Quarterly Monitoring Report
Qtr 1 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 January to March 2020.

KEY MONITORING INDICATORS – 1st QUARTER 2020

Parameter		1st Quarter 2020	1st Quarter 2019
Total Passenger Number	↓	2,919,261	3,671,400
Total Aircraft Movements	↓	26,285	30,422
Night Movements (23.00 – 06.59)	↓	2,727	3,050
Early Morning Movements (06.00 – 06.59)	↓	896	1,178
Aircraft Movement and Quota Count limits (per rolling 12-month period)			
Night Quota Movements (*9,650 limit*)	↑	8,823	8,524
Night Quota Count (*3,500 limit)*	↓	2995.00	3123.75
Early Morning Shoulder (*7,000 movements*)	↓	5,686	6,016
24hr CDA (% achievement)	↓	88%	90%
Day CDA (% achievement)	↓	88%	89%
Night CDA (% achievement)	↓	82%	90%
Track Violations	↓	2	11
Departure Noise Infringements (Day)	-	0	0
Departure Noise Infringements (Night)	-	0	0
Noise Monitor Results			
No. Day (Night) > 80 dB(A)	↓	0 (0)	7 (0)
No. Day (Night) > 75 dB(A)	↓	661 (83)	1,225 (124)
No. Day (Night) > 70 dB(A)	↓	7,031 (864)	9,604 (1,017)
Night Noise Contour Area (48 dB $L_{Aeq, 8h}$)	↓	28.1km^2	29.1 km^2
Noise Complaints	↓	1,368	2,793
Complainants	↓	117	121
Number of New Complainants	↓	20	34
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns (>5 Complainants)	-	St Albans Harpenden Wheathampstead Luton Hitchin	Flamstead Harpenden Luton Sandridge St Albans Wheathampstead
Westerly/Easterly Runway Split (%)	-	91/9	87/13

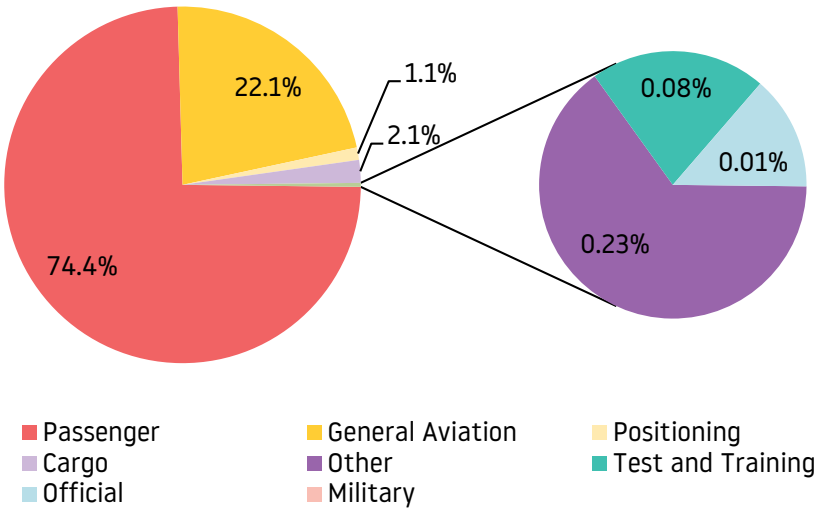
1 AIR TRAFFIC DATA

1.1 Aircraft Movements

There was a total of 26,285 aircraft movements during this quarter (compared with 30,422 for the same period in 2019), decrease of 13.6%.

This resulted in an average 289 movements per 24 hours (compared to 338 last year).

Total Aircraft Movements (%)



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*						
Jan 2020	176	7,571	88	6	0	6	25	1,875	6	**9,753**
Feb 2020	190	7,004	78	11	0	4	27	2,148	0	**9,462**
Mar 2020	176	4,975	105	9	0	3	9	1,779	14	**7,070**
QTR Total	**542**	**19,550**	**271**	**26**	**0**	**13**	**61**	**5,802**	**20**	**26,285**

1.2 Passenger Statistics

A total of 2,919,261 passengers passed through LLA during the period January to March 2020 (compared with 3,671,400 for the same period last year), 2,910,470 on scheduled flights (99.7%) and 8,791 on charter flights (0.3%). This represents a decrease in passengers of 20.5% and equates to an average 32,080 passengers per 24 hours (compared to 40,793 during the same quarter last year).

	Domestic	EU	Non-EU	Total
Jan 2020	87,598	703,412	405,972	**1,196,982**
Feb 2020	79,465	690,054	366,281	**1,135,800**
Mar 2020	49,665	329,665	207,149	**586,479**
QTR Total	**216,728**	**1,723,131**	**979,402**	**2,919,261**

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

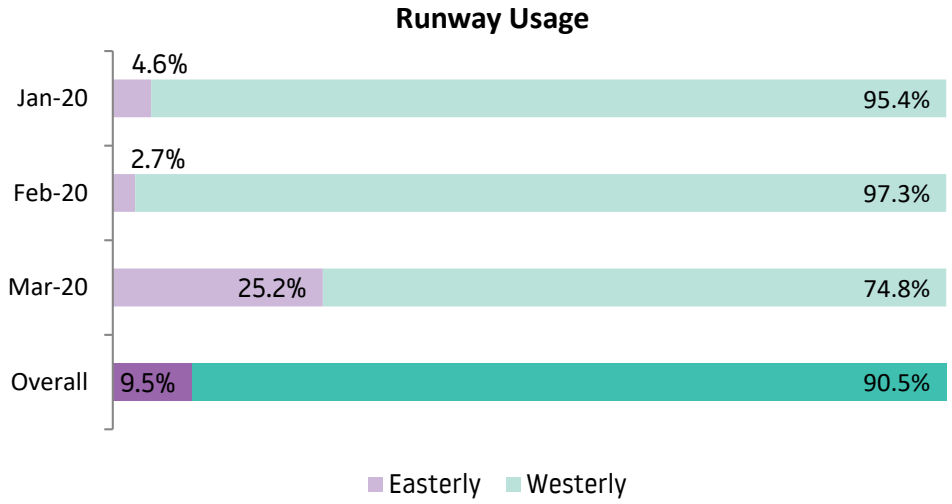
[1] Other relates to flights coming for maintenance and or departing aircraft that has made an unscheduled return to base

[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 9.5% easterly and 90.5% westerly (compared to 13% / 87% 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.

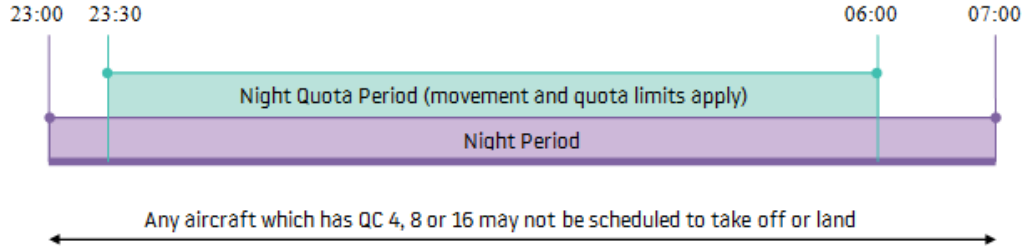
Aircraft are certified by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take-off and landing. The points are then allocated to different aircraft types 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*
April 2019	816	260.25	606
May 2019	937	286.25	671
June 2019	873	310.75	585
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
QTR Total	**1,414**	**504.75**	**896**
Total for preceding 12 months	*8,823*	*2995.00*	*5,686*

1.5 Day/Night Ratio of Movements - Actual

There were 2,727 night operations during the quarter (compared to 3,050 for the 1st quarter 2019), an average 30 movements per night (compared to 34 last year). Arriving aircraft accounted for 50% 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. 58% 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 90% day / 10% night (in line with 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		
Apr 2019	5,079	5,301	10,380	661	155	97	509	1,610	**11,990**
May 2019	5,472	5,800	11,272	759	178	114	557	1,847	**13,119**
Jun 2019	5,520	5,799	11,319	723	150	85	500	1,701	**13,020**
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**
QTR Total	**11,764**	**11,794**	**23,558**	**900**	**514**	**114**	**782**	**2,727**	**26,285**
Total for preceding 12 months	*59,294*	*61,198*	*120,492*	*6,797*	*2,026*	*661*	*5,025*	*16,852*	*137,344*

