

Quarterly Monitoring Report

Qtr 3 2018



London
Luton
Airport

INTRODUCTION

The purpose of this report is to advise the community of statistics concerning aircraft operations at London Luton Airport (LLA) during the period July to September 2018.

KEY MONITORING INDICATORS – 3rd QUARTER 2018

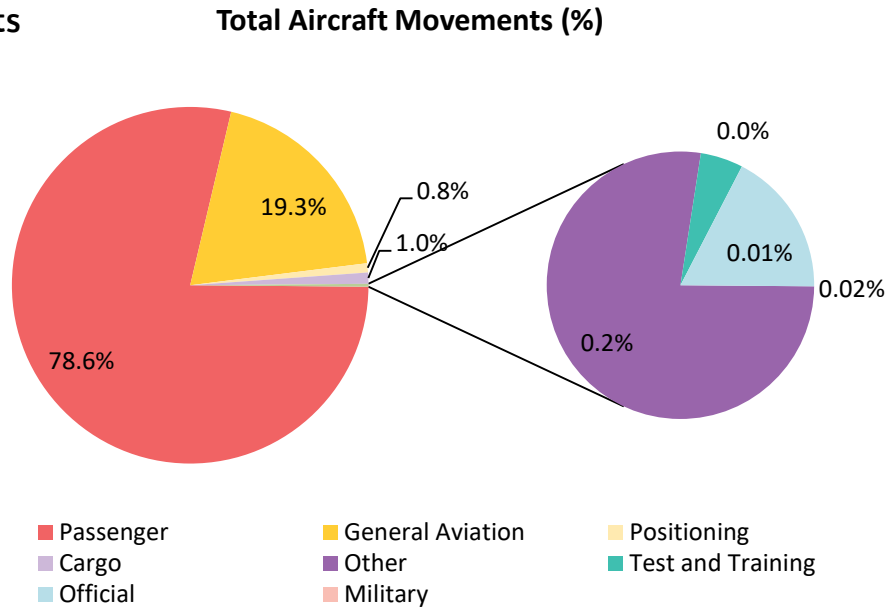
Parameter		3 rd Quarter 2018	3 rd Quarter 2017
Total Passenger Number	↑	4,948,838	4,786,536
Total Aircraft Movements	↓	37,811	38,291
Night Movements (23.00 – 07.00)	↓	4,896	5,549
Early Morning Movements (06.00 – 07.00)	↓	1,736	1,896
Aircraft Movement and Quota Count limits (per rolling 12-month period)			
Night Quota Movements (<i>9,650 limit</i>)	↑	8,141	8,019
Night Quota Count (<i>3,500 limit</i>)	↑	2977.75	2,788.5
Early Morning Shoulder (<i>7,000 movements</i>)	↓	5,602	5,860
24hr CDA (% achievement)	↑	93%	92%
Day CDA (% achievement)	-	93%	93%
Night CDA (% achievement)	↑	95%	91%
Track Violations	↓	3	16
Departure Noise Infringements (Day)	↓	0	3
Departure Noise Infringements (Night)	↓	0	2
Noise Monitor Results			
No. Day (Night) > 80 dB(A)	↓	17 (0)	25 (2)
No. Day (Night) > 75 dB(A)	↓	1,546 (337)	2,291 (462)
No. Day (Night) > 70 dB(A)	↓	11,939 (1,692)	12,808 (1,726)
Night Noise Contour Area (48 dB L _{Aeq, 8h})	↑	39.9km ²	38.4km ²
Noise Complaints	↓	3,175	5,785
Complainants	↓	415	666
Number of New Complainants	↓	180	411
Largest Source of Complaints	-	Deps. West	Deps. West
Origin of Concerns	-	Caddington	Flamstead
(>5 Complainants)		Flamstead	Harpenden
		Hemel Hempstead	Hitchin
		Hitchin	Kensworth
		Kensworth	Luton
		Knebworth	Markyate
		Luton	Redbourn
		Markyate	Sandridge
		Sandridge	St Albans
		Redbourn	Stevenage
		Stevenage	Wheathampstead
		Tring	
		Welwyn Garden City	
Westerly/Easterly Runway Split (%)	-	78/22	83/17

1 AIR TRAFFIC DATA

1.1 Aircraft Movements

There were a total of 37,811 aircraft movements during this quarter (compared with 38,291 for the same period in 2017), a decrease of 1.3%.

This resulted in an average 411 movements per 24 hours (compared to 416 last year).



A breakdown of these movements is shown below:

	Commercial				Non-Commercial*					Total
	Cargo	Passenger	Positioning		Military	Official	Other ¹	General Aviation ²	Test & Training	
			Other	STN						
July 2018	134	9,986	101	5	0	10	24	2,813	3	13,076
Aug 2018	125	10,113	103	6	0	2	24	2,125	2	12,500
Sept 2018	124	9,609	94	6	0	5	27	2,370	0	12,235
QTR Total	383	29,708	298	17	0	17	75	7,308	5	37,811

1.2 Passenger Statistics

A total of 4,948,838 passengers passed through LLA during the period July to September 2018 (compared with 4,786,536 for the same period last year), 4,785,365 on scheduled flights (97%) and 163,473 on charter flights (3%). This represents an increase in passengers of 3% year on year and equates to an average 53,791 passengers per 24 hours (compared to 52,028 during the second quarter last year).

	Domestic	EU	Non-EU	Total
Jul 2018	110,529	1,080,561	479,137	1,670,227
Aug 2018	117,005	1,117,926	500,011	1,734,942
Sep 2018	106,384	1,003,310	433,975	1,543,669
QTR Total	333,918	3,201,797	1,413,123	4,948,838

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

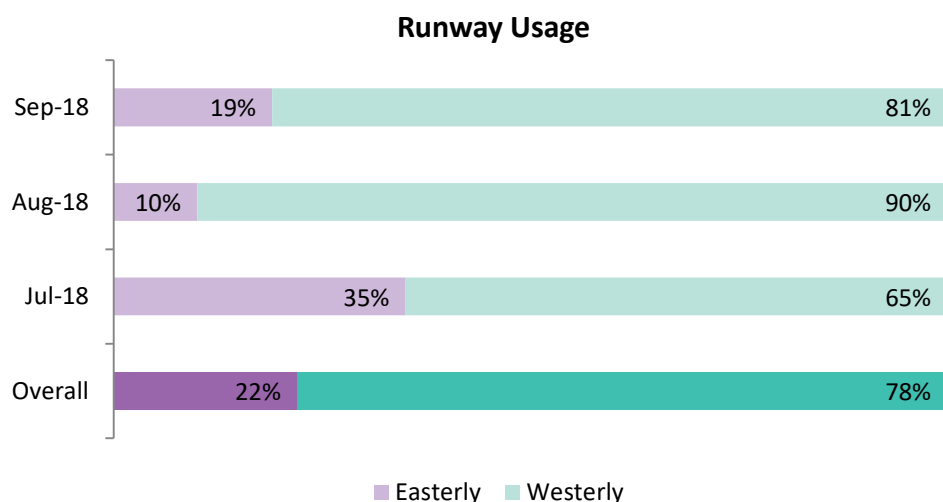
¹ Other relates to flights coming for maintenance and or departing aircraft that has made an unscheduled return to base

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 22% easterly and 78% westerly (compared to 17% / 83% for the same quarter last year). The breakdown of these statistics, on a monthly basis, is as follows:



1.4 Night Flying Restrictions

As from 1st April 2015 London Luton Airport introduced new Night Restrictions as part of the planning conditions.

These restrictions have been put in place to limit and mitigate noise disturbance from aircraft operating at night, to prohibit aircraft of certain types from operating, as well as limiting the number of occasions on which aircraft may take off or land.

The night flying restrictions contain a 12 month period aircraft movement limit and a 12 month period quota count limit. The quota count (QC) is a points based system that allocates points to different aircraft types according to how noisy they are. The noisier the aircraft type, the higher the points allocated.

1.4.1 Definitions

The 'Night Quota Period'

The 'Night Quota Period' is from 23:30 to 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.

