



Monday 23rd January 2023 – 13.00hrs. – via Teams Meeting

Members

Mr M Routledge	Chairman
Cllr A Brewster	Hertfordshire County Council (Vice Chair)
Cllr C Poll	Buckinghamshire Council
Cllr J Gardner	Stevenage Borough Council
Cllr P Parry	Bedfordshire Association of Town & Parish Councils
Mrs R Webb	BMKALC
Mr A Lambourne	LADACAN
Mr G Breeze	PAIN (sub)
Cllr D Franks	Luton Borough Council
Mr J Hale	STAQS
Mr J Morgan	SLAE
Cllr T Parsons	Hertfordshire Association of Parish and Town Councils
Cllr S Ferguson	Huntingdonshire District Council
Mr J Richardson	Bedfordshire Chamber of Commerce
Cllr D Mitchell	St Albans City and District Council
Ms Ali Gayward	easyJet
Cllr S Collins	North Herts District Council
David Healey	NATS

Officers Representing

Mr A Martin	LLAOL - CEO
Mr N Thompson	LLAOL Operations Director
Mrs N Prior	LLAOL - Noise & Airspace Performance Manager
Mrs A May	LLAOL Airspace Performance Assessor
Mr O Jaycock	LLAOL - Director of Corporate Affairs
Mr P Gilbert	LLAOL – Communications Manager
Mrs C Armstrong	LLAOL – Head of Passenger Services
Ms L Symes	North Herts District Council
Mr D Gurtler	Luton Borough Council
Mr P Donovan	Hertfordshire County Council
Mr N Bradford	LLAOL – Head of Marketing & Communications
Mr A Wright	St Albans City and District Council
Ms A Bond	

Noise Consultant & Secretariat

Mr D Charles	Bickerdike Allen Partners
Mrs P Harris	Committee Administrator

Apologies for absence received from:

Mr M Ryles - Airline Representative (Wizz)
Mr D Woodbridge - Airport Union Representative
David Godfrey - PAIN
Cllr J Timmis - Dacorum Borough Council
Cllr D Blamires – Buckinghamshire Council
Mr A Wong LLAOL – Community Noise Executive
Cllr D Bowater - Central Bedfordshire Council
Cllr D Barnard - Hertfordshire County Council
Cllr Jane Timmis – Dacorum Borough Council
Mr G Sweedy - LLAOL – Operations Manager Surface Access
Ms W Frost – St Albans City and District Council

2.0 Minutes and Matters arising from LLACC Meeting 24th October 2022

2.1 The Chairman welcomed attendees to the meeting and noted that no comments or suggested amendments to the minutes of the previous meeting had been received so these were taken as a true record for publication.

2.2 Matters Arising

Item 4.7 – LLAOL advised that Taxis using the Drop Off Zone incur the same charge as any other users of the area and therefore there was no difference, and the premium was included in the fare. It was noted that the new Hackney Carriage Operator was proving successful with 30% of the fleet registered as electric; overall rates were 20% to 30% cheaper than the previous private operator and there was increased fleet availability in particular during the late night period where there had been challenges for the previous operator.

With reference to Taxi touting, LLAOL advised that if anyone experienced taxi touting they should advise a member of the Airport team straightaway so it can be addressed by the police and the Airport's own management team.

Other items in the Action Log:

The Chairman to adjust wording for Action 2 and when next published.

This was a new action No.10 which related to NTSC and the next edition of the Noise Action Plan.

The Administrator undertook to have the Minutes published on the website.