1.6 Day/Night Ratio of Movements – Forecast

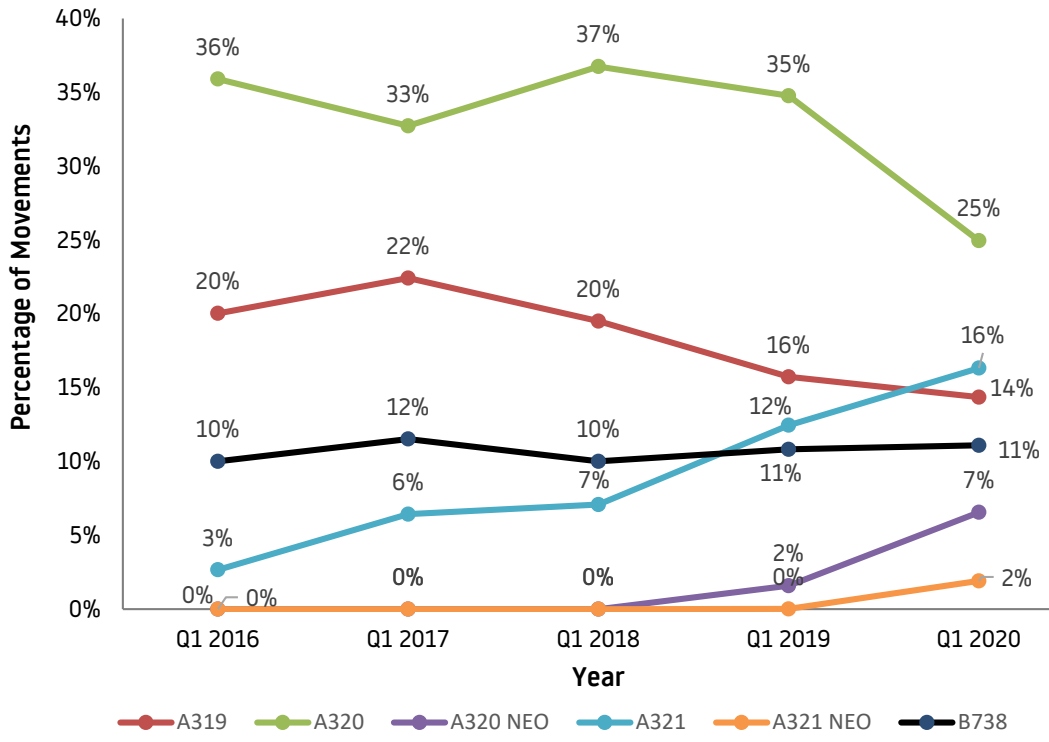
This forecast was undertaken before COVID-19 impacted the UK and the number of operations.

	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*
April 2020	10,401	815	590	1,595	11,996
May 2020	11,386	1023	675	1,917	13,303
June 2020	11,529	892	561	1,647	13,176
July 2020	12,067	1,019	529	1,736	13,803
August 2020	11,392	958	617	1,809	13,201
September 2020	11,315	779	632	1,619	12,934
October 2020	11,404	912	693	1,820	13,224
November 2020	9,205	476	438	1,077	10,282
December 2020	10,275	556	430	1,153	11,428
January 2021	9,069	431	311	859	9,928
February 2021	8,886	422	301	843	9,729
March 2021	10,234	609	400	1,167	11,401
*Total for following 12 months**	127,163	8,892	6,177	17,242	*114,405*

**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 (08) and westerly (26) operations. Night movements quoted below departed between 23:00 hrs and 06:59 hrs.

		Departures											Total
		MATCH/ DETLING			*COMPTON*		*OLNEY*		*Other**		*Helicopter*		
		08	26 Conv	26 RNAV	08	26	08	26	08	26	08	26	
Jan 2020	Daytime	117	6	2,238	54	1,293	20	567	1	25	0	12	**4,333**
	Night-time	14	0	319	4	124	3	61	0	2	0	0	**527**
Feb 2020	Daytime	66	8	2,119	35	1,402	12	568	1	31	0	13	**4,255**
	Night-time	18	1	273	3	102	2	71	0	4	0	1	**475**
Mar 2020	Daytime	473	5	1,181	211	833	107	349	12	19	0	16	**3,206**
	Night-time	56	0	163	15	63	15	38	0	1	0	0	**351**
QTR	**Total**	**744**	**20**	**6,293**	**322**	**3,817**	**159**	**1,654**	**14**	**82**	**0**	**42**	**13,147**
	Daily Average	*8*	*<1*	*69*	*4*	*42*	*2*	*18*	*<1*	*<1*	*0*	*<1*	*144*

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 95.5%. 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
Jan 2020	0	£0
Feb 2020	2	£2,000
Mar 2020	0	£0
QTR	**2**	**£2,000**

	Airline or Aircraft Operator	Aircraft Type/Occurrence
Jan 2020	-	-
Feb 2020	Privately owned aircraft	GLEX/1; F900/1
Mar 2020	-	-

3 ARRIVING AIRCRAFT

3.1 Arrivals Route Analysis

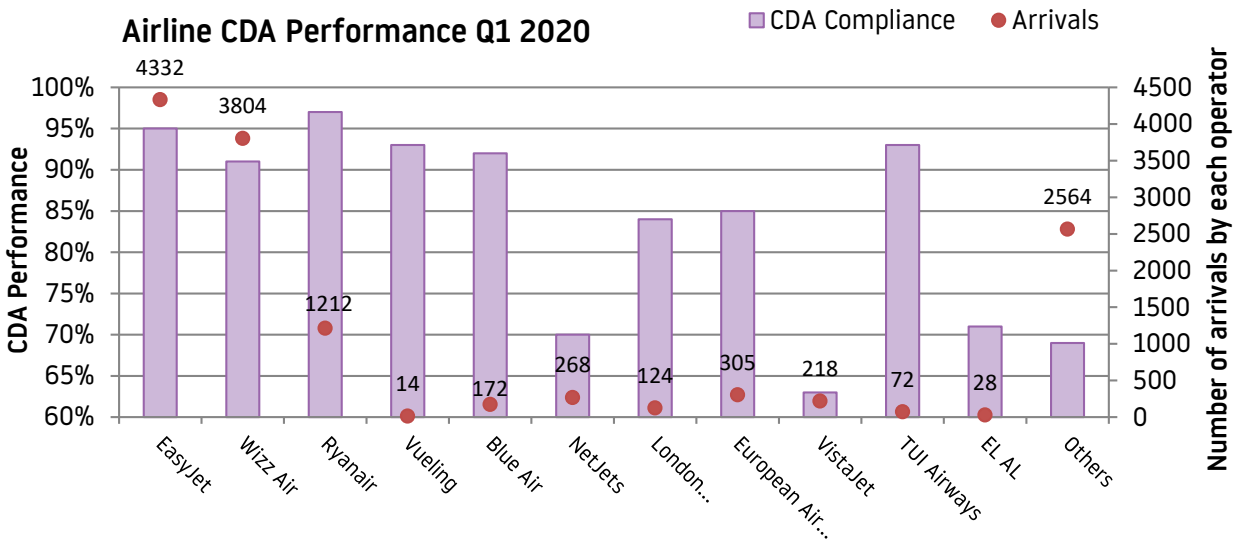
The following table reports the total number of arrivals differentiating between easterly (08), westerly (26) operations and helicopters between 23:00 hrs and 06:59 hrs.

		Arrivals			Total
		08	26	Heli	
Jan 2020	Daytime	211	4,158	11	**4,380**
	Night-time	24	489	0	**513**
Feb 2020	Daytime	101	4,109	13	**4,223**
	Night-time	19	488	2	**509**
Mar 2020	Daytime	791	2,354	16	**3,161**
	Night-time	93	259	0	**352**
QTR	**Total**	**1,239**	**11,857**	**42**	**13,138**
	Daily Average	*14*	*130*	*<1*	*144*

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.

