Quarterly Monitoring Report Qtr 3 2016



INTRODUCTION

The purpose of this report is to advise the community of statistics concerning aircraft operations at London Luton Airport (LLA) during the period July to September 2016.

KEY MONITORING INDICATORS – 3RD QUARTER 2016

Parameter		3 rd Quarter 2016	3 rd Quarter 2015
Total Passenger Number		4,499,622	3,901,534
Total Aircraft Movements		37,673	33,966
Night Movements (23.00 – 07.00)		4,897	4,374
Early Morning Movements (06.00 – 07.00)		1,671	1,588
Aircraft Movement and Quota Count limits			
(per rolling 12-month period) Night Quota Movements (9,650 limit)		7 / 16	6 666
Night Quota Count (3 500 limit)		2 639	0,000
Early Morning Shoulder (<i>7,000 movements</i>)		5,025	4,699
24hr CDA (% achievement)		92%	90%
Day CDA (% achievement)		92%	90%
Night CDA (% achievement)		92%	89%
Track Violations		34	25
Departure Noise Infringements (Day)		11	8
Departure Noise Infringements (Night)	$\mathbf{\Psi}$	0	1
Noise Monitor Results			
No. Day (Night) > 80 dB(A)	-	26 (0)	8 (1)
No. Day (Night) > 75 dB(A)	-	1,215 (207)	2,372 (431)
No. Day (Night) > 70 dB(A)	-	11,869 (1,913)	10,975 (1,548)
Night Noise Contour Area (48 dB L _{Aeq, 8h})		36.2 km²	35.4km²
Noise Complaints		1,866	714
Complainants		579	212
Number of New Complainants		313	80
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns	-	Flamstead	Caddington
(>5 Complainants)		Harpenden	Flamstead
		Hitchin	Harpenden
		Letchworth	Kensworth
		Luton	Luton
		Markyate	Markyate
		Redbourn	Redbourn
		Sandridge	St Albans
		St Albans	Stevenage
		Stevenage	Wheathampstead
		Wheathampstead	
Westerly/Easterly Runway Split (%)	-	85/15	71/29

1 AIR TRAFFIC DATA



A breakdown of these movements is shown below:

	Commercial					Non-Commercial*					
	Cargo	Passenger	Positi	ioning	Military	Official	Other ¹	General	Test &	Total	
			Other	STN				AVIALIUIT	Training		
Jul 2016	155	10,439	519	21	0	1	22	1,765	16	12,938	
Aug 2016	142	10,173	345	10	0	3	23	1,576	9	12,281	
Sep 2016	133	9,834	313	13	0	1	24	2,128	8	12,454	
QTR Total	430	30,446	1,177	44	0	5	69	5,469	33	37,673	

1.2 Passenger Statistics

A total of 4,499,622 passengers passed through LLA during the period July to September 2016 (compared with 3,901,534 for the same period last year), 4,296,173 on scheduled flights (95.5%) and 203,449 on charter flights (4.5%). This represents an increase in passengers of 15% year on year and equates to an average 48,909 passengers per 24 hours (compared to 42,408 during the third quarter last year).

	Domestic	EU	Non-EU	Total
Jul 2016	100,352	1,043,152	381,576	1,525,080
Aug 2016	101,117	1,060,734	411,975	1,573,826
Sep 2016	91,006	953,719	355,991	1,400,716
QTR Total	292,475	3,057,605	1,149,542	4,499,622

^{*} 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 15% easterly and 85% westerly (compared to 29% / 71% for the same quarter last year). The breakdown of these statistics, on a monthly basis, is as follows:



Easterly Westerly

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 06:00 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
Greater than 101.9	QC 16	Some Boeing 747-100/200 Antonov 124/225
99 to 101.9	QC 8	Some Boeing 747-400 McDonnell Douglas DC-8
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 O	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 07:00 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 - 0600) 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 – 0700) 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 July to September 2016, and shows total movements and noise quota per 12 month period and compares those against the limits set within the planning conditions.

	Night Quo (2330-	ota Period -0600)	Early Morning Shoulder (0600-0700)
	<i>Movements Limited to 9,650</i>	<i>Quota Count Limited to 3,500</i>	<i>Movements Limited to 7,000</i>
Oct 2015	658	242.50	469
Nov 2015	413	160.50	269
Dec 2015	396	161.00	256
Jan 2016	360	133.25	250
Feb 2016	366	151.75	259
Mar 2016	396	166.50	313
Apr 2016	576	201.75	509
May 2016	745	251.00	544
Jun 2016	940	300.50	485
Jul 2016	931	309.5	556
Aug 2016	834	293.75	539
Sep 2016	801	267.00	576
QTR Total	2,566	870.25	1,671
<i>Total for preceding 12 months</i>	7,416	2,639	5,025

1.5 Day/Night Ratio of Movements - Actual

There were 4,897 night operations during the quarter (compared to 4,374 for the third quarter 2015), an average 53 movements per night (compared to 48 last year). Arriving aircraft accounted for 59% 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. 63% 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 87% day / 13% night (in line with 87% / 13% for the same quarter last year).

