

## **Future Luton: Q&A guidance sheet**

### **Section 1: Financial issues**

**Q 1.01: ‘Luton Council will have to borrow substantial sums of money with no guarantee that they would recover the debt, while at the same time having to divert airport income that would normally pay for services to cover interest payments on the loans they took out instead.’**

**A:** We have to correct this misleading claim. The facts are that, through driving a bold vision for the airport, LLAL has increased the revenue received by its shareholder Luton Council from £9m in 2013 to more than £30m in 2018, as well as investing in the airport’s future.

The payments made by LLAL to the council already help to subsidise services to the people of Luton equivalent to more than £370 per household per year, and is forecast to increase further in forthcoming years.

It is also important to note that the dividend is also only one element of the revenue that the council receives. As with any business, if we don’t invest for the future, it will be a bleak one.

**Q 1.02: ‘Luton Borough Council admitted in its 2017/18 draft Statement of Accounts that a significant pressure over the next few years is the expected reduction in the level of dividend payable by London Luton Airport Ltd, due to the cost of debt financing required to expand Luton Airport. This will mean that every Luton resident will be adversely affected with either a rise in council tax or a cut in services to make up for the shortfall in airport dividends.’**

**A:** We reiterate the point we made above and repeat that this claim is simply not true. The total amount of money the council receives through various means from LLAL is already worth £370 per household per year in Luton, and is increasing over time.

**Q 1.03: 'With no guarantees that the council will find the additional 20 million passengers needed to fill a second terminal, Luton Council could be left in a dire situation where they are forced to pay interest payments for a generation or more on an expanded airport that the airlines might not want.'**

**A:** LLAL and the council foresee, to the contrary, that long-term airport expansion would offer attractive inward investment opportunities with significant potential reward for the private sector and for prosperity within Luton. Financial models are not predicated on the council paying for the new infrastructure.

**Q 1.04: 'The council has yet to say what the projected cost will be to build a new airport attached to the existing runway or the passenger breakeven point on a cost figure that they haven't revealed.'**

**A:** We see long-term airport expansion as an opportunity to deliver £2.7bn inward investment into Luton. It will be appreciated that commercial sensitivities apply towards financial modelling arrangements. It is proposed that an expanded airport would be funded by a third party, or parties.

**Q 1.05: 'It is the LLAL board that decides, each year, what dividend to place on a share held in London Luton Airport. All the shares in the airport are held by LBC, on behalf of the residents of the town.'**

**A:** As a direct result of the Council's ownership of LLAL, dividends that would normally flow into private pockets make a significant contribution to the public purse.

**Q 1.06: 'The LLAL Board continually passes on only a fraction of airport income to providing Council services to the residents of Luton.'**

**A:** Like any company, LLAL has bills to pay, not least Corporation Tax on its net profit. The company's single biggest item of spend is on its Community Funding Programme, which contributes almost £10m a year to the charitable organisations in Luton and the surrounding communities. Almost all of LLAL's distributable profit is paid out as dividend, with only a small proportion being retained as a financially prudent reserve.

**Q 1.07: The DART Link, New Century Park, Bartlett Square and Terminal 2 are all projects that LBC/LLAL are funding, and/or plan to fund – all with substantial loans, payable from that same concession income, over future years**

**A:** LLAL's financial strategy will deliver a benefit to the council through higher interest payments. This works in the way that Luton Council is able to borrow prudentially from the Public Works Loans Board, or similarly, at significantly preferential rates to those that would otherwise be available to its airport company on the financial market. This enables

LLAL to then repay the loan at an 'intermediate' rate, thus enabling both the council and its airport company to benefit.

It is proposed that an expanded airport would be funded by a third party, or parties.

**Q 1.08: Interest repayments on the DART loans will come from diverting part of the LLAL dividend to the council that helps pay for council services – meaning everyone will suffer.**

**A:** Sorry, this is simply not true – as already explained above, the revenue to LBC from LLAL is proposed to continue to grow, not least from higher interest payments on loans to LLAL.