Admin

3.0 LLAOL Management Report

- 3.1 LLAOL gave members a brief overview of the Year 2022 which had been very challenging for many.
- 3.2 It was noted that passenger numbers for the year were 13.1m which was a strong recovery and represented around 80% of the pre-pandemic level. There had been around 84% of the pre-pandemic number of movements.
- 3.3 It was noted that despite many challenges the operational performance had been strong for the year; particularly with queue times averaging 10 minutes for check-in; 9 minutes in security; and 11 minutes in Immigration.
- 3.4 It was stressed that LLAOL believed how they recovered was very important and was not only about getting the flights back but also to ensure that they continued to focus on customer experience. This had been a key part of LLAOL's strategy and had resulted in the introduction of the LLA Way which was a service standard that had now been rolled out to all LLAOL staff and would soon be extended to third parties. LLAOL had already seen some of the benefits with LLA recording their best customer feedback ever in the history of the airport. This translated into achieving 4 out of 5 in the Airport Service Quality Standard, which was a worldwide recognition system for the service being delivered at airports. In addition, under the Net Promotor Score survey, an independent survey conducted by the CAA, LLA was consistently rated in the top 3 of all UK airports throughout the year.
- 3.5 Improvements had been seen in the retail offering in the terminal, and more were expected in 2023 to ensure the Airport met customer expectations.
- 3.6 With regards to PRM, the CAA conducted a rating every 6 months and unfortunately at the last rating LLA did not meet one of the 4 indicators relating to pre-notified arriving passengers which required 97% to be met within 20 minutes of arriving. This target had been narrowly missed and resulted in Luton being rated as 'poor' in the report. The Airport were very disappointed with the outcome and will be providing feedback to the CAA. LLAOL also confirmed that Luton was now compliant with all 4 indicators and continued to work in collaboration with all their stakeholders.
- 3.7 LLAOL reported that they continued to make good progress with regards to sustainability. In this area the Airport had been ranked the best performing company worldwide for sustainability. They had ranked first in all the aspects that were measured for sustainability reporting and governance. They had also been supporting the Common European vision for the industry's net zero target. LLAOL had also launched a greener future fund which promoted more local initiatives supporting carbon reduction, bio diversity and working with other local partners such as Cranfield University to reinforce the Airport's green agenda.

- 3.8 Work continued in supporting the local community including supporting Ukrainian Refugees; the Airport's charity partners Luton Food Bank and East Anglian Air Ambulance; and other fundraising events. Overall, 24 Grants had been awarded totalling £150,000 which had helped more than 11,000 people across the surrounding communities.
- 3.9 Members were briefed on other areas of working in partnership with communities and supporting Luton Council's vision for a better town. The Airport and LBC were working together in creating local jobs for local people. The DART was another important example of where the Airport and the Council had worked together to ensure a successful opening of the DART service within the coming months. Passenger trials were currently ongoing.
- 3.10 LLAOL stated that as part of their strategy people had been one of their key pillars and had been at the heart of everything that had been done during 2022. They were particularly proud of how the airport team had responded to the recovery. Airport staff had been helping with recruitment campaigns by showcasing talent which was very important for the industry.
- 3.11 LLAOL informed the committee about the various awards that the Airport had received during 2022.
- 3.12 LLAOL informed members of the great honour of receiving His Majesty King Charles III in December on his visit to Luton Airport. The King was introduced to members of staff who represented the various areas around the Airport and many of whom had helped make 2022 a success for the Airport. The visit was a great honour and a very proud moment in the history of Luton Airport.
- 3.13 Members enquired if the Airport had a forecast on how many passengers were expected for 2023. LLAOL advised that they had been working hard to ensure all necessary plans were in place to cope with demand while complying with the current planning conditions. They expected to see an improvement in load factors but with the limited capacity at Luton while they would get closer to 18m passengers they did not expect to exceed that figure.
- 3.14 Members enquired if the airport had heard anything regarding a possible bid for Luton Hoo to host the Ryder Cup in 2031.
- 3.15 Members enquired if Luton had any issues with bird control and in particular the use of lasers and other methods to control birds that are a danger to air safety. LLAOL advised members on the various means for bird control at Luton which was not just lethal controls but other scaring techniques to discourage birds. Luton did use lasers to deter birds, although the light is not shone directly at them, and manage landscape and habitat to deter wildlife and insects etc. that will attract birds. Luton had a very good bird control record around the Airport with teams permanently out on site monitoring bird activity and monitoring nests.

- 3.16 The Chairman enquired if there had been any update regarding Ground Handling provision following a review by the DfT/CAA. LLAOL informed that there had been a consultation and Luton were trying to see if Government could give some support. LLAOL had been working very closely with Ground Handlers and had been directly providing support to ensure the handling operation was providing the correct level of service; however, there was a fundamental problem in the airline handling relations/challenges that needed to be addressed. It was recognised how important ground handling was from a passenger perspective as it all formed part of the same journey.