	Day (C	Day Movements (0700-2300)			Night Movements (2300-0700)						
	Da	y moveme	ents	Night Quo (2330-	ota Period -0600)	Early N Shoulder (C	1orning 1600-0700)	Total Night Movements	Total		
	А	D	Total	А	D	А	D	(2300 – 0700)			
Oct 2015	4,687	4,816	9,503	480	178	108	361	1,270	10,773		
Nov 2015	3,924	4,068	7,992	259	154	120	149	787	8,779		
Dec 2015	3,882	4,071	7,953	263	133	106	150	764	8,717		
Jan 2016	3,795	3,827	7,622	219	141	87	163	718	8,340		
Feb 2016	3,971	4,029	8,000	225	141	85	174	727	8,727		
Mar 2016	4,463	4,541	9,004	263	133	95	218	836	9,840		
Apr 2016	4,640	4,757	9,397	414	162	115	394	1,258	10,655		
May 2016	5,264	5,455	10,719	552	193	141	403	1,488	12,207		
Jun 2016	5,197	5,584	10,781	731	209	119	366	1,658	12,439		
Jul 2016	5,433	5,800	11,233	718	213	132	424	1,705	12,938		
Aug 2016	5,199	5,478	10,677	631	203	124	415	1,604	12,281		
Sep 2016	5,304	5,562	10,866	598	203	150	426	1,588	12,454		
QTR Total	15,936	16,840	32,776	1,947	619	406	1,265	4,897	37,673		
<i>Total for preceding 12 months</i>	55,759	57,988	113,747	5,353	2,063	1,382	3,643	14,403	128,150		

		2016/2017 Fore	cast of Aircraft M	ovements	
	Day Movements (0700 – 2300hrs)	Night Quota Period (2330-0600) Limited to 9,650	Early Morning Shoulder (0600-0700) Limited to 7,000	Total Night Movements (2300-0700hrs)	Total
October 2016	10,988	737	556	1,459	12,447
November 2016	9,211	449	314	884	10,095
December 2016	9,209	432	291	862	10,071
January 2017	8,135	373	267	754	8,889
February 2017	8,536	378	276	763	9,299
March 2017	9,610	409	334	878	10,488
April 2017	10,031	603	544	1,331	11,362
May 2017	11,441	783	581	1,577	13,018
June 2017	11,504	992	518	1,758	13,262
July 2017	11,989	982	594	1,809	13,798
August 2017	12,015	853	692	1,755	13,770
September 2017	11,904	928	661	1,799	13,703
<i>Total for following 12 months</i>	124,573	7,919	5,628	15,629	140,202

1.6 Day/Night Ratio of Movements – Forecast

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 07:00 hrs.

		Departures											
			MATCH/ DETLING COMPTON		OLNEY		Other*		Helicopter		Total		
		08	26 Conv	26 RNAV	08	26	08	26	08	26	08	26	
Jul 2016	Daytime	200	422	2,321	156	1,953	45	617	4	53	1	28	5,800
Jui 2016	Night-time	30	61	216	18	283	5	52	0	6	0	3	674
Aug	Daytime	670	327	1,900	445	1,475	120	467	13	42	2	17	5,478
2016	Night-time	66	55	184	56	236	10	46	0	1	0	3	657
Con 2016	Daytime	494	334	2,086	287	1,633	101	549	7	45	1	25	5,562
26h 5010	Night-time	53	60	166	57	270	9	42	1	9	0	3	670
отр	Total	1,513	1,259	6,873	1,019	5,850	290	1,773	25	156	4	79	18,841
U IR	Daily Average	16	14	75	11	64	2	19	<1	<2	<1	<1	205

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 07:00hrs 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.