**Q 1.09: If Luton is suffering austerity, how can this strategy be pursued when Councillors have the opportunity to do so much more to alleviate poverty in Luton?**

**A:** Recent reports showing levels of poverty and inequality in the UK are a stark reminder of the scale of the task, not just for Luton but the country as a whole. The level of child poverty in some of Luton's wards is unacceptable which is why dealing with it is one of the most critical issues facing the council.

Ambitious plans to provide new jobs for local people through long-term airport expansion and the increasing number of regeneration projects flourishing in the town are vital.

The council's new chief executive has made it very clear that his key aim is to eradicate child poverty, appreciating this is a long-term issue needing sustained action, and absolutely determined to ensure that, as a council, this vital goal is achieved for the benefit of everyone in Luton.

## **Section 2: Environmental and health issues**

### **Section 2a) Air quality / pollution / and health**

**Q 2.01: 'The current plans to double flight numbers would mean significant increases in both noise and air pollution, the long-term health implications to local residents associated with air quality, and an increase in local traffic congestion. In Luton, air pollution has been made worse by rapid airport expansion from 9 to 16m passengers in 5 years.'**

**A:** LLAL is taking very seriously its responsibilities towards all environmental impacts.

Looking first at air quality, and despite a 75 per cent growth in passenger numbers using LTN since 2012, we can clearly see from monitoring across Luton that the overall situation is not worsening in the town. In fact there are reasonable grounds for pointing to some improvement. The facts are: that there are 31 sites in Luton with more than five

years' data. These show 28 improving trends, ten of which are regarded as significant. Two slight worsening trends are seen at the airport terminal car park and set-down area.

**Q 2.02: 'In Luton, an estimated 86 deaths a year have been attributed to particulate air pollution with 1,004 associated life years lost.'** (*Public Health England, quoted in the recently published Local Air Quality Report from Luton Borough Council*).

**Q 2.03: 'Air pollution is associated with a number of long term health effects including chronic respiratory disease, heart disease and cancer.'**

**Q 2.04: 'There is increasing evidence linking air pollution to dementia.'**

**Q 2.05: 'Air pollution has recently been shown hugely to affect intelligence – reducing people's level of education by a year as reported by the *Guardian*.'**

**Q 2.06: 'Air pollution particularly affects the most vulnerable in society, especially children and older people, and those with heart and lung conditions.'**

**Q 2.07: 'Luton has a higher percentage of adult deaths (5.8%) related to long term exposure to air pollution than the rest of England (5.1%).'**

**Q 2.08: 'Across the UK, the air that children breathe is damaging their health. The damage dirty air can do to children's lungs may never be reversed and can increase their risk of developing health problems in later life.'**

**Q 2.09: 'We all have a right to clean air, a peaceful sleep and access to local green spaces.'**

**Q 2.10: 'According to the Borough Council report, the main source of air pollution in Luton is road traffic, particularly on the M1 motorway and congested Town Centre streets.'**

**Q 2.11: 'Vehicle exhausts are the biggest source of dangerous pollution, especially diesel vehicles, which emit tiny particles that enter our lungs. Diesel and aircraft fuels increase nitrogen dioxide levels, and also increase the dangerous fine particles in the air. These particles have a name – they are called PM2.5, and are so small they can only be detected with an electron microscope. Owing to their minute size, these particles are able to bypass the nose and throat and penetrate deep into the lungs. It is this that can cause illness and even death.'**

**Q 2.12 'Residents of Luton and surrounding areas cannot breathe clean air because our local air is polluted by aircraft emissions and our over-congested roads.'**

**A:** At the outset of this important discussion, let us be clear that we have not sought to dispute a number of reports and findings in relation to the known and potential health impacts of air pollution, and addressing them is a priority for us.

We have already introduced a new best-in-industry air quality monitoring programme that will measure the widest range of pollutants of an UK airport.

As part of our application we will be preparing a full Health and Community Impact Assessment which will consider air quality and other issues, with guidance from our public health partners, and this will be made available alongside proposals for minimising and mitigating impacts at our next consultation.

