it was explained that deviations can be instructed by air traffic control for many reasons including weather avoidance. The latter may be as a result of storms not in the immediate vicinity of the airport.
- 4.8 The LLAOL report on the QMR also included a comparison of the measured noise levels at the fixed noise monitors in 2014 Q3 and 2023 Q3. The format of this comparison had been updated from an earlier presentation to detail the number of movements in addition to their noise levels. The comparisons showed a reduction in the noise levels from individual aircraft over time, but an increase in the number of movements, particularly at night.
- 4.9 In relation to complaints, it was noted that the numbers were considerable despite the ongoing modernisation of the aircraft fleet which LLAOL were incentivising. This was attributed primarily to the AD6 airspace change, and it

was noted that this was the final quarter when the AD6 post implementation review would be a factor.

- 4.10 LLAOL presented the Arrivals and Departure Code of Practice and how they fitted into the operational controls at the airport, with their role to provide advice on the operational techniques aimed at improving the environmental impacts.
- 4.11 The forecast for the Summer 2024 Noise Contours was presented. This was based on the Airport operating at no more than 18 mppa and with the same additional controls on activity at night as were in place in Summer 2023. The areas were forecast to comply with the current limits.
- 4.12 The Noise Monitoring programme for 2024 for long term and mobile monitors was discussed.
- 4.13 Other items discussed were the noise performance of the EL AL B737-900ER aircraft; Easterly Decent Profiles; and Local Noise Surgeries.
- 4.14 Questions were raised by members which included:
  - On the track violations due to poor track keeping it was asked, after investigation, how many were due to bad weather and how many were down to pilots? LLAOL informed that these are investigated on a daily basis and are put into 2 categories: track violation and track deviation. Violations are always due to an error that has occurred and not because of weather. Each violation will have the error recorded against it.
  - Reference was made to the NTSC Projects and it was noted that some useful work had begun. It was stated that the momentum should not be lost and it was asked how these could continue to move these forward with the resources available. LLAOL informed that these will be picked up again once resource levels have been increased. LLAOL agreed to take away for consideration other avenues of resource to help with the projects.
  - Members enquired if the Noise Contour Reduction Strategy for the 19mppa permission had been submitted? LLAOL advised that the document was a matter for them and LBC at this stage; an initial document had been submitted and had been returned for further comment.
  - It was asked if some visibility could be provided on load-factors and noise values for the El Al Boeing 737-900 – it was asked if this could be looked at the next NTSC meeting. LLAOL agreed to look at what was possible within the confines of commercial confidence.

**LLAOL**

**LLAOL**

## **5.0 Report from Passenger Services Sub Committee from 6<sup>th</sup> September 2023**

- 5.1** The Chairman referred to the PSSC and informed that much of the detail discussed at the meeting had already been covered under the Airport's update including passenger numbers; the new outlets in the terminal; ASQ scores and the numerous awards that had been presented to the Airport.
- 5.2** As all the surface access means do come under scrutiny of the PSSC, the Chairman said that there had been lengthy discussion regarding the bus services and the efforts that were being undertaken by Airport to improve these not only for PRM but also for passengers with young families with pushchairs.
- 5.3** There had been some discussion regarding the DART drop off zone and the using of the DART by people who were not train passengers.
- 5.4** The New X ray machines were also discussed at some length, and it was noted that the Airport were on track to get the new system operational by 1<sup>st</sup> June as required by Government. It was noted that this would be a major change for passengers.
- 5.5** A member enquired on how passengers with medical requirements are treated as they transit through the security process. LLAOL informed that they had a very clear and established process that was compliant with the security regulations; it was followed by any passenger travelling with medical items through security. It was noted that passengers are not asked to remove any medical item.
- 5.6** Members were given a brief on how ASQ information was collected and used.

