

IN TOUCH

ISSUE 1

January 2012



Welcome to "In Touch"

- a newsletter for London Luton Airport's Local Community.

In this first edition we would like to take the opportunity to let you know about a "track keeping" trial we ran in conjunction with one of our airlines. Also included is some operational background information. We hope you find this useful.

London Luton Airport is one of the most successful businesses in Bedfordshire, bringing with it thousands of jobs and millions of pounds of investment for Luton and the surrounding area.

We are the fifth largest airport in the country and one of the fastest growing. Council owned, we reduce Luton's council tax bills by a large amount.

We are also a major asset for London, as one of the main runways which serves the Capital.

Such success, however, brings its challenges. All airports are noisy and we recognise our responsibility to minimise the impact on the surrounding area and ensure we are seen as a good neighbour. We have a legal obligation to monitor aircraft noise and we produce regular reports and statistics to make the data as transparent as possible.

As London Luton Airport has grown, we have taken important steps to minimise noise. Although aircraft have become quieter, we acknowledge there has been an increase in traffic and frequency of aircraft to and from the Airport.

The Airport takes its responsibilities towards the environment very seriously and as such will go the extra mile to mitigate its impact. More details on noise and other environmental matters can be found on our websites.

www.london-luton.co.uk and
www.london-lutoninthecommunity.co.uk

We thank you for taking the time to read this newsletter and would greatly appreciate your feedback.

Kind regards

Glyn Jones
Managing Director
London Luton Airport

"TraVis" FLIGHT TRACKING HAS ARRIVED



We are delighted to have successfully launched our brand new online flight tracking tool, known as "TraVis" - track visualisation. This is a dedicated portal for our local community to view London Luton Airport flights in their area and is a valuable addition to our current noise and track keeping computer system.

"TraVis" provides key new features, including aircraft type, flight number, flight tracks, aircraft altitude (height above mean

sea level), noise information and weather data. There is a small time delay of three hours before you can view a flight to enable the radar data to be fully processed.

This is available online now at www.london-luton.co.uk (About Us section) and further reinforces our commitment to open, transparent communications with our neighbours.

You can use "TraVis" to look at a specific flight, over a particular area around London Luton Airport at any time. To help you further, we have also included a useful "Frequently Asked Questions" section.

"TraVis" is only intended as a representational tool and does not replace our daily in-house noise and track keeping analysis. Like our noise and track keeping system, the online flight tracking data is taken from air traffic control radar and is an indisputable information source.

Users can see for themselves at first hand where London Luton Airport flights are and zoom in and out of their specific area using a variety of different map backgrounds. There is a replay facility to enable an entire track to be viewed up to a 25 mile radius around London Luton Airport and flights will be shown from, and up to, 12,000 feet.

To help you navigate around the pages, there are information panels within the flight tracking screens. These will give you more information on the detail you are seeing within "TraVis".

We welcome your feedback and would be delighted to hear what you think of the system.

If you think there are some FAQs we haven't covered, please let us know. We'd be happy to add them.

YOUR NOISE AND TRACK KEEPING QUESTIONS

When aircraft depart from the Airport they fly within designated flight paths that were established many years ago. These flight paths are set routes from each end of the runway that aircraft follow, up to an altitude of 3,000 feet during the daytime and 4,000 feet at night.

All aircraft take off and land into the wind, so the wind direction will dictate which way the aircraft arrive and depart. This is why you may notice changes in aircraft patterns.

The runway at London Luton follows a 26/08 bearing and roughly runs east to west.

Q Can flight paths be moved?

A Not without consultation. They were set by Government many years ago and were established within a policy of ensuring that aircraft avoid overflying large populated areas and that the route is "set in stone" in order to provide continuity and predictability for local communities.

Changing a flight path involves lengthy, detailed consultation with many stakeholders, including Government, industry, public and airspace operators.

How a particular aircraft flies within a 3km wide flight path "corridor", varies for many reasons; aircraft types navigate differently, a newer aircraft's performance varies in comparison to older aircraft types and different airlines' standard operating procedures can impact on where aircraft fly. It's simply like the performance and handling of an older model Ford Focus compared to a brand new Range Rover.