**Q 2.13: ‘Some road junctions near the airport are already close to or are exceeding dangerous air pollution levels.’**

**A:** Sorry, this claim is incorrect. There is a difference between ‘dangerous’ pollution levels and those set by air quality objectives. Air quality objective levels are set significantly below any level considered to be harmful, so even if the objective levels are breached it does not necessarily follow that people have been exposed to dangerous levels of pollutants. We take seriously any exceedances in Luton, and seek to understand the root cause so that appropriate action can be planned.

**Q 2.14: ‘If a new road is built or the airport expanded, this will increase pollution levels.’**

**A:** This is an understandable argument to make but does not necessarily follow. Traffic modelling, for example, shows that the introduction of the proposed new roads will lead to freer-flowing traffic, resulting in positive impacts. We also need to consider the timescale over which the development is planned, and how changes in technology will impact on air quality, for example the delivery of cleaner and quieter new generation aircraft and the government’s target for only electric cars to be on sale in the UK from 2040.

**Q 2.15: ‘The airport is another major source of air pollution in the town. Expansion to 38 million passengers a year would considerably increase the deaths among our local population.’**

**A:** We are proposing growth to 32mppa.

**Q 2.16: 'Luton's air pollution is a public health emergency.'**

**A:** We reaffirm again that assessing air quality and public health impacts is a priority for us. We regret however that these two claims, which have both been made, are scaremongering and conjecture without any evidence. Our technical assessment is ongoing and will be reported later in 2019 along with our proposed mitigations.

**Q 2.17: Breathing illegal levels of air pollution can kill.**

**A:** That is correct. However, it should be noted that there are no illegal levels of air pollution recorded in Luton.

**Section 2b) Noise**

**Q 2.18: 'The noise misery around the airport has increased tremendously over the past 5 years, with flights on the busiest westerly departure route up 87%, more than twice as many night flights, concentrated low-level noise and larger, noisier planes in the fleet mix.'** *Ladacan Source: <http://www.ladacan.org>*

**Q 2.19: 'Luton Borough Council itself has a document on its website quoting the World Health Organisation: "exposure to excessive noise can cause serious harm to humans. It can interfere with people's daily activities at school, work, home and during leisure time. It can disturb sleep, cause cardiovascular and psychophysiological effects, reduce performance and provoke annoyance, plus responses and changes in social behaviour".'**

**Q 2.20: 'A second terminal on Wigmore Park will destroy the buffer zone between the airport.'**

**A:** Addressing the issue of airport related noise is a priority for us, and a full noise strategy will accompany our DCO application. This will need to demonstrate that we:

- Will align with national noise policies
- Avoid significant adverse impacts on health and quality of life from noise
- Mitigate and minimise adverse impacts on health and quality of life from noise
- Where possible, contribute to improvements to health and quality of life

We have additionally committed to following the government's concept of creating a 'noise envelope' which seeks to provide a balance between aviation growth and noise reduction, and will bring together community and stakeholder representatives to agree implementation.

The main source of noise from an expanded airport will clearly be from arriving and departing aircraft while other sources will include taxiing, engine testing, road traffic and construction.

Mitigations being assessed include:

- Maintaining the current limit on night flights
- Providing incentives for airlines to adopt quieter aircraft
- Applying the International Civil Aviation Organisation's principles
- Reviewing the extent of the Noise Insulation Scheme
- Improving use of space, reducing aircraft taxi time and queuing, therefore reducing ground noise
- Using acoustic barriers, where appropriate, to reduce the impact from ground and surface access noise
- Developing a Construction Environmental Management Plan to manage noise impacts during construction.

More details will be presented during our next consultation in late 2019.

**Q 2.21: 'In the summer of 2017, Luton Airport itself said that it had already exceeded its own targets for night-time noise. This is what their website says: "Growing demand has meant our economic contribution to the local area has been accelerated. It has also seen us marginally exceed our night-time noise contour by 1.5km<sup>2</sup> day to the night."**

**A:** By way of an update, Luton Council has received an application from the airport operator to temporarily vary condition 10 relating to the airport's consented growth to 18 million passengers per year, approved in 2014.