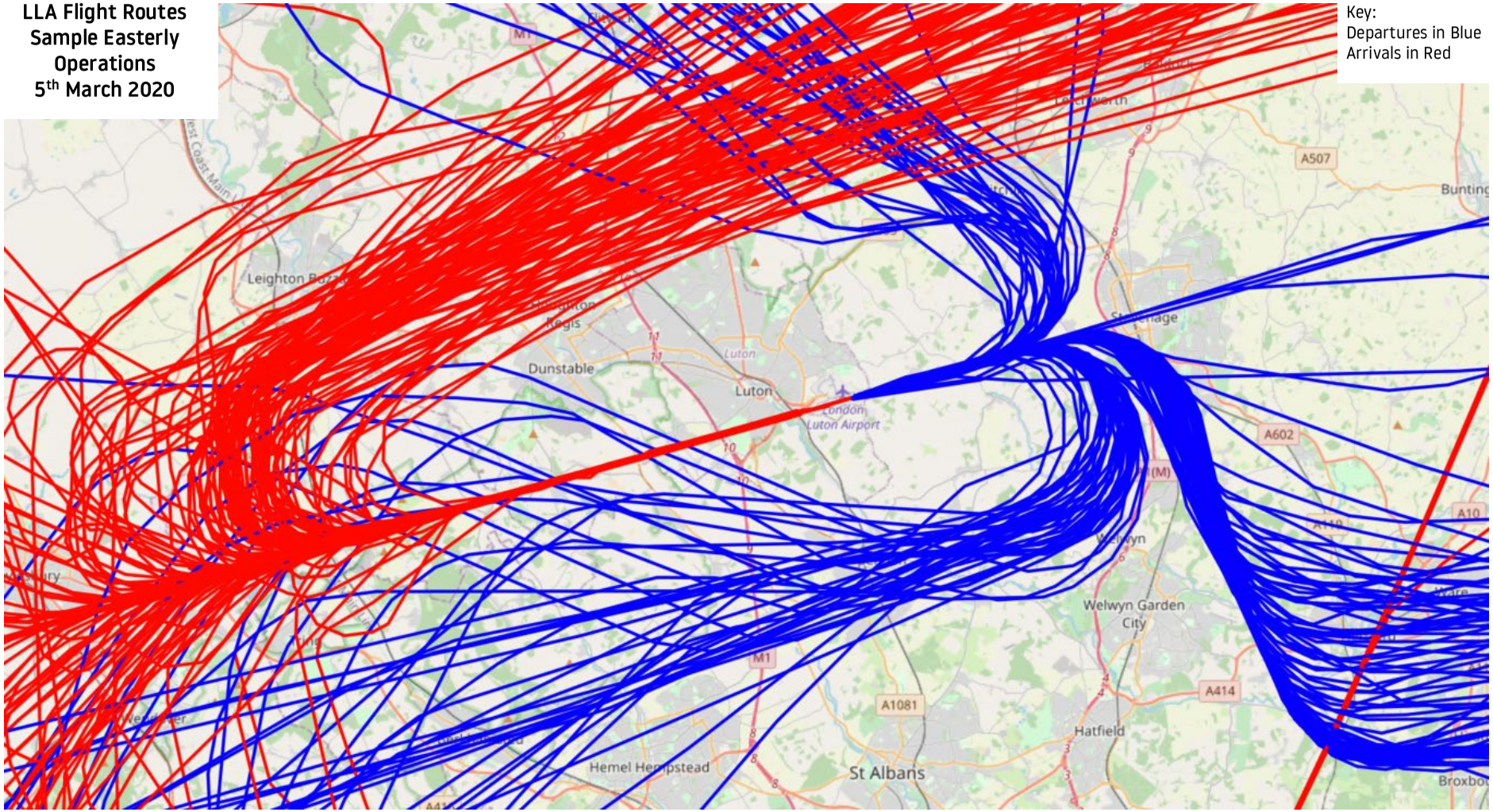
	All Arrivals			08 Easterly Arrivals			26 Westerly Arrivals		
	% CDA			*% CDA*			*% CDA*		
	Total	*Day*	*Night*	*Total*	*Day*	*Night*	*Total*	*Day*	*Night*
Jan 2020	**87%**	88%	84%	**93%**	94%	87%	**87%**	87%	84%
Feb 2020	**87%**	87%	80%	**92%**	95%	76%	**86%**	87%	80%
Mar 2020	**89%**	90%	81%	**88%**	90%	77%	**89%**	90%	82%
QTR Total	**88%**	88%	82%	**90%**	91%	79%	**87%**	88%	82%

The overall CDA achievement was 88% with several major LLA operators achieving high performance – Ryanair and EasyJet.

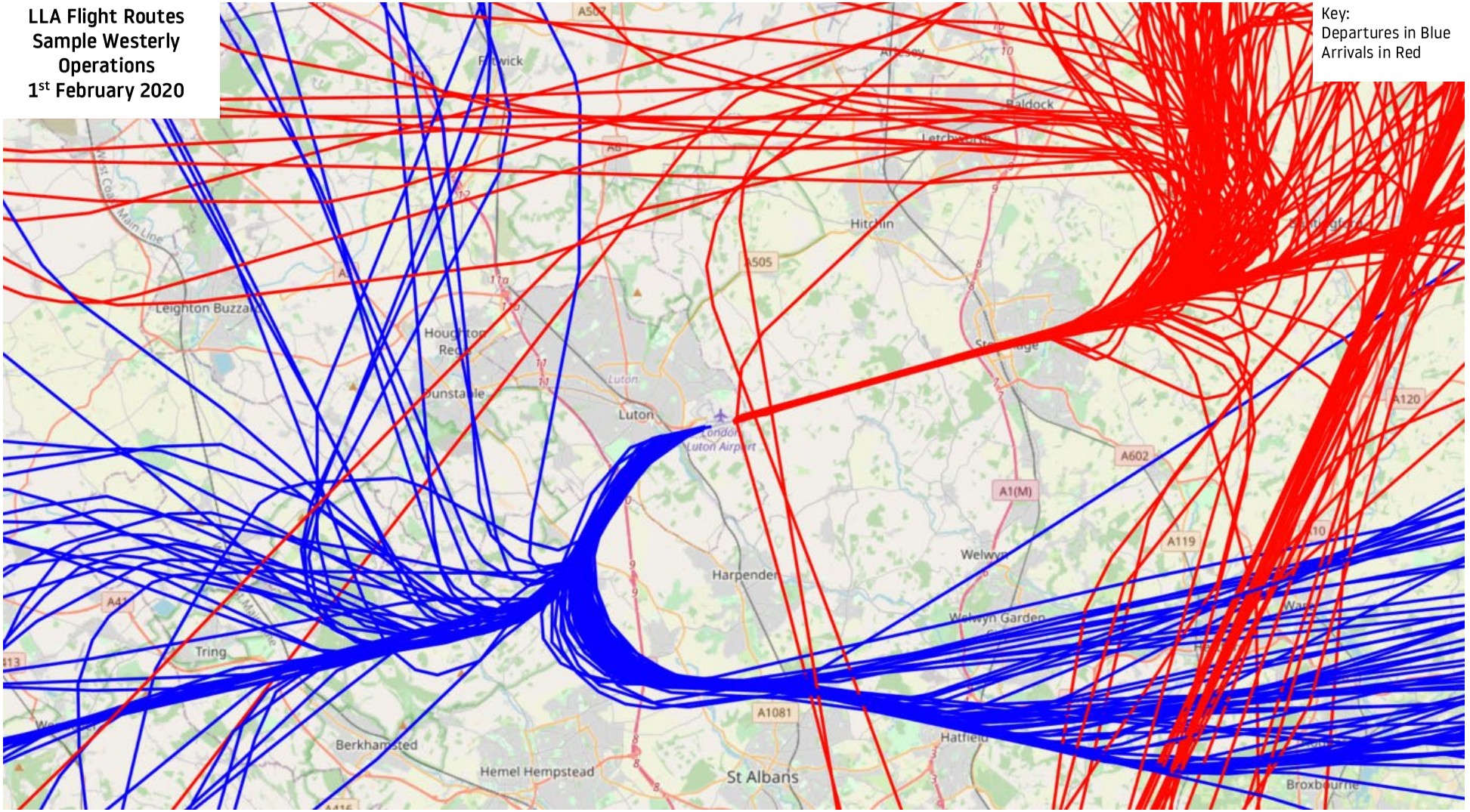


The maps overleaf, produced from the Topsonic Aircraft Noise & Track Monitoring System, identify samples of actual flown aircraft tracks operating from LLA (arrivals and departures during both easterly and westerly operations) for a typical 24-hour period within the first quarter of 2020.

