



Liverpool John Lennon Airport Consultative Committee

Date:	Friday, 21 May 2021
Time:	10.30 a.m.
Venue:	on Microsoft Teams - Online

Contact Officer: Mike Jones, Secretary
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Website: www.wirral.gov.uk

AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIRMAN'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 20)**

To approve the minutes of the meeting of the Consultative Committee held on 19 February 2021 and to receive the minutes of the Noise Monitoring Sub-Committee held on 23 April 2021.

5. **MEMBERSHIP**

To note any changes in membership since the last meeting and consider any issues of non-attendance.

6. **PUBLIC QUESTION TIME**

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with

- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

7. QUARTERLY BUSINESS REPORT (Pages 21 - 24)

To receive the Quarterly Report by the Airport company, attached.

8. CUSTOMER SERVICES UPDATE (Pages 25 - 28)

Update from Christina Smith, Customer Services Executive.

9. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment.

10. CORRESPONDENCE

To note the correspondence received by the Secretary for the Committee since the last meeting and the responses made by the Airport Company.

11. ANY OTHER BUSINESS

12. DATE OF NEXT MEETING

The next scheduled meeting is Friday 17 September 2021 at 10.30 am.

13. EXCLUSION OF PRESS AND PUBLIC

If the Chairman considered that any items should be discussed privately, the press and public would be excluded from the meeting at this point.

14. ANY OTHER BUSINESS TO BE DISCUSSED IN THE ABSENCE OF THE PRESS AND PUBLIC

LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 19 February 2021

1 APOLOGIES

Apologies were received from:
Cllr David Baines, St Helen's Council
Michelle Cameron, Liverpool Chamber of Commerce
Therese Irving, Wirral Older People's Parliament
Julie Kay, Wirral Older People's Parliament
Jordi Morell, Independent Passenger Representative

2 DECLARATION OF INTERESTS

There were no declarations of personal interests.

3 APPOINTMENT OF CHAIRMAN

Nominations were invited to be Chairman of the Consultative Committee until the AGM meeting in February 2022.

Steve Pearse nominated Bob Swann.
Councillor Michael Roche seconded the nomination.

There were no other nominations.

Councillor Christina Muspratt requested to use the term Chairperson. It was agreed to use the word Chair or Chairperson in future correspondence and meetings.

Resolved -

That Bob Swann be appointed Chair of the Consultative Committee until the AGM meeting in February 2022.

Bob Swann took the Chair's position.

4 APPOINTMENT OF VICE-CHAIRMAN

Nominations were invited to be Vice-Chair of the Consultative Committee until the AGM meeting in February 2022.

Steve Pearse nominated Norman Elias.
Councillor Michael Roche seconded the nomination.

There were no other nominations.

Resolved -

That Norman Elias be appointed Deputy Chair of the Consultative Committee until the AGM meeting in February 2022.

5 **CHAIRMAN'S ANNOUNCEMENTS**

No announcements were made.

6 **APPOINTMENT OF SUB-COMMITTEES AND PANELS**

The Committee considered the reappointment of the Noise Monitoring Sub-Committee and General Purposes Sub-Committee.

Councillor Muspratt requested to be a member of the Noise Monitoring Sub-Committee.

Resolved –

That in accordance with paragraph 8.5 of the Constitution the Noise Monitoring Sub-Committee and General Purposes Sub-Committee be reappointed for 2020/2021 with the Terms of Reference and membership categories as detailed in the Constitution.

7 **MINUTES**

Resolved: That

- (1) The minutes of the Liverpool Airport Consultative Committee meeting held on 20 November 2020 be agreed as a correct record; and**
- (2) The minutes of the Noise Monitoring Sub-Committee meeting held on 22 January 2021 be received and noted.**

8 **MEMBERSHIP**

The Secretary informed the Committee that Hale Bank Parish Council had appointed Councillor Glenda Richards as their representative and Councillor Leon Tootle now represented Liverpool Council on the Consultative Committee.

The Secretary also informed the Committee of the following two issues connected with non-attendance. Under the Constitution, members were to be contacted if they failed to attend three consecutive meetings.

ARCH under the bridge – Alan Ascott had not been in contact since the lockdown began. A colleague has informed us that he is still active but may not have access to Teams or to his works email.

West Cheshire and North Wales Chamber of Commerce – since Jordi Morell left and became an independent passenger representative only the Secretary of the Chamber had offered to replace him and was intending to attend at least one meeting a year but had not attended any.

Resolved: That West Cheshire and North Wales Chamber of Commerce be removed from the membership.

9 **PUBLIC QUESTION TIME**

There were no members of the public present and no questions had been submitted in advance.

10 **QUARTERLY BUSINESS REPORT**

Robin Tudor shared information from the Quarterly Business Report.

The total number of passengers for 2020 was 1.35 million, which was a 74% decrease compared to 2019. 68% of these passengers came from the first three months of the year and 38% from the months of April to December when the pandemic impacted the most. The testing and quarantine requirements for travelling had restricted passengers and the costs attached to these testing requirements made travel less desirable.

21 departures had taken place in the week commencing 15th February, the vast majority of which were domestic flights and only 6 were international flights. The airport continued to focus on minimising costs. Passengers flying from the Isle of Man for health care were often released from the hospital many hours before their flight is due, so the airport had subsequently worked with XLR, who run one of the business aviation facilities, to provide access to their passenger lounge for these passengers to rest and relax prior to their departure.

Operational costs in areas such as Security and Air Traffic Control were similar to pre-covid levels, regardless of the number of passengers and flights, however income remained minimal. Although some government support had been issued, the aviation sector was yet to receive the same level of government support that other sectors had experienced. The government remained cautious regarding the return of international travel and summer holidays abroad, however summer travel was vital for UK airports including Liverpool to generate some income and begin to recover. The industry continued to support the travel restrictions for health reasons but needed a roadmap to recovery to build consumer confidence and see the return of international air travel.