The council's role as local planning authority is entirely separate to that as shareholder of London Luton Airport Ltd (LLAL). Each is run wholly independently of each other, with their respective functions entirely separate.

The application will be subject to statutory consultation undertaken by the council as the local planning authority and dealt with impartially, fairly and transparently. A decision will be reached based on all material planning considerations and sound judgements, supported by clear planning reasons.

### **Section 2c) Wigmore Valley Park**

**Q 2.22: 'The plan would mean the loss of a local park covering over 70 acres.'**

**A:** This is simply untrue. Our plans have always made it clear that we would replace any loss of public open space with an equivalent provision in the immediate vicinity. Reducing the area of Wigmore Valley Park that would be lost as a result of an expanded airport has been one of our key priorities following feedback received during the first period of public consultation. We had already committed to providing a new footprint for the park that will retain its existing main entrance, and include improved facilities. In February this year we were able to additionally commit that the new public open space

will be at least 10 per cent bigger than currently. We are also committed to funding the park's ongoing maintenance, and exploring the potential for setting up a Community Trust to run it. Seeking community views on what this public open space looks like is a priority for us, and we hope that residents and other stakeholders will work with us to ensure that it provides what local people want.

**Q 2.23: 'Wigmore Park is an area of local landscape value. Expansion would see the felling of hundreds of trees that currently improve local air quality and absorb pollution from the surrounding area.'**

**Q 2.24 'Wigmore Park is rich in invertebrates, especially insects with many species of beetle, bee, moths and butterfly that help pollinate local plants and provide a vital food source for the many mammals and birds also found there.'**

**Q 2.25: 'The park has its own seasonal pond, where frogs, toads and even smooth newts can be found.'**

**Q 2.26: 'The park supports a wide variety of mammals, with two species of deer, muntjac and roe. Badger, fox, stoat, weasel, shrew, rabbit, mole, mice and voles also make their home here, as well as several species of bat that visit the park.'**

**Q 2.27: 'Over eighty species of bird have been recorded at Wigmore Park, including eleven red listed species regularly occurring such as linnet, skylark and yellowhammer.'**

**A:** We fully understand and appreciate the worth of public open space for landscape value, human health and natural habitats. As noted under point 3, we have addressed this head-on in the first instance by committing to replacing the existing public open space with a significantly larger area which would be appropriately laid out and managed.

In order for our development proposals to earn consent, we will need to demonstrate how all environmental impacts can be minimised and mitigated. Our Preliminary Environmental Impact Assessment will include further details of the proposals, including tree and habitat replacement programmes, to mention but one example, supported by full species identification programmes which are in progress.

**Q 2.28: 'The proposed site for airport expansion risks disturbing old landfill that is currently contained under Wigmore Valley Park. Its disturbance could cause the release of harmful materials in to the local water supply and surrounding area.'**

**A:** As part of our application, we will need to satisfy all relevant agencies that what we are proposing with regard to the historic Wigmore landfill site is safe, and there are a number of technical options that can support this.



**Q 2.29: 'As can be seen in photographs, specialists assessing the landfill site had to wear full protective clothing and face masks when taking waste samples from the park. Smoking and even mobile phones were banned from the area due to the risk of explosions from methane gasses trapped below ground. They then had to use decontamination showers where their outer clothing was removed and destroyed.'**

**A:** The precautions taken as described above were utilised for those coming into direct contact with disturbed landfill precisely because at that point we did not know exactly what was there. We now have a much better understanding of what is present, and are developing our plans accordingly, including the processing of landfill material for re-use or safe removal and remediation.