4.0 Noise and Track Sub Committee 14 December 2022

- 4.1 Total passengers served increased by 130%, total traffic movements increased by 61%. The total movements in the night period, 23.00-06.59, increased by 116% from those for the third quarter last year and the early morning, 06.00-06.59, movements were up by 35% compared to the third quarter last year.
- 4.2 The airlines achieved Continuous Descent Approaches, for 94% of all arrivals; this was up on the same quarter in 2021 (93%).
- 4.3 The noise monitor results showed the majority of departures still produced noise levels in the range 70-76 dB L_{Amax} . In this period (2022 Q3) no daytime nor night-time departures were registered at greater than 80 dB. Q3 last year the comparable counts were 3 and 0.
- 4.4 There were no daytime noise violations and 1 night-time. The night-time noise contour area increased by 28%. There were 19 track violations in this quarter due to poor track keeping.
- 4.5 The number of complaints had increased from 1,858 last third quarter to 6,179 in the same period in 2022.
- 4.6 The number of complainants was 395 in the third quarter of 2022, up from 196 in 2021. The number of new complainants was 217, up from 78 in the same quarter in 2021. Complaints about westerly arrivals formed the largest percentage of complaints.
- 4.7 For this quarter, runway usage was 68% westerly operations.
- 4.8 With respect to the limit on early morning shoulder activity (12 month movements), total for preceding 12 months was 4,535 (limit 7,000). With respect to the limit on night quota activity (23.30-06.00) (12 month movements), total for preceding 12 months was 8,287 (limit 9,650).
- 4.9 The sub-committee had discussed the QMR and noted that compared to 2021 passenger numbers were up by a greater proportion than movements indicating increased load factors

- 4.10 Track violations, and the specific example presented, were discussed. It was advised that most violations were due to departures to the west making their initial turn late.
- 4.11 The proportion of CDA achieved was reviewed. It was noted that overall performance was 1% below target.
- 4.12 The number and distribution of complaints was discussed. It was believed that the AD6 airspace change was responsible for much of the increase in number due to a wider area being overflown, with the majority of complaints regarding westerly arrivals. LLAOL had offered meetings to parties in the area and their local councillors have handheld monitors. The aircraft were typically at 8,000 ft.
- 4.13 A desire to see the complaints without those from the 10 individuals who made 75% of the total number was expressed. LLAOL advised that their strategy for vexatious complaints was not to discount any. A methodology for how this might be achieved was discussed. Concern was also expressed over the privacy notice on the Travis website that complainants must agree to. LLAOL agreed to look at the wording.
- 4.14 LLAOL updated on various items including:

Noise Monitoring Programme - LLAOL presented their 2023 noise monitoring programme for their portable and handheld monitors. This included locations overflown by westerly operations and also those overflown by easterly operations. Locations overflown by westerly arrivals following the AD6 airspace change were also included. The timescale for the reporting of the 2022 noise monitoring was questioned. LLAOL advised that the reports for the surveys in South Luton, Hitchin, and Harlington were on the website, and the remaining surveys would be reported in the first quarter of 2023.

Noise Insulation Scheme Update LLAOL provided an update on the progress of the scheme in 2022.

FLOPSC Feedback - LLAOL provided an update on the last FLOPSC meeting in November. In the subsequent discussion it was advised that work regarding the FASI-S airspace reorganisation was underway with workshops with other airports ongoing. This was expected to progress to Stage 3 Consult (of CAP1616) in early 2023.

Noise Action Plan – the way ahead - LLAOL summarised their programme for the preparation of their next Noise Action Plan. Currently a draft is being prepared and LLAOL would welcome suggestions for additional or new actions that could be included. It is intended to discuss these at the NTS-C meeting in March. All members were reminded to contribute ideas to the Flight Op Team so they could be added to the next draft for comment.

LADACAN Presentation - LADACAN presented their thoughts on the noise monitoring of westerly departures. This focussed on the difference in the monitor locations, which results in different angles of elevation to passing aircraft, and the presence of the M1 near NMT03.

In the subsequent discussion it was clarified the differences in the monitor locations were taken account of in the contour validation. This was done by comparing the predicted noise levels at each monitor location with the measured noise levels at that location. These predictions therefore allowed for the different locations.