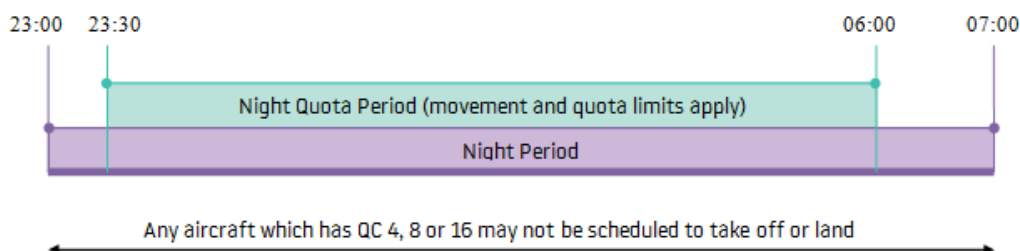
Aircraft are certified by the International Civil Aviation Organisation (ICAO) according to the noise they produce during specific certification tests conducted by the manufacturer. They are classified separately for both take-off and landing. The points are then allocated to different aircraft types 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 0	Airbus A320neo BAe ATP Challenger series (eg CL600) Cessna 525/550

The 'Early Morning Shoulder Period'

The 'Early Morning Shoulder Period' is 06:00 to 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 April to June 2018, and shows total movements and noise quota per 12 month period and compares those against the limits set within the planning conditions.

	Night Quota Period (2330-0600)		Early Morning Shoulder (0600-0700)
	<i>Movements Limited to 9,650 Annually</i>	<i>Quota Count Limited to 3,500 Annually</i>	<i>Movements Limited to 7,000 Annually</i>
Oct 2017	832	272.00	593
Nov 2017	204	59.25	336
Dec 2017	481	198.50	303
Jan 2018	413	172.50	294
Feb 2018	404	149.50	284
Mar 2018	581	218.50	378
April 2018	778	262.25	558
May 2018	976	324.25	638
June 2018	849	318.00	540
July 2018	969	356.50	500
August 2018	912	358.00	583
September 2018	742	288.50	595
QTR Total	2,623	1,003.00	1,678
Total for preceding 12 months	8,141	2977.75	5,602

1.5 Day/Night Ratio of Movements - Actual

There were 4,896 night operations during the quarter (compared to 5,549 for the third quarter 2017), an average 54 movements per night (compared to 60 last year). Arriving aircraft accounted for 48% 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. 30% 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 86% / 14% for the same quarter last year).

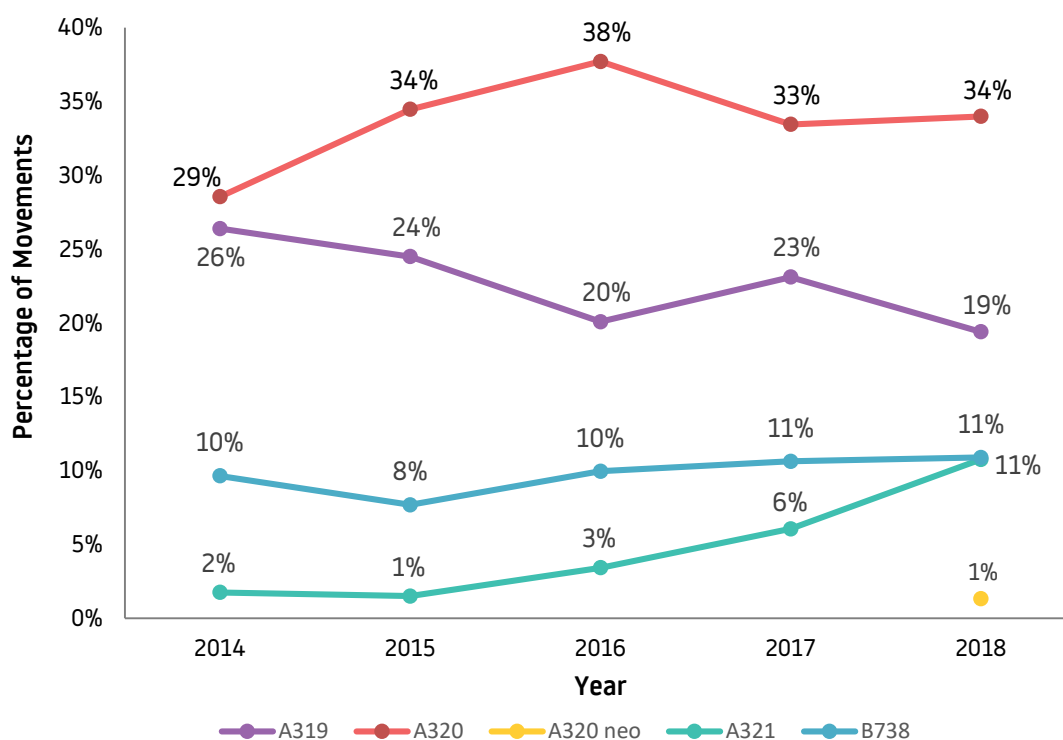
	Day Movements (0700-2300)			Night Movements (2300-0700)				Total	
	Day movements			Night Quota Period (2330-0600)		Early Morning Shoulder (0600-0700)			Total Night Movements (2300 – 0700)
	A	D	Total	A	D	A	D		
Oct 2017	5,153	5,460	10,684	603	229	110	483	1,635	12,319
Nov 2017	4,186	4,305	8,536	121	83	127	209	635	9,171
Dec 2017	4,299	4,648	9,167	296	185	89	214	922	10,089
Jan 2018	4,302	4,269	8,571	260	153	66	228	817	9,388
Feb 2018	4,177	4,219	8,396	266	138	73	211	802	9,198
Mar 2018	4,771	4,902	9,673	384	197	98	280	1,109	10,782
April 2018	4,827	5,029	9,856	616	162	110	448	1,515	11,371
May 2018	5,209	5,577	10,786	758	218	150	488	1,821	12,607
June 2018	5,285	5,608	10,893	715	134	65	475	1,590	12,483
July 2018	5,534	5,896	11,430	802	167	49	451	1,646	13,076
Aug 2018	5,244	5,540	10,784	746	166	69	514	1,716	12,500
Sept 2018	5,231	5,470	10,701	619	123	87	508	1,534	12,235
QTR Total	16,009	16,906	32,915	2,167	456	205	1,473	4,896	37,811
Total for preceding 12 months	58,218	60,293	119,477	6,186	1,955	1,093	4,509	15,742	135,219

1.6 Day/Night Ratio of Movements – Forecast

	2018/2019 Forecast of Aircraft Movements				
	Day Movements (0700 – 2259hrs)	Night Quota Period (2330-0559) <i>Limited to 9,650</i>	Early Morning Shoulder (0600-0659) <i>Limited to 7,000</i>	Total Night Movements (2300-0659hrs)	Total
October 2018	10,788	830	665	1,732	12,520
November 2018	8,760	387	366	867	9,627
December 2018	9,007	508	333	992	9,999
January 2019	9,636	366	394	312	9,948
February 2019	9,284	405	363	888	10,172
March 2019	10,402	415	451	1,033	11,435
April 2019	10,471	680	661	1,554	12,025
May 2019	11,523	893	734	1,844	13,367
June 2019	11,477	1,034	705	2,001	13,478
July 2019	11,953	1,153	731	2,136	14,089
August 2019	11,223	1070	736	2,110	13,333
September 2019	11,323	991	739	1,986	13,309
Total for following 12 months	125,847	8,732	6,878	17,455	143,302

1.7 Aircraft Movements by Type

The graph below shows the percentage of aircraft movements for our five main aircraft types. The data goes back 5 years for data comparison purposes.



2 DEPARTING AIRCRAFT

2.1 Departure Route Analysis

The following table reports the average and total number of departures on each flight route, differentiating between easterly (08) and westerly (26) operations. Night movements quoted below departed between 23:00 hrs and 06:59 hrs.