Last year 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, i.e. 250m outside, 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 99.60%. 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
Jul 2016	14	£11,000
Aug 2016	7	£5,250
Sep 2016	13	£10,250
QTR	34	£26,500

	Airline or Aircraft Operator	Aircraft Type/Occurrence		
	Atlasglobal	A321/1		
	Blue Air	MD82/2		
	Executive Jet Charter	F2TH/1		
	IJM International Jet Management	GL5T/1		
Jul 2016	London Executive Aviation	C56X/1		
	Pan-Air	C56X/1		
	Privately owned aircraft	GLF6/3		
	ProAir Aviation	LJ55/2		
	Rockwell Collins	F900/1		
	Saxonair	GLF6/1		
	Drivately owned aircraft	C525/1; C56X/1; CL60/1;		
Aug 2016		GL5T/1; GLF4/1		
Aug 2010	Silesia Air	C56X/1		
	Vueling	A320/1		
	Avcon Jet AG	GLF4/1		
	Executive Jet Management	GLF6/1		
	Jetstream Air	C650/1		
	Luxwing Ltd	C25A/1		
Sep 2016	Privately owned aircraft	C25A/1; CL30/1; CL60/1; E35L/1; FA7X/1; G280/1; GLF6/1:		
	West Atlantic	ATP/1		
	Wizz Air	A320/1		

2.3 Performance Based Navigation (PBN)

As per the commitments within the RNAV ACP, the Flight Operations Department continue to work on the next phase of airspace design involving the R26 Match/Detling departure route, preliminary designs have been validated in the flight simulator however, we are exploring what additional opportunities there are to further reduce the audible and visual nuisance of aircraft operations in the area before a formal trial submission is sent to the CAA.

The fix for the RNAV design has now been submitted to the CAA for approval.

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 07:00 hrs.

			Arrivals		
		08	26	Heli	Total
Jul 2016	Daytime	413	4,992	28	5,433
Jul 2016	Night-time	74	954	3	1,031
Aug 2016	Daytime	1,180	3,999	20	5,199
Aug 2010	Night-time	214	731	2	947
Son 2016	Daytime	833	4,449	22	5,304
26h 2010	Night-time	118	794	6	918
отр	Total	2,832	15,919	81	18,832
UIK	Daily Average	31	173	<1	205

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 Ea	08 Easterly Arrivals			26 Westerly Arrivals			
	% CDA			% CDA % CDA						% CDA	
	Total	Day	Night	Total	Day	Night	Total	Day	Night		
Jul 2016	92%	92%	93%	96%	96%	97%	92%	92%	92%		
Aug 2016	92%	92%	92%	95%	96%	89%	92%	91%	93%		
Sep 2016	91%	91%	91%	93%	93%	92%	90%	90%	91%		
QTR Total	92%	92%	92%	95%	95%	92%	91%	91%	92%		

The overall CDA achievement was 92% with several major LLA operators achieving high performance – easyJet, Wizz Air, Ryanair, Monarch, Thomson Airways, Blue Air, London Executive Aviation, DHL and Atlasglobal.



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 third quarter of 2016.



Page 12



4 AIRCRAFT NOISE

During the 3rd quarter of 2016, the maximum noise levels less than 79 dB(A) was recorded by 99% of correlated departing aircraft, compared to 98% for the same quarter last year.

The maximum noise level less than 76 dB(A) recorded by 91% of correlated departing aircraft significantly increased compared to 81% for the same period last year, indicating that aircraft operating from the airport are quieter. This is partly due to modernisation of fleets as well as improved operational procedures.

There were eleven violations of the daytime noise level in this quarter, compared to one night time noise violation and eight daytime noise violations during the 3rd quarter 2015.

4.1 Daytime Noise Levels – July to September 2016

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 82dB(A), between 07:00 hrs and 23:00 hrs, is fined accordingly*)



4.2 Night Noise Levels – July to September 2016

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 80dB(A), between 23:00 hrs and 07:00 hrs, is fined accordingly)*



N.B. 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 strong winds and 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. Furthermore, for a short period during Quarter 3, one Noise Monitor was out of service due to calibration, this may have an effect on the overall noise recordings within the Quarter.

4.3 Noise Violations during Qtr3 (July to September 2016)

There were eleven daytime noise violations and no night noise violations during the quarter.