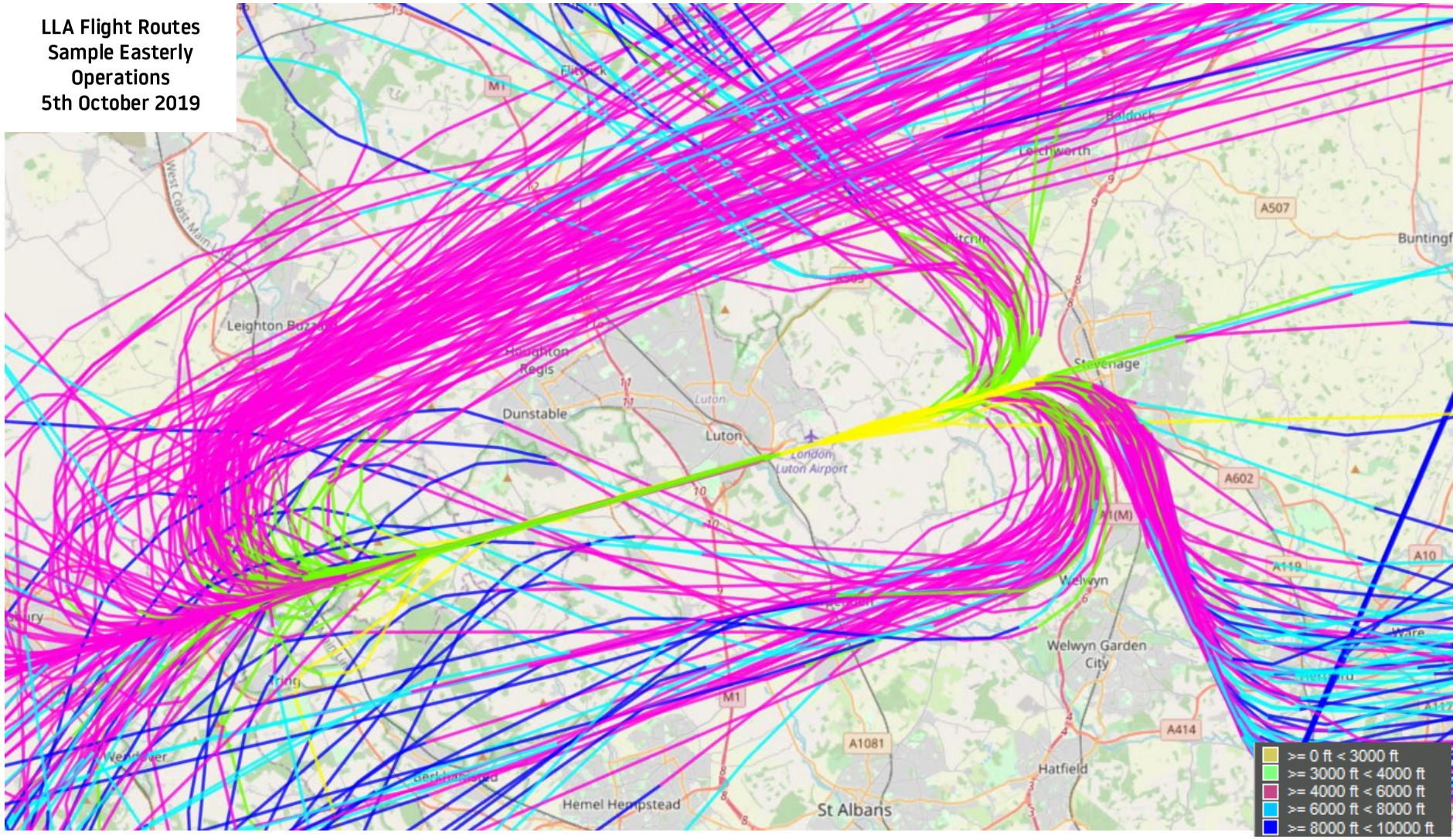
LLA Flight Routes Sample Easterly Operations 5th March 2020



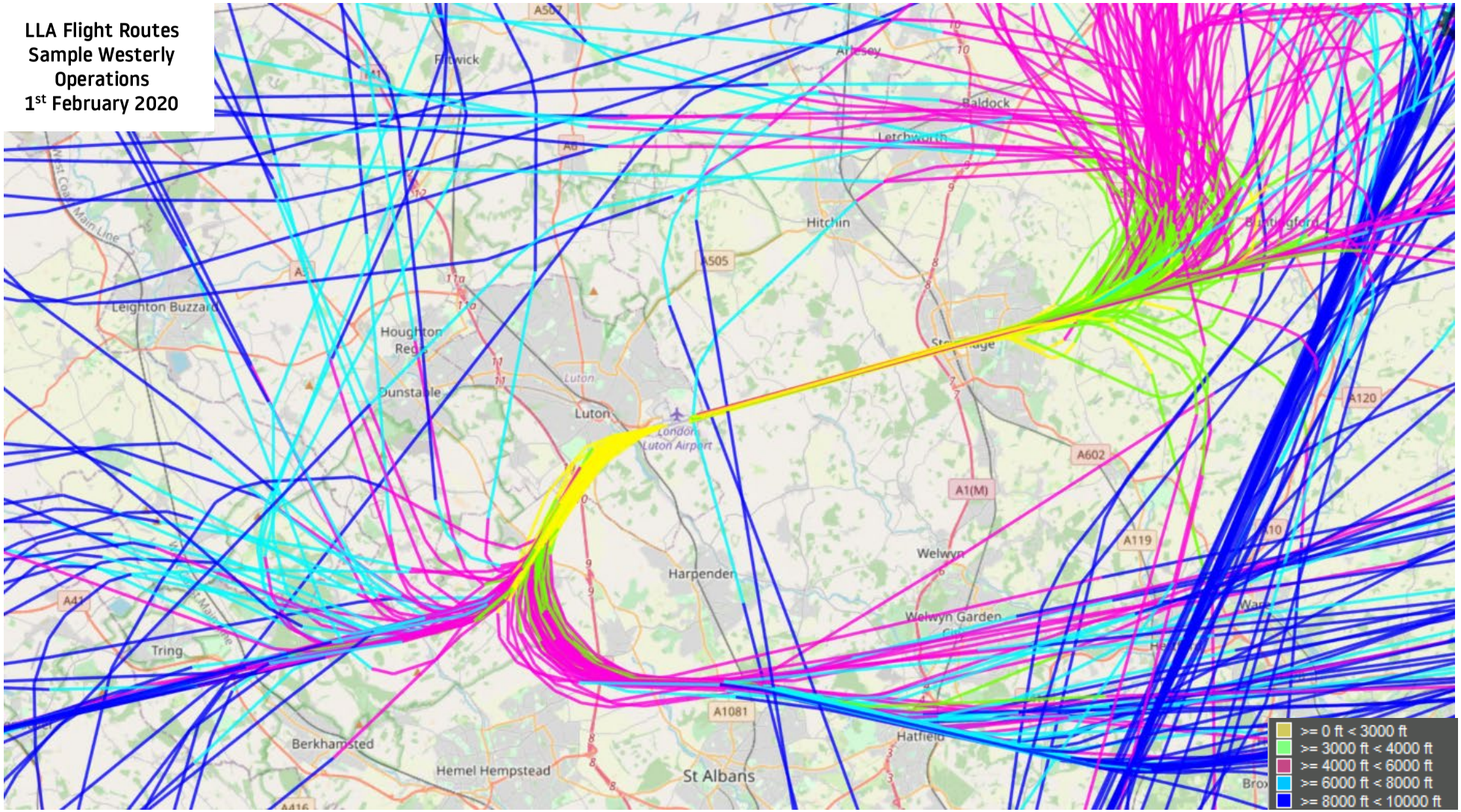
LLA Flight Routes
Sample Westerly
Operations
1st February 2020



LLA Flight Routes
Sample Easterly
Operations
5th October 2019



LLA Flight Routes Sample Westerly Operations 1st February 2020



4 AIRCRAFT NOISE

During the 1st Quarter of 2020, the maximum noise levels less than 79 dB(A) was recorded by 99.98% of correlated departing aircraft.

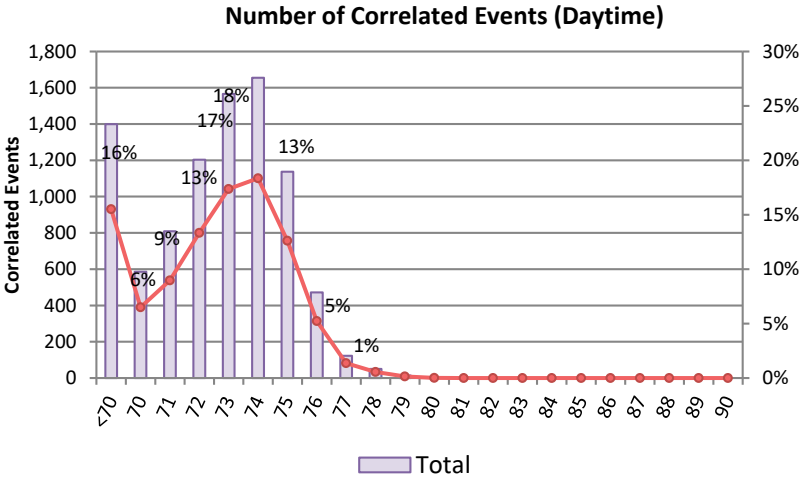
The maximum noise level less than 76 dB(A) was recorded by 97.8% of correlated departing aircraft.