		Departures											Total
		MATCH/ DETLING			COMPTON		OLNEY		Other*		Helicopter		
		08	26 Conv.	26 RNAV	08	26	08	26	08	26	08	26	
Jul 2018	Daytime	1,078	22	1,985	688	1,443	207	389	20	37	1	26	5,896
	Night-time	137	0	179	90	175	24	34	0	2	0	1	642
Aug 2018	Daytime	264	31	2,609	195	1,769	54	555	5	36	0	22	5,540
	Night-time	20	0	316	18	279	3	71	0	1	0	0	708
Sep 2018	Daytime	586	16	2,266	370	1,544	102	515	6	36	0	29	5,470
	Night-time	50	1	244	59	240	8	39	0	0	0	0	641
QTR	Total	2,135	70	7,599	1,420	5,450	398	1,603	31	112	1	78	18,897
	Daily Average	23	<1	83	15	59	4	17	<1	1	<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.

In April 2015 London Luton Airport implemented a Track Violation Penalty Scheme in connection with the planning conditions. Using the current Aircraft Noise and Track Monitoring System the Airport's specialist Flight Operations Department evaluates the radar tracks and investigates with required input from ATC and airlines. Where the aircraft is clearly flying outside the corridor the aircraft is identified as causing a "possible" track violation.

As always, safety prevails and there may be cases which involve vectoring an aircraft sooner than at the NPR height restriction. If there is valid justification that could explain the deviation from the track, then the operator causing it will be exempt from the fine. Valid justifications include:

- Safety or operational reasons
- Weather avoidance
- Emergencies

* This category relates to Test/Training flights or short positioning flights.

The table below shows track keeping violations over the previous 3-month period. The on track performance for the quarter was 99.52%. 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 2018	1	£1,000
Aug 2018	1	£1,000
Sep 2018	1	£1,000
QTR	3	£3,000

	Airline or Aircraft Operator	Aircraft Type/Occurrence
Jul 2018	Blue Air	B734/1
Aug 2018	Privately owned aircraft	CL60/1
Sep 2018	Ryanair	B738/1

3 ARRIVING AIRCRAFT

3.1 Arrivals Route Analysis

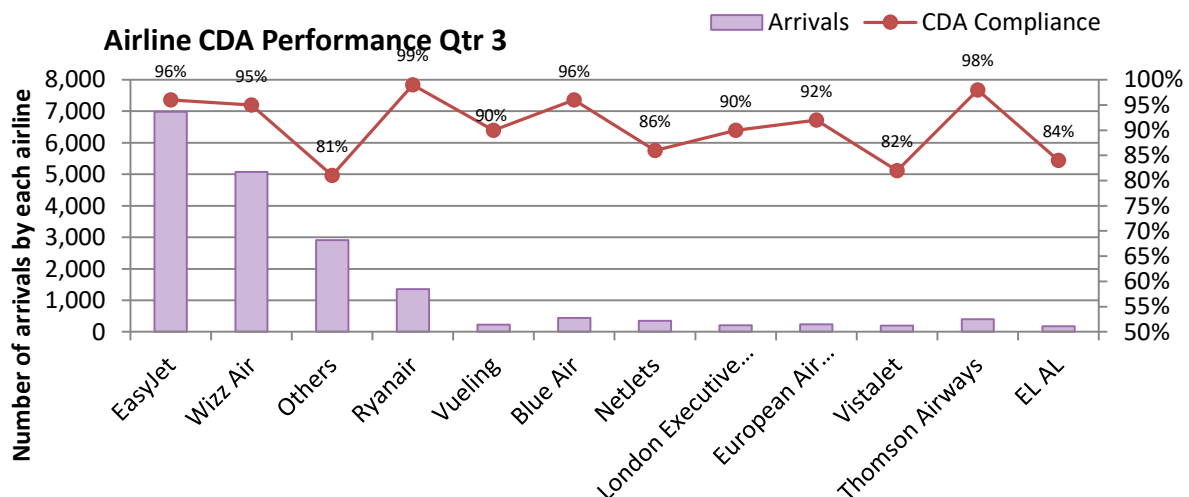
The following table reports the total number of arrivals differentiating between easterly (08), westerly (26) operations and helicopters between 23:00 hrs and 07:00 hrs.

		Arrivals			Total
		08	26	Heli	
Jul 2018	Daytime	1,852	3,656	26	5,534
	Night-time	512	492	0	1,004
Aug 2018	Daytime	541	4,683	20	5,244
	Night-time	88	920	0	1,008
Sep 2018	Daytime	1,001	4,199	31	5,231
	Night-time	181	712	0	893
QTR	Total	4,175	14,662	77	18,914
	<i>Daily Average</i>	<i>45</i>	<i>159</i>	<i><1</i>	<i>198</i>

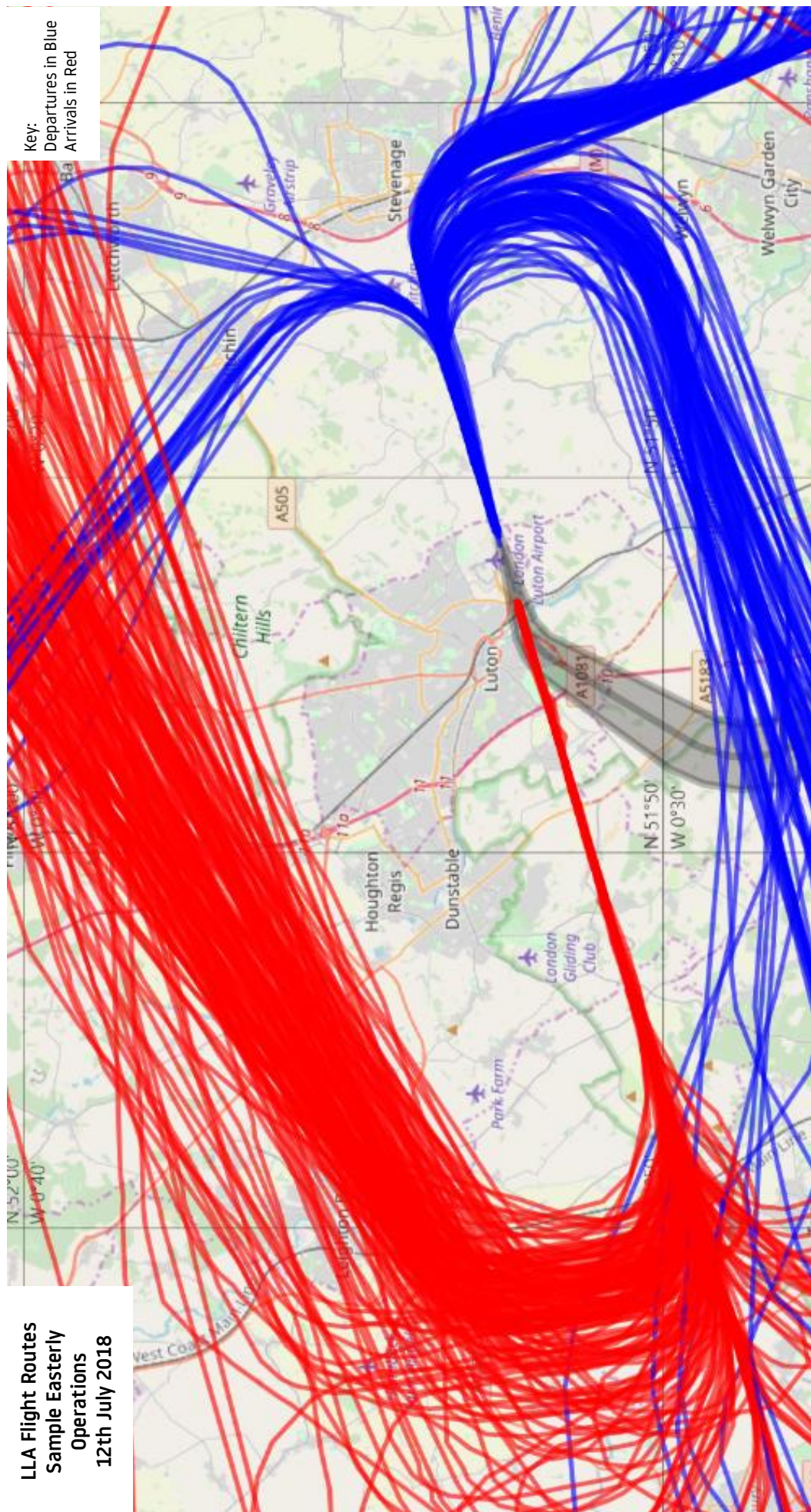
The table below shows the percentage of flights that achieved a Continuous Descent Approach (CDA), which involves continuous descent with no more than one section of level flight greater than 2.5Nm in length following descent from an altitude of 5000ft.