In November a scheme was announced to help airports with fixed costs. This, along with the furlough scheme, was welcomed but more financial support

was needed, particularly when considering the ongoing high operating costs associated with maintaining operations, with further government support being lobbied for. Staff had been very understanding however, working very flexibly around the needs of the business.

In January 2020 the process for ISO 50001 (concerning energy management) had been started. The previous process (CRC) had been disbanded and the revenue from it put towards climate change actions. The airport had a good track record of reducing its emissions, having decreased them by 50% in the last 10 years. An independent audit was planned to take place when the airport was running as normal.

Despite passenger numbers falling, freight flights had increased, much of which was linked to the automotive industry.

The Airport was continuing to work closely with its retail partners, helping them to remain open in the terminal where possible, however this had become increasingly more difficult with fewer and fewer passengers. Most retailers had now been forced to close. Larger retailers such as Burger King and Starbucks would most likely return quickly when normal business returned. Smaller retailers would take longer to return and some chains would not return at all. As flights return in the coming months, it was a priority for the airport to ensure that the passenger experience remained a very positive one. Therefore, whilst passenger numbers were low, the airport had taken advantage to improve the efficiency of the security screening processes, despite already being industry leading in terms of minimal queuing times, by investing in and installing additional equipment.

Keith Levin brought the Committee's attention to the airport being used in pre local election political literature in a negative light. It was discussed that shareholders such as the Local Authority should encourage a positive image of the airport as a contributor to the local economy and community. Keith also raised a concern that there may be a monopoly regarding fuel supply to the general aviation community at the airport as there may soon be only one provider of this fuel at the airport. These issues were noted.

11 **CUSTOMER SERVICES UPDATE**

Christina Smith provided the Customer Services Update.

Contact with passengers had decreased over the last few months with 698 passengers contacted in October, 470 in November and 582 in December. These numbers were under 50% of what was normally expected but were still high when compared to the number of passengers in the airport.

Customers who had booked parking on site to coincide with travel plans, and whose flight had been cancelled, were contacting the Airport to cancel or

move their parking reservations. Most cancellations were resolved in the same day but those that were made through a third party could not be amended by the airport. For those looking to amend their reservations credit links were offered that were valid until June 2022 and valued more than the original booking. Many regular passengers were opting with this offer, and those who wished to cancel were usually refunded within the same day.

50% of queries were related to the change in travel regulations. Confusion around restrictions and regulations was understandable as they could change weekly. The airport were letting people know about tag testing and referring customers to most recent online updates, advising them to check on the day of their departure for the most up to date information.

12 AIRSPACE CHANGE PROCESS

Andrew Dutton informed the committee about the Airspace Change Process. The Airspace Change Process was paused before Christmas and remained so.

An agreed protocol was in place with ACOG (Airspace Change Organisation Group) and CAA (Civil Aviation Authority) for restarting the process when normal business returned.

13 CORRESPONDENCE

The national organisation of Consultative Committees, UKACCS, had reported their plans to meet with the Minister in charge of aviation and included a mention of renaming the Consultative Committees. Suggestions for new names could be sent to the Secretary.

14 ANY OTHER BUSINESS

No other business was recorded.

15 DATE OF NEXT MEETING

Resolved – that the next meetings for the Noise Monitoring Sub-Committee (NMSC) and the Liverpool John Lennon Airport Consultative Committee (LJLACC) be as follows and be circulated to Members:

Noise Monitoring Sub-Committee	Consultative Committee
23 Apr 2021	21 May 2021
16 July 2021	17 September 2021
22 October 2021	19 November 2021
21 January 2022	18 February 2022

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NOISE MONITORING SUB-COMMITTEE

Friday, 23 April 2021

PRESENT:

Norman Elias, Chair

Helen Bradshaw, Environmental Health, Knowsley Council

Peter Hargreaves, Environmental Health, Cheshire West and Chester Council

David King-Hele, Environmental Health, Wirral Council

Councillor Christina Muspratt, Wirral Council

Tony Rice, Disabled Persons

Ian Rushforth, Environmental Health, Liverpool Council

Councillor Malcolm Spargo, Hale Council

Bob Swann, Chairman of Consultative Committee

Liverpool Airport

Andrew Dutton, Head of Environment

Colin Barnes

Secretariat

Mike Jones, Secretary

1 **APOLOGIES**

Apologies had been received from:

Ian Gaskell, Environmental Health, Knowsley Council

2 **DECLARATION OF INTERESTS**

There were no declarations of interests.

3 **APPOINTMENT OF CHAIR**

At the annual meeting of the Liverpool John Lennon Airport Consultative Committee on 19 February 2021, the Noise Monitoring Sub-Committee was confirmed to continue. The Sub-Committee were to elect a Chair for the ensuing year.

Nominations for the role of Chair for 2021/2022 were requested by the Secretary.

Norman Elias was nominated by Bob Swann and seconded by Malcolm Spargo.

There were no other nominations.

Resolved –

that Norman Elias be appointed Chair of the Noise Monitoring Sub-Committee for 2021/2022.

Norman Elias took the Chair

4 APPOINTMENT OF DEPUTY CHAIR

Nominations for the role of Deputy Chair were requested.

Tony Rice was nominated by Bob Swann and seconded by Norman Elias.

There were no other nominations.

**Resolved –
that Tony Rice be appointed Deputy Chair of the Noise Monitoring Sub-Committee for 2020/2021.**

5 MEMBERSHIP AND TERMS OF REFERENCE

**Resolved –
that the terms of reference and membership for 2021/2022 be noted.**

6 CHANGES IN MEMBERSHIP

The Secretary announced changes in membership since the last meeting which included the appointment of Councillor Doreen Knight filling the vacancy for Liverpool Council, Speke Garston Ward and Councillor Christine Muspratt, substituting for Councillor Liz Grey, who had requested a place for Wirral Council.