Through the continual monitoring of our airlines' performance, it was noticed some aircraft were flying "off track" on one of our routes and this meant that some local communities saw aircraft over different areas.

With the full support of the London Luton Airport Consultative Committee (www.llacc.com), our Airport Flight Operations Committee, NATS (the air traffic service provider) and local community representatives, we commenced a trial in May 2011 to study and improve airlines' performance on this particular flight path in order to bring the aircraft back on track.

We worked with one airline - easyJet - that operates ten flights a day on this route. This was because we had to ensure that we made 'tweaks' to achieve optimum flight performance involving just one carrier in order to maintain continuity and ongoing safety considerations.

We looked at where aircraft commenced their turn once they departed the Airport and reviewed the speeds at which this route was flown. We made adjustments to these procedures in order to obtain the ideal profile for aircraft to fly the route.

Q Our community has suffered an increase in noise disturbance from the beginning of this trial. If we all complain to the airport, will you stop the trial?

A This is not how the process works and there are a couple of underlying issues here we would like to explain.

For an airport to undertake and manage a track keeping trial, it involves many stakeholders working together.

All trial procedures are pre-approved by the Civil Aviation Authority (CAA), which is our regulator and therefore we have to follow due process and ensure stringent safety checks are in place.

We received over 7,000 emails and voicemails from around 350 households within Flamstead and Redbourn. We couldn't possibly respond individually to these but sent regular updates about the trial to designated representatives.

These complaints have been recorded for statistical purposes but will not be included in the overall individual figures. They are of course still publicly reported through London Luton Airport's Annual Monitoring Report and through the London Luton Airport Consultative Committee (LLACC).



Misconception

We cannot "have a word" with a pilot and tell him or her to change the way the aircraft is flown that day.

FACTS & FIGURES



- Each day there are approximately 260 aircraft “movements”.
- An aircraft “movement” is either a departure or an arrival.
- A ‘day’ is a 24 hour period with very stringent controls on aircraft that operate during the night period.
- Flights that are deemed to be too noisy, day or night, are fined and the monies collected are used to support the Community Trust Fund and the Noise Management Programme.
- London Luton handles c.9.5 million passengers a year.
- 95% of Passengers use Scheduled services, 5% are on Charter flights.
- 87% of Passengers are on international flights, 13% are on domestic flights.
- Most popular destinations include Budapest, Warsaw, Glasgow, Geneva and Dublin.
- Since 2008 the Airport and its staff have raised over £120,000 through its Charity Of The Year adoption scheme.
- Beneficiaries have included the East of England Air Ambulance, Keech Hospice Care and NOAH Enterprise.
- Since 2008 the Airport has donated £50,000 annually to local groups and projects via its Community Trust Fund.

Misconception

Some particular communities have lobbied London Luton so the Airport rerouted the aircraft to the detriment of other communities.

Untrue. Through the Airport’s licence to operate, we are obliged to conform to many regulations and controls; one of which is to ensure that aircraft fly within established flight paths and to collaboratively work with our airlines to improve track keeping .

SO WHAT ARE WE DOING ABOUT IT?

The trial started on 5th May 2011 and finished on 6th November 2011 and valuable data has been collected and assessed. We worked very closely with our airlines, air traffic control, local community representatives and the London Luton Airport Consultative Committee and would like to take this opportunity to thank everyone involved. We have come a long way in terms of understanding the issue, improving track keeping and addressing ongoing issues.

Within this section we have included two diagrams taken from our Noise and Track Keeping system (NTK) used for monitoring all of London Luton Airport's flights.

This NTK system obtains its data from air traffic control radar systems and therefore it is extremely accurate and the information is unequivocal.

Diagrams 1 and 2 on page 5 demonstrate improvements that were made during the trial.

What do the diagrams mean?