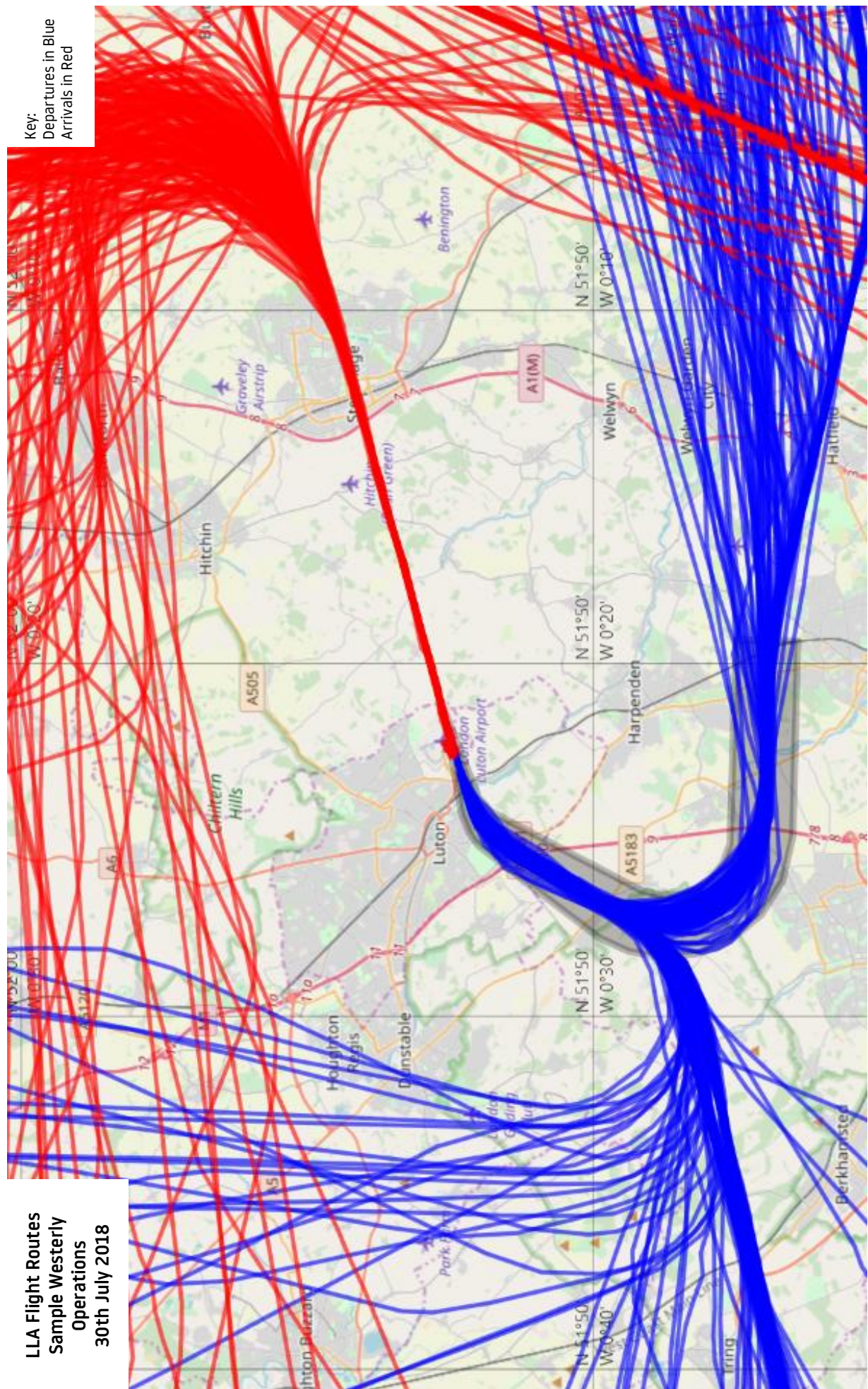
	All Arrivals			08 Easterly Arrivals			26 Westerly Arrivals		
	% CDA			% CDA			% CDA		
	Total	Day	Night	Total	Day	Night	Total	Day	Night
Jul 2018	93%	93%	86%	96%	97%	96%	92%	91%	97%
Aug 2018	93%	93%	95%	96%	96%	94%	93%	93%	95%
Sep 2018	93%	93%	94%	96%	97%	92%	92%	92%	95%
QTR Total	93%	93%	95%	96%	97%	95%	92%	92%	95%

The overall CDA achievement was 93% with several major LLA operators achieving high performance – easyJet, Wizz Air, Ryanair, Thomson Airways and Blue Air.

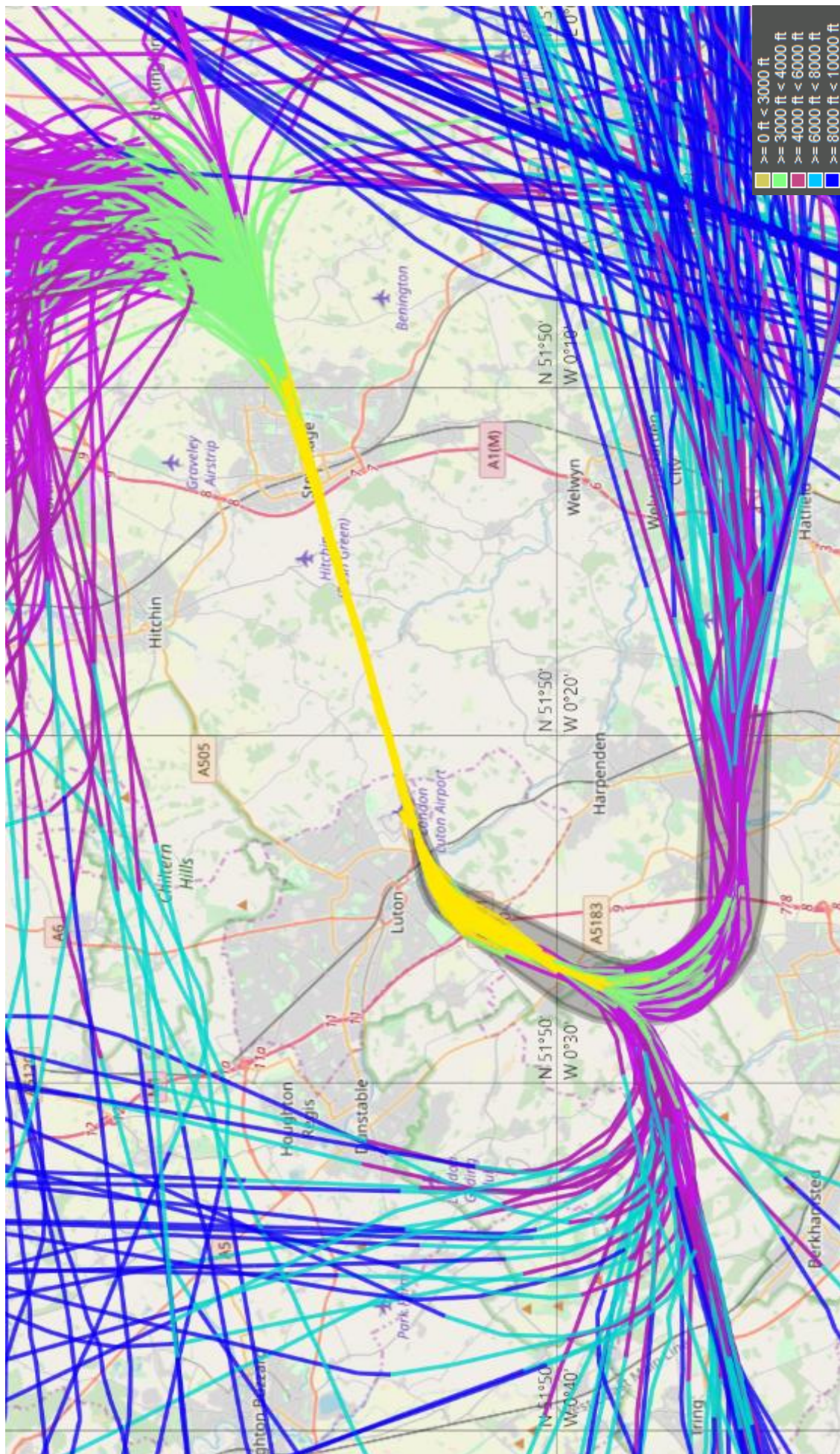


The maps overleaf, produced from the Topsonic Aircraft Noise & Track Monitoring System, identify samples of actual flown aircraft tracks operating from LLA (arrivals and departures during both easterly and westerly operations) for a typical 24-hour period within the third quarter of 2018.