7 MINUTES OF LAST MEETING

**Resolved -
that the minutes of the meeting of the Noise Monitoring Sub-Committee held on 22 January 2021 be agreed as a correct record and signed by the Chair.**

8 NOISE COMPLAINTS LOG

Andrew Dutton and Colin Barnes talked through slides of the Noise Log. The Log covered 14 months since February 2020 instead of the usual three months as a number of noise complaints had not previously been reported because of a technical challenge receiving emails from multiple locations as the airport migrated to a remote working during the pandemic. All of the complaints had been responded to.

There had been no more than 4 complaints on any one day, and some months had no complaints. There was a peak of 18 complaints in August 2020 which coincided with the most aircraft movements and good weather so

people were outdoors and more likely to notice noise when compared to the prior lockdown periods. The highest number (14) were received from Liverpool, and the highest common complaint reason in any month (5) was regarding departures.

The slides included several showing the reduction in aircraft movements compared to last year and two years ago. Most flights within lockdown were the regular flights to the Isle of Man to access hospitals facilities around Liverpool.

Until the announcements were made about green/amber/red countries, i.e. which were safe to fly to, and what restrictions would be for travellers, it was unlikely that passenger and flight numbers would increase dramatically in the short term.

**Resolved –
that the noise complaints, including ones previously omitted, between 26 February 2020 and 31 March 2021 be noted.**

9 AIRSPACE CHANGE

Andrew Dutton provided an overview and update to the airspace change proposals. The process had begun in February 2018 but had been paused in November 2020 because of the pandemic. The pause was to continue until January 2022 as other participants were needed to be operating for future stages. The Airspace Change Organising Group were working toward a national plan to for all changes to be at the same stage, although they would still be assessed locally. Overall, it was a change to satellite navigation from land based. Andrew would be writing to each Council locally with a short summary of where we have been and what we are doing going forwards.

Andrew had noted that the Consultative Committee it had been suggested that we report carbon regularly so the figures were provided in a slide. The figures were annual. The slide showed reductions from 8,220 tonnes in 2010/11 to 2,685 in 2020 for all ground-based operations at the Airport, although the realistic figure was likely to have been mid 4,000 if in normal operations. Part of the reduction was due to the National Grid investing in sustainable power sources and in the airport many minor actions such as having controls so lights turned off when no one was around. The wider picture was that Sustainable Aviation (an industry organisation of Airlines, ATS, manufacturers and airports in the UK) produced more efficient aircraft, sustainable fuels and airspace modernisation, such as more direct flights and opening up military airspace, and had set targets for improvement. Liverpool was well placed to take advantage of changes as the local Stanlow energy site was a likely site for sustainable fuel production. Some airlines offset the carbon they produced but still aimed to be more efficient, and hydrogen fuel was being considered too.

**Resolved –
that the Airspace Change and carbon updates be noted.**

10 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 16 July 2021 at 10.30 am.

11 **ANY OTHER BUSINESS**

There was no other business.



**Noise Monitoring
Sub Committee**

23rd April 2021

With over 70 destinations to fly to, where will you go next?
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1



Noise Log
January 2020 to March
2021

2

Rolling 15 months movements January 2020 to March 2021

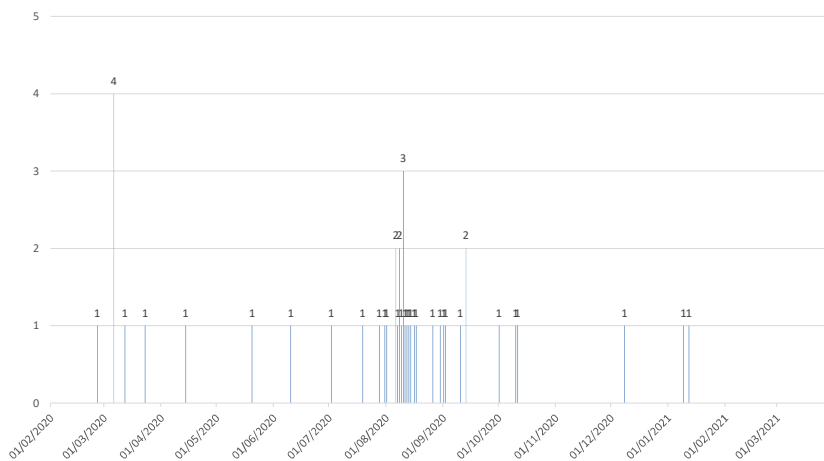
		Club	Commercial	Non Commercial	Other
2020	January	1,767	2,323	131	104
	February	1,195	2,374	133	74
	March	2,054	1,764	129	97
	April	257	131	17	57
	May	582	125	22	130
	June	353	205	51	140
	July	1,298	1,012	152	183
	August	2,030	1,979	160	107
	September	2,755	1,480	106	124
	October	1,892	1,171	73	133
	November	643	497	54	81
	December	1,481	572	30	114
2021	January	301	502	13	66
	February	210	229	15	40
	March	151	200	14	19

