

Liverpool John Lennon Airport Consultative Committee

Date : Friday, 12 October 2018
Venue : Cavern Suite, Liverpool John Lennon Airport, L24 1YD
Time : 10.30 am

Agenda

1 Apologies

2 Disclosure of Personal Interests

As in section 7.6 of the Constitution, If a Member has a personal interest in a matter on the agenda or likely to be discussed at the meeting, they should declare it. It is at the Chairman's discretion if the member can speak or take part in the discussion or vote on the matter.

3 Chairman's Announcements

4 Minutes

(Pages 5 - 10)

To approve the Minutes of the meeting held on 25 May 2018, attached.

5 Minutes of Sub-Committees

(Pages 11 - 76)

To receive the Minutes of the Noise Monitoring Sub-Committee held on 20 July 2018, attached.

6 Membership

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

Changes to the date of publication:

For St Helen's, Councillor Derek Long has been appointed in place of Councillor Barrie Grunewald.

For Merseytravel, Alex Naughton has been transferred and now represents Liverpool City Region Combined Authority and its subsidiary organisations Merseytravel and the LEP

7 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.

8 Complaints and compliments

To consider a summary report from Christina Smith (Customer Services) including:

- Total complaints as a % of passenger numbers
- Increase / decrease on previous month or year
- Top 3 complaints and compliments

9 Runway end safety area works

An update to be provided by Dave Batt, LJLA Head of Asset Management.

10 Noise Action Plan

Update from Andrew Dutton

11 Community Discussion Forum

Feedback form the Chairman from the Forum meeting held on 12 July.

12 Annual Meeting of UK Airport Consultative Committees (UKACCS)

(Pages 77 - 84)

The agenda, papers and minutes for the meeting are available online: <http://ukaccs.org/2017-glasgow.php> , and a copy of the minutes is attached or information.

13 Quarterly Report

(Pages 85 - 90)

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

14 Annual Work Programme

(Pages 91 - 92)

To note the Committee's Annual Work Programme, attached.

15 Correspondence

(Pages 93 - 98)

To note the correspondence received by the Secretary for the Committee since the last meeting and the responses made by the Airport Company, and to include an item requested by Vice - Chairman Tony Rice:

Daily Mail article concerning Ryanair's treatment of a wheelchair

From Tony Rice: Daily Mail online article: Airport staff 'broke disabled Ryanair passenger's wheelchair and returned it to her in four pieces with parts hidden in towels in the hope she wouldn't notice'

16 Any Other Business

17 Date of next meeting

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday > at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

18 Exclusion of the Press and Public

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

19 Any Other Business to be discussed in the absence of the Press and Public

20 Quarterly Report

To receive the Quarterly Report by the Airport Company.

For further information, please contact:

Mike A Jones, Assistant Secretary, Tel. 01244 975996
HQ, 59 Nicholas Street, Chester CH1 2NP. Email:
mikea.jones@Cheshirewestandchester.gov.uk

Date of Publication: 5 October 2018

*** The Cavern Suite is on the first floor of the terminal building, beyond the statue of John Lennon.**

Please park in the Multi-storey Short Stay Car Park opposite to the Terminal Building.

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LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE

25 MAY 2018
(10.30 am - 1.10 pm)

PRESENT:

Councillor Bob Swann, Chairman of Consultative Committee
 Councillor Caroline Ashton, Frodsham Town Council
 Norman Elias, passenger representative
 Councillor Chris Ellams, Helsby Parish Council
 Councillor Michael Green, Lancashire County Council
 Councillor Stan Hill, Halton Borough Council
 Keith Levin, Liverpool Airport General Aviation Users Association
 Alex Naughton, Merseytravel
 Councillor Ralph Oultram, Cheshire West and Chester Council
 Councillor Steve Parish, Warrington Borough Council
 Steve Pearse, Friends of Liverpool Airport
 Tony Rice, disabled persons representative
 Councillor Michael Roche, Sefton Metropolitan Borough Council
 Angus Tilston MBE, Wirral Transport Users Association
 Councillor Jeremy Wolfson, Liverpool City Council
Others
 John Irving, CEO, Liverpool Airport
 Robin Tudor, Head of Public Relations, Liverpool Airport
 Andrew Dawson, Head of Environment
 Cathy Elwin, Merseytravel
 Mike A Jones, Assistant Secretary

19 APOLOGIES

Apologies have been received from:
 Ron Abbey, Wirral Council
 Michelle Cameron, Liverpool & Sefton Chamber of Commerce & Industry
 Cedric Green, North Cheshire Rail Users Group
 Jordi Morell, Cheshire and North East Wales Chamber of Commerce
 Colin Rowan, Halebank Parish Council

20 DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interests.

21 CHAIRMAN'S ANNOUNCEMENTS

The Chairman had attended a recent meeting of the North Cheshire Rail Users Group, discussing connections to the airport. The stakeholder Manager for Arriva Trains Wales made a point of stressing the co-operation and engagement he had received from staff at the Airport in relation to the forthcoming rail service on the Halton curve, starting December 2018.

Marshall Morris, who had been Deputy Chairman of the Committee, and had been Chairman of the Noise Monitoring Sub-Committee from 1991 to February 2018, had decided to retire from the roles to spend more time with his wife. He attended for a presentation of a framed montage of pictures from the Airport for his work on the Committees and with Friends of Liverpool Airport.

22 LIVERPOOL AIRPORT CEO

Since March 2018, John Irving had been the Chief Executive Officer at Liverpool John Lennon Airport. He had previously worked at Proctor and Gamble, then as Finance Director at Newcastle United Football Club and in the North East, and was an accountant by trade.

Since starting work at Liverpool, he had been impressed by the passion and pride of the staff and volunteers, which was a great asset. The Airport was growing and he felt it had good infrastructure with lots of opportunities. Saturday 26 May was due to be the busiest ever day at the Airport with over 30 flights to the Liverpool Vs Madrid football match for the European Cup, Bank Holiday traffic and school half term. He had aspirations, such as for a European hub connection and a long haul carrier. He reassured members on aspects such as the continued importance of General Aviation and the intention to continue to benefit the regional economy.

23 MINUTES

DECIDED: That

the minutes of the meeting of the Consultative Committee held on 16 February 2018 be approved as a correct record and signed by the Chairman.

24 MINUTES OF SUB-COMMITTEES

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 20 April 2018 be received.

25 MEMBERSHIP

The Committee noted the following changes in membership:

- For Knowsley Council, Councillor Brian O'Hare had been replaced as representative by Councillor Tony Brennan.
- The Deputy for the Disabled Persons Representative was now Mike Elkerton MBE
- For St Helen's Council, the representative had stepped down and was yet to be replaced.

Members discussed whether Flintshire Council should be included as the Airport had previously received complaints from them over flight paths, as the Standards Arrival Routines (STARs) 'funnelled' over Flintshire.

DECIDED: That

- (1) changes in membership be noted;
- (2) the Secretariat contact Flintshire Council regarding membership.

26 PUBLIC QUESTION TIME

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

The Chairman varied the order of the meeting from here on, but the minutes are presented in the order of the agenda.

27 LIVERPOOL AIRPORT 'VISION TO 2030'

Mark Povall, Strategy Director at Liverpool John Lennon Airport, gave a presentation on the Airport's 'Journey to 2030' document, which complemented the Airport's Master Plan to 2050. The strategic vision focussed on people, passenger experience and performance, with the aim of providing a better and faster service than competitors, improved connectivity and surface access.

The Committee questioned Mark on the vision, and how other factors such as Tour Operator choices, HS2, freight and rail connections.

28 AIRSPACE CHANGE UPDATE

Andrew Dutton, Head of Environment at Liverpool John Lennon Airport updated the Committee about proposed changes in the airspace around the airport.

The next stage was for the Airport to meet the Civil Aviation Authority to explain the need for the change to the airspace, The offer was still open to anyone to discuss the design process and principles. The plan was to implement the airspace change in 2020. It was noted that Manchester Airport were aiming for a later date for a change in their area. It was all part of a single Future Airspace Strategy (FAS) for the region but would be implemented in two phases.

Also, a consultation on the Noise Action Plan would be sent before the next meeting. The consultation would start at the next Noise Monitoring Sub-Committee (NMSC) and ends with the Consultative Committee (LJLACC) in October 2018.

The Airport had offered at the last LJLACC and previous NMSC to engage with members and their respective organisation about the principle that was to be used in the design of the airspace. No members or organisation had taken the airport up on the offer but on request an information pack and questions would be circulated.

29 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering January to March 2018. Overall, there had been a 4.3% growth in passenger numbers compared to the previous year which had continued from previous quarters.

Key points (with increases given in comparison with the equivalent period in the previous year) included:

- EasyJet had seen passengers numbers reach 514,000;
- Ryanair performed strongly;
- Flybe carried 35,000 more passengers;
- Wizz Air were to restructure across the UK, causing a loss of the Riga and Lublin routes from Liverpool;
- Blue Air became the third largest carrier at Liverpool with 62,000 passengers in the period;
- General and business aviation saw a 2% rise;
- The ASQ passenger opinion survey results showed that the Airport was ranked in the top half in 11 of 14 criteria for the 18 monitored airports. It outranked Manchester in everything except Wi-Fi;

- The Strategic Vision to 2030 was launched;
- Thomas Cook announced that they would fly from Liverpool from Summer 2019;
- A new easyBus service was launched for direct connection to Chester, Wrexham, Oswestry and Shrewsbury with 16 departures a day;
- The sculpture monument to the Hillsborough victims was unveiled at the terminal.

DECIDED: That

the quarterly report be received.

30 CAA OPEN DAY FEEDBACK

Bob Swann and Steve Parish had attended the CAA Open Day and Community Discussion Forum held in Manchester on 5 March 2018 and the presentation from it had been circulated to members. The CAA had initially planned to hold all meetings in London so it was pleasing that they had chosen to hold a meeting locally.

The next Community Discussion Forum was in July. If anyone had anything to raise at the meeting, Bob would be attending.

31 ANNUAL WORK PROGRAMME

DECIDED: That

the Work programme be noted.

32 CORRESPONDENCE

There was no correspondence to discuss.

33 ANY OTHER BUSINESS

Works at Lime Street Railway Station

Cathy Elwin gave a presentation to the meeting, which is attached to these minutes, regarding the changes to take place at Liverpool Lime Street station. The works were being arranged by Network Rail with other partner organisations, part of £340 million improvements. The work had started at Lime Street about a year ago with minimal disruption, with new platforms and track, but the Summer 2018 upgrade would involve 12 weeks of partial closure from 2 June to 29 July, with alternative services.

The improvements were to create more space for passengers at the station, more reliable service through increased overhead wiring and signalling, and up to three extra services per hour.

The detail of improvements and alternatives during closure was available online.

34 DATE OF NEXT MEETING

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 12 October 2018 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD (this had been moved from 21 September)

Chairman

Date

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NOISE MONITORING SUB-COMMITTEE

20 JULY 2018
(10.40 am - 11.40 am)

PRESENT: Noran Elias, Passenger Representative
Isobel Mason, Environmental Health, Halton Borough Council
Councillor Tricia O'Brien, Liverpool City Council
Ian Rushforth, Environmental Health, Liverpool City Council
Bob Swann, LJLACC Chairman
Angus Tilston MBE, Wirral Transport Users Association
Councillor Jeremy Wolfson, Liverpool City Council
Liverpool John Lennon Airport
Andrew Dutton, Head of Environment
Colin Barnes, Environmental Advisor
Secretariat
Kerry Twist, Assistant Secretary

11 APOLOGIES

Apologies had been received from:

Tony Rice, Chairman
Ian Gaskell, Knowsley Metropolitan Borough Council
Cllr Malcolm Spargo, Hale Parish Council

It was agreed that Cllr Bob Swann would chair the meeting in the absence of Tony Rice.