4 AIRCRAFT NOISE

During the 2nd quarter of 2018, the maximum noise levels less than 79 dB(A) was recorded by 99% of correlated departing aircraft in line with 98% for the same quarter last year.

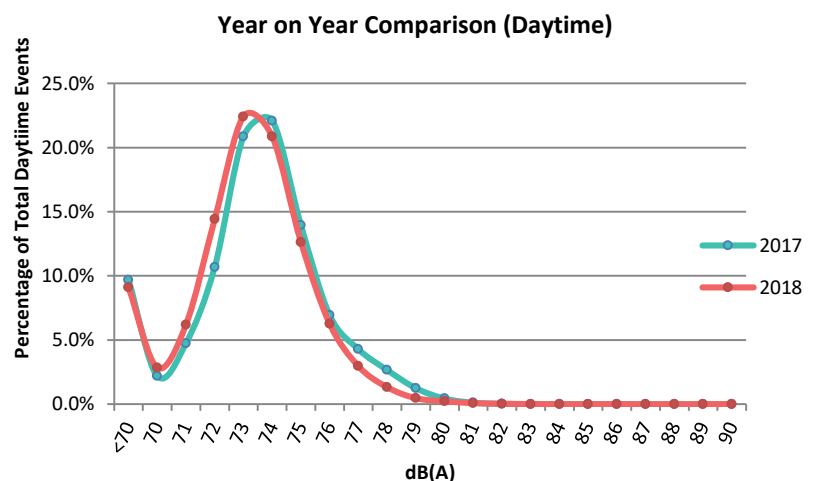
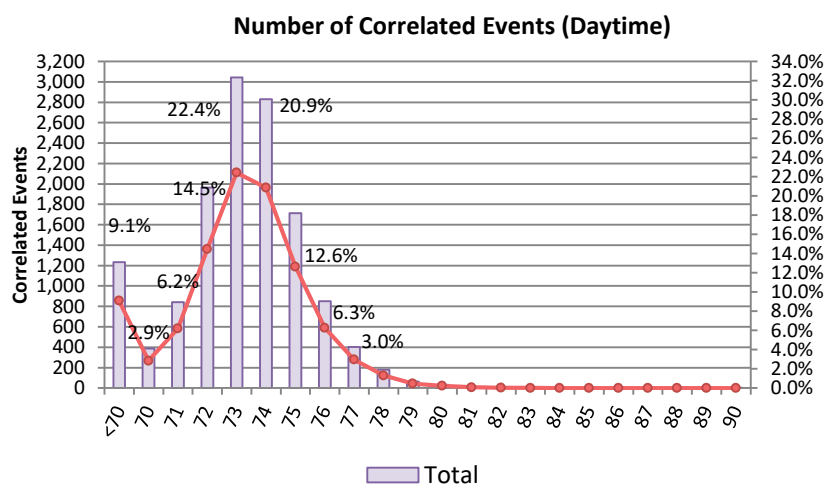
The maximum noise level less than 76 dB(A) was recorded by 89% of correlated departing aircraft slightly increased compared to 85% for the same period last year.

There were no noise violations in this quarter, compared to one daytime noise violation and no night time noise violations during the 2nd quarter 2017.

4.1 Daytime Noise Levels – July to September 2018

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)*

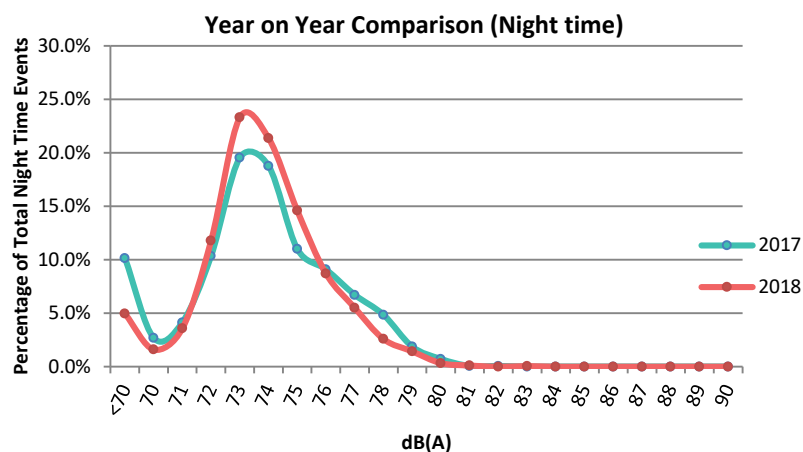
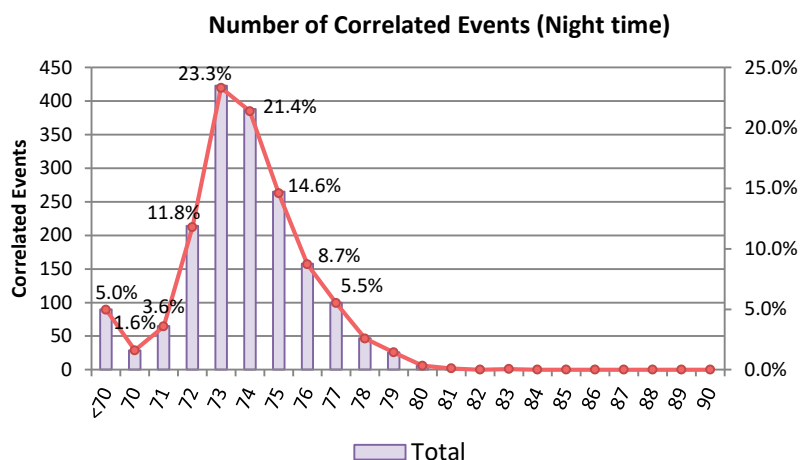
	db (A)	Jul	Aug	Sep	QTR
Number of Correlated Events (Daytime)	<70	583	330	322	1,235
	70	193	87	107	387
	71	438	190	213	841
	72	956	589	420	1,965
	73	1,060	1,107	875	3,042
	74	845	1,003	982	2,830
	75	474	643	598	1,715
	76	231	320	300	851
	77	83	164	155	402
	78	41	77	62	180
	79	8	30	26	64
	80	5	16	11	32
	81	2	4	6	12
	82	1	2	2	5
	83	0	0	0	0
	84	0	0	0	0
	85	0	0	0	0
	86	0	0	0	0
	87	0	0	0	0
	88	0	0	0	0
	89	0	0	0	0
	90	0	0	0	0
Total		4,920	4,562	4,079	13,561



4.2 Night Noise Levels – July to September 2018

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)*

	db (A)	Jul	Aug	Sep	QTR
Number of Correlated Events (Night time)	<70	46	22	22	90
	70	15	6	8	29
	71	28	11	26	65
	72	102	68	44	214
	73	141	159	123	423
	74	105	144	139	388
	75	76	102	87	265
	76	39	63	56	158
	77	26	45	29	100
	78	9	21	17	47
	79	5	12	9	26
	80	1	3	2	6
	81	0	0	0	0
	82	0	0	0	0
	83	0	0	0	0
	84	0	0	0	0
	85	0	0	0	0
	86	0	0	0	0
	87	0	0	0	0
	88	0	0	0	0
	89	0	0	0	0
	90	0	0	0	0
Total		593	656	562	1,811



N.B It should be noted that the detection thresholds for the noise monitoring terminals are set at the lowest level to record the maximum number of aircraft noise events. However, a number of smaller aircraft types, such as business jets and propeller aircraft, get very close to but do not reach the detection threshold. Ambient background noise is also an important factor as specific incidents such as loud road traffic, emergency vehicle sirens, lawn mowers, drills etc. can register noise levels louder than an aircraft overhead, which results in not all aircraft movements being correlated to noise events. Generally, the louder noise events have more certainty of being correlated with aircraft movements.