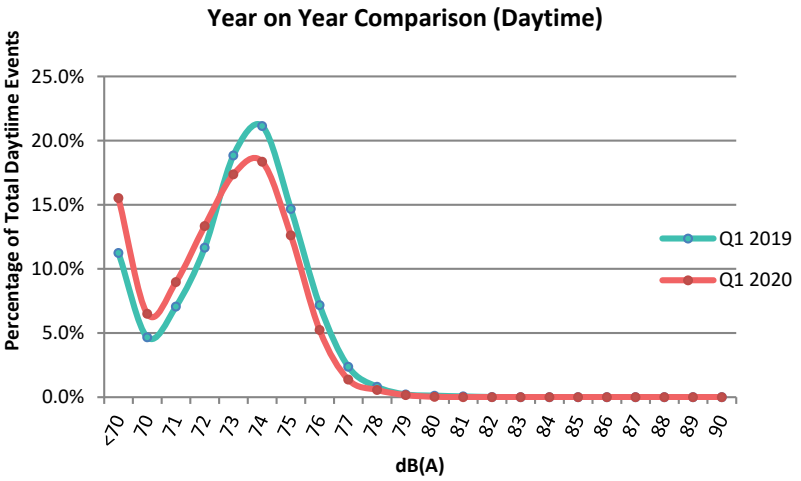
There was no noise violation in this quarter, and no noise violation during the same quarter last year.

4.1 Daytime Noise Levels – January to March 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*)

	db (A)	Jan	Feb	Mar	QTR
Number of Correlated Events (Daytime)	<70	532	357	510	1,399
	70	233	160	193	**586**
	71	350	223	236	**809**
	72	524	307	372	**1,203**
	73	669	459	438	**1,566**
	74	736	500	419	**1,655**
	75	489	347	301	**1,137**
	76	209	150	113	**472**
	77	51	34	38	**123**
	78	16	20	14	**50**
	79	7	1	6	**14**
	80	2	0	0	**2**
	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		**3,818**	**2,558**	**2,640**	**9,016**

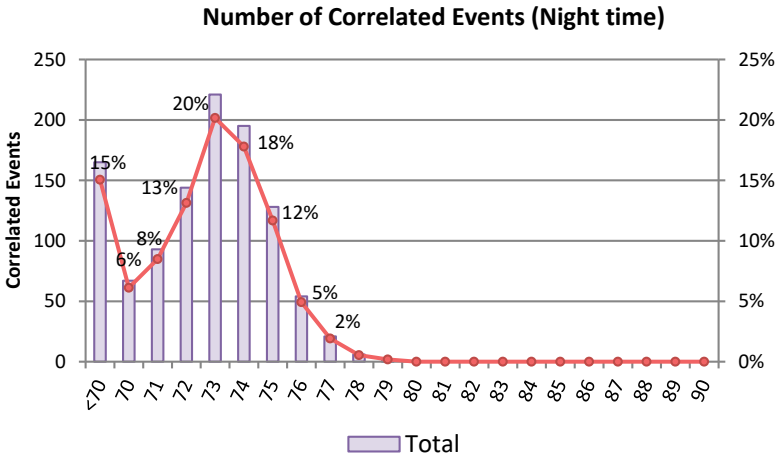


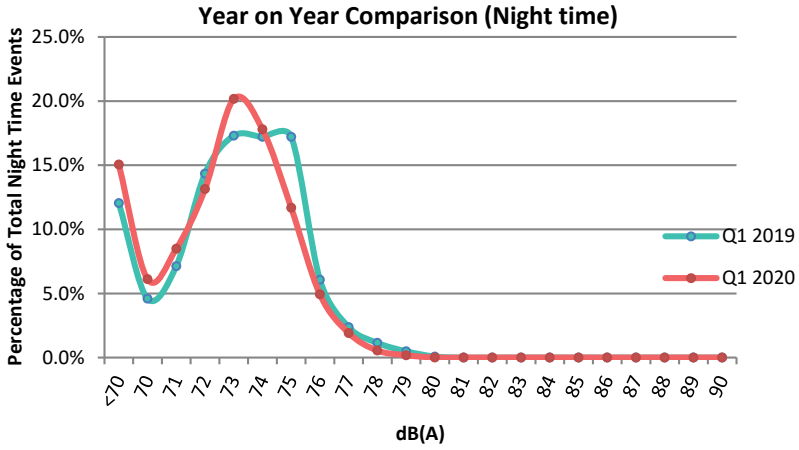


4.2 Night Noise Levels – January to March 2020

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)	Jan	Feb	Mar	QTR
Number of Correlated Events (Night time)	<70	63	45	57	**165**
	70	26	23	18	**67**
	71	32	31	30	**93**
	72	59	40	45	**144**
	73	105	57	59	**221**
	74	95	59	41	**195**
	75	52	41	35	**128**
	76	25	17	12	**54**
	77	4	6	11	**21**
	78	1	4	1	**6**
	79	2	0	0	**2**
	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		**464**	**323**	**309**	**1,096**