It was confirmed that NMT03 had a higher trigger than the other monitors. This was to avoid the measured noise levels at it being unduly affected by noise from the M1. The consequence of this was that some of the quieter noise events at the monitor were not recorded.

The history behind the location used for NMT03 was discussed. This included seeking to have a gate with NMT02 which departures would pass through. It will also have been a requirement for mains power and a telephone line which will have limited potential locations. LLAOL undertook to look at siting one of the two existing monitors closer to the centreline between the NMT02 and NMT03 locations, thus freeing a monitor which could be used to monitor 07 arrivals.

- 4.15 Concern was raised that the report from NTSC to LLACC did not give sufficient detail on LADACAN's concerns over noise monitoring. The Chairman advised that a further, more detailed, record of the presentation would be provided in the minutes from the NTSC.
- 4.16 There was further discussion regarding the ongoing issues with Airbus A321NEO noise and it was suggested that the Chairman, on behalf of LLACC, should also write to Airbus asking for further clarification. The Chairman agreed to work with LLAOL to draft a letter which could be sent to Airbus and possibly be published locally.
- 4.17 It was questioned if any flight routes had changed recently as there had been an increase in public perception in the Redbourn area that flights had increased. LLAOL advised that there had been no changes but had also noticed an increase in complaints from the area and were in the process of setting up a Public Surgery in Redbourn to explain more about routes etc. The date would be advertised shortly.

Chair and LLAOL

LLAOL

5.0 Report from Passenger Services Sub Committee from 7th September 2022

- 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.
- 5.2 There was some discussion regarding taxis and the DART. It was agreed that a soft launch after passenger trials was the best way forward for the DART. It was also hoped that a trip could be organised for the Group on the DART in the near

future. There was also some discussion regarding the internal ceiling in the terminal building and whether it should be closed in or to keep with the industrial look.

6.0 Luton Borough Council Report

6.1 Members noted the Luton Borough Council Report.

6.2 Members were advised that Luton Rising were hoping to have the DART operational by Easter.

6.3 **Development Consent Order.** Luton Rising were looking at submitting the DCO to the Planning Inspectorate at the end of February. There were 5 host authorities that had the Luton Rising Scheme within their area and all were working to a timetable for the end of February. The Planning Inspectorate would then have 28 days to decide whether they accept the application or not. Further discussion ensued regarding timescales and the Processes.

6.4 **19 mppa Application.** The Planning Inquiry had finished on 17 Nov 22 and a report now had to be prepared by the 3 inspectors. This would be passed on to the two Secretaries of State but the timescale for this was unknown.

6.5 **Manston.** There had been a judicial review against the Manston Development Consent Order which was the first big aviation Development Consent Order. The request to judicially challenge it was unsuccessful in the High Court.

6.6 **Local Planning Policy** – LBC are working on documents for a review of the Local Plan. Under Local Transport, the Vauxhall Way improvements various junctions are to be improved, the road out to the East out towards Hitchin had been improved but other junctions are still be looked at and there is a bid with the DfT to help with the funding for it.

7.0 Correspondence Received since October 2022

7.1 There was no correspondence for review. However the Chairman referred to a number of consultations that were on the CAA and DfT Websites and suggested that they be reviewed by the members individual organisations and responded to where appropriate.

9.0 Any Other Business and Next meeting Dates

9.1 No other business was discussed, and the meeting closed.

9.2 Date of Next Meeting

24th April 2023

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. Ongoing Chair to work with LLAOL on a letter to Airbus.
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	Ongoing. Consultation with LLACC Members planned for May.
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

8	NTSC	07-Sep	LLAOL agreed to provide details on the status of 'Quiet Areas' as referred to in the NAP	LLAOL	Complete - LLAOL confirmed definition as per Government guidelines. Level and method of consultation under review
9	NTSC	07-Sep	LLAOL agreed to respond to other questions of fact arising from the NAP review as some members had not had sufficient time to prepare for the meeting.	LLAOL	Complete - answers provided to NTSC
10	NTSC	14-Dec	NAP 2024-2029 . LLAOL would welcome suggestions for additional or new actions that could be included. It is intended to discuss these are the NTS-C meeting in March.	All Members	Complete – NTSC members have submitted suggestions which are being considered for the NAP.