Weather conditions can also effect the number of noise monitoring events recorded in the table; for example, if winds are greater than 10m/s and temperature is either higher than 25°C or below -10°C, results from noise monitors will be invalid and therefore will not be taken into account.

4.3 Noise Violations during Qtr (July to September 2018)

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

4.4 Noise Insulation Scheme Update

Our Noise Insulation Scheme aims to assist in reducing the noise for properties in our local communities. The scheme covers both residential and non-residential properties. Depending on any existing insulation in the property, double glazing, secondary glazing and ventilation units can be provided. Rooms eligible for insulation include living rooms, dining rooms, kitchen-diners and bedrooms.

During the third quarter of 2018 works continued on properties in both Hertfordshire and Bedfordshire. During this period, 15 properties were completed as part of the Scheme with an additional 30 properties contacted to identify new properties to insulate. LLA continues to insulate properties as part of the Noise Insulation Scheme.

5 NOISE CONTOURS

5.1 Night Noise Contours – July to September 2018

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 2018 Q2 contours. Terrain data is included and the contours are produced using the INM software (Version 7.0d). The validation is based on measured results in 2017 at the fixed noise monitors and user-defined profiles for the most common aircraft have been used.

Noise Contour Results

The resulting noise contours are shown in the attached Figure A11060-NN18-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 2018), and the equivalent quarter during the previous year (July – September 2017).

Contour Value (dB $L_{Aeq,8h}$)	Contour Area (km ²)		
	<i>Jul – Sep 2017</i>	<i>Apr – Jun 2018</i>	<i>Jul – Sep 2018</i>
48	38.4	38.3	39.9
51	22.1	21.4	23.1
54	12.0	11.5	12.7
57	6.3	6.3	6.9
60	3.4	3.4	3.7
63	1.8	1.8	1.9
66	1.1	1.1	1.1
69	0.7	0.7	0.7
72	0.4	0.4	0.5
W/E Split (%)	82/18	44/56	76/24

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 2017	Apr – Jun 2018	Jul – Sep 2018
B733	47	13	47
B734	n/a	75	59
B738	817	634	717
B752	215	222	274
A306	133	133	134
A319	1,075	1,017	1,061
A320 (ceo)	2,054	1,734	1,984
A320 (Neo)	122	179	127
A321	139	326	426
A333	20	22	14
CL600	72	15	n/a
CL601	46	45	n/a
C441	75	30	12
C500	13	11	n/a
C525	46	30	n/a
C56X	51	31	n/a
C680	n/a	12	n/a
C750	n/a	11	n/a
D328	102	n/a	n/a
E145	57	18	n/a
F100	45	33	n/a
GLF4	47	28	n/a
GLF5	248	212	14
LJ35	24	18	n/a
M3001	14	n/a	n/a
Other	75	45	29
Total	5,537	4,894	4,898

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

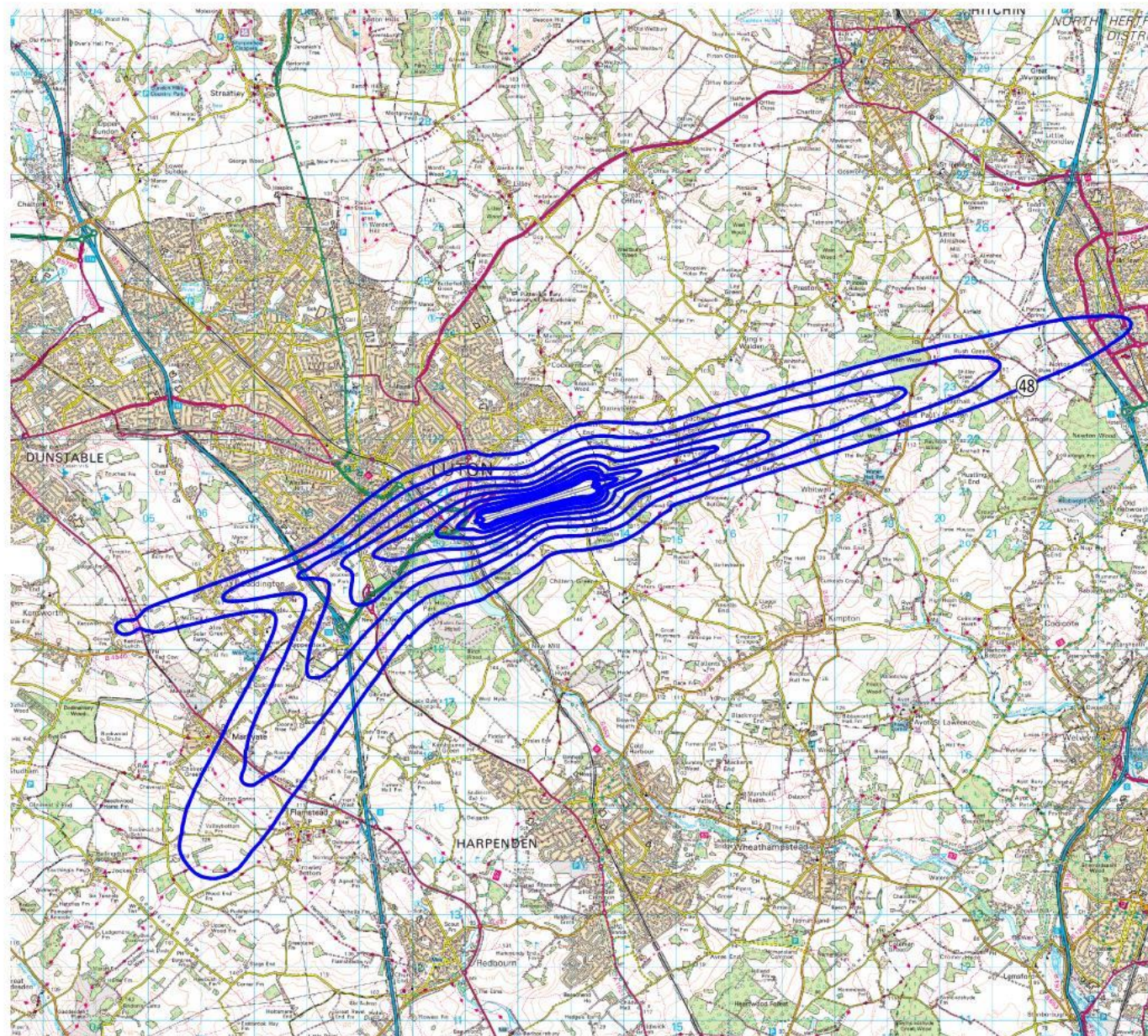
5.1.4 Noise Contour Comparison

Compared with the same quarter in 2017, there has been a decrease of 12% in the total number of movements, but movements by passenger turbofan aircraft have increased by around 5%. The proportion of arrivals in has remained the same as Q3 2017, staying at 59%. The aircraft mix has changed, with an increase in the proportion of passenger turbofan operations, which comprised 99% of the total operations in 2018 Q3, compared to 84% in the same quarter in 2017. This and the overall decrease in the number of movements, is due to the action plan restrictions on non-scheduled flights at night.

The proportion of modernised aircraft types has remained approximately the same as 2017 Q3, with 6% of operations by the Airbus A320 being by the quieter modernised A320neo variant. The measured results indicate this new aircraft variant is approximately 4 dB quieter on departure at Luton.

The modal split has changed slightly compared to the same quarter in 2017, with 76% of movements in 2018 Q3 using runway 26, compared to 82% in 2017 Q3. The area within the 48 dB(A) noise contour has increased by 4% compared to the same quarter last year. This increase is mainly due to the 5% increase in movements by passenger turbofan aircraft.

The number of movements has remained approximately the same compared to the previous quarter (April – June 2018). However, the total number of passenger turbofan aircraft movements, and therefore the contour area, has increased compared to the previous quarter.



