# Airfield Environment Report Qtr 3 2015



# INTRODUCTION

The purpose of this report is to advise the community of statistics concerning aircraft operations at London Luton Airport (LLA) and related complaints during the period July to September 2015.

# KEY MONITORING INDICATORS – 3<sup>RD</sup> QUARTER 2015

Parameter		3 <sup>rd</sup> Quarter 2015	3 <sup>rd</sup> Quarter 2014
Total Aircraft Movements	<b>1</b>	33,966	29,859
Night Movements (23.00 – 07.00)	1	4,374	4,400
Early Morning Movements (06.00 – 07.00)	<b>1</b>	1,588	1,556
Total Passenger Number	<b>1</b>	3,901,534	3,333,428
24hr CDA (% achievement)	Ψ	90%	91%
Day CDA (% achievement)	<b>V</b>	90%	91%
Night CDA (% achievement)	-	89%	89%
Track Violations	-	25	-
Departure Noise Infringements (Day)	<b>1</b>	8	1
Departure Noise Infringements (Night)	<b>1</b>	1	0
Noise Monitor Results			
No. Day (Night) > 85 dB(A)	-	5 (0)	5 (0)
No. Day (Night) > 76 dB(A)	-	2,372 (431)	2,711 (410)
No. Day (Night) > 70 dB(A)	-	11,307 (1,589)	10,465 (1,387)
Night Noise Contour Area (48 dB L <sub>Aeq, 8h</sub> )	<b>↑</b>	35.4km <sup>2</sup>	34.6km <sup>2</sup>
Noise Complaints	Ψ	396	495
Complainants	Ψ	212	279
Number of New Complainants	Ψ	80	98
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Complainants (>5)	•	Caddington Flamstead Harpenden Kensworth South Luton Markyate Redbourn St Albans Stevenage Wheathampstead	Caddington Flamstead Harpenden Hemel Hempstead Hitchin Kensworth Luton Markyate Redbourn Slip End St Albans Stevenage Wheathampstead
Westerly/Easterly Runway Split (%)	-	71/29	65/35

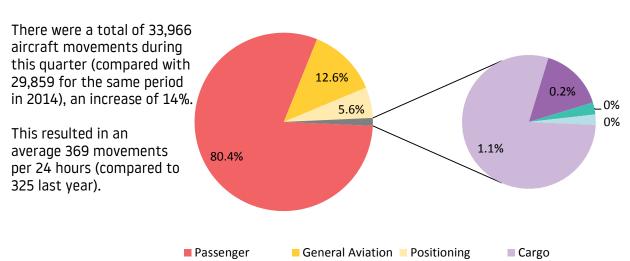
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# 1 AIR TRAFFIC DATA

#### 1.1 Aircraft Movements

#### **Total Aircraft Movements (%)**

■ Test and Training ■ Official



A breakdown of these movements is shown below:

Other

	Commercial				Non-Commercial*					
	Cargo	Passenger	Positi	ioning	Military	Official	Other	General Aviation**	Test & Training	Total
		Other STN				Aviation	Training			
July 2015	132	9,348	661	19	0	4	28	1,584	2	11,778
Aug 2015	107	9,234	541	13	0	3	25	1,146	4	11,073
Sept 2015	141	8,721	635	26	0	5	22	1,557	8	11,115
QTR Total	380	27,303	1,837	58	0	12	75	4,287	14	33,966

#### 1.2 Passenger Statistics

A total of 3,901,534 passengers passed through LLA during the period July to September 2015 (compared with 3,333,428 for the same period last year), 3,689,578 on scheduled flights (94.6%) and 211,956 on charter flights (5.4%). This represents an increase in passengers of 17% year on year and equates to an average 42,408 passengers per 24 hours (compared to 36,233 during the third guarter last year).

	Domestic	EU	Non-EU	Total
July 2015	89,313	898,104	334,745	1,322,162
Aug 2015	85,782	927,999	354,324	1,368,105
Sept 2015	81,061	823,809	306,397	1,211,267
QTR Total	256,156	2,649,912	995,466	3,901,534

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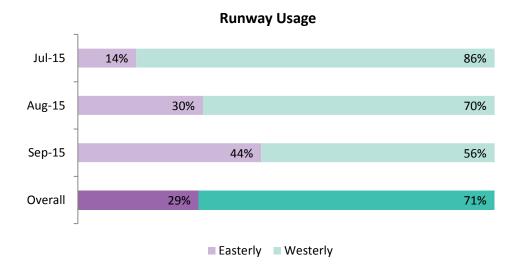
<sup>\*</sup> Non-Commercial relates to aircraft not operating for hire or reward.

<sup>\*\*</sup> 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 29% easterly and 71% westerly (compared to 35% / 65% 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 1<sup>st</sup> 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) means that points are allocated to different aircraft types according to how noisy they are. The noisier the aircraft type, the higher the points allocated. This provides an incentive for airlines to use quieter aircraft types.

