

**PRESENT:**

Councillor Bob Swann, Chairman of Consultative Committee  
Alan Ascott, ARCH Under the Bridge  
Cedric Green, North Cheshire Rail Users Group  
Alex Naughton, Merseytravel  
Tony Rice, Disabled Persons Representative  
Norman Elias, Passenger Representative  
Councillor Allan Harvey, Halewood Town Council  
Councillor Stan Hill, Halton Borough Council  
Jordi Morrell, Chester and North Wales Chamber of Commerce  
Keith Levin, Liverpool Airport General Aviation Users Association  
Councillor Micheal Green, Lancashire County Council  
Councillor Steve Parish, Warrington Borough Council  
Councillor Malcolm Spargo, Hale Parish Council

**Others**

Robin Tudor, Head of Public Relations, Liverpool John Lennon Airport  
Christina Smith, Customer Services Executive  
Steve Rotherham, Liverpool Metro Mayor  
Emma Lawrence, Assistant Secretary

**35 APOLOGIES**

Apologies were received from:

Councillor Tony Brennan, Knowsley Council  
Councillor Mary Rasmussen, Liverpool City Council  
Councillor Julie McManus, Wirral Council  
Councillor Chris Ellams, Helsby Parish Council  
Councillor David Baines, St Helens Council  
Councillor Lynn Riley, Cheshire West and Chester Council  
Caroline Ashton, Frodsham Town Council  
Steve Pearse, Friends of Liverpool Airport  
Simon Osborne, The National Trust  
Claire Delahunty, Liverpool Local Enterprise Partnership  
Therese Irving, Wirral Older People's Parliament  
Andrew Dutton, Head of Environment, Liverpool John Lennon Airport  
Michelle Cameron, Liverpool and Sefton Chambers of Commerce

**36 DISCLOSURE OF PERSONAL INTERESTS**

There were no disclosures of personal interests.

**37 CHAIRMAN'S ANNOUNCEMENTS**

The Committee paid respect to Angus Tilston MBE (representative of Wirral Transport Users) who sadly passed away on 6<sup>th</sup> August 2019.

Angus Tilston was a long standing member and a founding member of Wirral Transport Users and was instrumental in campaigning for stations on Wirral not to be closed.

Cedric Green said a few words in memory of Angus who will be sadly missed.

### **38 MINUTES**

#### **DECIDED: That**

the minutes of the meeting of the Consultative Committee held on the 24 May 2019 be approved as a correct record subject to the inclusion on Councillor Michael Green on the attendance list for the meeting.

### **39 MEMBERSHIP**

Councillor David Baines has replaced Councillor Sue Murphy (St Helens Council) however Cllr Murphy will attend as a substitute.

Councillor Lynn Riley has replaced Councillor Oultram (Cheshire West and Chester Council)

Councillor Julie McManus has replaced Councillor Ron Abbey (Wirral Borough Council)

Councillor Mary Rasmussen has replaced Councillor Jeremy Wolfson (Liverpool City Council)

Councillor Allan Harvey has replaced Councillor Edna Finneran (Halewood Town Council)

### **40 PUBLIC QUESTION TIME**

Councillor Swann welcomed David Woolford to the meeting and advised the Committee no questions had been submitted in advance of the meeting.

### **41 ATTENDANCE OF THE LIVERPOOL METRO MAYOR**

Steve Rotheram, Liverpool Metropolitan Mayor was in attendance to address the Committee regarding the aspirations for the Liverpool City Region. The Chairman welcomed Mr. Rotheram to the meeting.

Mr. Rotheram gave the Committee a brief introduction to the Liverpool City Region Combined Authority following its creation in April 2014.

The Committee were then updated on the following key areas of work:

- New and improved rolling stock, in particular the new trains for Merseyrail
- Platform accessibility improvements at rail stations
- Exploring options for the bus network and ferries
- Walking and Cycling
- LJLA Connectivity

Prior to the meeting, committee members were invited to submit questions to Mr. Rotheram via the Chairman. The following questions were addressed:

**Question 1 from Cedric Green, North Cheshire Rail Users Group (NCRUG):**

How do you think that the connectivity for the Airport could realistically be improved upon in the near future, both in terms of connectivity to the City Centre by bus and to the wider City Region and beyond by rail?

He referred to Liverpool South Parkway Station and how this is considered to be the Airport station even though the link between the two is via a bus service. The NCRUG considered that no meaningful improvement to the existing link is possible without very considerable capital expenditure

**Question 2 from Councillor Malcolm Spargo, Hale Parish Council**

In September 2018, Arriva combined the 82A Liverpool One to Runcorn, with the 500 Express Bus service Liverpool One to Liverpool John Lennon Airport (LJLA). There had been a number of new problems encountered by bus users since this change was introduced including a lack of seating at peak times and Airport passengers have lost a fast direct service due to it now being a stopping service.

The Mayor continued discussions around the connectivity of the airport and the need to improve and enhance the offer both into the Airport and the City from neighbouring areas, focusing on the customer experience when arriving at Liverpool John Lennon Airport.

The Committee went on to discuss the experience from the perspective of disabled traveller and the importance at looking holistically at the customer experience.

The Chairman thanked the Mayor, Steve Rotheram for attending the meeting.

**DECIDED: that**

the Committee noted the update and thanked the Metro Mayor for attending the meeting.

## **42 CUSTOMER SERVICES UPDATE**

Christina Smith, Customer Services Executive, LJLA , provided an update of the customer services statistics for June-August 2019.

One positive change that the team had seen was the increase in compliments for the 3 months June – August compared with the same period in 2018. There had been a number of compliments from users who had used the hidden disability lanyards; the general feedback from users was that this new system contributed towards their experience in a positive way making users feel empowered. LJLA are now linking in with other airports to share best practice.