## **2d) Climate change**

**Q 2.30: 'We have known for some years that aviation growth could be disastrous for climate change.'**

**Q 2.31: 'To save humanity, Heathrow, Luton and airports across the world must stop expanding.'**

**Q 2.32: 'The planet is 1 degree centigrade hotter than pre-industrial levels.'**

**Q 2.33: 'The planet would reach the crucial 1.5C warming as early as 2030 under current greenhouse gas emission levels.'**

**Q 2.34: 'Insects are twice as likely to lose half their habitat at 2C compared with 1.5C. Coral reefs and large numbers of fish would be lost. Implications for ecosystem function could be huge.'** *UN Intergovernmental Panel on Climate Change (IPCC), 8 Oct 2018*

**Q 2.35: 'We have 12 years to radically change behaviour to limit climate catastrophe. Governments must make rapid, far-reaching and unprecedented changes in all aspects of society.'** *United Nations*

**A:** Climate change is recognised as a global risk, and we are all faced with the challenge to cut greenhouse gas (GHG) emissions. To do this, and to make the airport resilient to climate change impacts, we are committed to careful design, construction and operation of the airport.

Measures that reduce the risks from climate change while contributing to wider sustainability and resilience benefits will be specified, for example:

- use of sustainable materials that withstand hotter temperatures
- sustainable drainage measures designed to cope with future increases in rainfall
- use of locally recycled low-carbon materials

- options for energy to be generated from low-carbon and renewable sources such as wind and solar
- measures to encourage public transport operators to improve emissions
- low-carbon ground support equipment
- capturing, cleaning and re-using water for purposes such as aircraft washing and toilet flushing.

Whilst we cannot directly control emissions from aircraft, measures can be put in place to implement processes that are more efficient. For example:

- encouraging fuel efficiency and use of low-carbon alternatives as technologies become available
- reducing taxiing distances and aircraft idling
- promoting single engine taxiing.

Further details will be presented at our next consultation in late 2019.

**Q 2.36: 'The fastest growing cause of climate change is flying. Luton is the fastest growing airport. So, Luton is the fastest growing cause of climate crisis.'**

**A:** We regret that this claim, which has been made, is a plainly absurd statement entirely lacking evidence or proportionality.

### **Section 3: Surface access issues**

**Q 3.01: 'The plans show a direct link road from Eaton Green Road to terminal 2. This means traffic from the A1 and A505 will use local residential roads Ashcroft Road, Wigmore Lane and Eaton Green Road to access the terminal. These roads contain two primary schools. The proposal is in complete breach of the adopted local plan.'**

**Q 3.02: 'The proposed Eaton Green Link Road has resulted in hundreds of objection letters, plus objections raised by the committee and by local Wigmore Ward Councillors as it is in breach of the Local Plan, which states that there should be no new access from Eaton Green Road.'**

**Q 3.03: 'We have heard on the grapevine that the Council has been listening to concerns and might be dropping plans for the link road to comply with the Local Plan.'**

**A:** We are already on record as saying that we are continuing work to understand whether or not it may be possible to delete the link road from Eaton Green Road that is planned to provide access to New Century Park, and which may be able to provide access towards a second terminal under our expansion proposals. If we find it continues to be required, then we would need to take steps to minimise any negative impacts

arising from this. In assessing the options, we continue to be aware that the 'Eaton Green Road link road' option also offers potential positive effects in terms of providing alternative routes for local traffic.

The local highway authority is considering improvements across the east of Luton and also has a range of tools it can use to dissuade drivers from using residential roads inappropriately, including signed routes, lower speed limits and traffic calming, as well as making the most appropriate routes more attractive.

**Q 3.04: 'Road traffic is expected to increase by around 70% despite more passengers arriving by the DART.' Every million airport passengers = one million car journeys.**

**A:** Sorry, we cannot accept these claims which have been made, and stress that these are figures that have been simply plucked out of thin air. Two priorities in our surface access strategy will be to significantly improve the ratio of people arriving at LTN by public transport, and also to provide an extension to the Luton DART which is already under construction.

LLAL will be working as a priority to make sure that our proposals do not significantly worsen existing and projected traffic issues, and will do what we can to deliver improvements where possible.

At the time of writing, our traffic modelling work is not yet complete. Further details will be provided in the next public consultation.