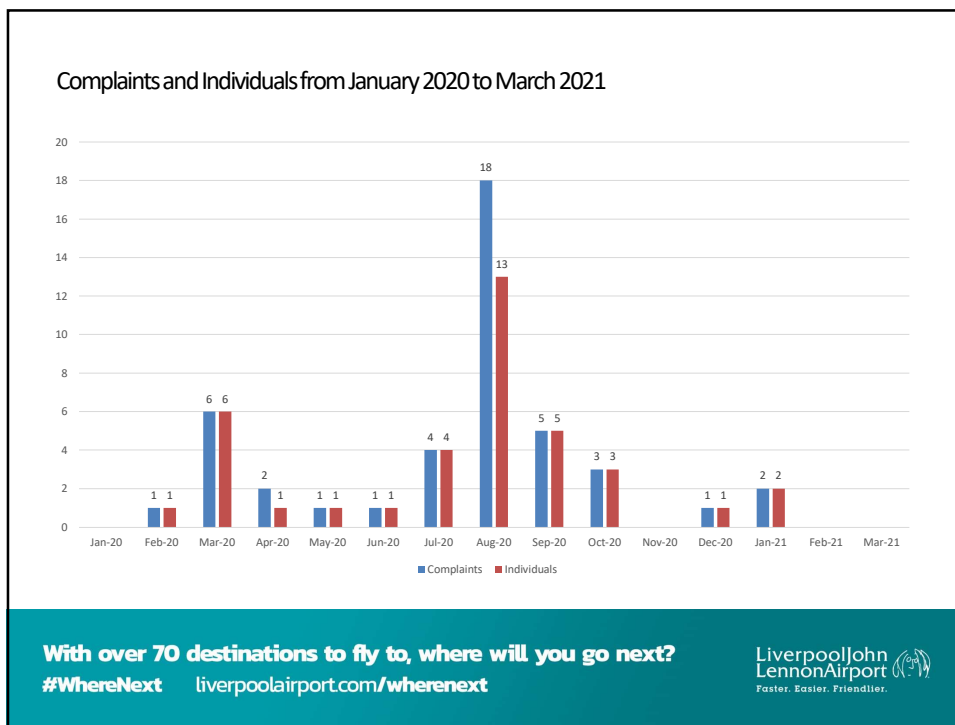
With over 70 destinations to fly to, where will you go next?
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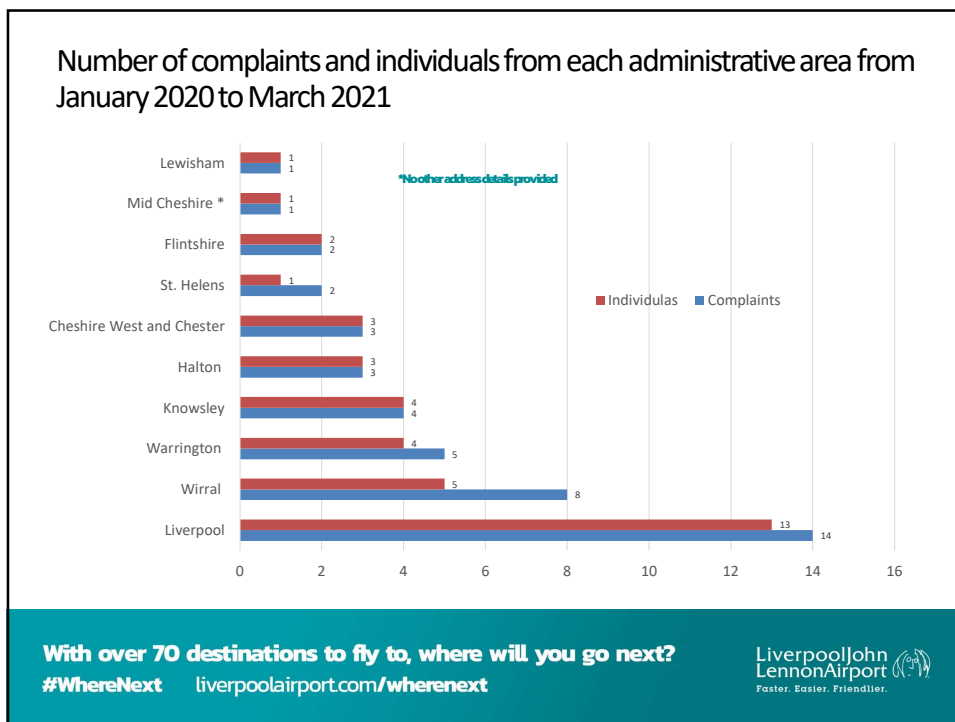
3