	Date/Time (Local)	Aircraft Type	Noise Level
	03/07/2016 18:15 hrs	F900 (Executive Jet)	84 dB(A)
	14/07/2016 11:33 hrs	MD82 (Blue Air)	83 dB(A)
	15/07/2016 11:44 hrs	MD82 (Blue Air)	83 dB(A)
	21/07/2016 10:58 hrs	MD82 (Blue Air)	84 dB(A)
	22/07/2016 10:58 hrs	MD82 (Blue Air)	85 dB(A)
Daytime	25/07/2016 11:04 hrs	MD82 (Blue Air)	83 dB(A)
	05/08/2016 11:19 hrs	MD82 (Blue Air)	83 dB(A)
	19/08/2016 12:00 hrs	MD82 (Blue Air)	85 dB(A)
	19/08/2016 13:50 hrs	B732 (Executive Jet)	88 dB(A)
	16/09/2016 11:42 hrs	MD87 (Executive Jet)	83 dB(A)
	18/09/2016 13:15 hrs	MD87 (Executive Jet)	83 dB(A)
Total Penalties Collected			£1,600

5 NOISE CONTOURS

5.1 Night Noise Contours – July to September 2016

5.1.1 Contour Production

Aircraft movement data for use in the contour production has been supplied by LLA. The contour production methodology is the same as that used for the 2016 Q2 contours. It includes terrain data, and was produced using INM software Version 7.0d. The validation is based on measured results in 2015 at the fixed noise monitors, and user-defined profiles for the most common aircraft have been used, as for the 2015 contours.

5.1.2 Noise Contour Results

The resulting noise contours are shown in the Figure A9457-NN16-Q3 and presented at values from 48 to 72 dB $L_{Aeq,8h}$. The area of each noise contour is given in Table 1 below and compared with the values for the previous quarter (April – June 2016) and the equivalent quarter during the previous year (July – September 2015).

Contour Value	Contour Area (km²)		
(dB L _{Aeq,8h})	Jul – Sep 2015	Apr - Jun 2016	Jul – Sep 2016
48	35.4	33.6	36.2
51	20.2	18.8	20.8
54	10.7	9.9	11.3
57	5.7	5.4	5.9
60	3.1	2.9	3.1
63	1.7	1.6	1.7
66	1.0	1.0	1.0
69	0.6	0.6	0.6
72	0.4	0.4	0.4
W/E Split (%)	74/26	62/38	85/15

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 LLA 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	Jul – Sep 2015	Apr – Jun 2016	Jul – Sep 2016
B733	49	37	44
B734	140	32	n/a
B737	10	n/a	n/a
B738	688	718	833
B752	114	152	180
A306	196	134	122
A319	1,025	811	1,017
A320	1,124	1,396	1,651
A321	202	143	157
BAE146	18	n/a	17
CL600	97	75	102
CL601	43	51	49
C441	n/a	22	n/a
C500	19	13	n/a
C510	31	23	20
C525	31	42	31
C56X	58	50	55
C680	10	n/a	11
D328	27	124	131
E145	46	74	51
F100	68	44	46
GLF4	61	40	41
GLF5	242	296	234
LJ35	15	56	15
Other	52	50	70
Total	4,366	4,383	4,877

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

5.1.4 Noise Contour Comparison

Compared with the same quarter in 2015, there has been an increase of 12% in the total number of movements. The proportion of arrivals in the third quarter has increased slightly, from 56% of 2015 to 59% in 2016.

The aircraft mix has changed slightly. Although 83% of the movements were carried out by turbofan passenger aircraft, which is identical to the proportion in the same quarter in 2015, there has been an increase in the proportion of Airbus A320 operations and a decrease in the proportion of the Airbus A321 and Boeing 734 operations.

The modal split has changed compared to the same quarter in 2015, with 85% of movements in 2016 Q3 using runway 26, compared to 74% in 2015 Q3.

The area within the 48 dB(A) noise contour has increased by 2% compared to the same quarter last year. This increase is primarily due to the increase in overall movements although it is partially offset by the increase in the proportion of arrivals, the change in aircraft mix and the validation changes compared to 2015. Increases of a similar magnitude are evident across the other contour bands.

As in previous years, the number of movements, and therefore the contour area, has increased compared to the previous quarter (April - June 2016).



3rd Quarter 2016

6 COMPLAINTS

	3 rd QTR 2015	3 rd QTR 2016
Total No. of Complaints relating to LLA aircraft operations	-	1866
No. of Complainants	212	579
No. of General Complaints	-	684
No. of Specific Complaints	-	1182
No. of Events	714	-
Average No. of Complaints per Complainant	1.9	3.7
No. of Aircraft Movements per Complaint	86	58

6.1 Total Complaints relating to LLA aircraft operations*

During the last quarter a total of 1866 complaints relating to LLA aircraft operations (on average just over 20 complaints per 24 hours) were received by the Flight Operations Department. This has been compared with the 714 events which were received for the same period last year. This was an increase of 161.3%.