**Q 3.05: 'With an increasing number of car satellite systems programmed to avoid traffic congestion, local villages are also expected to see their streets and country lanes turned into rat runs, as car navigation systems try to avoid gridlocked local Luton residential areas.'**

**A:** Not necessarily. The most up-to-date systems avoid the use of residential roads as 'rat runs'. Steps can also be taken to make such routes less attractive to through traffic and more focused on the safety and enjoyment of residents. Getting this right will be a key aspect of our surface strategy.

**Q 3.06: 'Luton is already the fourth most congested town or city in the UK, only London, Birmingham and Manchester are worse. Luton's roads simply cannot cope with the additional increases in traffic that a second terminal would bring. 8,000 airport workers make the problem worse, as most travel daily by car.'**

**A:** Again, and as part of our application, it will up to us to demonstrate how the road network will cope. Put simply, if we are unable to do this, we will not be able to gain consent. Our proposals will also identify ways of supporting airport employees in getting to and from work by means other than private car.

**Q 3.07: 'The new DART link will do little to alleviate the problem of congestion, plus there are no guarantees that people will use it.'**

**A:** We are investing £225m with the express purpose of providing fast, reliable transfers from Luton Airport Parkway railway station to the airport, thus enabling a step-change in public transport arrivals at the airport and alleviating some of the traffic currently using the south side of town. An extension to the DART and modal shift away from car use will be key strands in our surface access strategy and further details will be provided at our next public consultation.

**Q 3.08: 'Who will run and maintain the DART when it opens and at what cost?'**

**A:** We have already clearly stated that the Luton DART will be run and maintained for the first five years by our system partner Doppelmayr, with an option for a further five year period to follow. This is not a secret, although details of costs are commercially confidential.

**Q 3.09: 'Will the DART be a free service, as it is at other airports, or will passengers have to queue to buy expensive tickets?'**

**A:** It is anticipated the ticketing structure will be similar to the present shuttle service, with passengers arriving by rail having bought a through-ticket to the airport.

**Q 3.10: 'Passengers arriving by train account for just 15.7% of Luton's passengers or around 2.82 million passengers a year based on the airport's existing capacity.'**

**A:** Encouraging a modal transportation shift will be a key element in our surface access strategy, and the DART is vital to realising a step change in public transport access to LTN.

#### **Section 4: Development issues**

**Q 4.01: 'Residents of Breachwood Green can look forward to a new engine run-up bay that will be built on raised ground and will overlook the village together with a sewage works, effluent treatment plant, a fuel farm and airport parking that will butt up to the Offley parish boundary and be lit by tower lighting.'**

**A:** Creating a new platform for an expanded airport will require significant earthworks to raise prevailing ground conditions and support the new apron and taxiways. Our draft layout anticipates a new fuel farm, below the level of the apron, to the east of the runway that can take advantage of the pipeline that runs to the east of the airport and can take significant traffic movements off local roads. An engine run-up pen would be located west of that, within the apron area. Attenuation tanks and effluent treatment would be underground. In response to feedback receiving during non-statutory consultation, we have worked hard to constrain development west of the green belt. More detailed design, including of directional and shielded lighting, and noise mitigation measures, continues to be worked up and will be presented in our next consultation.

**Q 4.02: 'Aircraft will arrive and depart every 60-90 seconds.'**

**A:** In relation to peak periods, this is a broadly reasonable assumption to make although it should be noted that the frequencies have not been precisely evaluated either by us or in this claim. We anticipate that the number of air traffic movements (ATMs) could increase from the current 135,000 per year to circa 215,000 per year at 32mppa. Growth of the airport would be phased, and it is anticipated that there would be less intensive periods during each day. It should also be noted that we have committed to delivering growth to 32mppa with no additional night-time ATMs over or above the level currently permitted.

**Q 4.03: 'In Feb 2017 LLAL proposed to build 20 office blocks, mainly on Wigmore Park, but those at the stakeholder workshop were told 70% of jobs would be for people outside Luton. In 2018 this was reduced to 10 office blocks, showing plans were entirely unformed and speculative.'**

**A:** Sorry, this claim that has been made is untrue. LLAL had three representatives at this workshop and no-one representing our company made any such comment. The maximum number of office blocks we ever showed for New Century Park was eight. The quantum of development was then scaled back in response to comments provided during consultation. New Century Park remains an important commercial development scheme to deliver economic and employment growth in Luton, and our proposals for airport growth will continue to reflect this.