We have placed the aircraft tracks (in green) set against an Ordnance Survey map showing local communities such as Flamstead, Redbourn, Harpenden, Hemel Hempstead and St Albans. Each green line is one aircraft track.

Both diagrams depict sample tracks for one airline and graphically show the westerly end of the runway used for departures; that is when the wind is blowing from the west, aircraft take off in a westerly direction into the wind.

The trial ended on 6th November 2011 and we have carefully collated a great deal of data. We continue to keep Flamstead and Redbourn Parish Councils, the London

Luton Airport Consultative Committee, the Civil Aviation Authority and our airlines up to date with regular briefings and as much information as we can provide.

London Luton Airport must now discuss the way forward with the Civil Aviation Authority with a view to slightly amending the flight path we have conducted the trial on, to accommodate a new centre line position. This will enable most aircraft to fly the route in the most optimal way as well as providing some relief to local communities affected by this track keeping issue.

These discussions are ongoing and as soon as we can update you we will. For now, please do make full use of "TraVis" and you have our assurance that we continue to take our environmental responsibilities very seriously.

Specific Community Issues

Flamstead

During the track keeping trial a separate issue came to our attention that was not directly linked, but nevertheless, was associated with how aircraft navigate the route and where they fly.

Therefore for a period of time, coincidentally within the trial period, some aircraft were flying much nearer to Flamstead than had previously been experienced. Generally, aircraft fly between Flamstead and Markyate.

This underlying track keeping matter was directly linked to how aircraft navigate through use of on-board equipment and compass radials. This has now been resolved and aircraft are once again flying close to the route's centreline.

www.flamstead-herts.co.uk



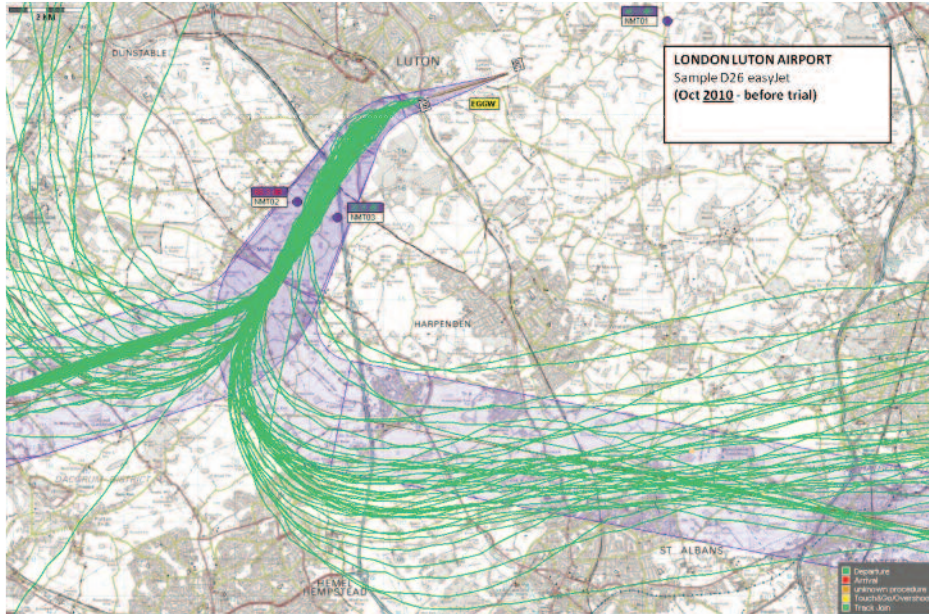
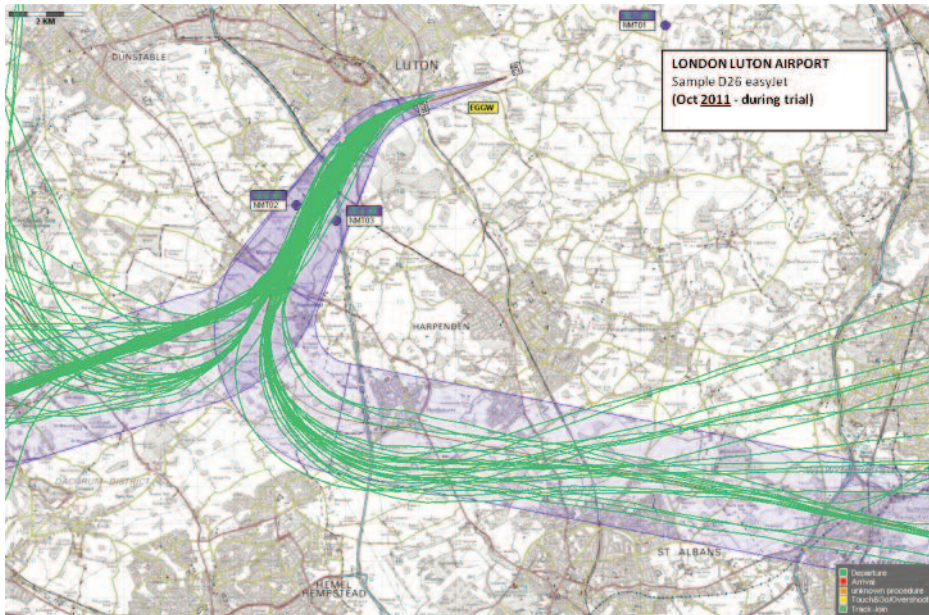