#### 1.4.1 Definitions

# The 'Night Quota Period'

The 'Night Quota Period' is from 23:30 to 06:00 hours local, during which period aircraft movements (take-off or landing) are restricted by a limit on the number of movements with noise quotas as an additional measure. At Luton Airport these number of movements and quota counts allowed are set to 9,650 and 3,500 respectively in any twelve month period in the new planning conditions.

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 records to QC bands identified by the certified noise levels, and gives some typical example aircraft, some of which operate from LLA:

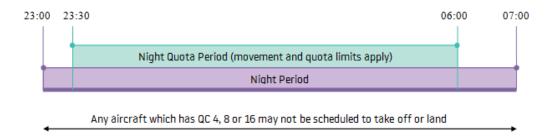
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Certificated noise level (EPNdB)	Quota count	Typical aircraft
Greater than 101.9	QC 16	Some Boeing 747-100/200 Antonov 124/225
99 to 101.9	QC 8	Some Boeing 747-400 McDonnell Douglas DC-8
96 to 98.9	QC 4	Boeing 737-200ADV McDonnell Douglas DC-10
93 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	Challenger series (eg CL600) BAe ATP Cessna 525/550

# The 'Early Morning Shoulder Period'

The 'Early Morning Shoulder Period' is 06:00 to 07:00 hours local. During this period aircraft movements (take-off or landing) are restricted by a limit on the number of movements (the same as the Night Quota Period). Total annual movements by aircraft in any 12 month period shall be limited to 7000.

# 1.4.2 Restrictions at London Luton Airport



	Night Quo (2330-		Early Morning Shoulder (0600-0700)
	Movements	QC	Movements
Jul 2015	786	289.25	521
Aug 2015	700	259.00	544
Sept 2015	772	280.50	523
QTR Total	2,258	828.75	1,588

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# 1.5 Day/Night Ratio of Movements - Actual

There were 4,374 night operations during the quarter (compared to 4,400 for the third quarter 2014), an average 48 movements per night (compared to 48 last year). Arriving aircraft accounted for 56% of total night movements and the average ratio of total aircraft operations during the quarter was 87% day / 13% night (compared to 85% / 15% for the same period last year).

N.B. The figures quoted for 2014 cover the revised night period that has been extended by one hour, between 23:00 hrs and 07:00 hrs, as opposed to a shorter night period that was previously used.

		Moveme 700-230		Night Movements (2300-0700)					
	Daj	/ moveme	ents	Night Quota Period (2330-0600)		,	<i>1orning</i> 0600-0700)	Total Night Movements	Total
	Α	D	Total	Α	D	Α	D	(2300 – 0700)	
Oct 2014	4,086	4,244	8,330	451	173	117	321	1,184	9,514
Nov 2014	3,338	3,433	6,771	203	113	114	131	648	7,419
Dec 2014	3,457	3,605	7,062	210	139	115	117	664	7,726
Jan 2015	3,228	3,319	6,547	218	130	112	120	659	7,206
Feb 2015	3,268	3,358	6,626	186	119	104	122	597	7,223
Mar 2015	3,783	3,877	7,660	214	143	121	172	735	8,395
Apr 2015	4,001	4,058	8,059	404	171	103	344	1,156	9,215
May 2015	4,618	4,774	9,392	539	184	96	391	1,367	10,759
June 2015	4,834	5,062	9,896	620	191	96	415	1,483	11,379
July 2015	5,023	5,256	10,279	598	188	92	429	1,499	11,778
Aug 2015	4,769	4,894	9,663	554	146	90	454	1,410	11,073
Sept 2015	4,748	4,902	9,650	577	195	104	419	1,465	11,115
QTR Total	14,540	15,052	29,592	1,729	529	286	1,302	4,374	33,966
Total for preceding 12 months	49,153	50,782	99,935	4,774	1,892	1,264	3,435	12,867	112,802

# 1.6 Day/Night Ratio of Movements – Forecast

	2015/2016 For	recast of Aircraft Move	ements
	Day Movements (0700 – 2300hrs)	Night Movements (2300 to 0700hrs)	Total
Jul 2015	9,414	1,695	11,109
Aug 2015	9,125	1,589	10,714
Sep 2015	8,946	1,464	10,410
Oct 2015	8,956	1,258	10,214
Nov 2015	7,355	687	8,042
Dec 2015	7,804	715	8,519
Jan 2016	6,870	700	7,570
Feb 2016	6,952	634	7,586
Mar 2016	8,037	787	8,824
Apr 2016	8,461	1,223	9,684
May 2016	9,662	1,518	11,180
Jun 2016	9,887	1,601	11,488
Total for following 12 months	101,469	13,871	115,340

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# 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									
			CCH/ LING COMPTON		OLNEY		Other*		Helicopter		Total	
		08	26	08	26	08	26	80	26	08	26	
July 2015	Daytime	381	2,214	274	1,651	100	563	5	48	2	18	5,256
July 2015	Night-time	37	268	34	256	5	44	0	3	0	4	651
Aug 2015	Daytime	773	1,727	524	1,227	180	400	11	41	0	11	4,894
Aug 2015	Night-time	84	198	68	230	12	41	0	1	0	1	635
Sept 2015	Daytime	1,131	1,361	747	1,003	270	309	27	34	1	19	4,902
Sept 2015	Night-time	112	153	131	184	26	35	3	1	0	0	645
QTR	Total	2,518	5,921	1,778	4,551	593	1,392	46	128	3	53	16,983
u i K	Daily Average	27	64	19	49	6	15	0	1	0	1	185

#### 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) up to a height of 3,000ft (or 4,000ft at night). An NPR is a corridor 3 kilometres wide, 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.