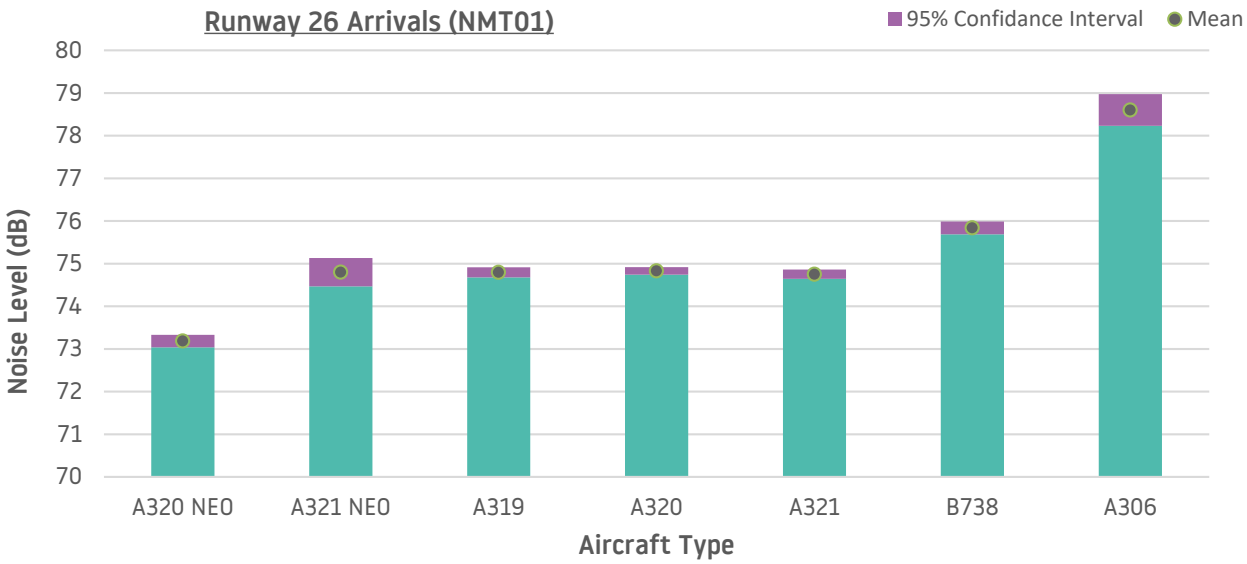


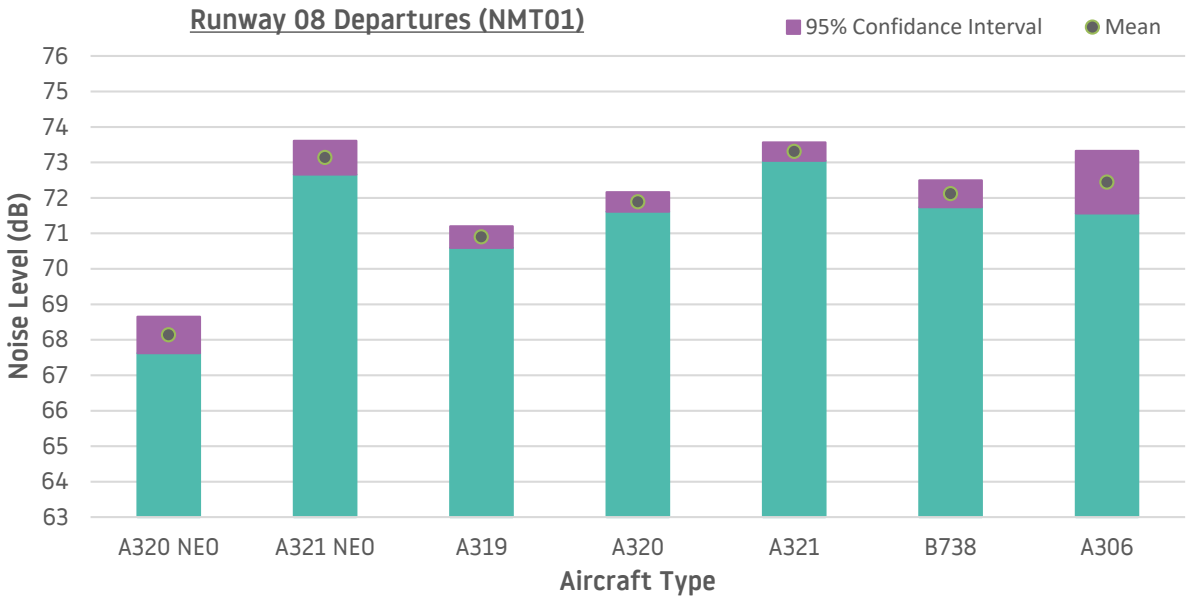
N.B It should be noted that the detection thresholds for the noise monitoring terminals are set at the lowest level to record the maximum number of aircraft noise events. However, a number of smaller aircraft types, such as business jets and propeller aircraft, get very close to but do not reach the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

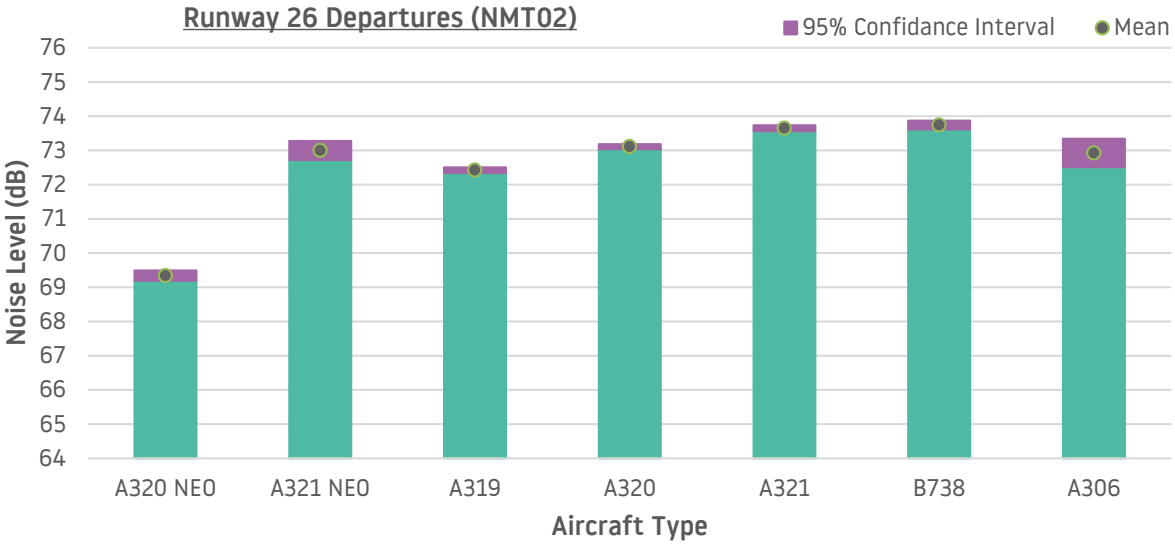
Weather conditions can also effect the number of noise monitoring events recorded in the table; for example, if winds are greater than 10m/s, results from noise monitors will be invalid and therefore will not been taken into account.

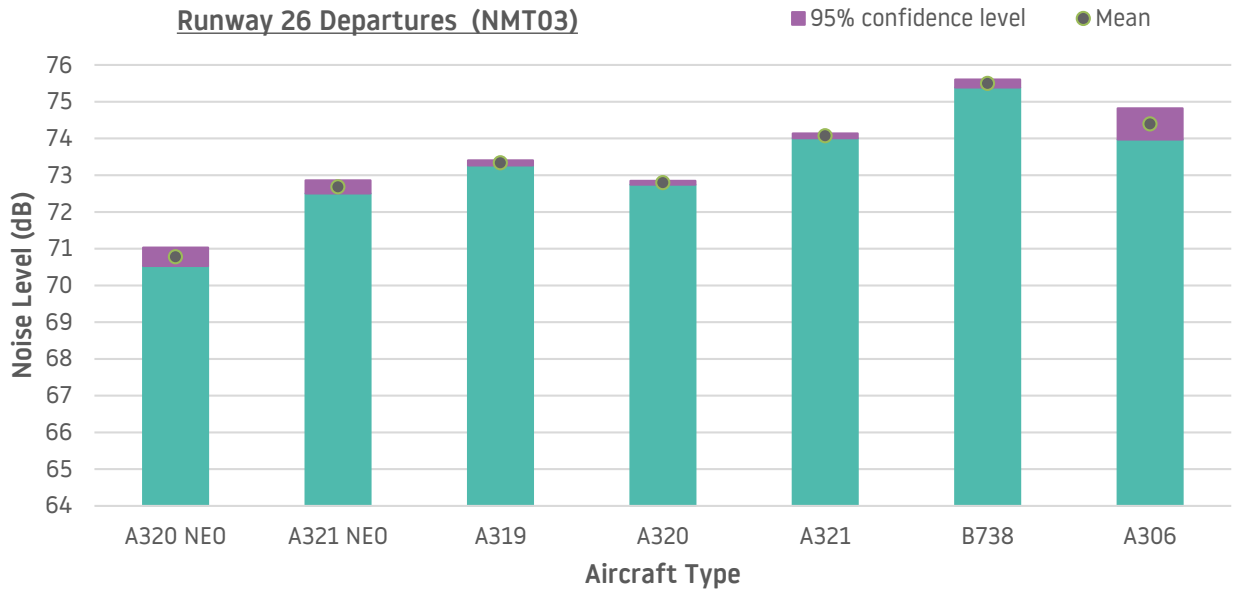
4.3 Average Noise Monitor results by Aircraft Type (January to March 2020)

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









4.4 Noise Violations during Quarter (January to March 2020)

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

4.5 Noise Insulation Scheme Update

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.

During the first quarter of 2020, a further 96 letters were sent to new properties selected for 2020 and these were all located in Bedfordshire, this made the total number of letters sent out to 214. By the end of Q1, 43 properties had accepted the scheme. Towards the end of March 2020, the Noise Insulation scheme was paused due to COVID-19.

5 NOISE CONTOURS

5.1 Night Noise Contours – January to March 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 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), except the validation has been updated. The validation is now based on measured results in 2019 at the fixed noise monitors. User-defined profiles for the most common aircraft have been used, as for the 2019 contours.

5.1.2 Noise Contour Results

The resulting noise contours are shown on page 22 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 (October – December 2019), and the equivalent quarter during the previous year (January – March 2019).

Contour Value (dB $L_{Aeq,8h}$)	Contour Area (km^2)		
	Jan - Mar 2019	Oct – Dec 2019	Jan – Mar 2020
48	29.1	32.7	28.1
51	16.6	18.7	16.0
54	9.3	10.5	9.1
57	5.4	6.1	5.4
60	2.7	3.1	2.7
63	1.5	1.7	1.5
66	0.9	1.0	0.9
69	0.6	0.7	0.6
72	0.4	0.4	0.4
W/E Split (%)	90/10	76/24	90/10

Table 1: Area of Night Noise Contours

N.B. 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.