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LEGEND:

— Noise Contours,
48 to 72 dB LAeq,8h in 3 dB steps

REVISIONS

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Partners**
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Acoustics
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London Luton Airport
Regular Contouring

Airborne Aircraft Noise Contours
Jul-Sep 2018 Average Night time

DRAWN: MP CHECKED: DR

DATE: November 2018 SCALE: 1:100000@A4

FIGURE No:

A11060/NN18/Q3

6 COMPLAINTS

6.1 Total Complaints relating to LLA aircraft operations

	3 rd QTR 2018	3 rd QTR 2017
Total No. of Complaints relating to LLA aircraft operations	3,175	5,785
No. of Complainants	415	666
No. of General Complaints	799	1,643
No. of Specific Complaints	2,376	4,142
Average No. of Complaints per Complainant	7.6	8.7
No. of Aircraft Movements per Complaint	12	7

During the last quarter a total of 3,175 complaints relating to LLA aircraft operations (on average just over 34 complaints per 24 hours) were received by the Flight Operations Department. This is compared to the 5,785 complaints which were received for the same period last year. It should be noted that 60% were received by 10 individuals.

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

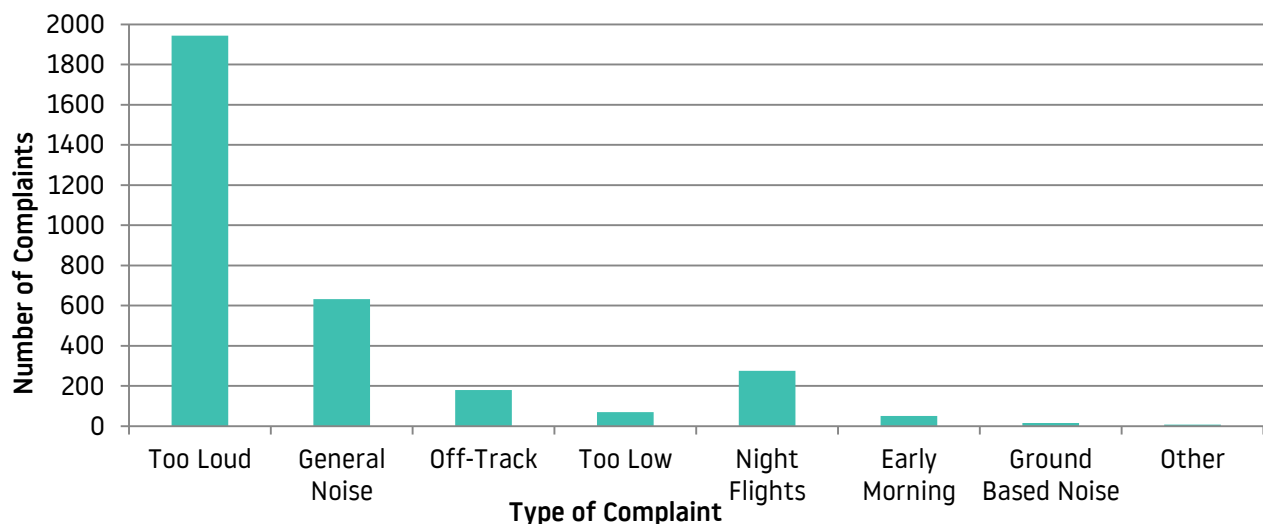
July 2018	1,481 complaints	(1,127 Specific Complaints, 354 General Complaints)
Aug 2018	1,133 complaints	(851 Specific Complaints, 282 General Complaints)
Sep 2018	561 complaints	(398 Specific Complaints, 163 General Complaints)

A further 309 complaints not attributable to LLA traffic were received throughout the quarter, compared to 265 complaints for the period July to September last year.



Out of 415 total complainants, there were 230 that contacted the airport only once meaning that 185 complainants generated 2,945 complaints.

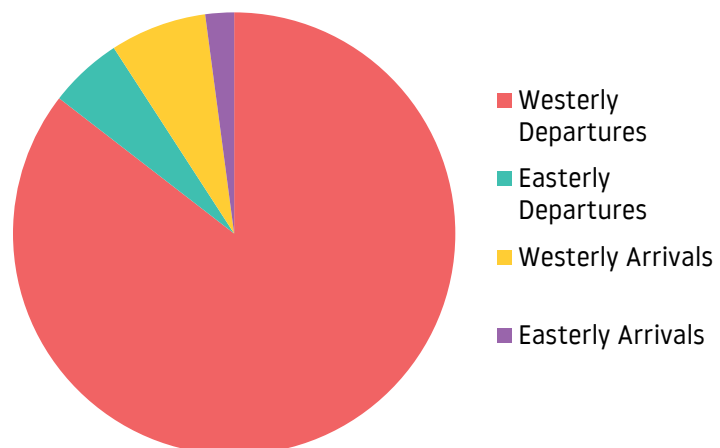
6.2 Type of Complaint



The types of complaint received by the Flight Operations Department from July to September 2018 are listed below.

6.3 Nature of Disturbance

The chart represents the areas of concern reported from specific complaints with regard to aircraft activity during the period April to June 2018.



Within the 1,671 specific aircraft complaints concerning westerly departures, 1,605 complaints involved aircraft on the Match/Detling heading, 46 related to aircraft following Compton flight route, 15 related to aircraft using the Olney route and 5 complaints were recorded about aircraft following an off-airways routing.

With regard to the 105 complaints attributed to easterly departures, 73 related to aircraft following the Compton flight route, 20 aircraft on the Match route, 6 aircraft following the Olney route and 6 using an off-airways routing.

In total the Flight Operations Department received 179 specific complaints regarding arrivals. 41 of these complaints were about easterly arrivals and a further 138 concerning westerly arrivals.

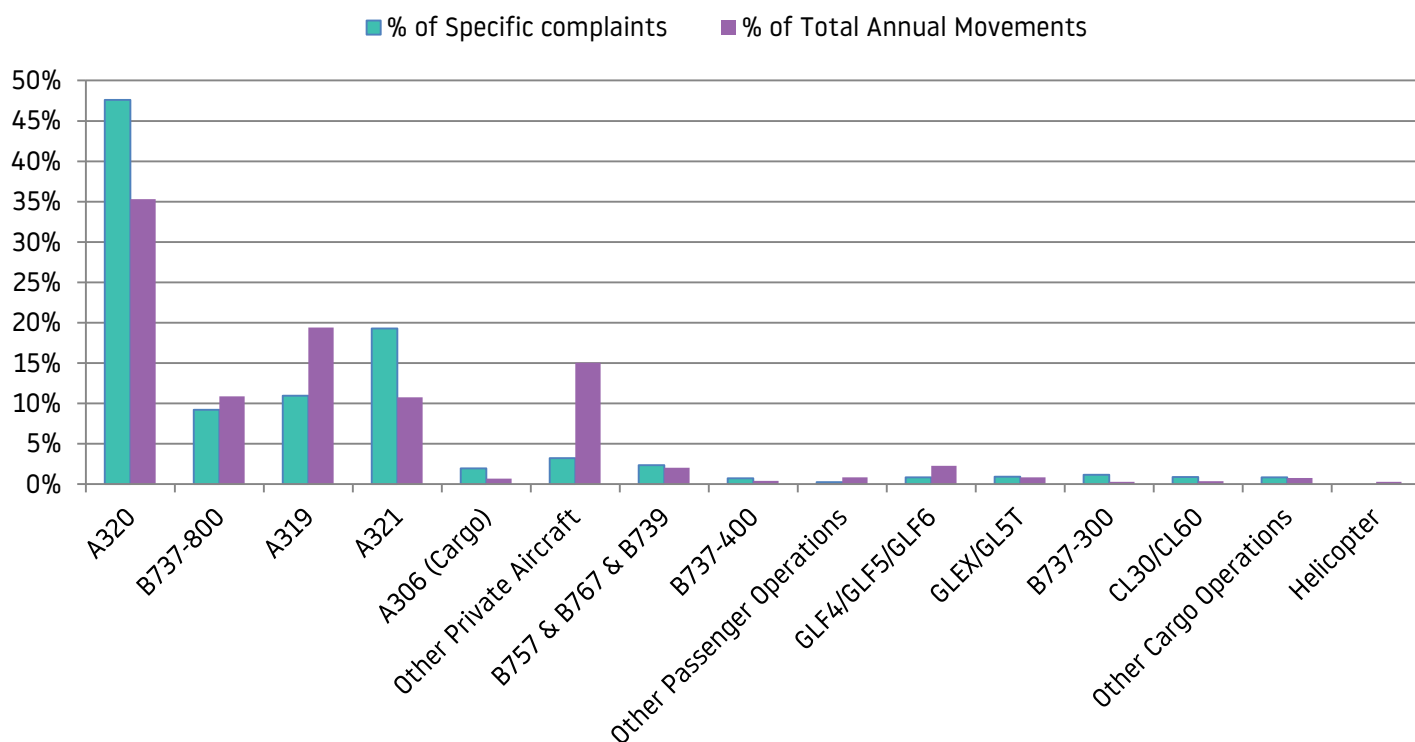
24
Complainants
reported noise
disturbance at night
(compared to **115**
Complainants for the same
Quarter last year)