Noise complaints by day January 2020 to March 2021

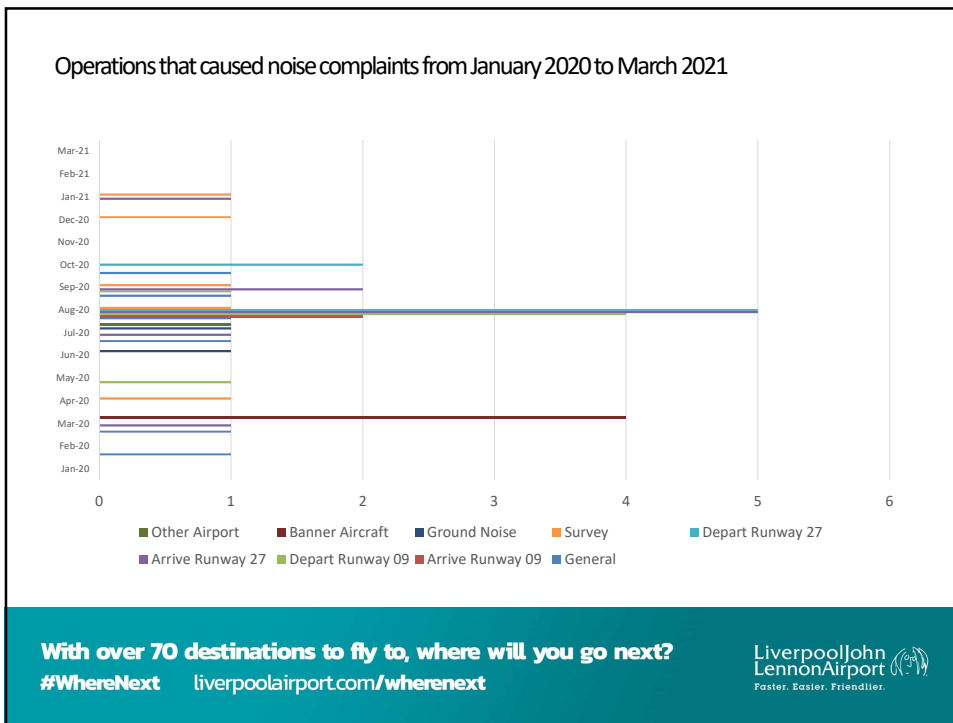




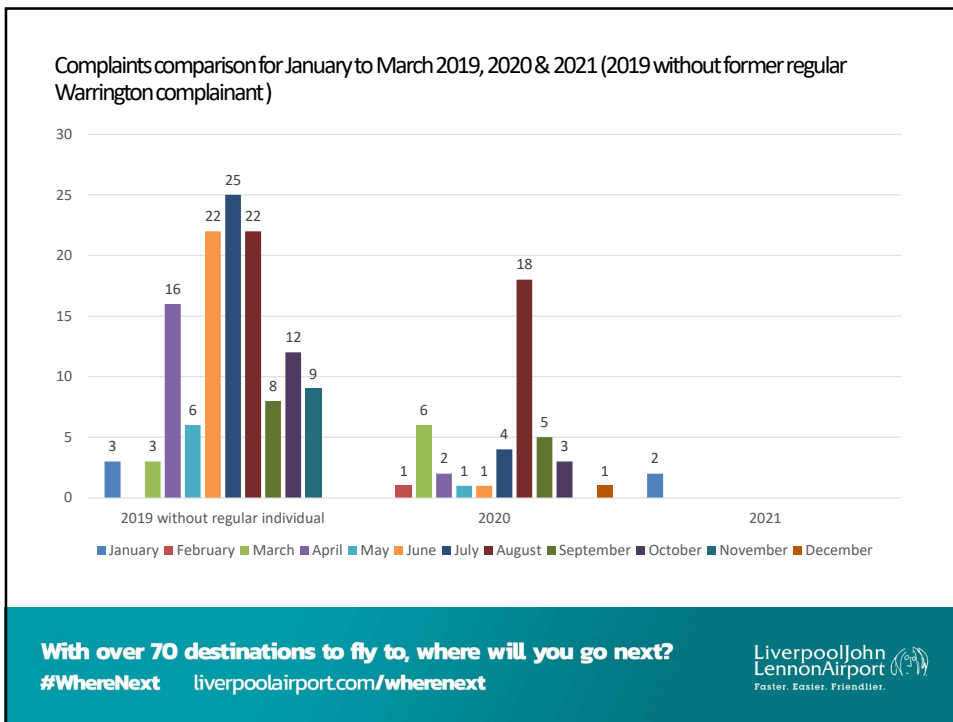
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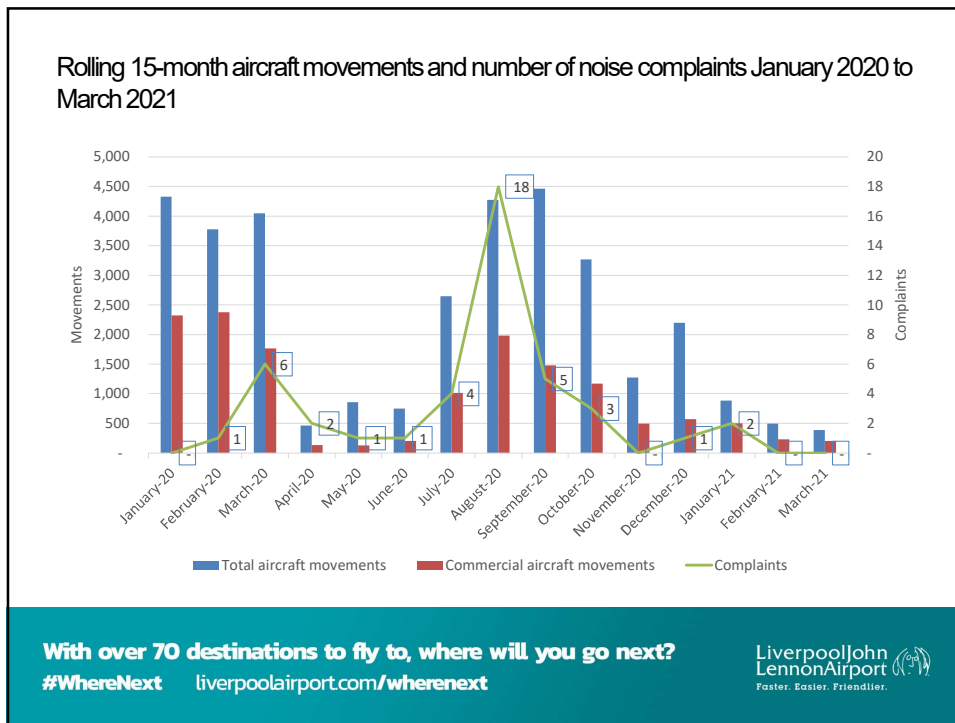
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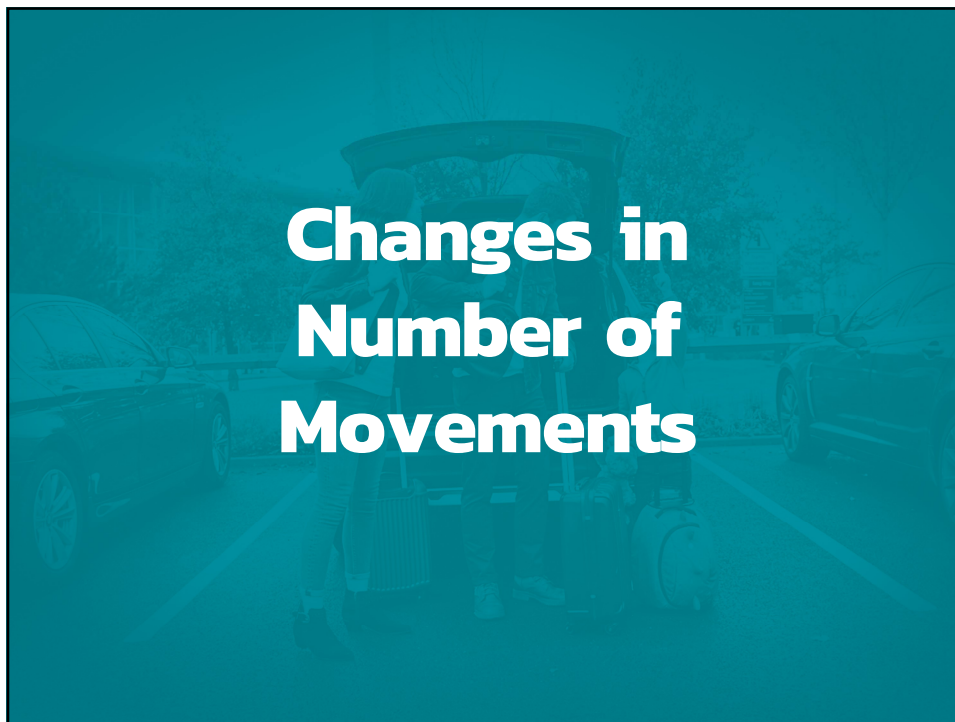
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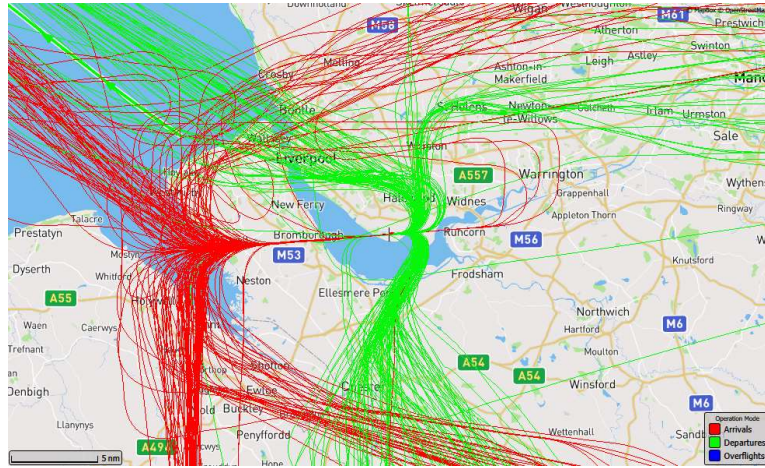