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	Jan – Mar 2019	Oct – Dec 2019	Jan – Mar 2020
1900D	n/a	18	29
737400	101	38	99
737800	317	396	275
757RR	137	225	133
A300-622R	155	166	170
A319-131	161	339	163
A320-211 (ceo)	1,050	912	621
A320-211 (neo)	98	262	149
A321-232 (ceo)	474	698	594
A330-301	26	n/a	n/a
BEC58P	n/a	20	n/a
CL600	22	32	12
CL601	38	55	45
CNA525C	10	12	15
CNA560U	n/a	11	n/a
CNA560XL	31	30	24
CNA750	14	n/a	n/a
DO228	27	n/a	n/a
EMB145	27	30	32
F10062	35	61	49
GIV	18	28	29
GV	231	238	221
LEAR35	14	15	14
Other	62	64	50
Total	3,048	3,650	2,724

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

5.1.4 Noise Contour Comparison

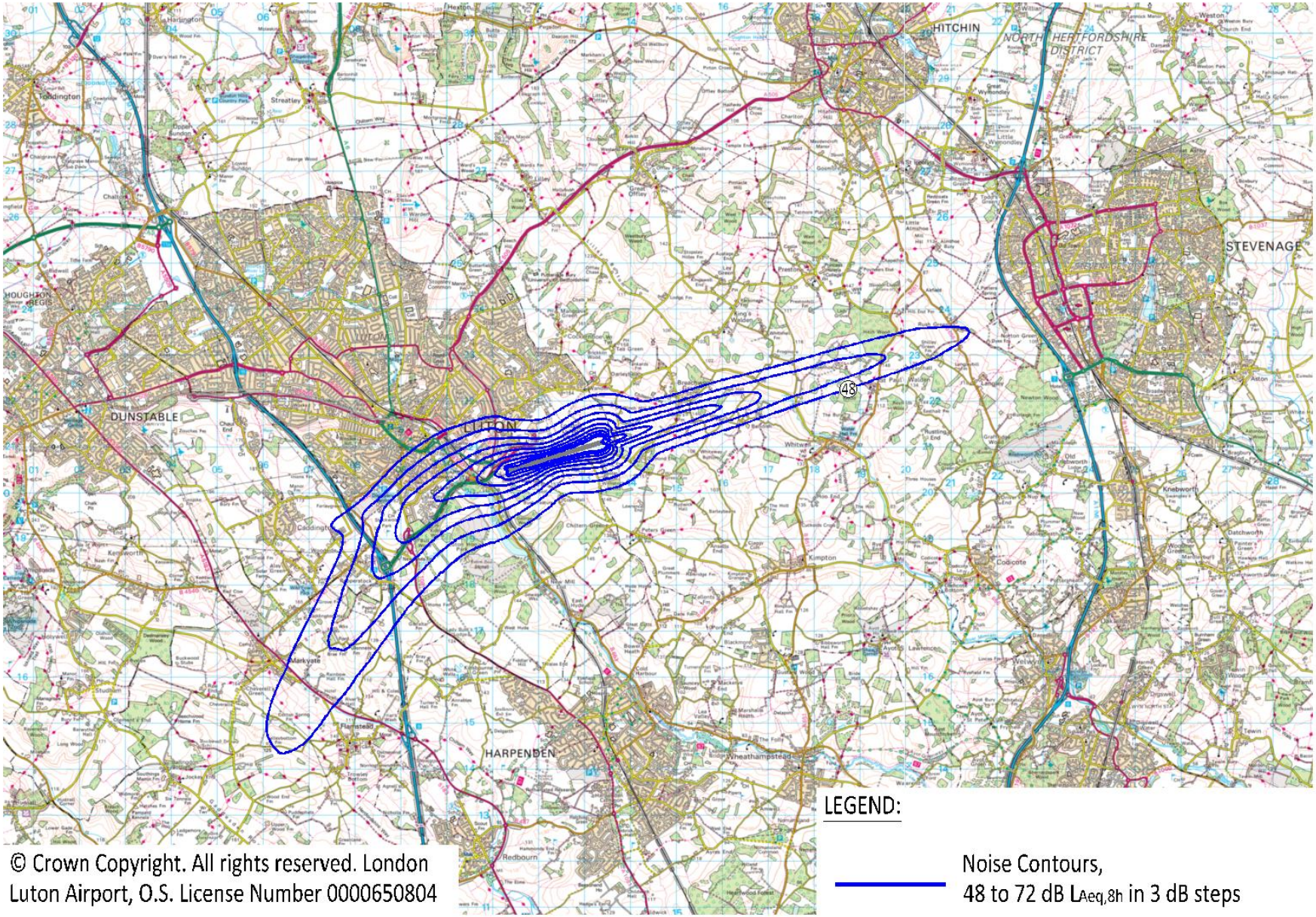
Compared with the same quarter in 2019, there has been an 11% decrease in the total number of movements. This is primarily due to the COVID-19 pandemic, which led to large numbers of passenger flights being cancelled from late March onwards.

The area within the 48 dB(A) noise contour has decreased by 3% compared to the same quarter last year due to the decrease in aircraft movements.

The modal split is the same as in 2019 Q1 and the contour shape is broadly similar. The aircraft mix has changed slightly. In particular, the number of movements by the Airbus A320ceo have reduced, while movements by the Airbus A321ceo have increased.

The proportion of modernised aircraft types has increased compared to the first quarter of 2019. Around 19% of operations by the Airbus A320 were by the quieter modernised A320neo variant in the first quarter of 2020, compared to around 9% previously. The measured results indicate this new aircraft variant is approximately 4 dB quieter on departure at Luton.

The number of movements, and therefore the contour area, has decreased compared to the previous quarter (October – December 2019).



LEGEND:

Noise Contours,
48 to 72 dB $L_{Aeq,8h}$ in 3 dB steps

6 COMPLAINTS

6.1 Total Complaints relating to LLA aircraft operations

	1st QTR 2020	1st QTR 2019
Total No. of Complaints relating to LLA aircraft operations	1,368	2,793
No. of Complainants	117	121
No. of General Complaints	93	251
No. of Specific Complaints	1,275	2,542
Average No. of Complaints per Complainant	11.7	23.1
No. of Aircraft Movements per Complaint	19.2	10.9

During the last quarter a total of 1,368 complaints relating to LLA aircraft operations (on average 15 complaints per 24 hours) were received by the Flight Operations Department. This is compared to the 2,793 complaints which were received for the same period last year. It should be noted that 81% were received from 10 individuals.

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

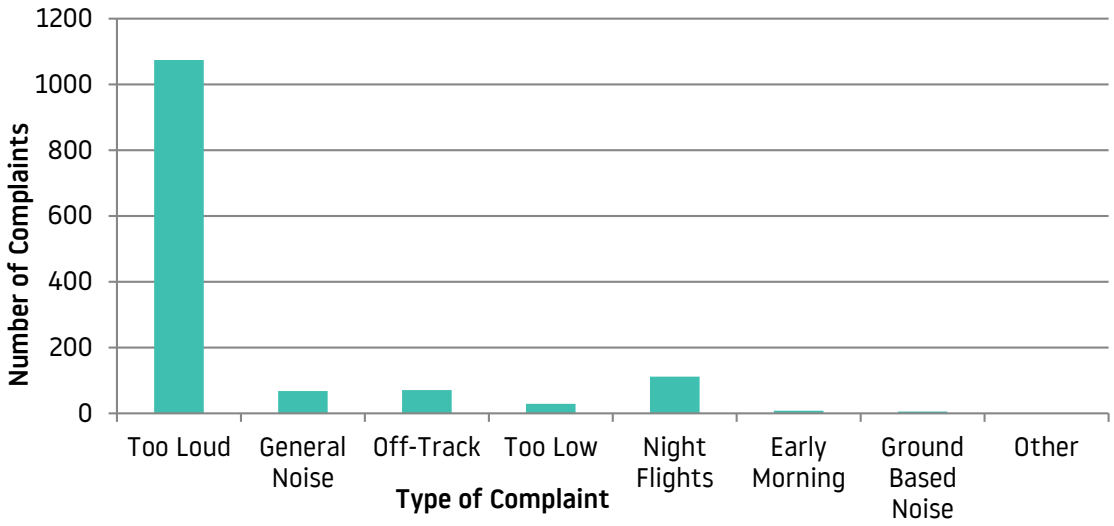
January 2020	464 complaints (428 Specific Complaints, 36 General Complaints)
February 2020	557 complaints (533 Specific Complaints, 24 General Complaints)
March 2020	347 complaints (314 Specific Complaints, 33 General Complaints)

A further 149 complaints not attributable to LLA traffic were received throughout the quarter, compared to 27 complaints for the period January to March last year.

Out of 117 total complainants, there were 59 that contacted the airport only once meaning that 58 complainants generated 1,309 complaints.