On the 1st April 2015 London Luton Airport implemented a Track Violation Penalty System as part of the noise planning conditions. Using the current Aircraft Noise and Track Monitoring System the Airport's specialist environmental team observes the radar tracks and investigate 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

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<sup>\*</sup> This category relates to Test/Training flights or short positioning flights.

The table below shows track keeping performance over the previous 3 month period. The on track performance for the guarter was 99.56%

	Number of Violations	Total Penalties Collected
July 2015	8	£6,000
Aug 2015	11	£9,250
Sept 2015	6	£5,500
QTR	25	£20,750

The breakdown of the violations is shown in the table below.

	Airline or Aircraft Operator	Aircraft Type/Occurrence
	Abelag Aviation	C25A/1
	Privately owned aircraft (handled by Harrods Aviation)	GL5T/1; GLF5/1
July 2015	NetJets	CL30/1; GLF5/1
July 2015	Privately owned aircraft (handled by Signature)	H25B/1
	TAG Aviation Asia	GLEX/1
	Valair-Aviacao	C25B/1
	Air Hamburg	C25B/1
	Atlantic Airlines	ATP/1
	Cello Aviation	B462/1
	Executive Jet Management	GLF4/1
Aug 2015	Privately owned aircraft (handled by Harrods Aviation)	CL60/1; GLEX/1; GLF6/1
	Privately owned aircraft (handled by Landmark)	CL30/1
	Privately owned aircraft (handled by Signature)	C56X/1; H25B/1
	Unijet	FA50/1
	European Air Transport	ATP/1
Son 201F	Privately owned aircraft (handled by Harrods Aviation)	GLEX/1
Sep 2015	NetJets	GL5T/1;
	Privately owned aircraft (handled by Signature)	CL60/1; GLEX/1; GLF5/1

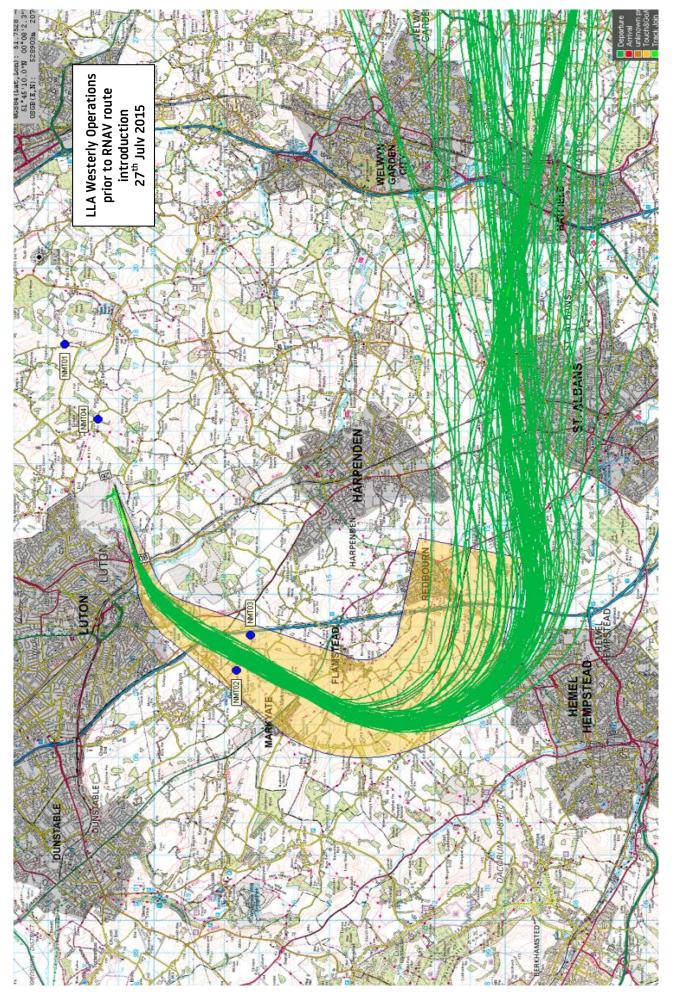
# 2.2 Area Navigation (RNAV) departure route

On the 20<sup>th</sup> August London Luton Airport (LLA) introduced Area Navigation (RNAV1) technology for departing flights leaving the airport along the Match/Detling flight routes used during westerly operations; helping to draw aircraft away from densely populated areas.