**Q 4.04: ‘Seventeen office buildings on the airport complex, some recently built, have been closed and businesses forced to leave and relocate.’**

**A:** Again, we must counter this completely inaccurate claim that has been made. There are no recently-built buildings within the airport business park. None have yet been closed as a direct result of our plans. No-one has been ‘forced’ to leave anywhere. We are aware of one tenant who vacated a property that is identified for demolition – their tenancy had expired and they sought more certainty for their business by relocating elsewhere within the airport estate. We are continuing to work with other affected tenants to identify suitable relocation sites wherever possible. Of the buildings identified in the New Century Park planning application for demolition, nine are empty (many of which are currently uninhabitable), and we are actively engaged with the tenants of a further seven about how they can be relocated in the area.

**Q 4.05: ‘London Luton Airport Ltd has wasted millions of pounds that could have been spent on council services as they do not have a clear vision of what they are trying to achieve. Major infrastructure projects such as new roads and drop-off zones that are less than a year old, have and are being ripped up.’**

**A:** Sorry, again, this is a misleading claim. The only permanent structure that has had to be recently demolished was a pedestrian overbridge from the airport’s short-term car park that joined up with the first multi-storey car park, and which was built by the airport operator – not LLAL – at its own expense. This had to make way for works to deliver the Luton DART, its terminal station and a second multi-storey car park which was subsequently approved. Other changes were always temporary, and reflect the challenges of delivering significant improvements within a tightly constrained operational airport.

Our vision for the airport is clearly documented.

## **Section 5: Other issues**

**Q 5.01: ‘LLAL and the council have ignored all of the residents’ concerns that were voiced in phoney consultations.’**

**A:** Sorry, we must stress this is simply not true. Our Non-Statutory Consultation Feedback Report demonstrates how LLAL has considered every single response made to us, and how we have made changes as a result of the consultation. This is an ongoing and absolute commitment as we move towards our next consultation in late 2019.

It will be noted that significant changes were also made to our proposals for New Century Park following public consultation.

**Q 5.02: ‘Luton Council will be expanding zero hour contracts or short hour contracts paying minimum wages – as is already rife at Luton Airport.’**

**A:** We have previously clearly stressed that neither Luton Council nor LLAL has a direct say in these matters – although both parties are working hard to support the National Living Wage in Luton and influence the airport operator to improve the situation within its influence. It may also be noted that the average salary at LTN exceeds more than £36k per year, which is a sum greater than the average earned in the rest of Luton.

**Q 5.03: ‘Year after year, the town’s airport is voted the UK’s worst airport in the annual *Which?* passenger survey. Last year the Daily Express reported that Luton had been voted the 5th worst airport in the entire world.’**

It has been noted that the *Which?* survey regrettably asks its questions of only a few hundred people, some of whom don’t even use the airport. Ongoing long-term Civil Aviation Authority surveys of actual airport users indicate that over 80 per cent of actual passengers rate the airport as good, and it is our vision to deliver the best modern standards of customer service as expected by passengers.

**Q 5.04: ‘The political make-up of the LLAL board is 6 Labour, 1 Conservative.’**

**A:** The LLAL Board also continues to retain two positions that are available to Liberal Democrat members of Luton Council and which currently remain vacant.

**Q 5.05: ‘Initially LLAL claimed there were no plans to expand the airport even going as far as putting in a planning application in 2017 for a business park on the same site.’**

**A:** We have, at all times, been absolutely open and transparent with the information provided. In fact, we announced our Vision for Sustainable Growth 2020-2050 at the first opportunity, and within a week of its agreement by the LLAL Board. The New Century Park planning application has been determined, stands on its own merits and is available to be implemented alongside the expansion proposals. The two proposals are mutually beneficial and equally capable of being brought forward independently of each other.