The monthly breakdown of total complaints and events eliciting a complaint relating to LLA aircraft operations is as follows:

July 2016	411 complaints	(263 Specific Complaints, 148 General Complaints)
Aug 2016	733 complaints	(447 Specific Complaints, 286 General Complaints)
Sept 2016	722 complaints	(472 Specific Complaints, 250 General Complaints)

(Where a high proportion of events originate from one or more sources, these are identified in the above table)

* All figures exclude 273 complaints (546 events in 2015) from one complainant in St Albans, although this individual has been included in the number of complainants. A further 17 complaints not attributable to LLA traffic were received throughout the quarter, compared to 9 complaints for the period July to September last year.



Out of 579 total complainants, there were 416 that contacted the airport only once meaning that 163 complainants generated 1,450 complaints; therefore the majority of complaints relate to a small number of residents complaining to LLA often.

6.2 Type of Complaint

The types of complaint received by the Flight Operations Department from July to September 2016 are listed below. Please note the 273 complaints from one individual in St Albans have not been included in this graph.



Within the 1,007 specific aircraft complaints concerning westerly departures, 983 complaints involved aircraft on the Match/Detling heading, and 12 related to aircraft following Compton flight route, 4 related to short positioning flights and 8 aircraft on the Olney route.

With regard to the 58 complaints attributed to easterly departures, 47 related to aircraft following the Compton flight route, 9 aircraft on the Match route and 2 related to short positioning flights.

In total the Flight Operations Department received a total of 99 complaints regarding arrivals. 20 of these complaints were about easterly arrivals and a further 79 concerning westerly arrivals.



Departing aircraft accounted for 81% of the 79 night complaints and 18% involved arrivals. Passenger flights, involving A320, B738 and B733 aircraft were reported in 65% of night complaints, whilst cargo aircraft accounted for 22% of night complaints.



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 complaint relating to LLA aircraft operations was received during the period July to September 2016.

The communities with one complaint include Aylesbury, Biggleswade, Chiswick, Dunstable, Dunton, High Easter, Hundon, Kimpton, Kin<u>s</u>bourne Green, Little Gaddesden, Preston, Princes Risborough, Sudham and Whaddon.



6.6 Complaints Analysis

During Quarter 3 there has been an increase in complaints compared to the same quarter last year; this is thought to be due to a number of reasons:

- The airport has grown considerably this year has seen the busiest summer ever which will have caused an increase in the number of movements on all routes.
- Many residents were lead to believe that the RNAV1 Post Implementation Review ended in August 2016; therefore the Flight Operations team saw an influx of complaints during this time.
- There were numerous leaflets distributed in areas of Sandridge and northern St Albans which heightened the awareness of aircraft in this area and also contributed to a rise in total complaints.
- As the wind direction determined predominantly westerly operations during the quarter, there was very little respite for communities near the westerly flight paths, further adding to the increase in total complaints from these areas.
- The recent press coverage in the local newspapers has contributed to a rise in complaints from Stevenage, St Albans and Harpenden.

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
E-mail	27.1%
TraVis	62.0%
Telephone	10.8%
Letter	0.1%

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
	Navigation House
	Airport Way
	Luton, Bedfordshire
	LU2 9LY

Direct Telephone (01582) 395382 (24 hours)

7 COMMUNITY RELATIONS

7.1 Community Visits to Airport

Invitations are often extended to local residents and LLACC members to visit 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.

On the 13th July 2016, the Flight Operations Department welcomed Chiltern Countryside Group to visit the airport to discuss recent noise concerns as well as aircraft modernisation plans. The Flight Operations team also received a visit request from Councillor Lyn Bolton from St Albans District Council to explain the noise measures in place at the airport including the recent RNAV implementation on the westerly Match/Detling route; this meeting took place on the 15th September 2016.

7.2 Airport Visits to the Community

On the 31st August 2016, the Flight Operations team organised a well-attended Public Surgery in Harpenden. Many residents from local communities attended, although the event was aimed solely for Harpenden residents. Many residents had questions and concerns regarding the Match/Detling RNAV route, the altitude of aircraft and the easterly Compton flight route. The objective of these surgeries is to ensure that the communities have an opportunity to meet face to face with the Flight Operations Department and that everyone who attends is better informed about aircraft operations on their area. More Public Surgeries are scheduled; details of the Public Surgeries can be found on the Noise section of our website, which is updated periodically.

It should also be noted that, on the 13th July and 8th September 2016, the Flight Operations Department undertook visual monitoring of aircraft in St Albans with local residents and Anne Main MP. The Flight Operations team also completed handheld noise monitoring in Redbourn on the 9th September 2016 and the Jersey Farm area of St Albans on the 23rd September 2016.