9



10

LJLA All Schedule Aircraft Movements 13th-19th April 2019 easyJet, FlyBe, Ryanair & Wizz



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11

LJLA All Schedule Aircraft Movements 13th-19th April 2020 easyJet, Logan, Ryanair & Wizz



With over 70 destinations to fly to, where will you go next?
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12

Scheduled Flying Program (W/C 26th April 21)

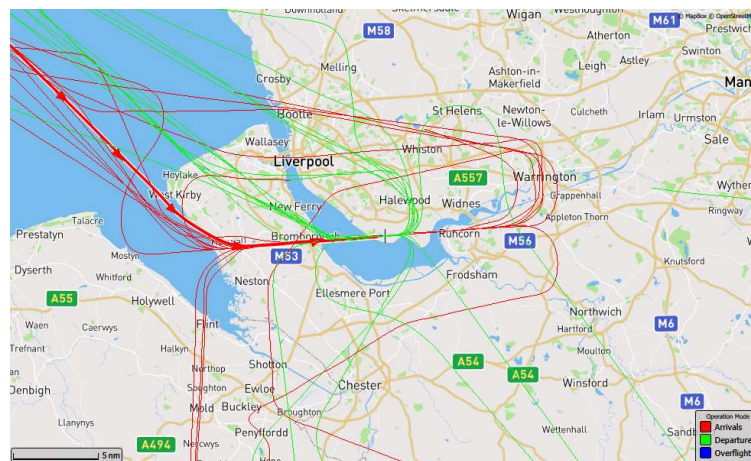
- Blue Air – Bucharest (1)
- easyJet – Belfast (4)
- Ryanair – Alicante (1), Palma (1) & Malaga (1)
- Loganair - Isle of Man (11)
- Wizz – Bucharest (1), Varna (1) & Lasi (1)
- Total of 23 schedule aircraft movements

With over 70 destinations to fly to, where will you go next?
 #WhereNext liverpoolairport.com/wherenext



13

LJA All Schedule Aircraft Movements 13th-19th April 2021 easyJet, Logan, Ryanair & Wizz

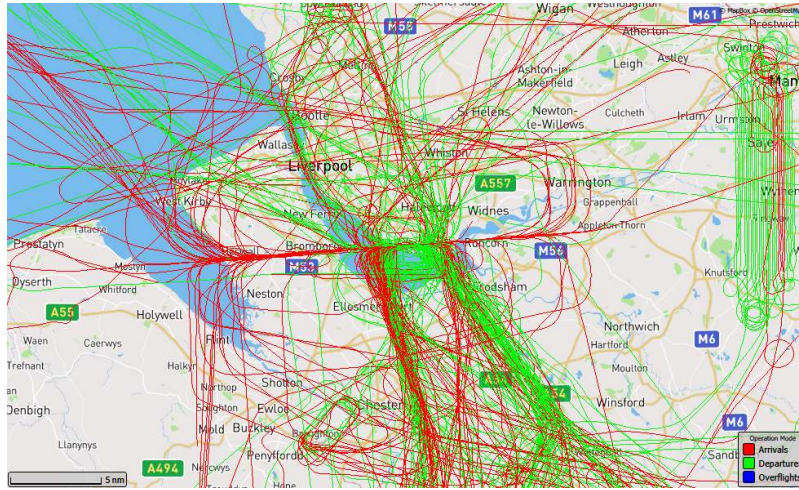


With over 70 destinations to fly to, where will you go next?
 #WhereNext liverpoolairport.com/wherenext



14

LJLA All Movement 13th-19th April 2021



With over 70 destinations to fly to, where will you go next?
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15

LJLA Airspace Change Proposal

16

Refresh on why ACP started in February 2018?