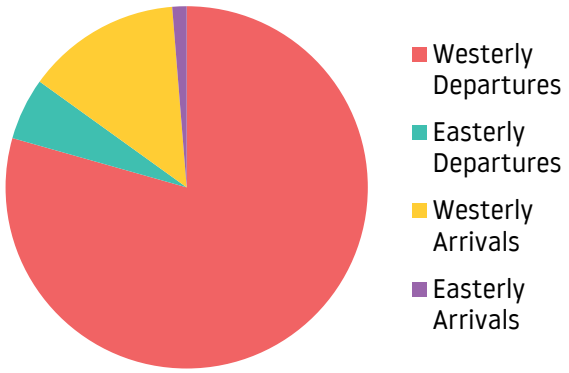
6.2 Type of Complaint

The types of complaint received by the Flight Operations Department from January to March 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 January to March 2020.



Within the 932 specific aircraft complaints concerning westerly departures, 891 complaints involved aircraft on the Match/Detling heading, 14 related to aircraft following Compton flight route, 23 related to aircraft using the Olney route and 4 complaints were recorded about aircraft following an off-airways routing.

With regard to the 65 complaints attributed to easterly departures, 53 related to aircraft following the Compton flight route and 7 aircraft on the Match route. There were 2 specific complaints relating to the easterly Olney departure route and 3 complaints relating to aircraft following an off-airways routing.

In total the Flight Operations Department received 177 specific complaints regarding arrivals. 162 of these complaints were about westerly arrivals and a further 15 concerning easterly arrivals.

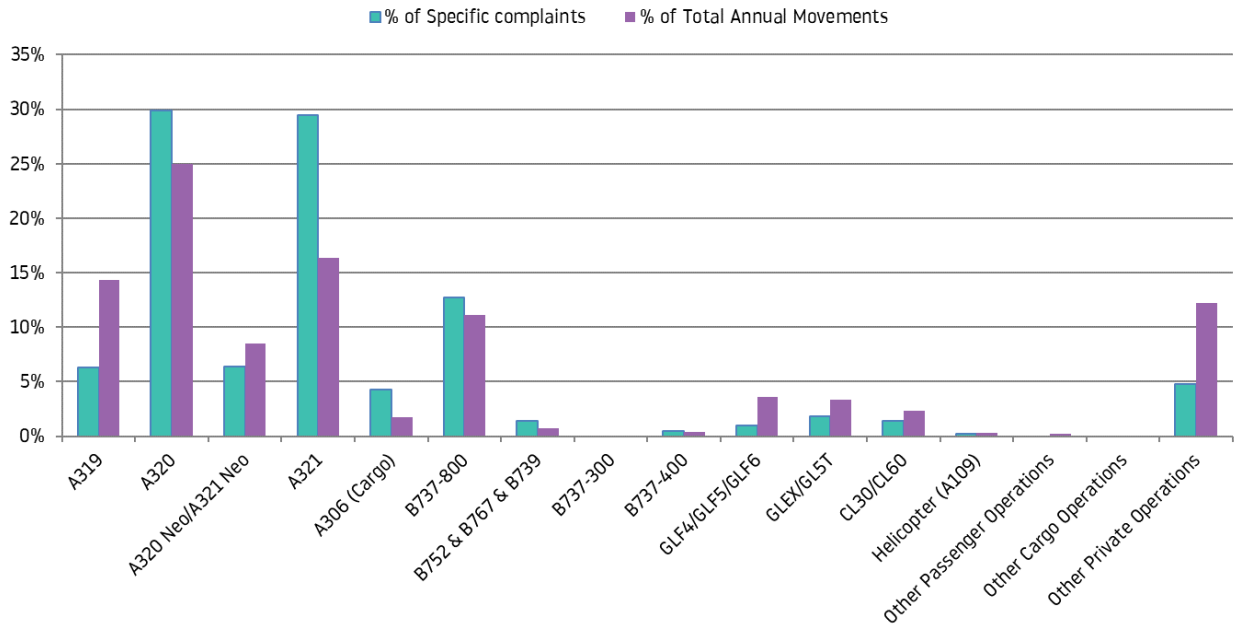
13
Complainants
reported noise disturbance at night (compared to **31 Complainants** for the same Quarter last year)

Departing aircraft accounted for 53% of the 101 specific night complaints and 47% involved arrivals. Cargo flights, involving A306 and B752 aircraft were reported in 3% of night complaints, whilst passenger aircraft accounted for 82% of night complaints and executive aircraft were correlated to 15% of night complaints.

112 (8%)
Complaints
concerning night noise disturbance from LLA operations

6.4 Complaints by aircraft type

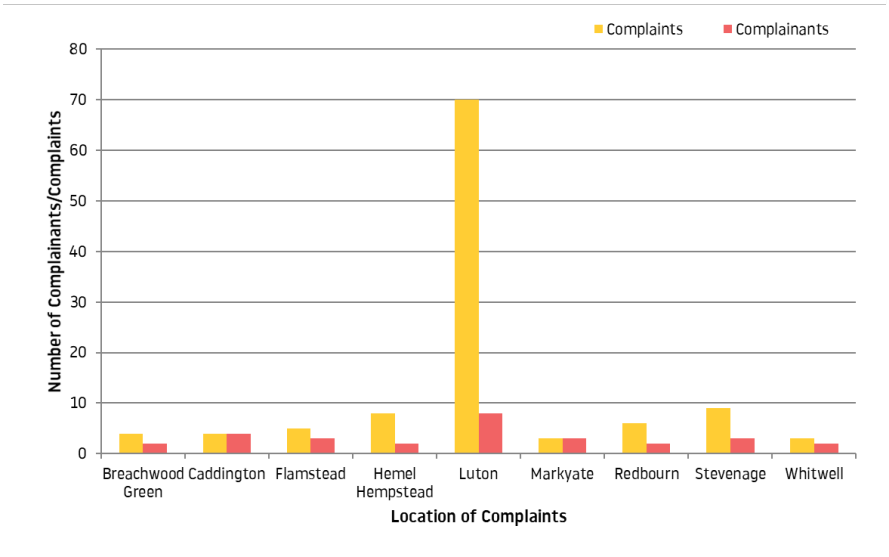
The diagram below shows aircraft types generating specific complaints.

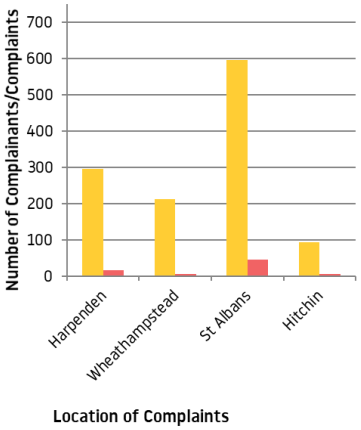


6.5 Origin of Complaints

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 January to March 2020.

The communities with one complainant include Ayot St Lawrence, Berkhampstead, Codicote, Essex, Kimpton, Knebworth, London, Pepperstock, Sandridge, Royston, Slip End, Tring and Welwyn Garden City.





6.6 Complaints Analysis

During Quarter 1 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 wind direction was predominantly westerly (91%) and therefore complaints were made from residents effected by westerly routes. There were few complaints regarding easterly operations.
- The number of movements and passengers has reduced from last year, including the number of night movements. Although, the number of complaints has reduced by a greater percentage.
- Usually, the majority of complaints are regarding aircraft on the westerly Match departure route, and this has seen a decrease in movements compared to the same quarter last year.
- Similar to previous quarters, a few people are making many complaints, in Q1 81% of complaints were generated by 10 individuals.

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	0.8%
Email	65.7%
Travis	33.5%

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	56.8%
1	17.9%
2	11.3%
3	11.8%
4	0.7%
5	0.7%
6	0.1%
7	0.6%
8	0.0%
9	0.0%
10	0.0%
11	0.0%
12	0.0%
13	0.0%
14	0.0%
15	0.0%
16	0.0%
16+	0.1%

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 1, two councillors from Kings Walden parish Council visited the airport in order to further discuss the levels of noise in Breachwood Green, this visit was on 29th January 2020.

Furthermore, the team also welcomed a resident accompanied by members of Stop Luton Airport Expansion to visit on Monday 2nd March 2020, in this visit noise concerns and communication methods were discussed.

7.2 Airport Visits to the Community

The Flight Operations team arranged a Public Surgery in Flamstead during Quarter 1 and this was a very low turnout with less than 20 residents attending. Although, of the residents that did attend they were concerned about future growth of the airport and night flights.

Additionally, the team visited a local resident in St Albans on 14th February to conduct some visual monitoring and discuss their concerns.

More public surgeries are scheduled for 2020, although these are subject to COVID restrictions; up to date details can be found on our website, which is updated accordingly. (https://www.london-luton.co.uk/corporate/community/noise/noise-surgeries)