Diagram 1 (Top Left)

This is taken from October 2010, before the trial. The tracks clearly show a concentration of easyJet aircraft as they leave the airport and digress off into two separate routes. One route navigates west and to the north of Berkhamsted and the other heads south and then east towards the Brookmans Park Navigation Beacon.

The aircraft tracks we are interested in are the ones that come out of the bottom of the flight path over the northern tip of Hemel Hempstead and then fly back into the route around St Albans.



This is not where aircraft should be flying as they should be within the existing blue path shown on the diagram.

Diagram 2 (Bottom Left)

This is taken from October 2011, during the trial and remaining with our description of flights to the south of the blue flightpath (previously tracking over Hemel Hempstead and St Albans), we can see the majority of easyJet departures are now tracking within the existing blue corridor.

Redbourn

Redbourn is located within one of London Luton Airport's defined westerly departure routes and has historically, seen aircraft to the south of the village; geographically, over the northern tip of Hemel Hempstead.

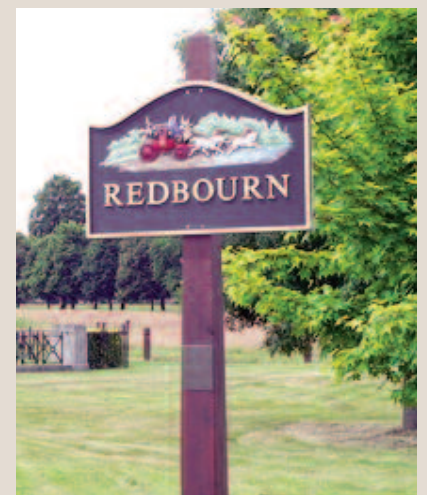
This has been due to aircraft flying too far out to the south of the route and therefore, not on track.

The trial's objective was to bring aircraft back on track within the defined departure corridor and consequently Redbourn would see aircraft nearer to the village, to the

south, but only rarely overhead as was previously the case.

Aircraft at this point along the route will be typically at an altitude of around 4,000 - 5,000 feet.

www.redbourn.org.uk





REPRESENTATION

London Luton Airport, like most UK airports, holds regular Consultative Committee, Flight Operations Committee and Noise and Track Keeping meetings, as well as ad hoc community meetings both at the Airport and in local areas.

During this trial we met with Redbourn and Flamstead Parish Councils on a regular basis. Delegations of representatives from both of these communities have also visited the Airport to see at first hand how we monitor noise and track keeping.

For more information please visit:

www.llacc.com

www.london-luton.co.uk

www.london-lutoninthe-community.co.uk



Misconception

The Consultative Committee discussions with our partners and representatives are closed shops and not transparent.

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