LJLA ACP Paused – November 2020

CAA Airspace Change Portal - Airspace change portal (caa.co.uk)

Airspace Change Organising Group (ACOG) – National Co-ordination Plan

Update newsletter due shortly

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17

LJLA CO2 Emissions Summary

18

- LJA
 - CO2 Emissions Reductions
 - CRC Emissions of CO2 (2010/11) – 8,220 tonnes
 - CRC Emissions of CO2e (2020) – 2,685 tonnes (influenced by COVID restrictions)
 - Culture, Control & Efficiency (Plus National Grid Changes)
- Sustainable Aviation (Airlines, ATS, Manufacturers & Airports in UK)
 - More efficient aircraft
 - Sustainable Fuels
 - Airspace Modernisation

With over 70 destinations to fly to, where will you go next?
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QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

The considerable impact of the COVID-19 pandemic on international travel and the aviation industry as a whole, has continued throughout the first quarter of 2021, with the severe restrictions on international travel resulting in passenger traffic being 96% down compared to last year.

Just 30,385 passengers passed through the Airport during the quarter as shown in the table below, which also shows pre-Covid figures in 2019 by way of a further comparison.

Month	2021	2020	2019	Variance v 2020 (%)
January	15,612	307,297	315,419	-95
February	7,812	333,375	336,760	-98
March	6,961	184,143	380,847	-96
Q1 Totals	30,385	824,815	1,033,026	-96

As has been the case during previous lockdowns, the airport has remained operational with a handful of flights operating each week to the Isle of Man for mainly healthcare access, to Belfast and some mainly eastern European international destinations.

The lifting of domestic travel restrictions has brought a significant increase in passenger numbers on easyJet's four times weekly departures to Belfast with load factors regularly in the region of 70-80% plus, which appears to demonstrate plenty of consumer demand for air travel once restrictions are lifted. Frequency in May increased to 6 times weekly and is then expected to increase to 12 times weekly.

The Government's roadmap out of the lockdown now includes plans to recommence international travel, but not until 17th May at the earliest, with a Global Travel Taskforce (GTT) having been established to set out a framework to safely reopen international travel.

To date, the GTT's recommendations include the launch of a new traffic light system, categorising countries to be either red, amber or green based upon the risk presented by each country in relation to the spread of the virus and potential new variants being brought in to the UK. It will also include a 'green watchlist' of countries to give passengers advance warning of countries which could become classified as being of greater risk and subsequent increased travel restrictions.

It is the green list of countries that will give the travel industry the greatest opportunities for the return of international passengers in larger numbers, with the least restrictions to be applied. However the Government's latest update

means that of the countries normally served from Liverpool, only Portugal is on the green list initially, meaning that passengers looking to travel to popular holiday destinations in countries such as Spain, Greece, France and Italy which are on the amber list, will need to quarantine at home for up to 10 days, making flights to these countries less popular. In addition, Turkey is now on the red list with compulsory quarantine in a hotel on return.

A further review of the traffic light classification of countries is due in early June, with the hope that more countries will move to the less restricted green list in time for the peak summer season.

There is also the issue of costly covid tests prior to some departures depending upon the destination country's entry requirements and for all international passengers prior to them arriving back in the UK and then on or before day 2 after their arrival, raising concerns regarding potential consumer demand as a consequence.

The Airport's airline partners are however still planning on running many scheduled services over the coming weeks and months to a host of destinations, with flights on sale to 18 countries for this summer.

Airlines have also continued to announce new services from Liverpool too. In recent weeks Ryanair have announced new services to Kaunas, Zadar, Kos and Stockholm, Wizz Air have announced flights to Bourgas and Loganair have announced flights to Derry.

General and Business Aviation

Month	2021 Movements	2020 Movements	Variance (%)
January	329	1,568	-79
February	252	1,124	-78
March	413	1,817	-77
Q1Totals	994	4,509	-78

As can be seen from the table above, the current lockdown continues to impact on General and Business Aviation at the Airport, with movements down by 78% for the quarter and currently comparable with levels during the first lockdown last Spring.

Freight

Freight had a strong start to the year following the implementation of Brexit, leading to a higher demand for on time air freight. During January, the Airport handled over 100 cargo flights to over 25 destinations across Europe and North Africa and this was the second busiest month that the Airport has recorded for freight in recent history with over 204,000kg of cargo processed.

During February the number dropped to 14 dedicated cargo flights being handled, followed by 4 in March, a month in which the airport opening hours

were severely limited owing to the pandemic, meaning that only a few freight handling requests could be accepted.

2.0 Other Matters

Employee Assistance Programme

The Airport company recently introduced an Employee Assistance programme, for all employees and to be delivered by Health Assured – the UK and Ireland’s leading wellbeing provider.

The scheme was launched to coincide with World Health Day in April, with the health and wellbeing of employees and their immediate families recognised by the Airport Company as more important now than ever after what has been and remains perhaps the most challenging period that employees have faced both professionally and personally.

As the Airport continues to plan for its recovery, some employees may continue to remain on furlough, others may begin to return to work perhaps for the first time in a long time, whilst others continue to work from home or on site - all of which may affect their personal or professional lives, with the need to support each other and their families not just today but going forward too, recognising that colleagues can be affected in different ways – from their health and wellbeing to their mental strength and financial worries.