12 APPOINTMENT OF A DEPUTY CHAIRMAN

Norman Elias was appointed deputy chairman for the Noise Monitoring Sub-Committee.

13 MEMBERSHIP AND TERMS OF REFERENCE

DECIDED: That

the membership and terms of reference be noted.

14 MINUTES OF LAST MEETING

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 20 April 2018 be agreed as a correct record, but amended to note that Bob Swann chaired the meeting in the absence of the NMSC chair.

15 NOISE COMPLAINTS LOG

The Sub-Committee considered the Noise Complaints Log, which detailed every complaint received and the response to it, for the period 1 April 2018 to 30 June 2018. Andrew Dutton gave a presentation to members on the Noise Log which included analysis of the number of noise complaints received by date, number of complainants, administrative area and the total number of complaints compared to

the previous year. Again, the majority of the complaints had been received from a regular complainant from the Warrington area, as agreed at the last meeting two sets of figures were produced, one set included the complaints from the regular individual and one set excluded them.

RAF Typhoons landed at Liverpool John Lennon Airport (LJLA) on 1 April 2018, this caused 7 complaints from residents. There had also been a light aircraft circling Liverpool City Centre at 10,200ft which prompted 13 complaints from the City Centre area.

The question was asked as to whether LJLA are capturing the essence of the complaints and not just sending standard replies. Andrew confirmed that responses are tailored to each complaint, but there is an element of the same information being duplicated to answer similar queries or complaints.

DECIDED: That

the Noise Complaints Log for 1 April 2018 to 30 June 2018 be noted.

16 NOISE ACTION PLAN

Andrew Dutton passed copies of the Draft Noise Action Plan (NAP) to the members for feedback. The NAP would also be available in large print and an easy to read format.

The noise modelling data in the NAP related to the whole of 2016. The draft would be submitted the Department for Environment, Food and Rural Affairs (Defra) for approval once comments had been received between 20 July – 5 October 2018.

The members gave their comments on the document, these were noted.

It was acknowledged that this was a good group discussion and feedback from the members was helpful. The draft NAP was to be discussed at the Consultative Committee, it was made available on the website for public comments.

17 LJLA AIRSPACE CHANGE UPDATE

Andrew Dutton refreshed the NMSC members about what the Airspace Change were, the need to undertake the change. The major reason was the requirement to migrate from land based navigation to satellite navigation from the Aircraft.

The new navigation was to integrate with FASI-N and ensure improved resilience, efficiency and would seek to gain overall environment improvements.

LJLA representatives met with the Civil Aviation Authority (CAA) on 28 June 2018 to formally begin the process. It was expected that it would take 132 weeks to complete the process. It was envisaged that a formal consultation would take place during Spring/Summer 2019.

As previously requested by members of the NMSC and the LACC an information pack and structure questionnaire was to be developed and sent out to the members concerning the design principles that will help influence the design of the airspace that maybe used in the future. This would also be sent to members of the

Consultative Committee, Local Authorities, MPs, MEPs, Aviation stakeholders and other relevant partners.

**18 NOISE MONITORING AND TRACK KEEPING SYSTEM (NM&TKS)
INSTALLATION UPDATE**

A purchase order had been raised to Bruel & Kjaer (B&K) for a refresh and adapt the Noise Monitoring & Track Keeping (NM&TK) system. It was expected that the new system would enrich the quality of the data using the Automatic Dependant Surveillance – Broadcast (ADS-B) and Secondary Surveillance Radd (SSR) and produce hybrid images which would give LJLA the ability to monitor data more efficiently. It was envisaged the installation will be completed by the next NMSC. Which will be in the process of being commissioned.

19 ANY OTHER BUSINESS

Andrew Dutton gave an update on the review of the Sound Installation Grant Scheme (SIGS). There had been very little change the area covered since the 2015 review.

The number of eligible residential properties had reduced significantly from 80 in 2009 to 4 in 2018 as the noise of aircraft had reduced.

20 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee was scheduled for 26 October 2018 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date

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Noise Monitoring Sub Committee

20th July 2018



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Minute No. 15

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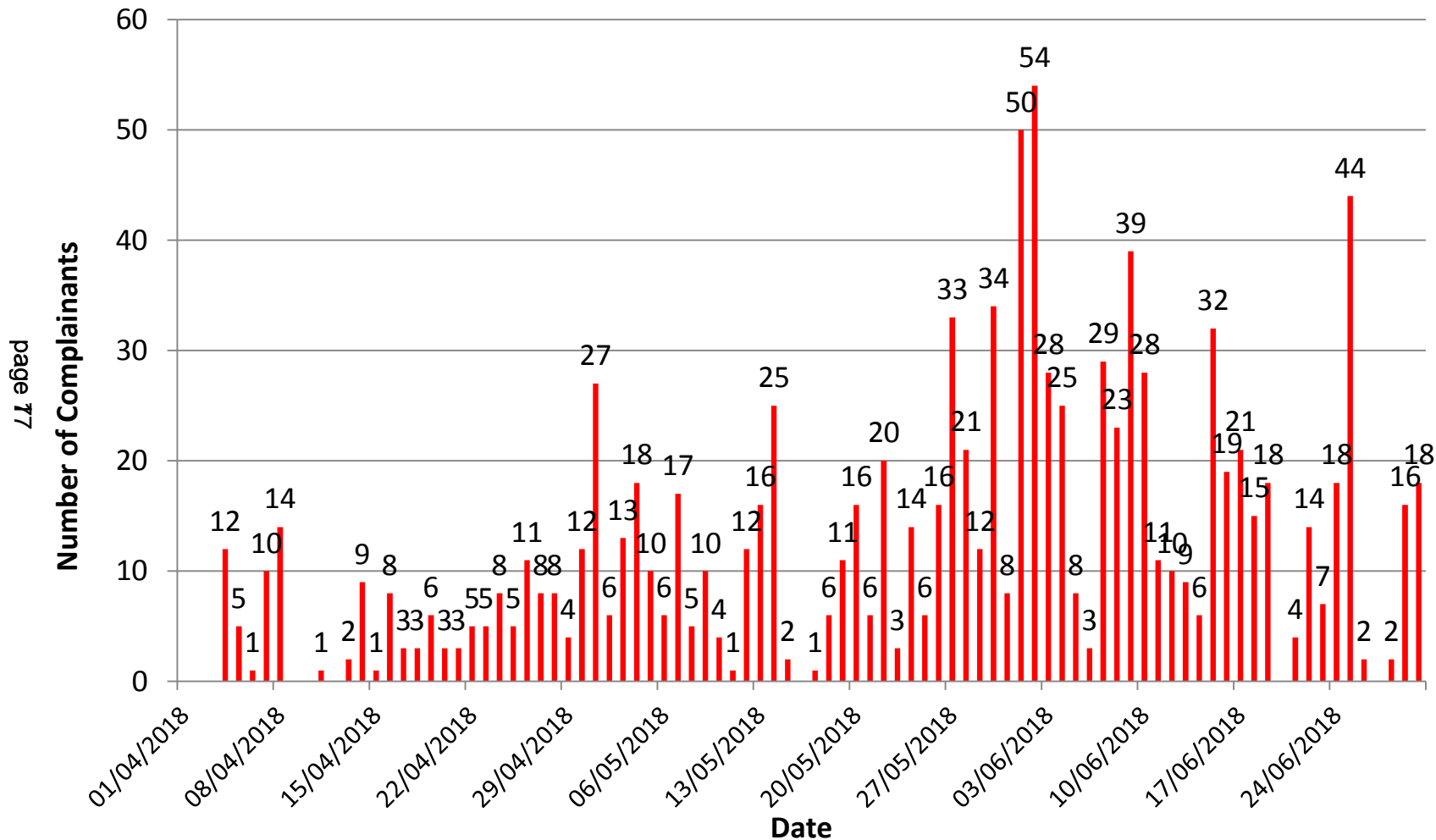
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Liverpool John Lennon Airport Rolling 15 Months Movements April 2017 to June 2018

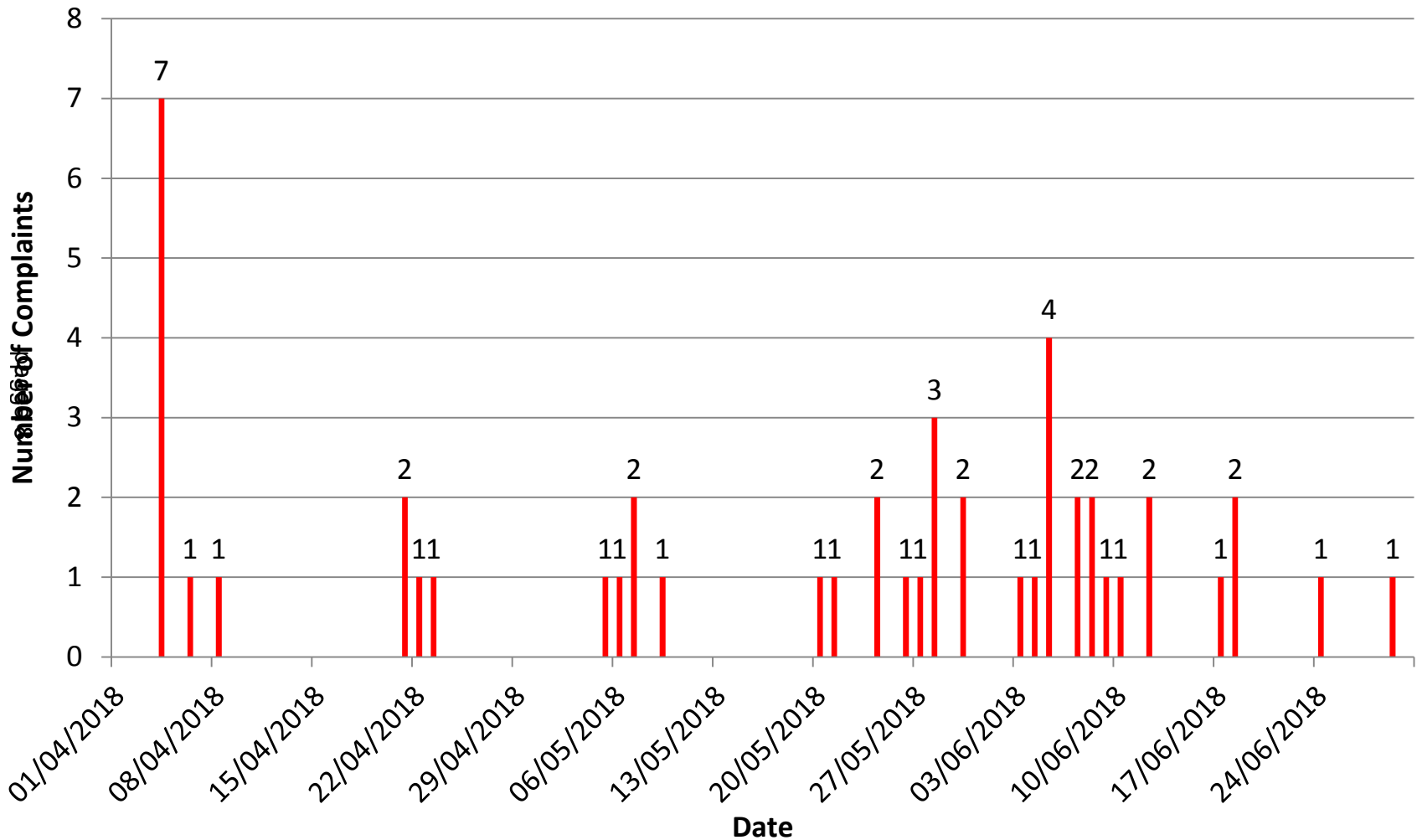
		Club	Commercial	Non Commercial	Other
2017	April	2,327	3,141	122	111
	May	2,548	3,358	207	108
	June	1,833	3,166	141	141
	July	2,414	3,402	160	83
	August	2,330	3,425	143	127
	September	1,784	3,227	123	74
	October	1,923	3,180	138	139
	November	1,983	2,470	141	163
	December	1,047	2,616	90	74
2018	January	1,170	2,550	109	78
	February	1,800	2,455	122	82
	March	1,822	2,841	155	68
	April	2,009	3,115	190	81
	May	2,968	3,343	248	98
	June	2,615	3,187	144	77