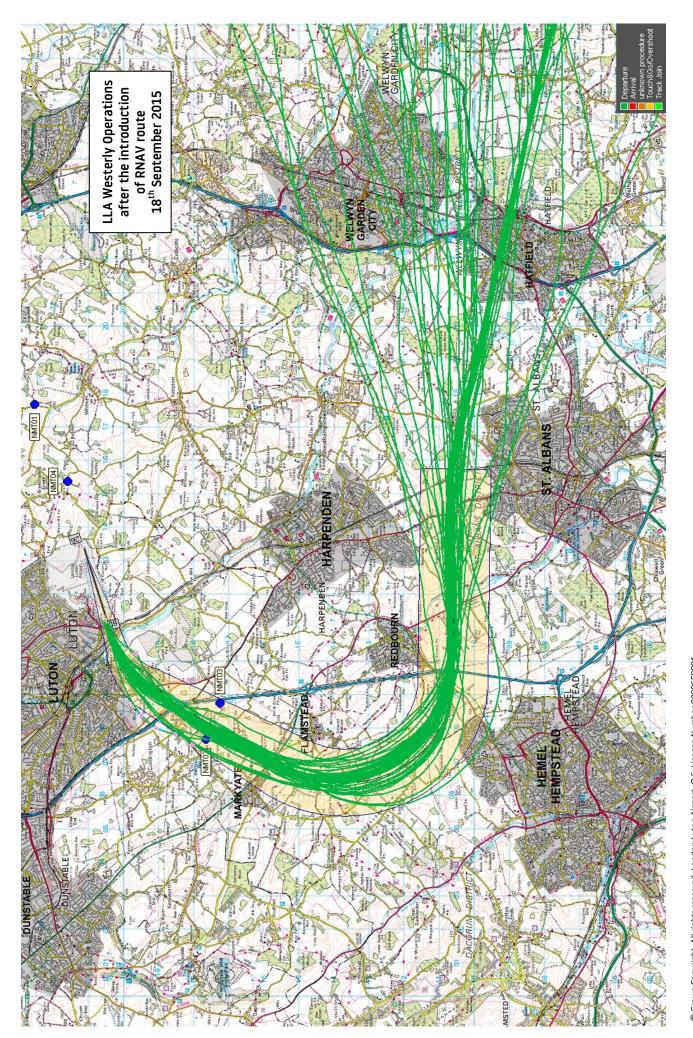
The introduction followed approval of the airport's 'Airspace Change Proposal' by the Civil Aviation Authority (CAA) earlier this year which was made possible thanks to the positive engagement from Air Navigation Service Provider, NATS, airlines and local stakeholders and community groups.

RNAV1 uses GPS type technology enabling aircraft to fly routes more precisely, drawing aircraft away from densely populated areas, reducing noise disturbance and cutting emissions. Trials carried out from March to June 2013 found that the introduction of RNAV technology reduced the number of people overflown by 79%. The maps overleaf show the westerly departures prior to and after the introduction of the new route.

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# 3 ARRIVING AIRCRAFT

# 3.1 Arrivals Route Analysis

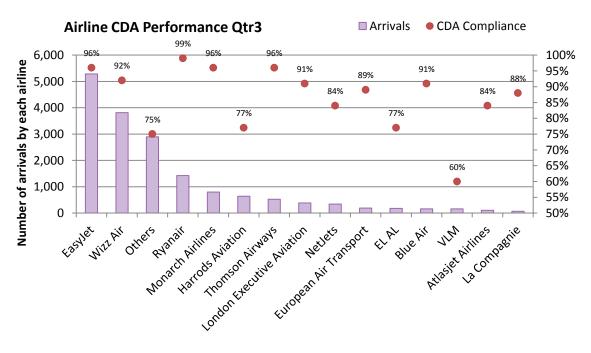
The following table reports the total number of arrivals differentiating between easterly (08), westerly (26) operations and helicopters. Night movements quoted below landed between 23:00 hrs and 07:00 hrs.

			Arrivals		
		08	26	Heli	Total
July 2015	Daytime	695	4,305	23	5,023
July 2015	Night-time	103	744	1	848
Aug 2015	Daytime	1,466	3,292	11	4,769
Aug 2015	Night-time	200	574	1	775
Cont 2015	Daytime	2,144	2,585	19	4,748
Sept 2015	Night-time	338	481	1	820
QTR	Total	4,946	11,981	56	16,983
u ik	Daily Average	54	130	1	185

This report also includes percentage figures for flights that have 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.

	ļ ,	All Arrival	S	08 Ea	sterly Ar	rivals	26 Westerly Arrivals			
	% CDA			4 % CDA			% CDA			
	Total	Day	Night	Total	Day	Night	Total	Day	Night	
July 2015	89%	89%	88%	90%	91%	86%	89%	89%	89%	
Aug 2015	92%	92%	92%	94%	94%	90%	91%	90%	93%	
Sept 2015	90%	90%	87%	92%	93%	83%	89%	88%	89%	
QTR Total	90%	90%	89%	92%	93%	85%	89%	89%	90%	

