



Monday 20<sup>th</sup> January 2025 – 14.00hrs. – Excellence Centre, Percival House

#### **Members**

Mr M Routledge	Chairman
Mr M Reddington	LADACAN (substitute)
Mr J Morgan	SLAE
Cllr E Moore	St Albans
Mr A Hatch	NATS
Cllr J Timmis	Dacorum Borough Council
Mr J Richardson	Chamber of Commerce
Cllr P Parry	BATPC

#### **Officers Representing**

Mr N Thompson	Chief Operations Officer
Mrs N Prior	LLAOL – Head of Flight Operations
Mr D Gurtler	Luton Borough Council
Mrs Armstrong	LLAOL – Head of Guest Experience
Mr N Bradford	LLAOL – Head of Communications and Marketing
Mr O Jaycock	LLAOL – Director of Corporate Affairs
Mr P Donovan	Hertfordshire County Council
Mr J Keating	LLAOL – Community and CSR Executive, Sustainability
Mr G Sweedy	LLAOL – Operations Manager, Surface Access

#### **Noise Consultant & Secretariat**

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

#### **Apologies for absence received from:**

Mr A Martin – LLAOL – CEO  
 Cllr N Crowie – HAPTC  
 Ms S Campbell – HAPTC  
 Mr A Lambourne - LADACAN  
 Cllr K Collins – Central Bedfordshire Council  
 Ms V Malone – Central Bedfordshire Council  
 Mrs R Webb - BMKALC  
 Mr A Martin – LLAOL Surface Access and Development Manager  
 Ms S Decker – EasyJet  
 Mr O Bigaignon – St Albans City and District Council  
 Cllr Z Raja – Luton Borough Council  
 Ms L Symes - North Herts District Council

Mr G Breeze – PAIN

Cllr M Muir - Hertfordshire County Council (Vice Chairman)

Mr J Hale – STAQS

The Chairman welcomed attendees to meeting.

## 2.0 Minutes and Matters arising from LLACC Meeting 21<sup>st</sup> October 2024

- 2.1 The Chairman advised that draft minutes had been circulated for comment and the changes received had been incorporated in the final version within the meeting papers. He invited any final comments, none were noted and the minutes were taken as a true record for publication.

**Admin**

## 2.2 Matters Arising

Agenda Item 2.2 – Update from the Noise Advisory Committee on A321NEO performance. LLAOL advised that they had spoken with the CAA again and were waiting for them to report back. Concerns were raised by members regarding the lack of a response from the CAA. Further discussion continued regarding the concerns

**LLAOL**

Use of the Luton Airport Parkway car park by those who were not train users. LLAOL advised that they had contacted Thames Link who had noted the feedback from LLACC. They advised that they can experience busy periods and did have a mix of local residents, airport users and rail commuters using the facility. They did carry out regular audits to monitor the use and advised that that there was often space on the top level. This area was not as well used as the rest of the car park.

There were questions regarding the DART Tickets being valid past the day of issue if flights were delayed. LLAOL had contacted Luton Rising who advised that rail and DART tickets were valid until 3.00am the following morning. It was noted that the ticket barrier at the airport end of the station had been removed for easier access to the station.

**LLAOL**

Howling/Wailing Noise Project – LLAOL advised that they were still working on drafting the NDA for data sharing.

Members enquired if there was an update regarding the El Al aircraft replacement as their current Boeing was one of the noisiest passenger aircraft. It was advised that El Al had ordered replacement Boeing 737 800 and 900max aircraft which were quieter than the current type but was likely to be some time before they were delivered.

## 3.0 LLAOL Management Report

LLAOL informed that they had had another successful year at the Airport and informed that one of the main highlights was being crowned ACI's Best European Airport. This highlighted the Airports ongoing commitment to customer service,

and they had ended the year with their highest ever customer satisfaction scores on the ASQ survey system. Some 4 out of 5 passengers rated their experience Very Good or Excellent and these scores were benchmarked across airports around the world in the ASQ system. Luton also became Level 3 accredited in ACI's Customer Experience Programme and the Guest Experience Teams had also received 2 Gold Awards in the UK Customer Service Awards for 2024.

Performance wait times were good with 5 minutes in Check-in and 8 minutes in Security being the averages for the year. It was anticipated that the Security time would reduce further now that the Next Generation Security Screening was fully operational. In Immigration, queues had reduced by around 38% with an average wait time of around 7 minutes.

There had been 16.7m passengers for the year a +3% increase, but still slightly below 2019 levels. There had been an increase of 17% in Cargo tonnage when comparing with 2023.

Two new airlines had been welcomed - Israir Air would will be flying to Tel Aviv and Jet 2 would commence operating from the 1<sup>st</sup> April to 17 European destinations using the A321Neo. Jet 2 would create around 150 new jobs from engineering through to frontline staff.

In the Departure lounge a number of new brands had been introduced including Chawlai; Lego; and 2 new Executive Lounges.