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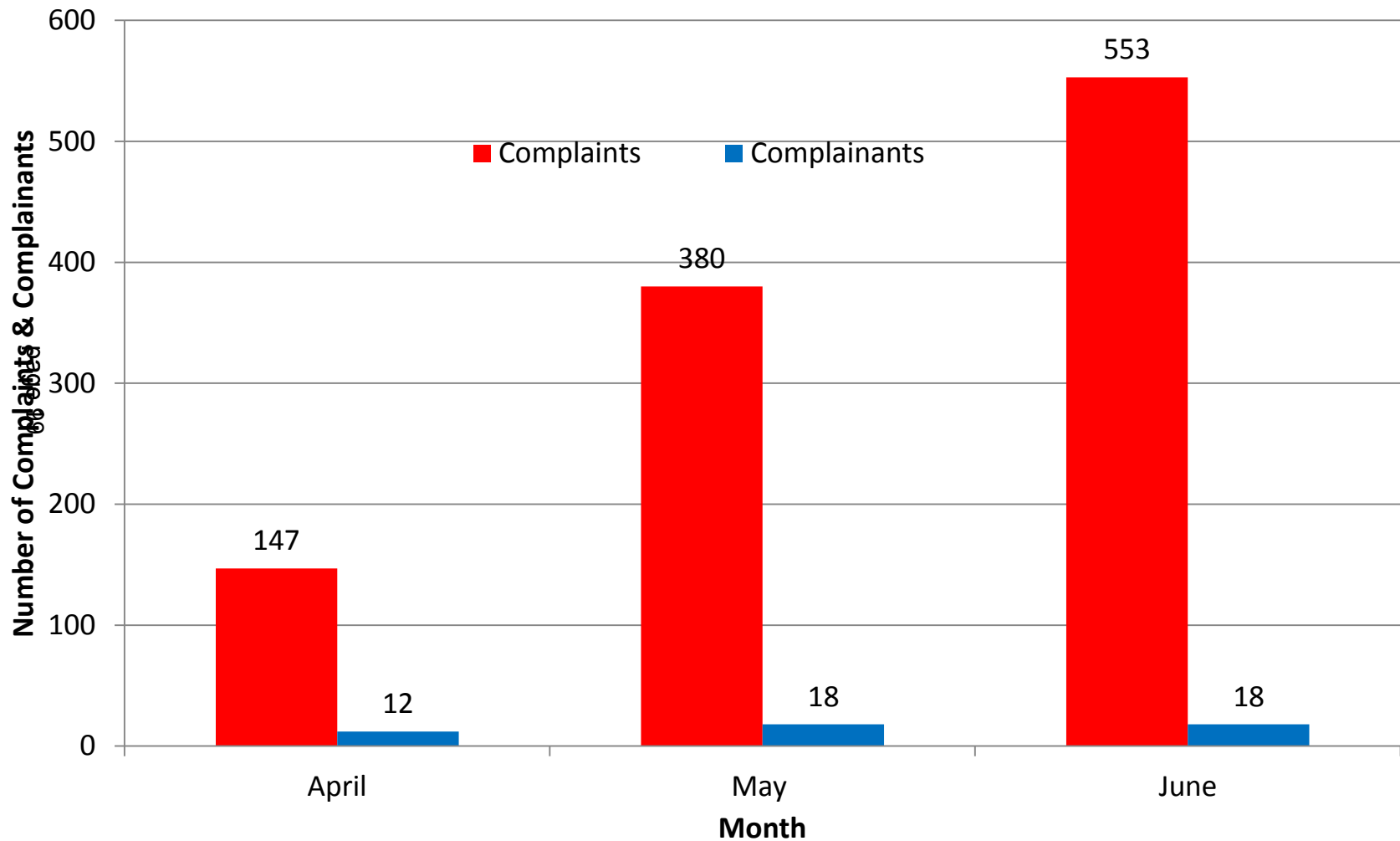
Liverpool John Lennon Airport Noise Complaints By Day 1st April to 30th June 2018



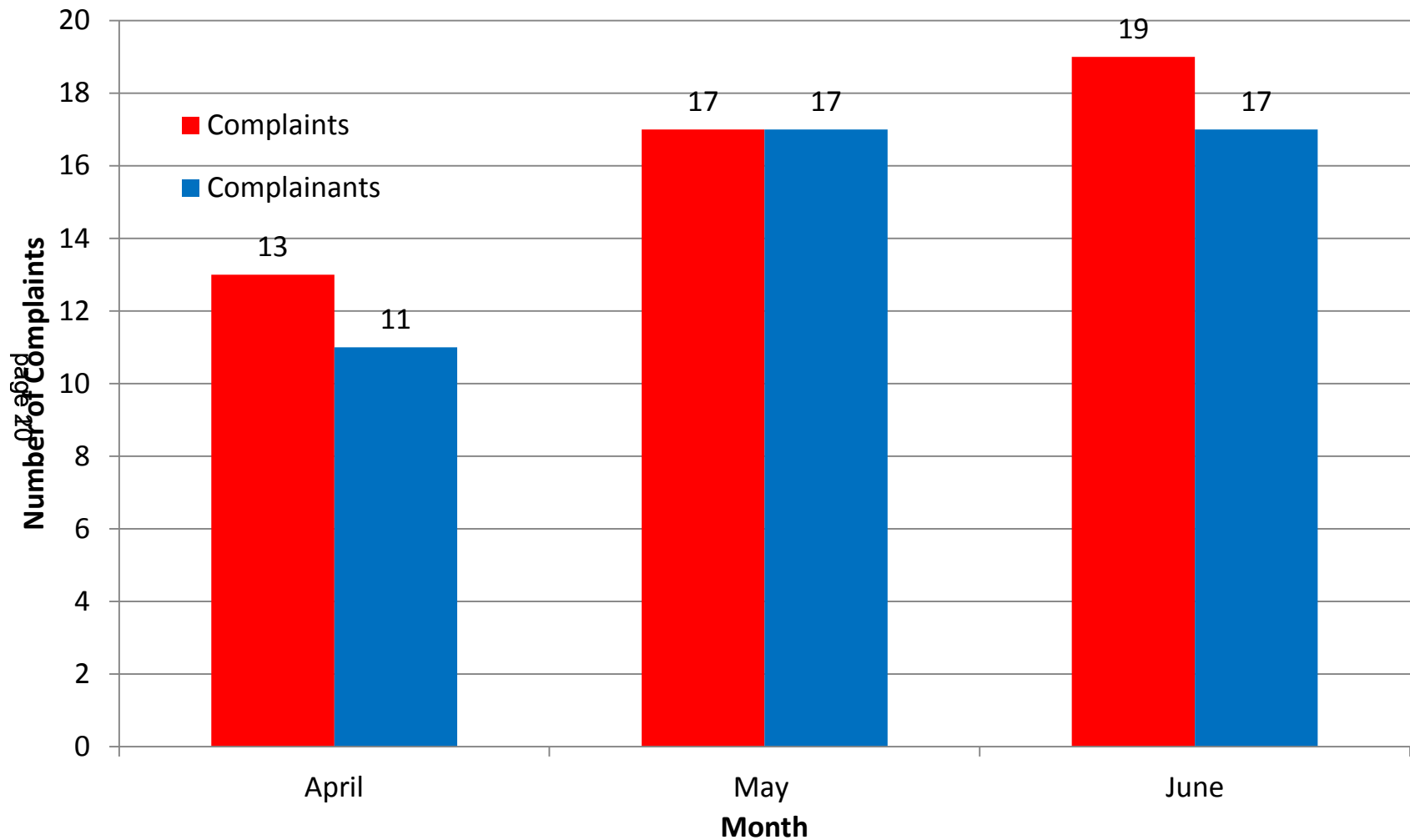
Liverpool John Lennon Airport Noise Complaints By Day 1st April to 30th June 2018



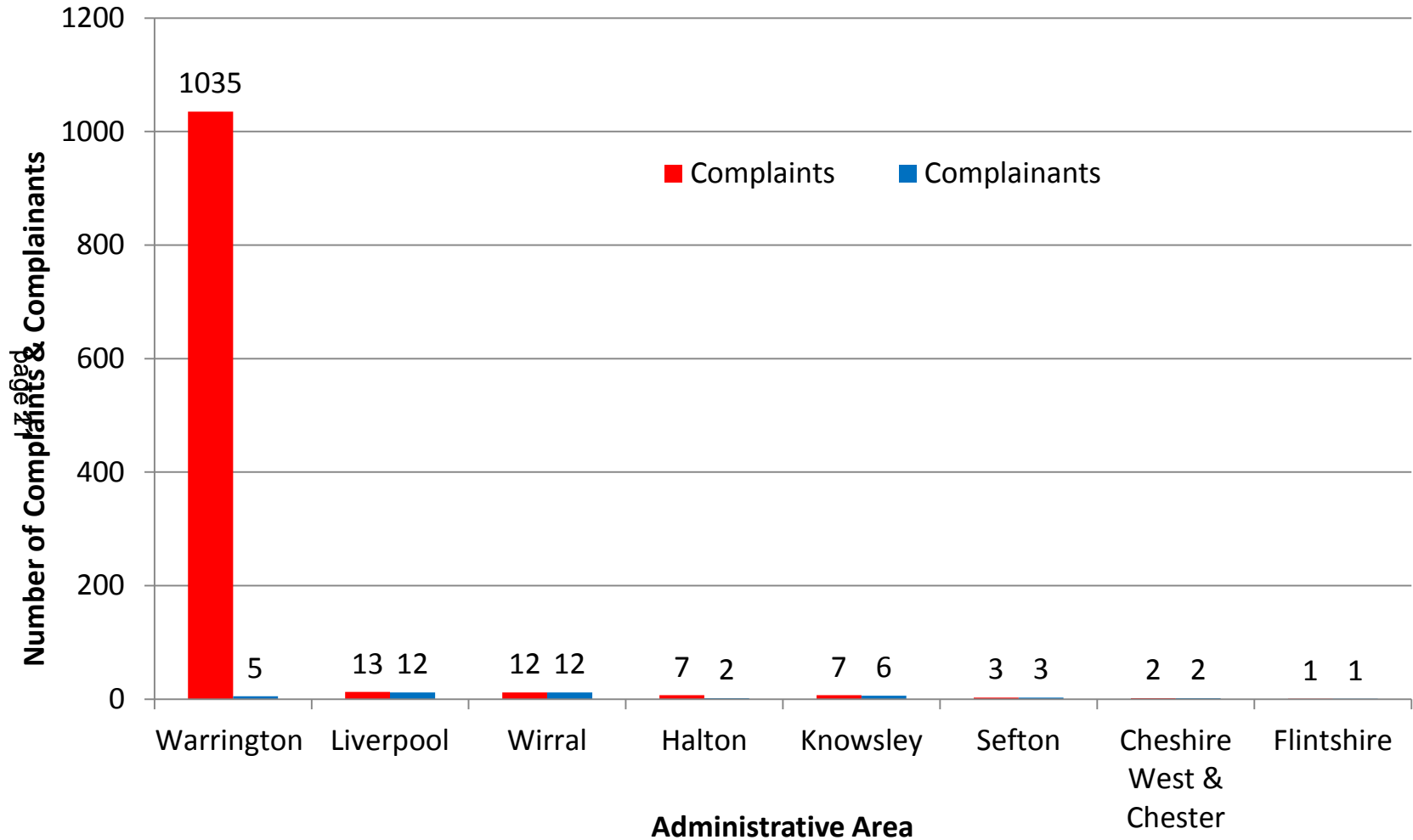
Liverpool John Lennon Airport Complaints and Complainants for 1st April to 30th June 2018