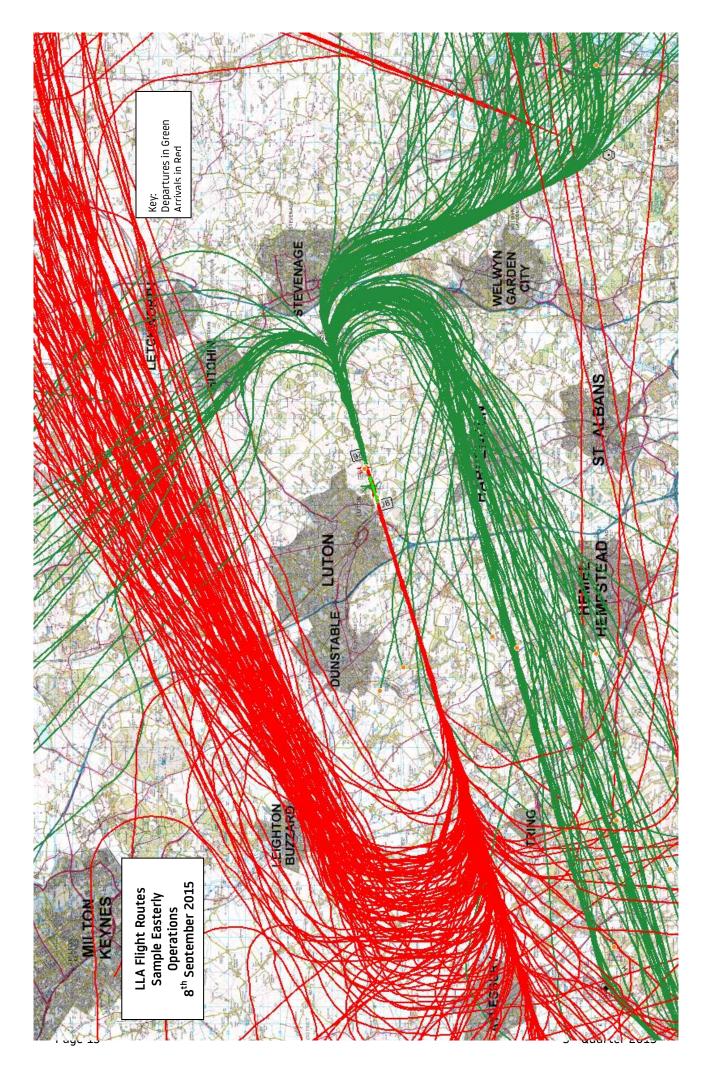
The overall CDA achievement was 90% with several major LLA operators achieving higher performance – easyJet, Ryanair, Monarch and Thomson Airways.



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Maps on page overleaf, extrapolated from the Topsonic Aircraft Noise & Track Monitoring System, identify samples of actual flown tracks of LLA aircraft operations (arrivals and departures during both easterly and westerly operations) for a typical 24 hour period within the third quarter of 2015.

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# 4 AIRCRAFT NOISE

During the 3<sup>rd</sup> quarter of 2015, between 07:00 hrs and 23:00 hrs, 99% of correlated departed aircraft recorded maximum noise levels less than 79 dB(A), and 81% of correlated departed aircraft recorded maximum noise levels less than 76 dB(A), compared with 98% and 77% respectively for the same period in 2014.

During the night-time maximum noise levels less than 79 dB(A) was recorded by 98% of correlated departing aircraft, in line with 98% for the same quarter last year. However, the night-time maximum noise level less than 76 dB(A) recorded by 75% of correlated departing aircraft slightly increased compared to 73% for the same quarter last year.

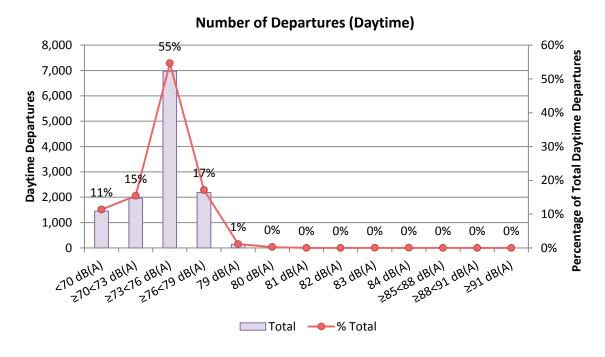
There was one violation of the night-time noise level in this quarter, and a total of eight violations of the 82 dB(A) day noise violation level, compared to one day noise violation in 2014.

# 4.1 Daytime Noise Levels – July to September 2015

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)

	Number of Departures (Daytime)													
db (A)	<70	>=70 <73	>=73 <76	>=76 <79	79	80	81	82	83	84	>=85 <88	>=88 <91	>=91	Total
July	505	724	2,351	672	44	12	0	0	0	1	1	1	0	4,308
Aug	427	685	2,444	689	36	8	0	0	0	1	0	1	0	4,291
Sept	518	559	2,175	825	65	13	0	0	1	0	2	0	0	4,158
QTR	1,450	1,965	6,970	2,186	145	33	0	0	1	2	3	2	0	12,757



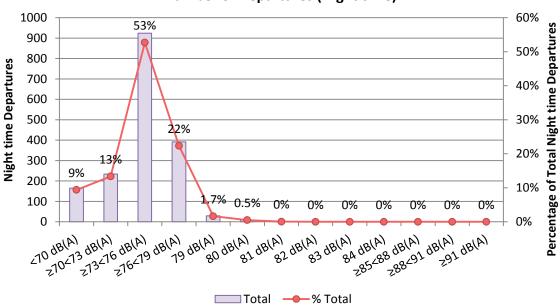
# 4.2 Night Noise Levels – July to September 2015

The following table identifies the night noise levels correlated to departing aircraft at the fixed noise monitor terminals.