Customer Services Charters goals remained constant across the quarter, with 99% of all customers contact resolved within 7 working days. Customer satisfaction ranking was showing at 91% with a 38% response rate.

The Committee were updated on the Civil Aviation Authority (CAA) Consumer Survey which was published in June. The link to the survey is provided below, should members wish to read the full report: -

[http://publicapps.caa.co.uk/docs/33/CAP1831%20ComRes\\_CAA\\_UKACR\\_Wave%207\\_full%20report\\_v2.pdf](http://publicapps.caa.co.uk/docs/33/CAP1831%20ComRes_CAA_UKACR_Wave%207_full%20report_v2.pdf)

The 'Happy or Not' terminal locations were still being monitored. On average the terminals were receiving around 3,500 hits within a 24hr period. Feedback from Airport staff indicated that the terminals were helping the team to make improvements to how they operated.

From the 5<sup>th</sup> August the Customer Services Team had reported into the Airport Operations and the Team would now be terminal based. It was reported that this had helped the team react more efficiently to any issues as they arise. In addition, the Customer Service Executive role had now changed to encompass accessibility under the title of Customer Services and Accessibility Executive.

The Committee was advised that the Liverpool John Lennon Airport Accessibility Liaison Committee had met for the first time in June, and was due to meet again in October. Tony Rice sits on this Committee and agreed to provide feedback at the next meeting on the 4<sup>th</sup> October in regard to exploring passenger journey from the perspective of the different groups.

Christina went on to update the Committee on the CAA Accessibility Rankings and informed the Committee that Liverpool John Lennon Airport had dropped from Very Good to Good. Following publication of the results LJLA has set a number of challenges to improve on this rating.

The Committee went on to discuss the possibilities of having a pay point terminal installed at the airport for the Mersey Gateway Bridge. Robin Tudor updated the Committee on the current plans and advised that this was being discussed with the Mersey Gateway Crossings Board and potential locations within the Airport were being identified.

The Chair thanked Christina Smith for the update.

**DECIDED:            That**

- (i) the committee noted the Customer Service Report for June – August 2019; and
- (ii) agreed a copy of the report to be circulated with the minutes.

#### **43    QUARTERLY BUSINESS REPORT**

The Committee considered the Quarterly Business report prepared by Robin Tudor, Head of Public Relations, Liverpool John Lennon Airport.

The Committee were updated on the recent announcement that Ancala, the independent infrastructure investment company, on 17<sup>th</sup> September had completed the purchase of 45% of Liverpool John Lennon Airport. Peel still retained 45% with

Liverpool City Council retaining 10%. This will be a joint venture and the partners will work together to make LJLA the first choice for passengers across the region, delivering new routes and services.

The Committee were also provided with an update on the Airline highlights for the second quarter of 2019, followed by an update on the OAG Flight Punctuality Report. Liverpool John Lennon Airport had been awarded the UK's only 5 star airport rating by the world's leading air travel intelligence company, OAG for flight punctuality.

Another positive news story was the Champions League Final in Madrid, at the end of May/beginning of June the Airport handled between 7000- 8000 football fans travelling to Madrid from LJLA. All flights outbound and inbound operated successfully whilst maintaining the high standard of passenger experience that the airport is known for. This was good example of team effort by the staff at the Airport.

The Committee were advised about the Welcome Project at the Airport which had recently completed its first phase of passenger improvements aimed at highlighting the airport as a gateway for visitors accessing the North west and North Wales. This aimed at further enhancing the experience for passengers arriving at the Airport.

Lastly Robin updated the Committee on the current position in relation to the Airport Surface Access Strategy (ASAS) and advised that consultants BLACC had been appointed to oversee the revision and update on this strategy. BLACC will be meeting with various stakeholders on the next couple of weeks to collate the views on ATF and ASAS progress to date.

The Committee then went on to discuss the issue of fly tipping around Baileys Lane. Discussions were taking place with colleagues at the Airport and partners to see what preventative measures can be taken to tackle the issue. Robin would continue to press on with this matter and keep the Committee updated.

The Chair thanked Robin Tudor for the update.

**DECIDED: That**

The Committee noted the update.

#### **44 AIRSPACE CHANGE PROCESS**

Robin Tudor provided the Committee with an update on the LJLA Airspace Change Process.

The Committee were presented with a short presentation and reminded that LJLA started this process in February 2018 and they were now working on stage 3 of the process which involved the public consultation. The Consultation Stage 3 Gateway with the CAA is scheduled for 29th November 2019.

Robin asked that the Committee feed into this process and encouraged members to get in touch with Andrew Dutton if they wanted to be involved or had

recommendations for groups or organisations the Airport should be including/engaging with as part of the process or formal public consultation.

**DECIDED: That**

The Committee noted the update

**45 UKACC NATIONAL CONFERENCE 2019**

The Committee considered the notes of annual meeting of the Liaison Group of UK Airport Consultative Committee (UKACCs) held on 12<sup>th</sup> and 13<sup>th</sup> June 2019.

**DECIDED: That**

- I. the Committee noted the minutes of the 43<sup>rd</sup> Annual Meeting of the UKACCs.

**46 ANNUAL WORK PROGRAMME**

The Committee considered the Liverpool Airport Consultative Committee Annual work programme.

**DECIDED: That**

the Committee noted the 2019-2020 Work Programme

**47 CORRESPONDENCE**

There was no correspondence to report.

**48 ANY OTHER BUSINESS**

There was no other business.

**49 DATE OF NEXT MEETING**

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 22 November at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD

Chairman .....

Date .....