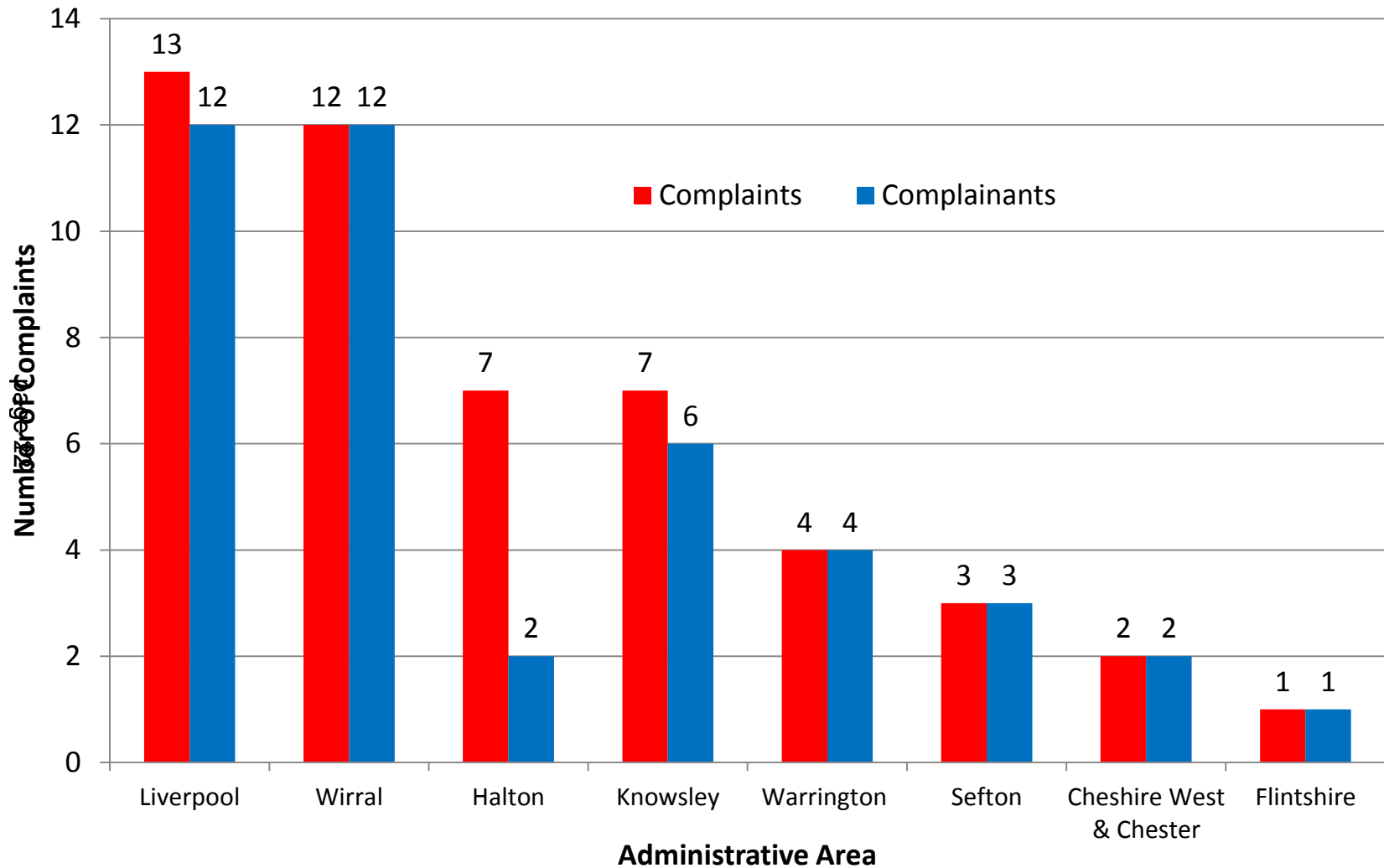
Liverpool John Lennon Airport Complaints and Complainants for 1st April to 30th June 2018



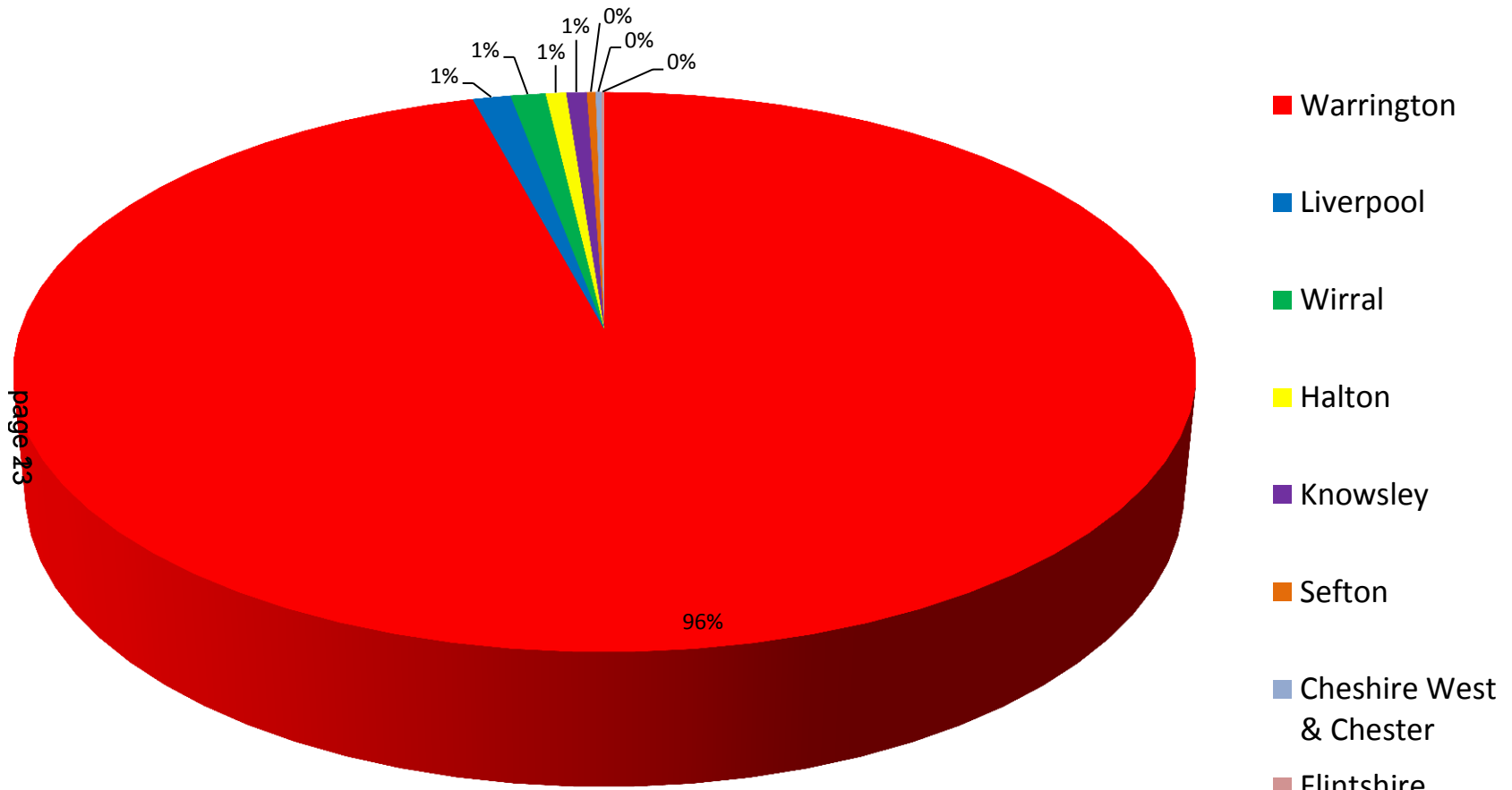
Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1st April to 30th June 2018



Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1st April to 30th June 2018



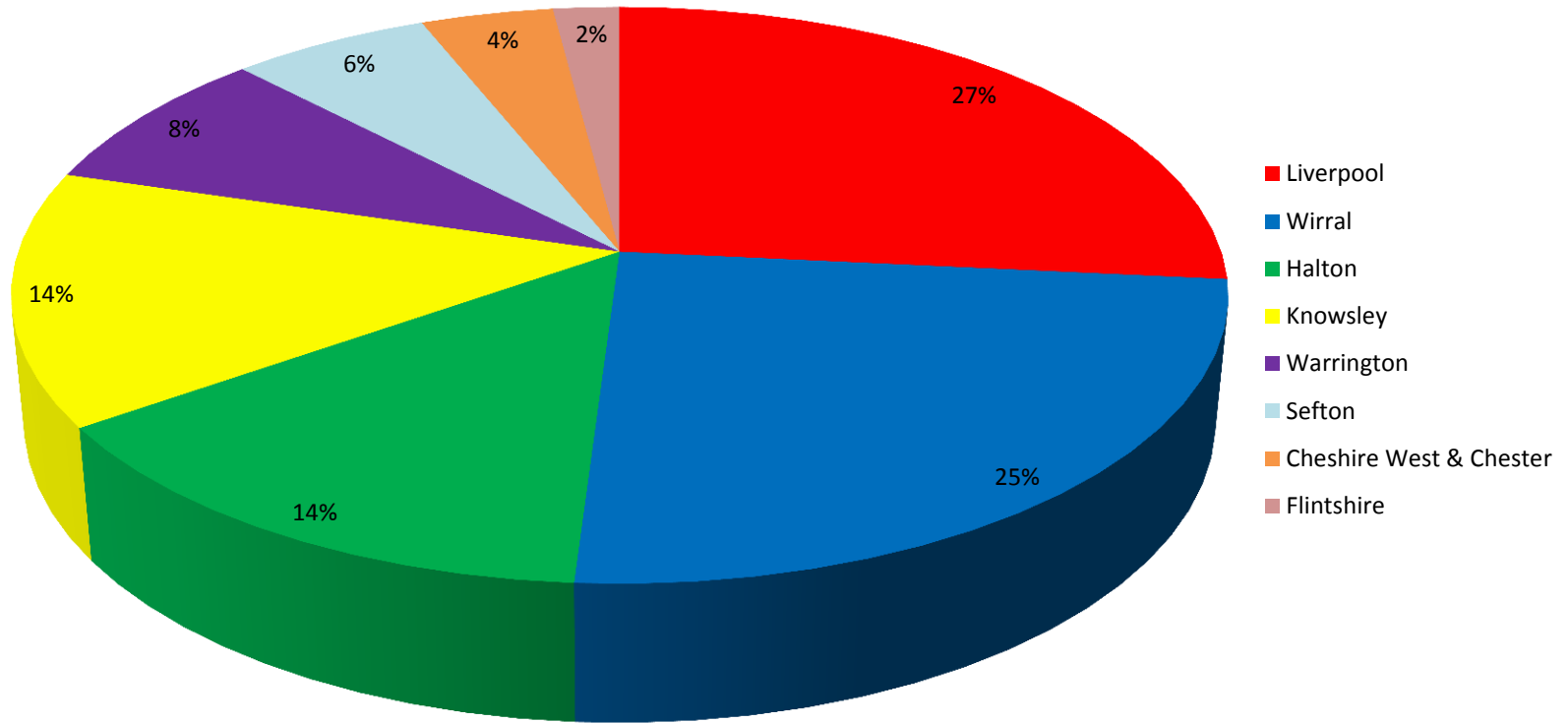
Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st April to 30th June 2018