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	Number of Departures (Night time)													
db (A)	<70	>=70 <73	>=73 <76	>=76 <79	79	80	81	82	83	84	>=85 <88	>=88 <91	>=91	Total
July	51	77	303	140	11	1	0	0	0	0	0	0	0	583
Aug	52	85	324	128	5	2	0	0	0	0	0	0	0	596
Sept	62	72	297	124	13	6	1	0	0	0	0	0	0	575
QTR	165	234	924	392	29	9	1	0	0	0	0	0	0	1,754

#### **Number of Departures (Night time)**



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.

#### 4.3 Noise Violations during Qtr3 (July to Sept 2015)

There were eight daytime noise violations and one night noise violation during the quarter.

	Date/Time (Local)	Aircraft Type	Noise Level			
	02/07/2015 14:26 hrs	B732 (Executive Jet)	86 dB(A)			
	16/07/2015 11:43 hrs	B732 (Executive Jet)	89 dB(A)			
	18/07/2015 14:46 hrs	B732 (Executive Jet)	84 dB(A)			
Daytime	30/08/2015 13:30 hrs	B732 (Executive Jet)	88 dB(A)			
Daytime	30/08/2015 14:13 hrs	F900 (Executive Jet)	84 dB(A)			
	07/09/2015 16:06 hrs	GLF3 (Executive Jet)	85 dB(A)			
	10/09/2015 09:21 hrs	A320 (Wizz Air)	85 dB(A)			
	23/09/2015 11:35 hrs	AN12 (Chartered Cargo)	83 dB(A)			
Night-time	04/09/2015 06:56 hrs	B738 (Ryanair)	81 dB(A)			
	Total Penalties Collected					

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# 5.1 Night Noise Contours – July to September 2015

#### **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 2015 Q2 contours. It includes terrain data, and was produced using INM software Version 7.0d. The validation is based on measured results in 2014 at the fixed noise monitors, and user-defined profiles for the most common aircraft have been implemented, based on information provided by easyJet and measured results from the mobile noise monitor while it was stationed in south Luton (Ludlow Avenue) in December 2014 and January 2015.

#### 5.1.2 Noise Contour Results

The resulting noise contours are shown in the attached Figure A9457-NN15-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 2015) and the values for the equivalent quarter during the previous year (July – September 2014).

Contour Value	Contour Area (km²)						
(dB L <sub>Aeq,8h</sub> )	Jul – Sep 2014	Apr - Jun 2015	Jul - Sep 2015				
48	34.6	31.8	35.4				
51	19.6	17.8	20.2				
54	11.0	9.2	10.7				
57	6.3	5.0	5.7				
60	3.4	2.6	3.1				
63	1.6	1.5	1.7				
66	1.0	0.9	1.0				
69	0.6	0.6	0.6				
72	0.4	0.4	0.4				
W/E Split (%)	66/34	70/30	74/26				

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.

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#### 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	Jul – Sep 2014	Apr – Jun 2015	Jul – Sep 2015	
737300	44	54	49	
737400	87	122	140	
737700	n/a	n/a	10	
737800	765	667	688	
757RR	77	91	114	
A300-622R	143	131	196	
A319-131	857	866	1025	
A320-211	1295	896	1124	
A321-232	189	140	202	
A330-301	14	n/a	n/a	
BAE146	11	n/a	18	
CL600	124	59	97	
CL601	20	48	43	
CNA441	21	11	n/a	
CNA500	14	24	19	
CNA510	20	19	31	
CNA525C	48	50	31	
CNA55B	14	n/a	n/a	
CNA560XL	48	31	58	
CNA680	10	10	10	
D0328	139	127	27	
EMB145	57	61	46	
F10062	53	91	68	
F2TH	n/a	33	n/a	
GIV	67	60	61	
GV	212	278	242	
IA1125	10	n/a	n/a	
LEAR35	25	44	15	
Other	29	78	52	
Total	4393	3991	4366	