Regarding Surface Access, over 2m people had used the DART since its launch. East Midlands Rail had announce a £20m upgrade of the Luton Airport Express Fleet which should come on line within the next few years. Following the Car Park fire, the Airport had now opened their improved facility for drop off and pick up by the front of the Terminal.

The Airport had launched their revised Responsible Business Strategy in 2024 which would cover the period up to 2027. Of note, and for the third year on the run the Airport had received the top GRESB Award.

It was also advised that the Airport recycled 80% of their waste, and that two thirds of the operational vehicle fleet were now low carbon either by electric or HVO.

Regarding next generation aircraft, some 46% of all commercial movements in 2024 were either NEO or MAX aircraft; this was the highest proportion in Europe. On airfield they were trialling five stands with electrified ground handling equipment including Tugs, APUs etc. If the trial was successful the model would be extended to more stands.

Regarding Community support, £110m of all the local supply chain spend was spent within a 25mile radius of the Airport (around 60% of the supply chain). The four year Charity Partnership with Luton Foodbank and East Anglia Air Ambulance had come to an end in December and had raised £300k across the

partnership with the biggest year being 2024 when £100k had been raised. The Education programme continued to grow with 320 students being put through the skills and education programme.

People Investment continued with development programmes and Impact programmes which looked at talent from across the business; there were 150 people currently going through the programme. A number of awards had been received including awards for H&S; Customer Service; Communications; Sustainability; Commercial Team; and Luton was also the first airport in the world to received the ISO Certification for Physiological Health and Safety.

Questions by members.

A member asked that with the Concession period ending in 2032 what was the incentive to keep investing in the Airport with only 7 years to go? LLAOL advised that they still wanted to operate a safe airport and generate income so they needed to continue investing in equipment and facilities to keep the Airport operational. It was noted that airports are expensive to run and therefore needed operational investment to improve and focus on success.

Members congratulated the Airport on the significant spend in the local supply chain and their performance for the year.

#### **4.0 Noise and Track Sub Committee 11<sup>th</sup> December 2024**

Members noted the report provided by Bickerdike Allen.

##### **4.1** Total passenger numbers had increased by 2% and total traffic movements by 3%. The total movements in the night period, 23.00-06.59, were 1% higher when comparing with the same quarter last year. The early morning, 06.00-06.59, movements were very similar when comparing with the same quarter last year.

The airlines had achieved Continuous Descent Approaches (CDA), for 95% of all arrivals; this was the same as in the Q3 quarter in 2023.

The noise monitor results showed most departures still produced noise levels in the range 70-76 dB  $L_{Amax}$ . In this period (2024 Q3) one daytime departure but no night-time departures were registered at greater than 80 dB. Last year the comparable counts were five and zero.

There had been one noise violation during the daytime and none during the night-time; all were fined accordingly. The noise contour had increased by 6% when comparing with the same period in the previous year. There had been fifteen track violations due to poor tack keeping all resulted in fines being issued.

The number of complaints had decreased from 5,004 in the last third quarter to 1,939 in the same period in 2024. The number of complainants was 107, down from 319 in 2023. The number of new complainants was 23, down from 137.

The largest percentage of complaints had been about easterly departures. Runway usage for the quarter was 73% westerly operations.

Regarding the limit on early morning shoulder activity (12-month movements), the total for the preceding 12 months was 5,676 which was below the limit of 7,000. With respect to the limit on night quota activity (23.30-06.00) (12-month movements), the total for the preceding 12 months was 7,954 again below the limit of 9,650.

#### 4.2 The sub-committee had discussed the QMR.

In relation to CDA, LLAOL highlighted the improved performance of EI Al and were now focussing on engagement with the private jet operators.

The QMR included a presentation on plots of the tracks taken by two go-arounds. Following some discussion, it was questioned why the information on go-arounds was not more widely available. NATS advised that this was due to the reason for a go-around being potentially sensitive such as relating to military or police activity.

LLAOL had advised on the progress with increasing the proportion of new generation aircraft. This was mainly through their commercial team when they agreed new contracts and through the introduction of a surcharge on aircraft that did not meet the latest Chapter 14 standard.

LLAOL advised that there had been an update to the Complaints Policy. This was to allow the team to focus on abnormal activity. Where a complaint was considered to relate to normal activity a standard response/pack was sent. A concern was raised that this might lead to a complainant not getting a full answer.

Regarding the breakdown of complaints in Section 6.2 of the QMR, LLAOL advised that they were split by the reasons given by the complainant, so while many complaints are shown with a reason of 'Off-Track' this does not mean those aircraft were off the published routes.

#### 4.3 The airport gave an update on their recent Airspace and Noise week held from the 14<sup>th</sup> to 17<sup>th</sup> October 24. It had been open to the public and featured a range of topics and expert speakers. The event had been well received by all those who attended. It was noted that similar events would be planned by the Flight Operations Team as part of the Flight Operations Communications Strategy.