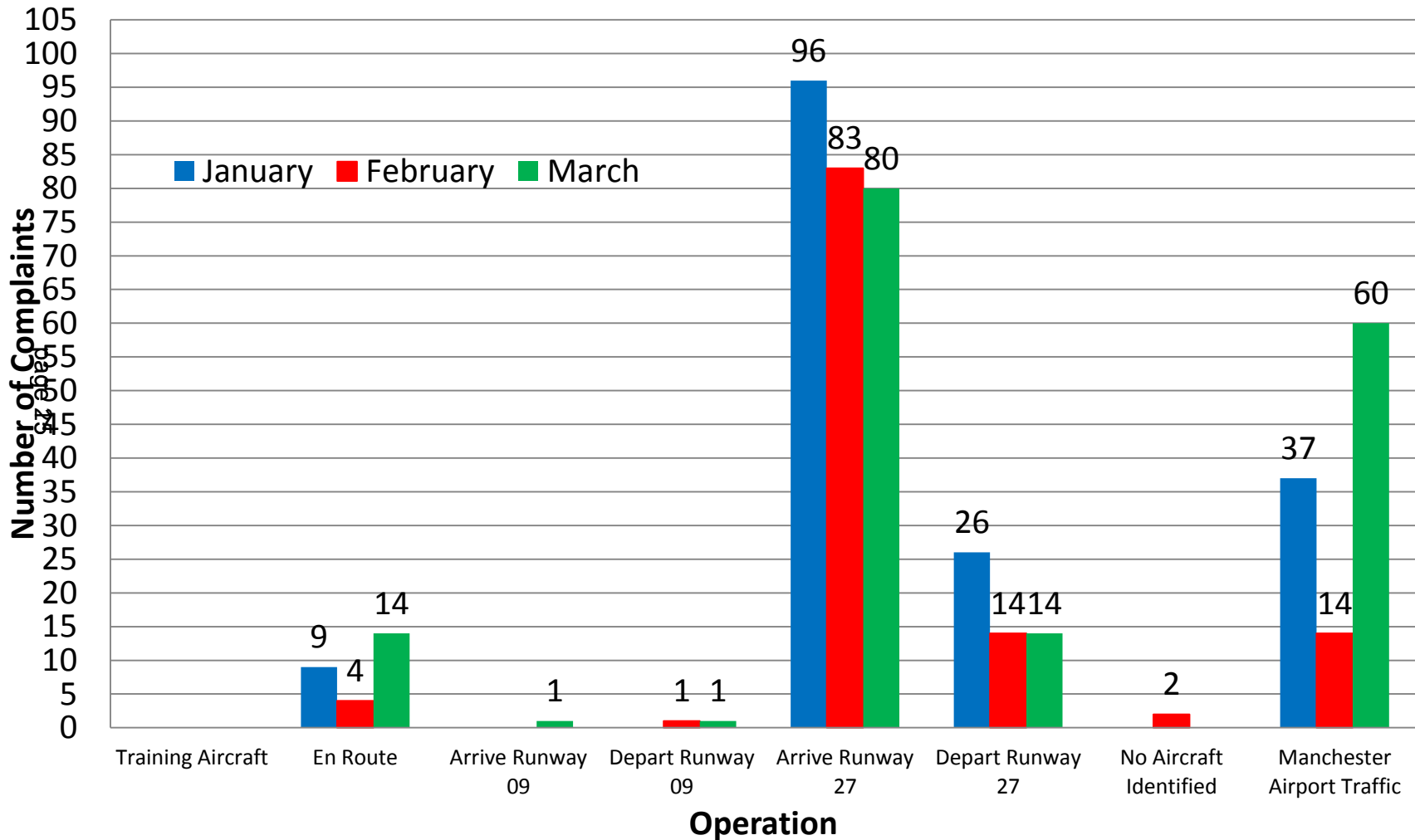
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Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st April to 30th June 2018

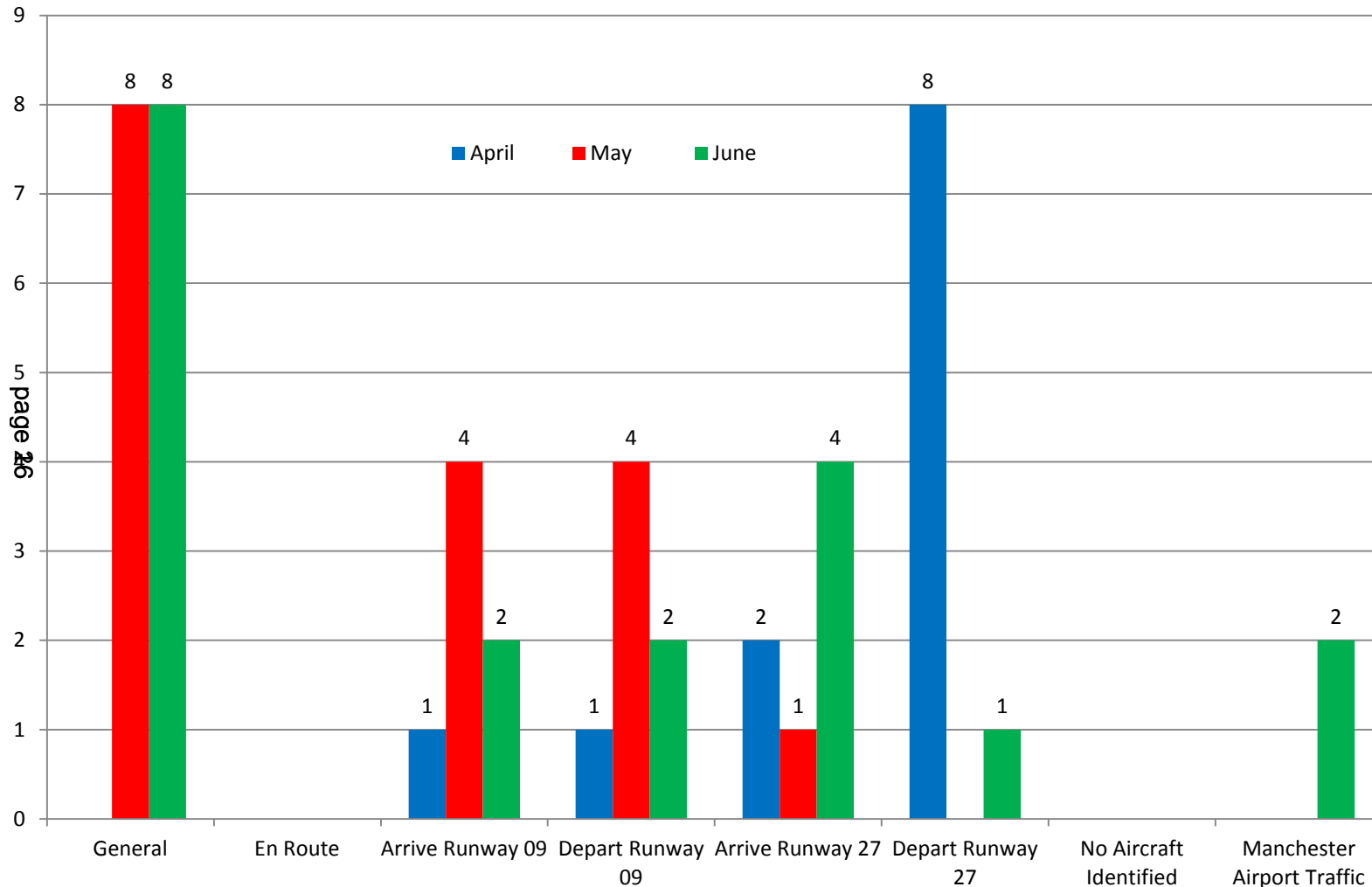
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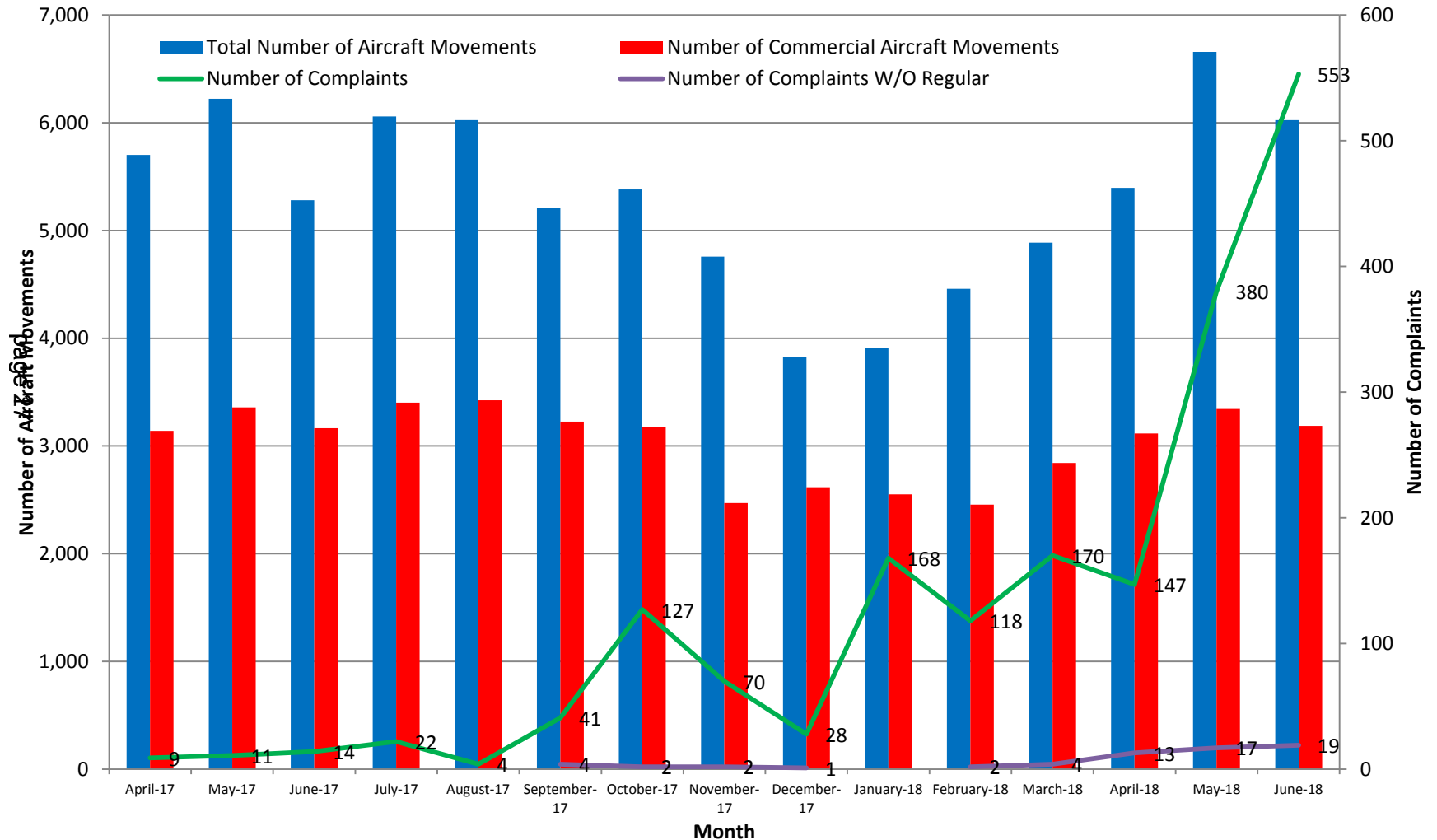
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st April to 30th June 2018