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

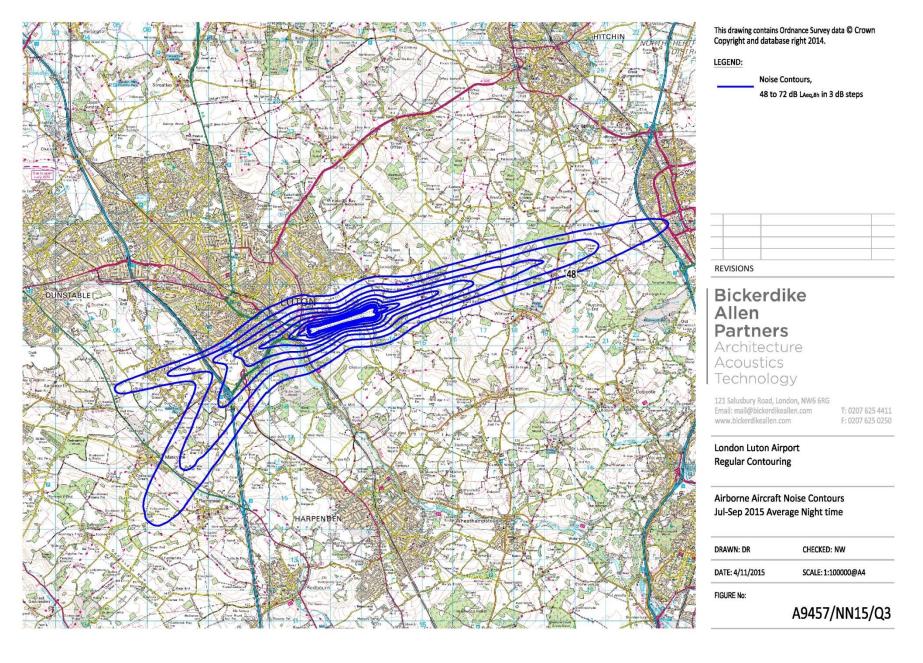
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#### **5.1.4** Noise Contour Comparison

Compared with the same quarter in 2014 the total number of movements is very similar, although arrivals have decreased by 9% and departures, which contribute more to noise contour, have increased by 12%. The fleet mix is largely similar although movements by the Airbus A320 and Boeing 737-800 have decreased while movements by the Airbus A319 have increased. The modal split has changed with 74% of aircraft operations on runway 26, compared to 66% in the same quarter in 2014. The area within the 48 dB(A) noise contour has increased by 2% compared to the same quarter last year. This is largely due to the increase in the proportion of departures.

As in previous years, the number of movements, and therefore the contour area, has significantly increased compared to the previous quarter (April – June 2015).

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# 6 COMPLAINTS

# 6.1 Total Complaints relating to LLA aircraft operations

	3 <sup>rd</sup> QTR 2014	3 <sup>rd</sup> QTR 2015
Total No. of Complaints relating to LLA aircraft operations	495	396
No. of Complainants	279	212
No. of Events (eliciting a complaint)	1,198 <sup>#</sup> (739 <sup>*</sup> )	1,260 (714 <sup>*</sup> )
Average No. of Complaints per Complainant	1.8	1.9
Average No. of Events per Complainant	4.3* (2.6*)	5.9 (3.4 <sup>*</sup> )
Average No. of Events per Complaint	2.4* (1.5 <sup>*</sup> )	3.2 (1.8 <sup>*</sup> )
No. of Aircraft Movements per Complaint	60	86
No. of Aircraft Movements per Event	25 <sup>#</sup> (40 <sup>*</sup> )	27 (48 <sup>*</sup> )

During the last quarter a total of 396 complaints relating to LLA aircraft operations (on average just over 4 complaints per 24 hours) were received by the Airport Environment Office, compared with 495 for the same period last year. This was a decrease of 20%.

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

July 2015	116 complaints	(539 events)
Aug 2015	117 complaints	(281 events)
Sept 2015	163 complaints	(440 events)

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

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<sup>\*</sup> Figures excluding 546 events (43%) reported by one resident of St Albans. These events all involved westerly departures following the 26 Match/Detling heading, for which a revised RNAV1 flight route was implemented on the 20<sup>th</sup> August 2015. This was to help improve track-keeping away from highly populated areas.

<sup>#</sup> It should be noted that one other individual in Harpenden continued to report a large number of events during 2014. In order not to cause distortion in the reported statistics and in agreement with LLACC, these events are no longer included in statistics. However, complaints received from this individual (reporting general disturbance and frequency) have still been included in the complaints total and this individual has been included in the number of complainants.

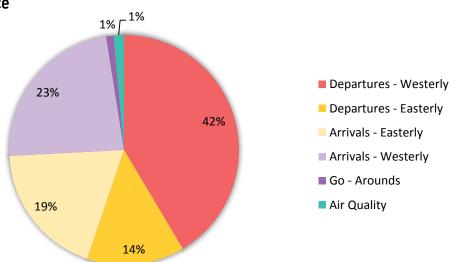
A further 9 complaints (reporting 8 specific events) not attributable to LLA traffic were received throughout the quarter, compared to 33 (34 events) for the period July to September last year.



Within the 396 complaints received during the quarter, a total of 1,260 events (eliciting a complaint) were listed, compared to 1,198 events for the same period last year. It should be noted, however, that 43% of events this quarter were reported by just one individual in St Albans.

#### 6.2 Nature of Disturbance

The chart represents the areas of concern reported with regard to aircraft activity during the period July to Sept 2015.