LLAOL presented their Noise Monitoring Schedule for 2025.

South Luton – track comparisons - LLAOL presented a summary of their analysis of the initial tracks by westerly departures. This was in response to concerns from residents in South Luton that aircraft were further north than in the past. The analysis used radar data and had found a close correlation for altitude and deviation between the 3 years compared. However, this did not support the

residents' observations. The analysis found that more of the flights in 2024 were flying 'further south', so further from South Luton. The residents were now being asked to log individual flights that they consider were closer so that more investigation could take place. The Chairman noted and thanked LADACAN for their assistance with this issue.

NTSC Projects - A go-Around review is planned in January 2025 of the 2024 annual performance.

- 4.4** The main debate at NTSC was over dispensations and LLAOL advised that they could provide examples of dispensation applications, including some that were declined; these were often crew related. Information on the split between arrival and departure dispensations could also be provided.
- 4.5** LLACC members discussed issues around local arrangements compared with the other London airports who reported dispensations to the DfT rather than a local planning authority. It was felt there was no easy answer for the common approach, but it was generally felt the system should all be a level playing field for all airports. LBC confirmed that CAA guidance states the decision is up to the airport manager. In Luton's case this is then ratified by the Planning Authority.

There was also a discussion regarding the planning approval for domestic building under a flight paths – DfT were trying to gain more information about how this should be approached. The Chairman advised that the DfT had sent a letter to planning authorities asking five questions about development near flight-paths. Dacorum BC confirmed that because of the lack of non-Green Belt land in their area that they would have to build under the flight-path.

The effect of ground noise on local residents, when aircraft were taxiing or starting up, was also discussed and it was noted this featured in the Noise Action Plan. BAP noted that the main cause of ground noise was Auxiliary Power Units (APU) used while aircraft were on-stands. Ground Noise was measured at source, then modelled over distance.

AD6 PIR – CAA had asked a few questions – but it was expected they would be publishing something by the end of Feb and a full report by April.

**5.0 Report from Passenger Services Sub Committee December 2024**

- 5.1** The Chairman advised that the majority of the PSSC discussions had already been covered under the Airport update. However, the performance of the new Security channels had significantly improved the security process for all passengers and this received favourable comment from the committee.

- 5.2** PSSC had been briefed on the changes to the Express Drop Off (which was changing to a pick up and drop off facility for everyone) and the removal of the dedicated pick up facility from the mid-term car park.
- 5.3** There was some discussion regarding buses and it was noted that the Airport Transport forum was being held that afternoon and issues would be raised that that Forum.
- 5.4** Seating during busy times in the Terminal had been discussed and the work that was ongoing to improve seating was noted.

## **6.0 Luton Borough Council Report**

- 6.1** The Committee noted the LBC Report.

LBC referred to the Local Plan, LBC is consulting on the emerging Local Plan and the consultation document - Community Involvement Paper. The deadline for comments was 7<sup>th</sup> February.

Highways – Local Transport Plan 5 was currently being worked on.

Luton Housing Targets were questioned, LBC agreed to find more detail and report back to members. Further discussion ensued.

**LBC**

The impact of local government change proposals was discussed. LBC advised that it was likely that Luton would have a strategic partnership with neighbouring authorities rather than become a new unity authority.

## **7.0 Correspondence Received**

The Chairman referred to the 3 documents relating to the CAA Community Information and Feedback Forum that he had recently been invited to attend.

Reference was made regarding the UK airspace design service which would be the new ACOG – not getting involved in noise levels. There was a need to keep the service independent but it would go out of the hands of the Airport.

## **8.0 AOB**

LLAOL advised that the Airport Transport Forum was going to change shape and form. Issues of concern to passengers such as space on buses for luggage and loss of the 100 Bus service from Wigmore would continue to be discussed at the PSSC and Transport Forum.

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 Apr-24	Data on investigation into A321 NEO noise levels and manufacturer's response awaited	LLAOL	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. CAA chased for response. 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. PIR submitted to CAA. Public consultation phase completed. CAA response awaited.
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.
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. Complete
10	LLACC	22 Apr 15 Jul	Fly-parking in local area has been identified as an issue.	Local Authority Reps / LLAOL	Chairman to write to nearby authorities encouraging dialogue with LLAOL to assess issue and potential solutions. Chairman to write in addition to St Albans and Dacorum authorities on the issue. Complete – letters sent
11	NTSC	11 Dec	Dispensation policy for night flights. Certain night flights may be discounted in accordance with the 19mppa planning conditions. Dispensation is based on the policy used at the designated airports (who report to the DfT) but for LLA reporting is to the Planning Authority.	LLAOL	Flt Ops Team to provide more information on the briefing and guidelines given to Airlines seeking to discount certain flights from Night Quota Count and Movements limits. Ongoing