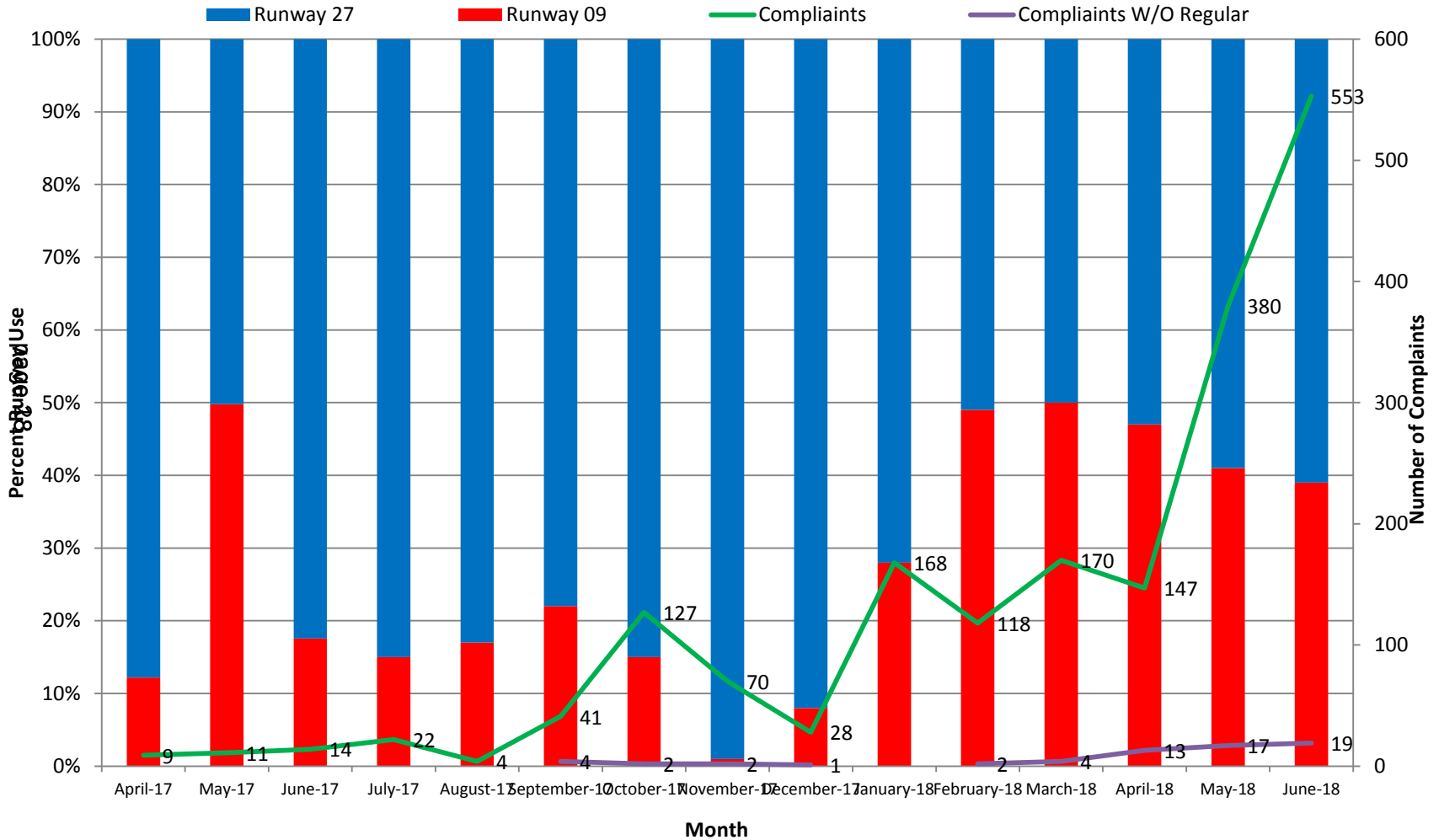
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st January to 31st March 2018



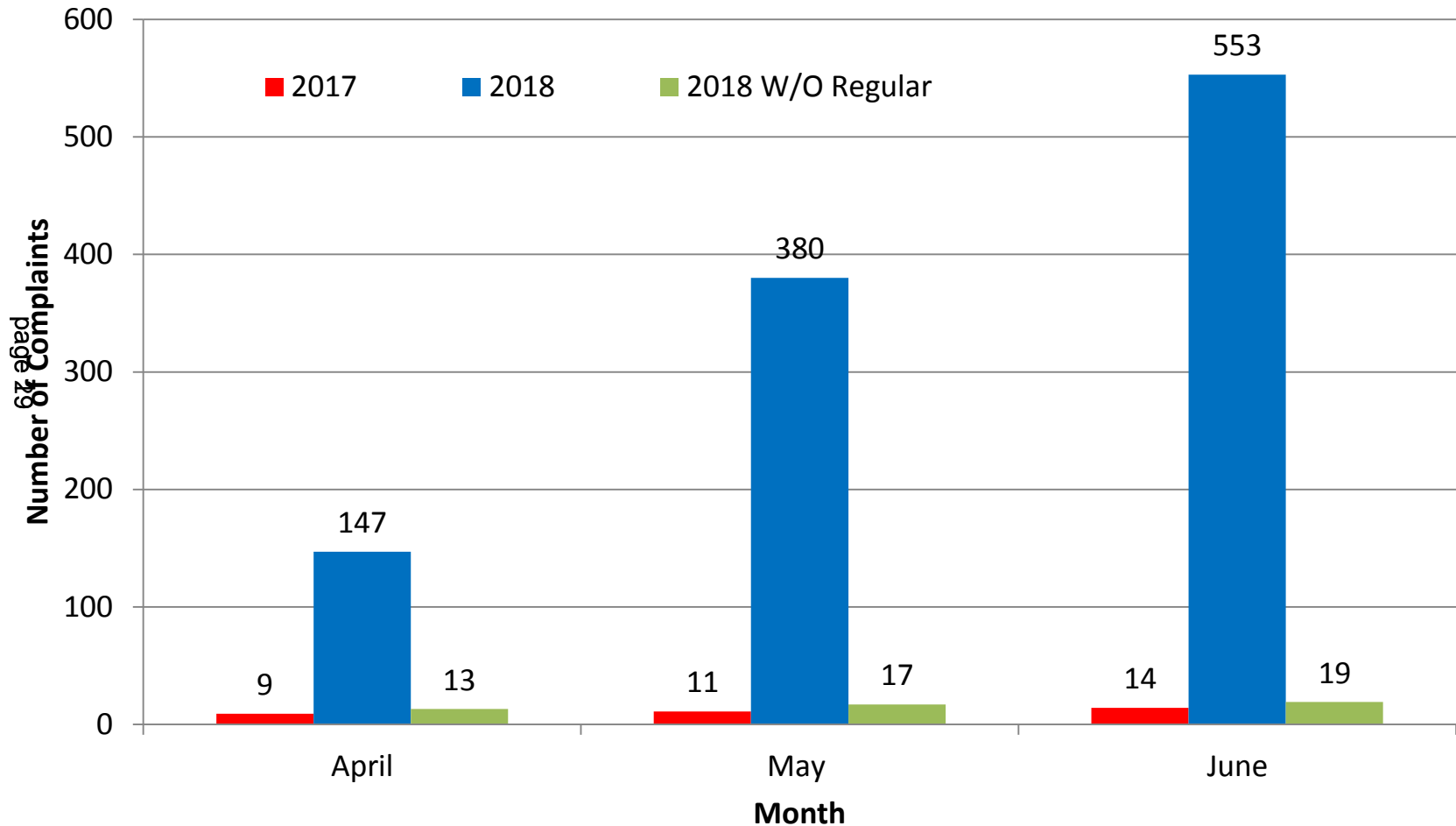
Liverpool John Lennon Airport Rolling 15 Month Aircraft Movements and Number of Noise Complaints April 2017 to June 2018



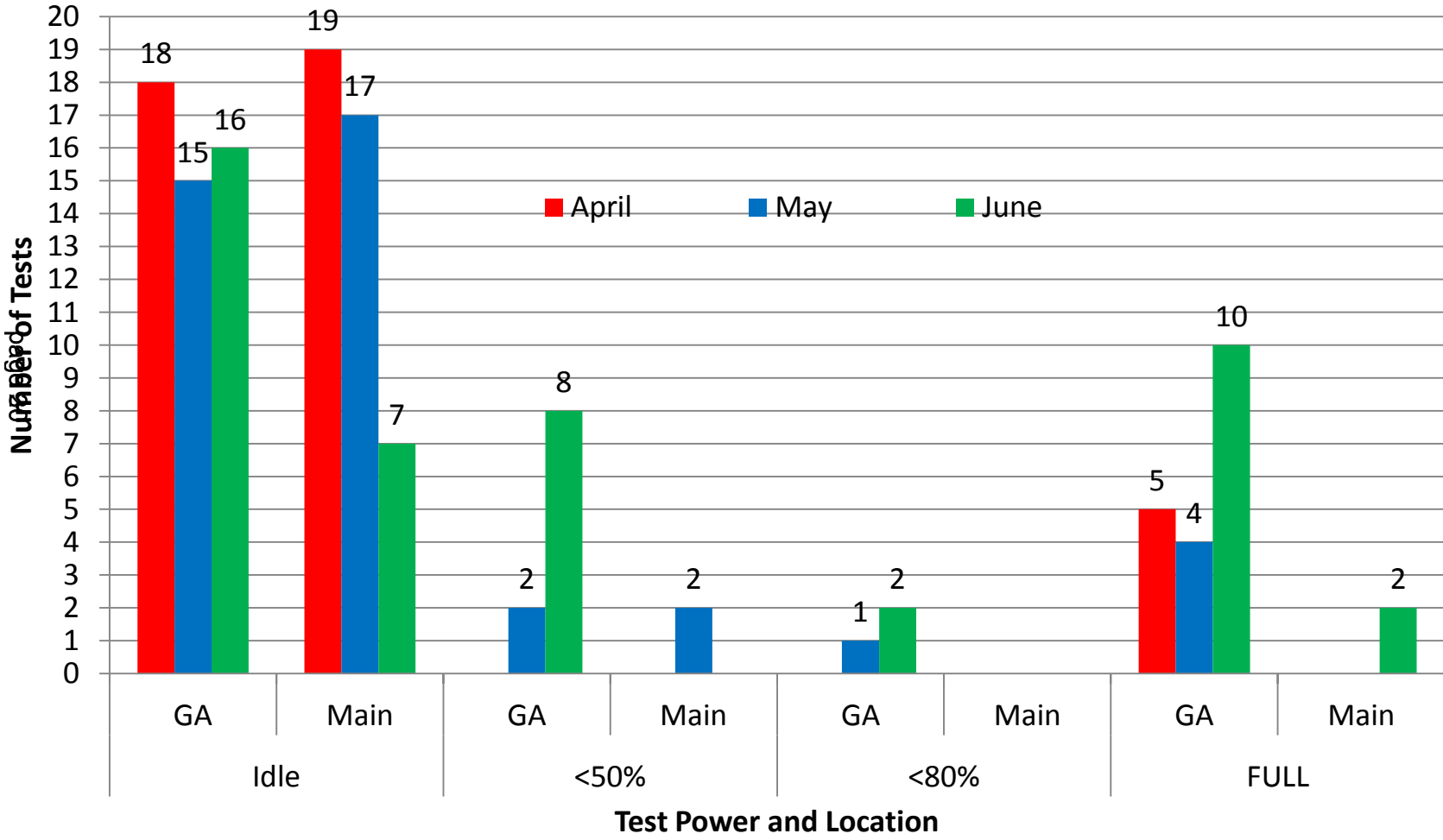
Liverpool John Lennon Airport Rolling 15 Month Runway Use and Noise Complaints April 2017 to June 2018



Liverpool John Lennon Airport Complaints Comparison for April to June 2017 & 2018



Liverpool John Lennon Airport Engine Test Runs 1st April to 30th June 2018



Airspace Change Process (ACP)

Airspace Change Update

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Reminder of why we are doing this?