Within the 203 complaints concerning westerly departures, 82 complaints involved aircraft on the Match/Detling flight route, whilst 84 complaints related to the Match/Detling RNAV route (implemented on the 20<sup>th</sup> August), 24 were of a general nature, 12 related to aircraft on the Compton heading and 1 involved aircraft on the Olney heading.

With regard to the 66 complaints attributed to easterly departures, 50 related to aircraft following the Compton flight route, 8 involved aircraft on the Match/Detling heading, 5 aircraft on the Olney route, 1 related to a short positioning flight and 2 were of a general nature.

Whilst 67 of the 91 complaints concerning easterly arrivals reported general disturbance, 24 related specifically to aircraft following the arrivals routing from the Lorel Holding Point.

110
Complainants
reported concerning
noise disturbance at
night (compared to 112
Complainants for the same
Quarter last year)

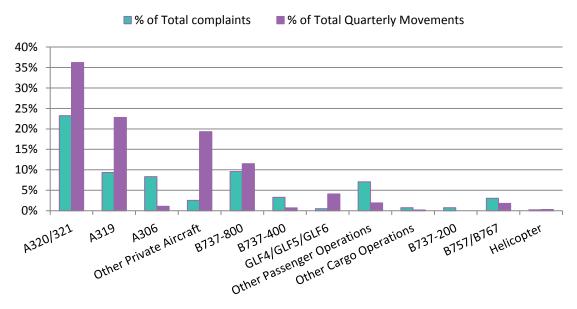
Departing aircraft accounted for 57% of the 178 night complaints and 41% involved arrivals. A further 1% of night complaints reported disturbance from helicopter activity and 1% reported disturbance from general noise during the night period. Cargo flights, involving A306 aircraft and ATP postal flights were reported in 17% of night complaints.



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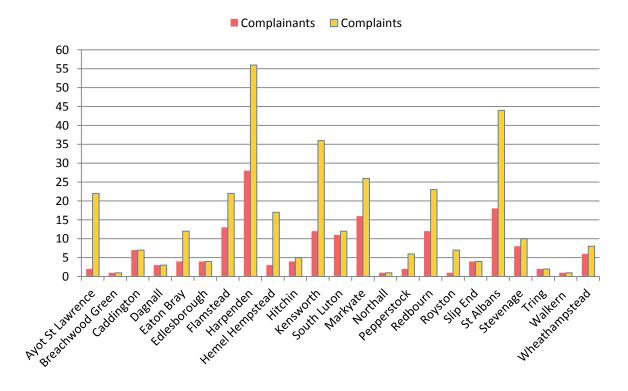
# 6.3 Complaints by aircraft type

Within the 396 complaints registered during the quarter a total of 272 complaints (69%) were clearly correlated to a specific aircraft type, although many complaints were of a general nature. The diagram below shows aircraft types generating complaints.



# 6.4 Origin of Complaints

The chart below identifies the areas around the Airport from which complaints relating to LLA aircraft operations were received during the period July to Sept 2015.



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#### 6.5 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*	73%
Telephone	26%
Letter	1%

<sup>\*</sup> During the period July to Sept 2015 a total of 289 complaints were reported to the Airport Environment Office by e-mail. Within this total 50% (145) were sent directly to <a href="mailto:noise@ltn.aero">noise@ltn.aero</a>, and the other 50% of e-mail complaints (144) being submitted via the noise complaint template on the website <a href="https://www.london-luton.co.uk">www.london-luton.co.uk</a>

Any concerns relating to aircraft operations associated with London Luton Airport can also be reported to the Airport Environment Office by the following means:

Postal Address Airport Environment Office

London Luton Airport Navigation House Airport Wav

Luton, Bedfordshire

LU2 9LY

**Direct Telephone** (01582) 395382 (24 hours)

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# 7 COMMUNITY RFI ATIONS

# 7.1 Community Visits to Airport

Invitations are often extended to local residents and LLACC members to visit the Airfield Environment Office for a demonstration of the Aircraft Noise & Track Monitoring System, to discuss specific concerns and to view for themselves flight tracks of LLA aircraft operations in their area.

On the 7<sup>th</sup> September 2015, the airport hosted a meeting for a resident and an MP to discuss the new RNAV1 route and general concerns relating to disturbance in the St Albans area.

Many LLACC/PSSC members also attended a tour at the airport on the 9<sup>th</sup> September 2015.

#### 7.2 Airport Visits to the Community

During the quarter there were two visits into the community in the form of Public Surgeries. These were held at Redbourn on the 16<sup>th</sup> July 2015 and in Markyate on the 9<sup>th</sup> September 2015. At each of these surgeries there were more than 50 attendees from the local areas. Many residents had concerns regarding the expansion and the impact this would have to them from both a noise and surface access point of view. Also there were a large number of concerns regarding the Night noise disturbance. The staff at LLA worked hard to ensure everyone leaving the surgeries were well informed and knew about the planning conditions and the new RNAV route. These have been positive for the Airport Environment Office, local councillors and residents in the area and these will continue in the future.

More Public Surgeries are scheduled; details of the Public Surgeries can be found on our Noise website, which is updated accordingly.

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