## **6.0 Luton Borough Council Report**

- 6.1** Committee noted the LBC Report.
- 6.2** LBC referred to the Noise Reduction Strategy and informed that 2 drafts had been seen but it was unlikely that it would be submitted before the DCO examination finished.
- 6.3** Members were informed that the examination of the DCO was due to end on the 10<sup>th</sup> February 2024
- 6.4** Discussion ensued regarding the Cross Boundary Examination for the North Herts District Council application for a solar farm on the Land at the Northeast of Wandon End.
- 6.5** Comments were raised regarding Highways improvement along Vauxhall Way. Discussion ensued regarding the dualling of the carriageway and the possibility for a cycle lane. The park and ride scheme at Butterfield Green was also discussed and the possibility of it including the Airport was mentioned.



**6.6** LBC briefed on the Levelling Up and Regeneration Act (LURA) and changes to the planning system.

**7.0 Correspondence Received since October 2023**

7.1 No correspondence was discussed.

**8.0 Any Other Business and Next meeting Dates**

8.1 A member referred to Stansted who were encouraging Local Authorities to apply for a £200k fund to help combat fly parking. Luton was plagued by fly parking and it was asked if the Airport would be looking at a similar scheme. The airport noted the point and would forward it to the relevant teams.

**LLAOL**

8.2 Comments were made regarding the LLACC Website and keeping it updated.

**LLAOL**

8.3 It was asked if some LLACC meetings could return to face-to-face meetings in the future. LLAOL advised that Teams worked well with good attendance and that there were no plans to go back to face to face meetings. However, the ability for members to discuss things before a meeting (the water-cooler moment) was mentioned and it was agreed that the Teams meeting could be enabled earlier than the stated meeting start time. Admin would seek to do this.

**Admin**

8.4 Reference was made regarding the timely delivery and review of the minutes of LACC and associated sub-committee meetings. It was agreed that a copy of draft minutes would be processed and delivered within a month of the meeting; members would then be invited to submit changes within 2 weeks; the Chairman would incorporate these as appropriate and a revised set of minutes with track-changes shown would be issued with the papers for the next meeting.

8.5 Next meeting 22<sup>nd</sup> April 2024

**LLACC Issues & Action Log**

Serial	Meeting	Date	Action	Responsible	Update/Remarks
1	LLACC	Jan-22	Suggested amendments to LLACC website to be submitted to the Chairman or Administrator for consideration	All Members	Open Item - suggestions always welcome
2	NTSC LLACC	Jun-22 Jan-23	Data on investigation into A321 NEO noise levels and manufacturer's response awaited	LLAOL/Chair	Long standing issue with some other airports reporting a similar experience. Discussions between Airport, CAA and DfT taken place. Airport data now with CAA for analysis. Discussions with Wizz and easyJet to come. Ongoing
3	NTSC		Airspace change on arrivals procedures (AD6) was now in effect with data gathering for a Post Implementation Review ongoing	LLAOL/CAA	Ongoing
4	NTSC		Airspace Change (FASI-South) process underway	LLAOL	Change process now at Stage 3a - Consultation Preparation Step. The sponsor plans its stakeholder consultation and engagement, and prepares consultation documents, including the second-phase Full options appraisal with more rigorous evidence for its chosen option(s).
5	LLACC	11-Jul	To consult with and involve NTSC and other interested parties in the development of the next iteration of the Noise Action Plan for 2025-2030	LLAOL	Complete – NAP submitted to Defra in September 2023.
6	LLACC	11-Jul	Provide note on contouring methodology as referenced in the AMR. Provide appendix or link within AMR to enable interested parties to have access to the methodology.	BAP	Partially complete - appendix to AMR or similar needed

7	NTSC	14-Jun	Members to work with Airport on specified NTSC projects	NTSC Members with Airport	Initial set of projects discussed at NTSC in September. Ongoing but some elements are awaiting LLAOL resource.
8	LLACC	13 Jul	Review Sustainability/AMR	Members	Complete - Noise Aspects discussed at NTSC in Sept other aspects at LLACC in Oct. Document considered by LBC. Action complete
9	NTSC	13 Dec	EL AL Boeing 737-900 data to be included in QMR for review.	LLAOL	Further analysis of data for EL AL Boeing 737-900 to ensure all is being done to limit the impact of what appears to be the noisiest type routinely operating from Luton.