Departing aircraft accounted for 67% of the 137 specific night complaints and 33% involved arrivals. Cargo flights, involving A306 and B752 aircraft were reported in 27% of night complaints, whilst passenger aircraft accounted for 62% of night complaints and executive aircraft were correlated to 11% of night complaints.

276 (9%)
Complaints
concerning night noise
disturbance from
LLA operations

6.4 Complaints by aircraft type

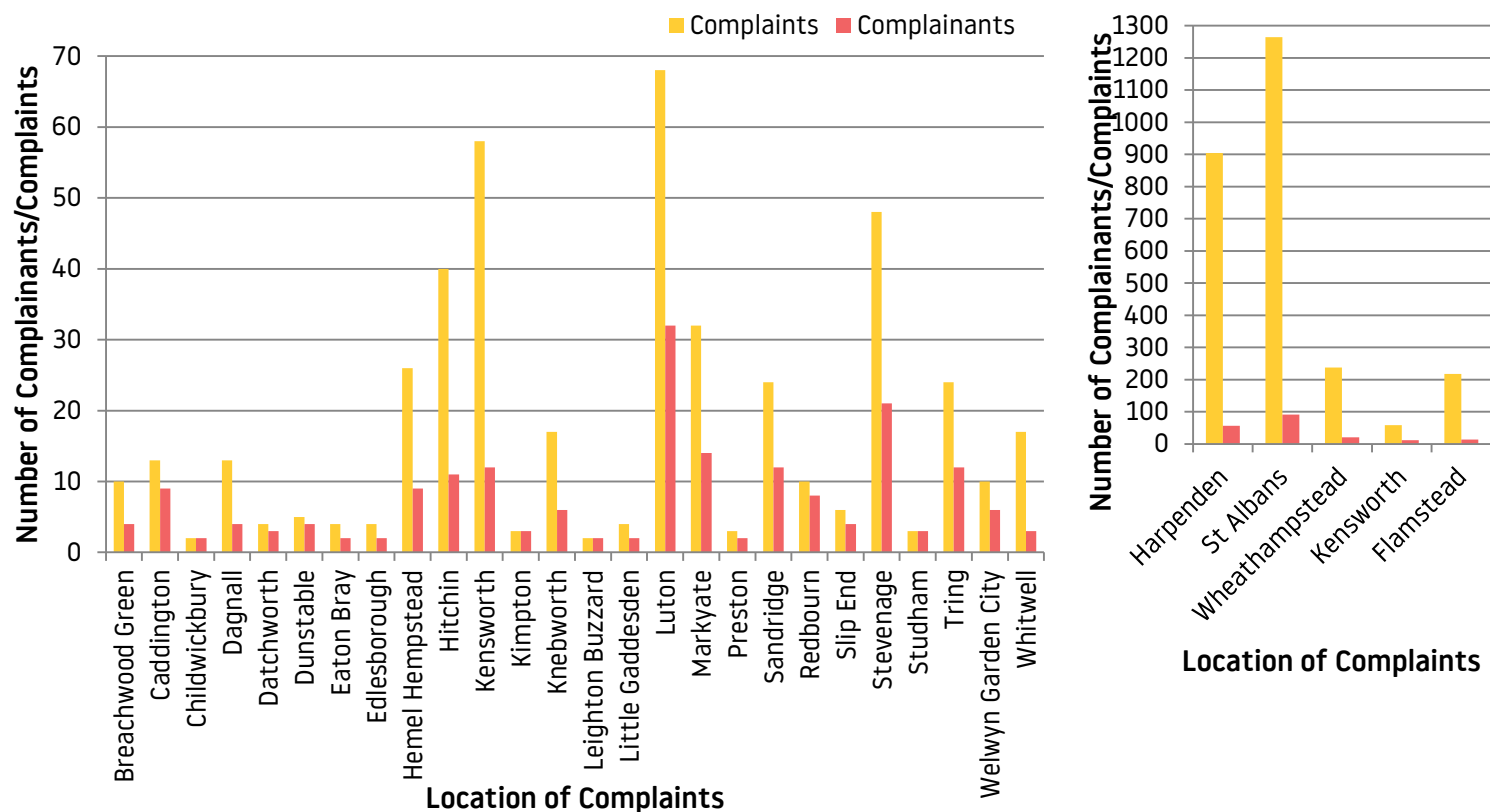
The diagram below shows aircraft types generating specific complaints.



6.5 Origin of Complaints

The chart below identifies the areas around the Airport from which more than one complainant submitted concerns relating to LLA aircraft operations during the period July to September 2018.

The communities with one complainant include Aylesbury, Ayot St Lawrence, Baldock, Barton-le-clay, Bendish, Berhamsted, Blackmore End, Codicote, Dunton, Gustard Wood, Hatfield, Hertford, Linslade, London, Pepperstock, Princes Risborough, Reigate Heath, Sudbury, Windsor, Wilstone, Woolmer Green.



6.6 Complaints Analysis

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

- The wind direction allowed natural respite for communities on Westerly departure routes, which is likely to have reduced the number of complaints.
- There was a large increase in Easterly operations, overflying areas not overflown on a consistent basis due to natural respite, this saw an increase in the number of new complainants.
- High numbers of complaints were still recorded from specific locations, for example Harpenden, St Albans and Wheathampstead and Kensworth. Complaints from these areas accounted for 80% of total complaints.
- As winds dictated Westerly operations for 78% of the time, the largest percentage of complaints related to aircraft operations during westerlies.

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	16%
TraVis	77%
Telephone	7%

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)

6.8 Response Time

The following table shows the time taken to respond to complaints submitted by our local communities. We aim to respond to 80% of concerns within 8 days and 100% of concerns within 15 days.

Those complaints with longer response times are usually those requiring further investigation with the help of Air Traffic Control. If this is the case, the individual's complaint will be acknowledged and will state that additional investigation is required which may lengthen the response time.

Number of days	% of Total Complaints
0	18%
1	14%
2	8%
3	6%
4	6%
5	5%
6	3%
7	3%
8	1%
9	2%
10	1%
11	1%
12+	27%

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. Unfortunately, this quarter no members of the community visited LLA.

7.2 Airport Visits to the Community

The Flight Operations team arranged public surgeries in Flamstead on the 25th July, Sandridge on the 29th August 2018 and Redbourn on the 27th September 2018. Many residents had questions and concerns regarding the Airport operations and the common themes from these meetings were:

- Night Flights
- Westerly departures, in particular Match departures
- Noise Pollution
- Off-track aircraft

More public surgeries are scheduled; details of which can be found on our website, which is updated accordingly.

(<https://www.london-luton.co.uk/corporate/community/noise/noise-surgeries>)

Furthermore, on the 5th July the westerly Match/Detling Airspace Change Focus Group met to discuss designs and an outcome of the meeting with NATS. The meeting was productive and the committee provided feedback. Following this, LLA joined NATS at Swanwick on the 20th August to run NATS Air Traffic Simulations of the proposed routes. The information gained on the day was then presented back to the Focus Group.