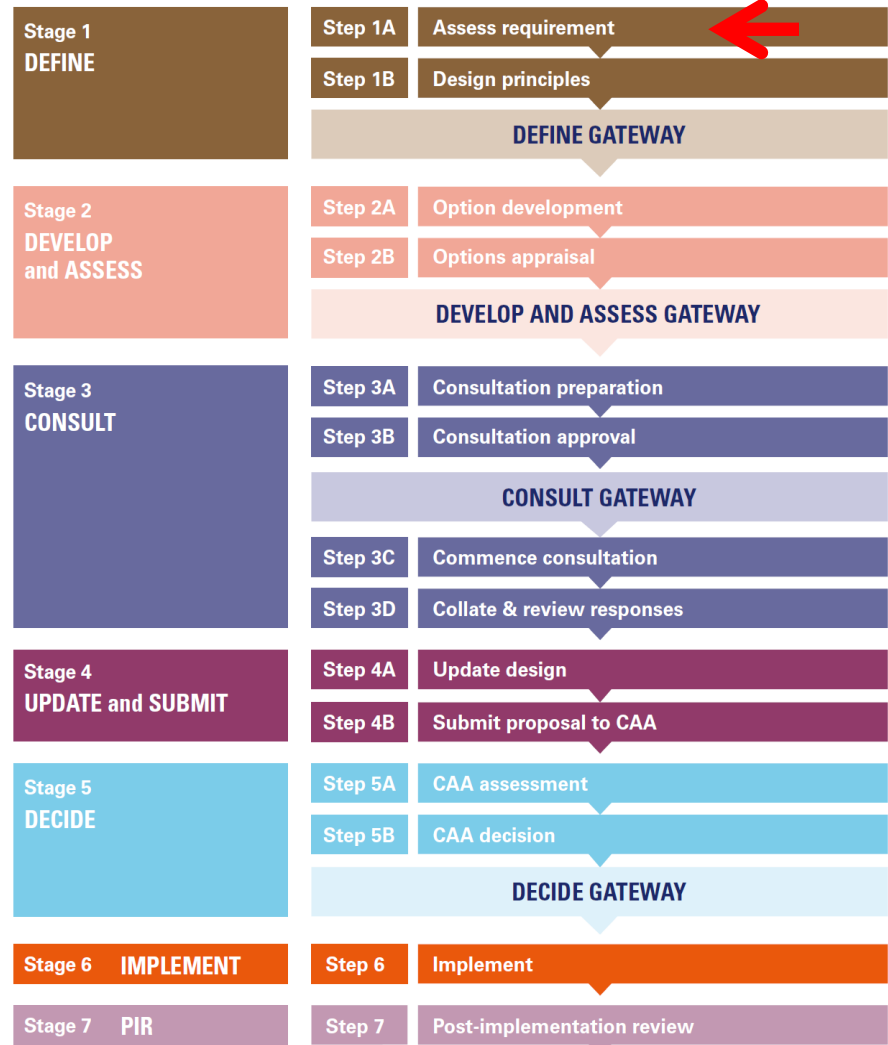
- DVOR Rationalisation & NDB Withdrawal
- ICAO/FAS – PBN by 2024
- Integration within FASI-N
 - MTMA (Manchester, Hawarden, Wharton & LJA)
 - Scottish Terminal Control Area
 - Belfast Terminal Control Area
 - Irish Sea Sector Ops
- Improved resilience & operational efficiency
- Protect current capacity for future growth
- Seek overall environmental improvements

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LJLA Proposed Airspace Change

The Airspace Change Process (CAP 1616)

- The CAA's Airspace Change Process changed from CAP725 to CAP1616 in January 2018
- ACP was changed to ensure that it meets modern standards for regulatory decision making and is fair, transparent, consistent and proportionate
- The process must be impartial and evidence based, and must take account of the needs and interest of all affected stakeholders
- The responsibility for engaging with and informing communities about specific airspace change proposals rests with the change sponsor (LJLA)
- Application submitted 8th Feb 18
- The red arrow indicates where we are on the process – Statement of Need meeting 28th June 2018.
- Expect length of the process 132 weeks



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What Next?

- **Design Principles Engagement**

- Information Package

- Structure Questionnaire (as previously requested)

- Who?

- LACC & NMSC

- LA & LPA (Liverpool, Knowsley, Wirral, St. Helens, Sefton, Halton, Cheshire West & Chester, Flintshire, Wrexham, East Cheshire, Warrington, West Lancs)

- MP & MEP

- Aviation Stakeholders (Airlines, Airports, GA Community, ANSP , NATMAC)

- Who else do you recommend we speak to?

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Sound Insulation Grant Scheme (SIGS)

Sound Insulation Grant Noise Contours 2018

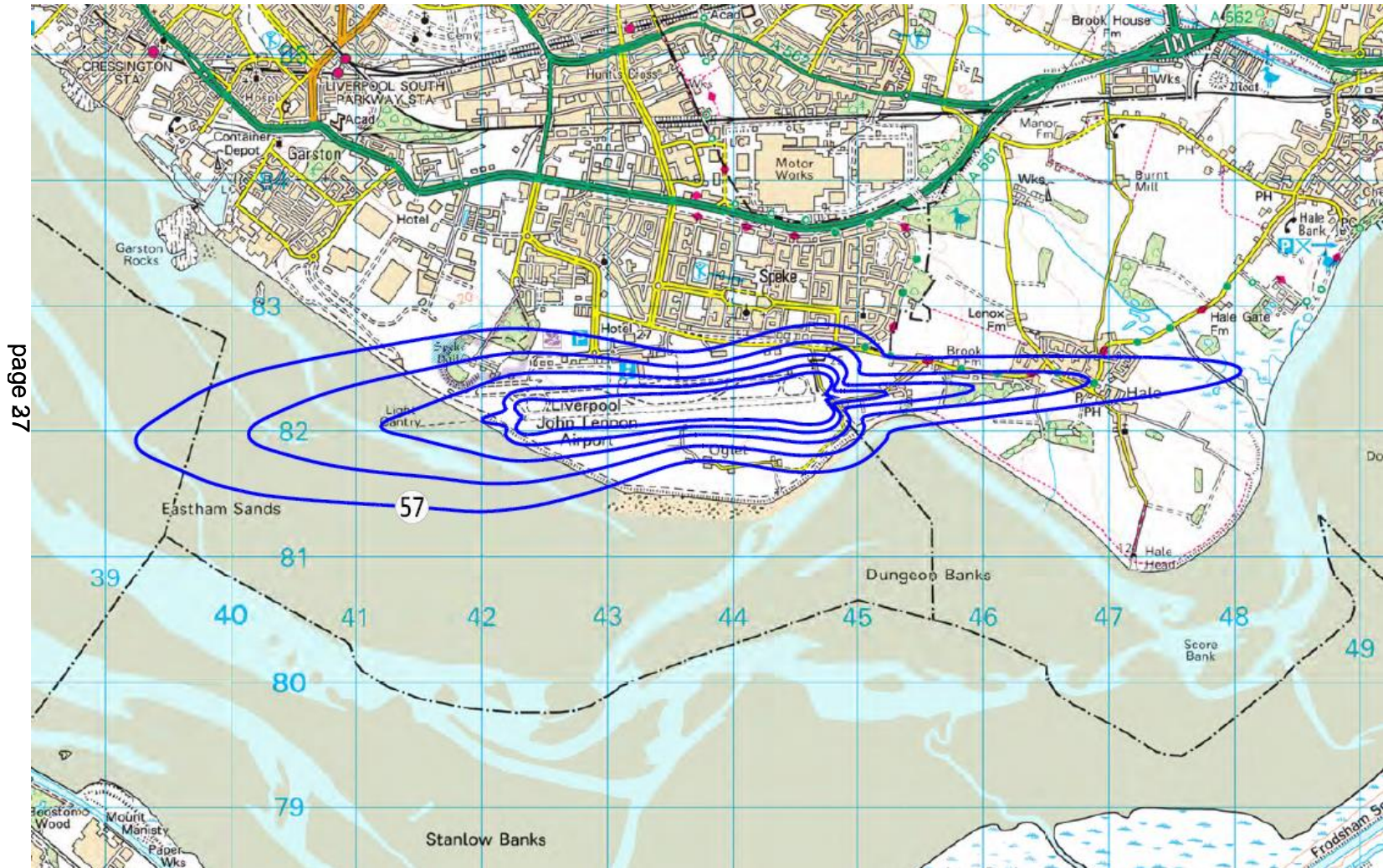
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SIGS Scheme

- Section 106 Agreement Obligation
- 63 dB(A) Daytime ($L_{Aeq=16\text{hours}}$)
- 59 dB(A) Night-time ($L_{Aeq=8\text{hours}}$)
 - Night-time reduces 59 to 57 dB(A)
 - Night-time reduces 57 to 55 dB(A), after a significant major planning application
- Towards acoustic glazing and ventilation
- 80/20 split up to £3,500
- One grant per household

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Daytime $L_{Aeq,t=16hr}$ 57 to 69 dB(A)