In many ways, it is hoped that colleagues won’t need to use this service, however like any insurance policy this is designed to be there in ‘their hour of need’, giving the support required to help employees and their immediate families, on hand 24/7 to help them cope during a difficult period.

International Women’s Day 2021

In March the Airport celebrated International Women’s Day by highlighting that half of the management team at the Airport are women and by showcasing some of the female leaders across the business via our social media channels and with a dedicated page on our website. See <https://www.liverpoolairport.com/careers/international-womens-day> for more details.

Airport Transport Forum

The latest meeting of the Airport Transport Forum was held virtually on 29th April, not having met since October 2020. In addition to updates from many stakeholders regarding the impact of the latest lockdown and their thoughts going forward, members also received presentations on the National Bus Strategy for England and an update regarding the Combined Authority’s Airport Surface Access Study.

The next meeting is scheduled to take place on 22 July 2021.

Parking Lot Social

One of the Airport's long stay car parks has once again been used by an outdoor entertainment company to host drive-in films and live entertainment. This was the second time the company has chosen the airport site for its drive-in shows following a successful event held last year.

Press releases

30 March	Ryanair adds Zadar to this Summer's list of destinations from LJLA
21 April	Ryanair adds another new route from LJLA with flights to Kos for this Summer
6 May 2021	ABBAsolutely fabulous news for LJLA as Ryanair announce new Stockholm route

Customer Services and Accessibility Report January to March 2021

Contact from the public and passengers remains significantly lower than prior years as we would expect due to reduced flight operations and passenger numbers.

To reflect this the figures below show the numbers of tickets in each of the four categories by department by month.

Some departments do not figure. Definitions of the categories are:

Amend – Requests to make a change to an airline or car park booking mainly. We are able to amend car park bookings but not airline reservations

Complaint – contact where the experience or product or circumstance does not meet expectation. Does not include noise complaints which are responded to directly by Environment

Compliment – Feedback appreciative of an experience or service provided. This does not include satisfaction rankings for tickets responded to directly

Query – Requests for information

Ticket created	Year	Amend Airline Tickets	Amend Car Parks Tickets	Amend Commercial Tickets	Amend Facility Tickets	Amend Misc Tickets	Amend PRM Tickets
January	2021	2	134	3		1	1
February	2021	2	114	1		1	
March	2021	1	106		2		

Ticket created	Year	Complaint Airline Tickets	Complaint Car Parks Tickets	Complaint Commercial Tickets	Complaint PRM Tickets
January	2021	5	10		1
February	2021	1	1		
March	2021	3	6		

Ticket created	Year	Compliment Airline Tickets	Compliment PRM Tickets	Compliment Security Tickets	Compliment Service Delivery Tickets
January	2021				
February	2021		1	1	2
March	2021				

Ticket created	Year	Query Airline Tickets	Query Car Parks Tickets	Query Commercial Tickets	Query Facility Tickets	Query Misc Tickets	Query PRM Tickets	Query Security Tickets	Query Service Delivery Tickets
January	2021	117	7	5	17	18	2	2	1
February	2021	54	12	1	21	22	2	4	1
March	2021	63	5	4	13	19	1	2	

We continue to receive an albeit reduced volume of requests to amend or cancel car park reservations at this time.

Many customers accepted credit links in lieu of refunds and their subsequent travel plans have been cancelled resulting in further contact for assistance.

Many are regular users and continue to express their wish to travel again when it is possible.

Summary of passenger contact:

Complaints – Car park customers who have booked parking directly with Ryanair seeking refunds from the airport directly after being referred to us in error by Ryanair.

Bookings and payments made directly to the airline can only be amended by the airline who hold payment.

Small number of frustrations from airline passengers unable to fly due to current restrictions suggesting the airline is at fault in the first instance. Links to official guidance provided in all instances to clarify

Compliments – for colleague assistance, passengers with reduced mobility and hidden disabilities

Query – with rapidly changing information many potential travellers are confused and turn to us for clarification. In many cases we can refer to what is currently in place offering links to check as plans are made and travel times approach

Accessibility

Assistance partner ABM continue to support those passengers requiring assistance across all scheduled flights.

The majority of staff have received one and some two vaccinations with a bi-weekly lateral flow test regime in place. Teams work in 'Bubbles'.

All equipment is subject to a cleaning regime and PPE is worn.

While numbers of assisted passengers remains low, the proportion against the number of total passengers remains high. This is due to the Loganair Isle of Man service which caters for Patients travelling to and from the region for medical treatment not available on the Island.

Due to a very much reduced terminal operating window throughout the week, departure security opens to cover check in windows for departing flights only.

This means that those passengers who return to the airport up to eight hours prior to their return flight to the island can't access the Quiet Space Lounge until two hours before their departure.

However an agreement with XLR and the Isle of Man Patient Transfer Department meant that during the first quarter, patients had access to the XLR executive facility during their wait as required.

The terminal has since reopened, enabling passengers to wait inside and then move through to the Quiet Space Lounge closer to their departure.

Civil Aviation Authority Guidance

The CAA have recently updated guidance on ECAC reporting required by airports following the latest rankings for 2018 – 2019. The guidance clarifies the data airports need to submit and although airports will not be ranked for the current year, it enables us to continue to work to a common standard.

We continue to work closely with the CAA

Accessibility Forum

Once further clarity is available the Accessibility Forum which Includes members of several local and national disability groups, will resume virtual meetings. In the meantime, we keep in contact with individual groups.

Website

A series of updates to the Accessible Travel page and subpages on the airport website are currently being worked through.

Please do not hesitate to ask me to clarify anything in this report.

I hope to be reporting on a much different scenario when we meet next, virtually or otherwise.

Christina Smith

Customer Service and Accessibility Executive

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