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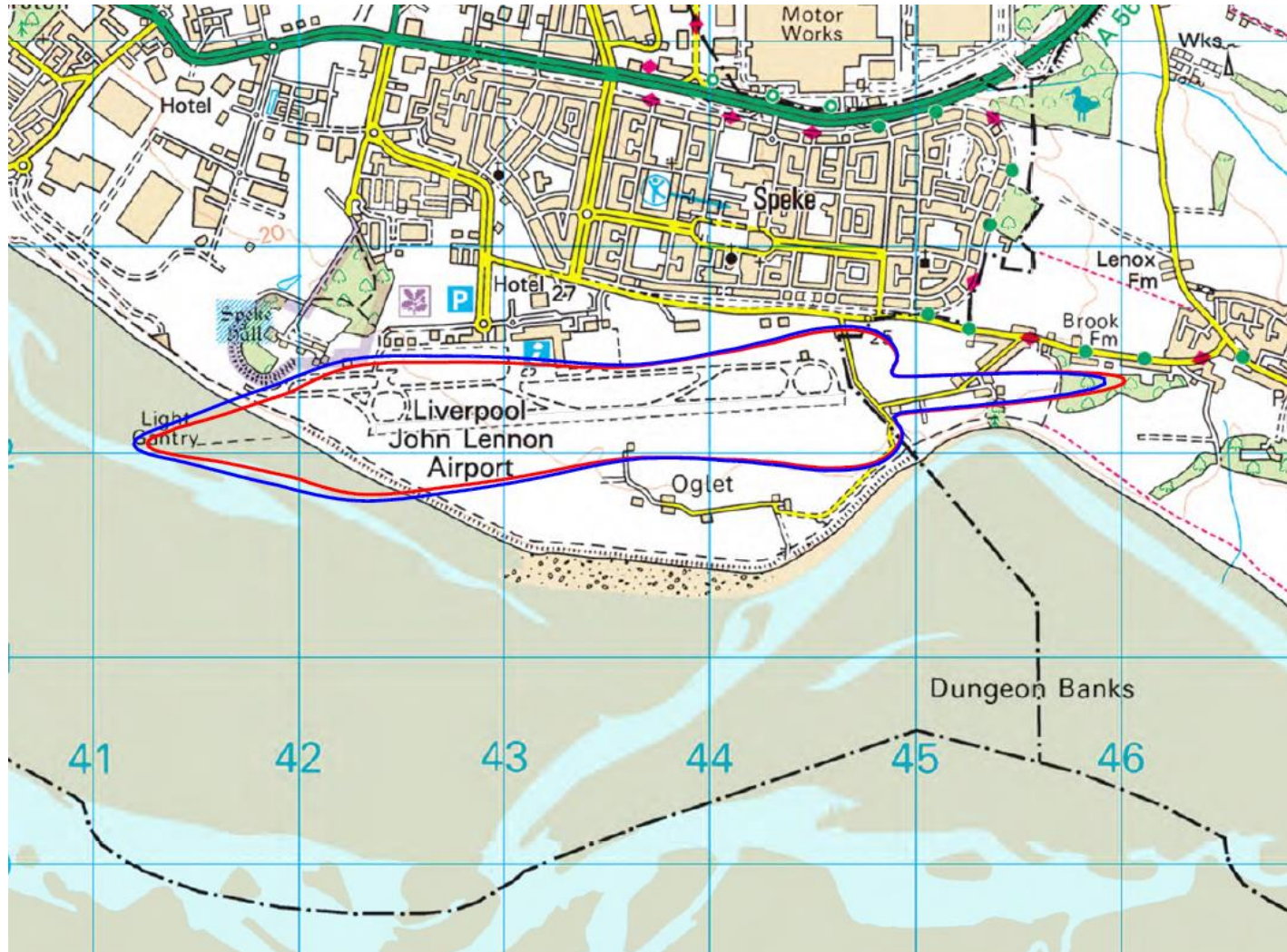
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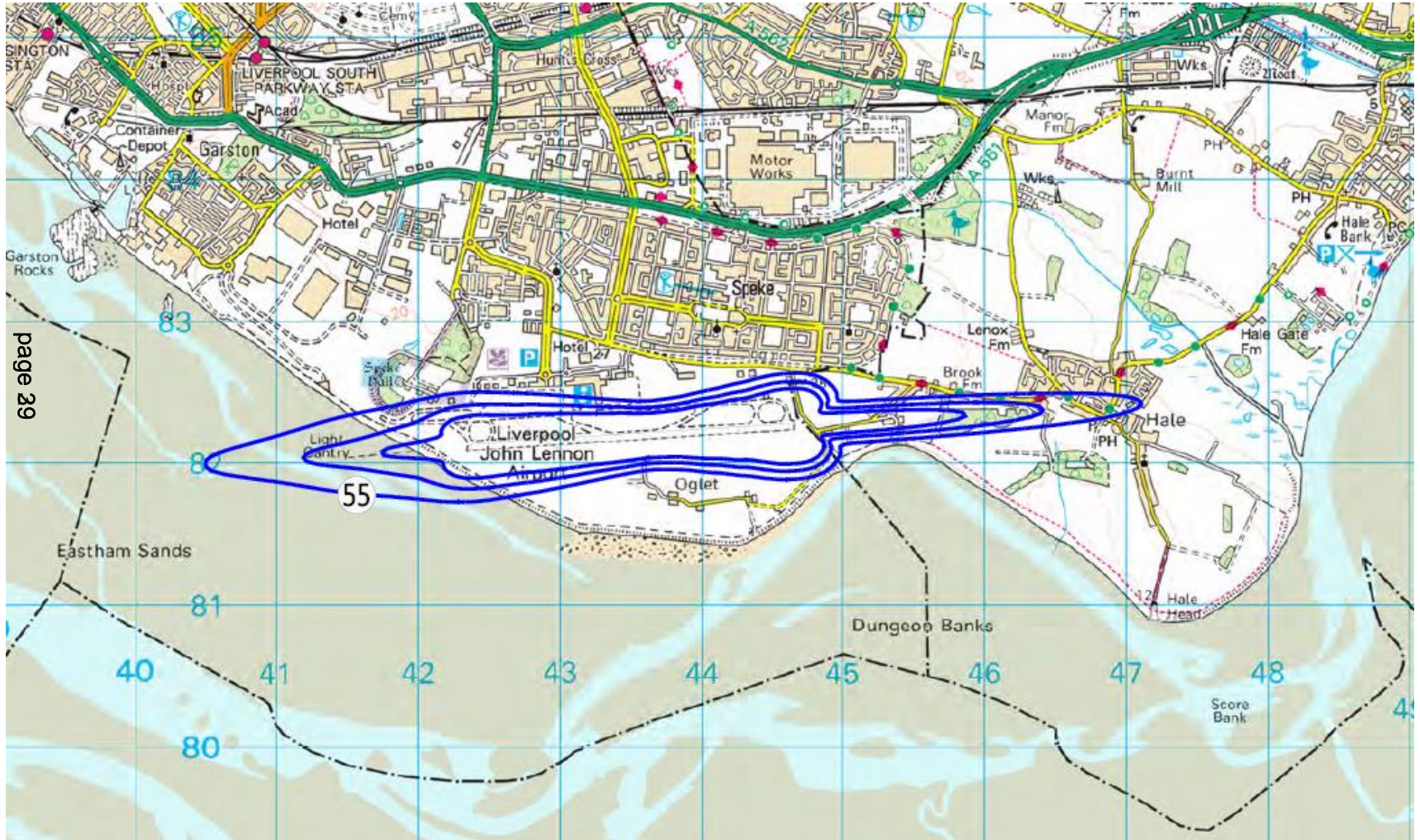
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Daytime 63 dB(A) 2015 vs 2018

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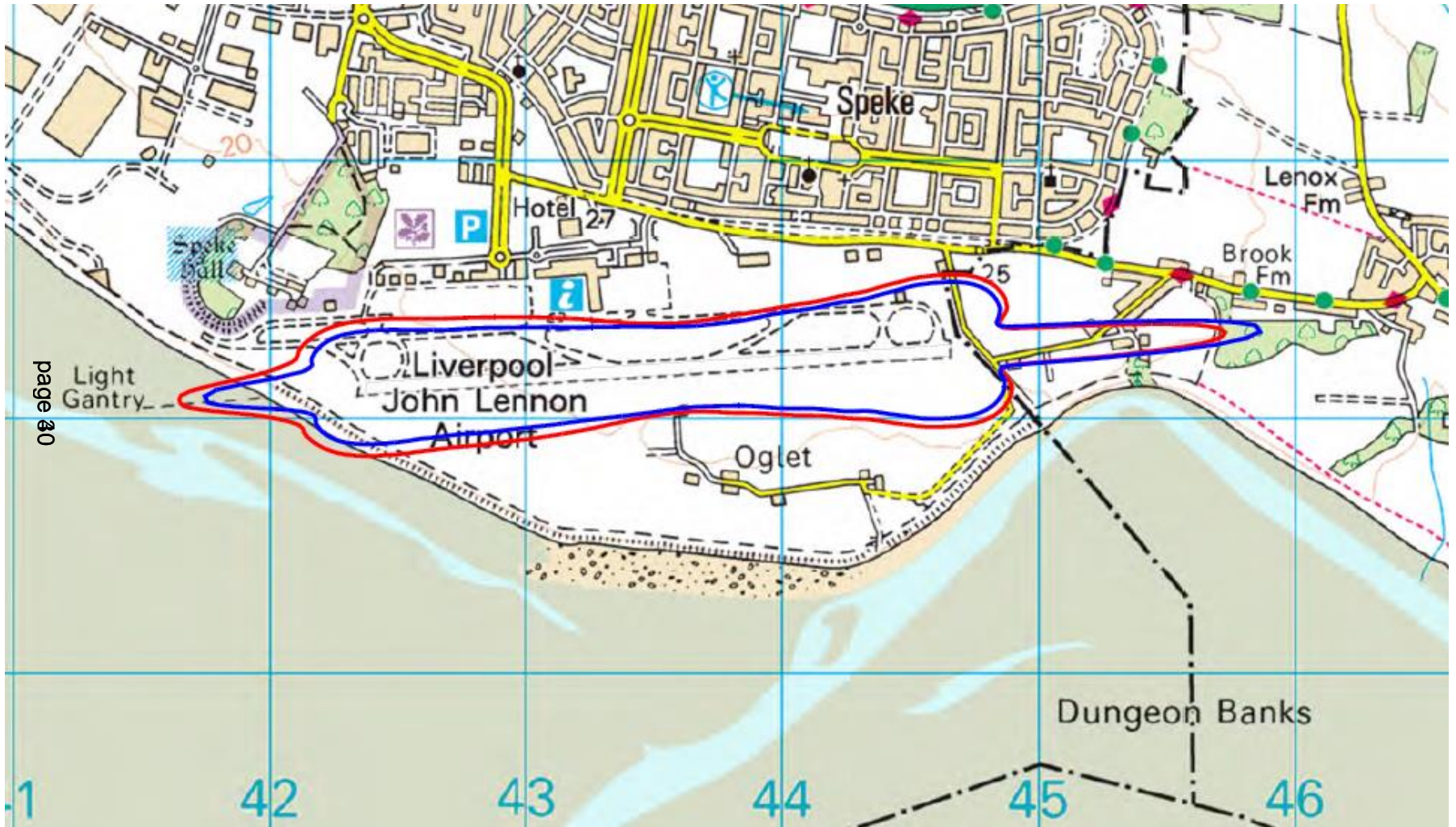


Night-time $L_{Aeq,t=8hr}$ 55 to 59 dB(A)



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Night-time 59 dB(A) 2015 vs 2018



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SIGS in Numbers

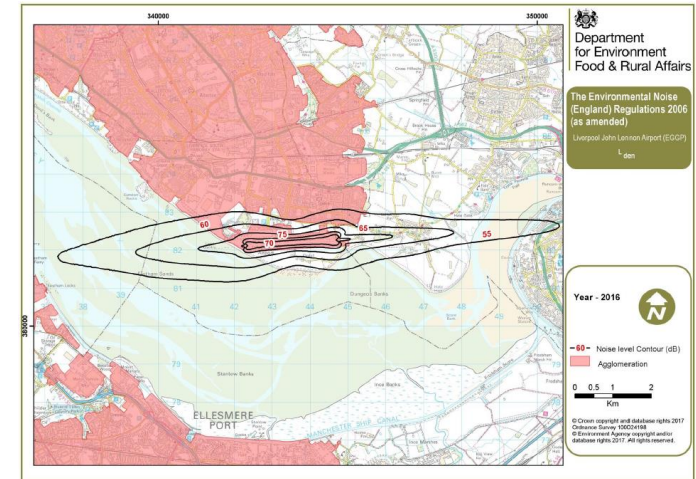
Number of Residential Properties

	2009	2013	2015	2018
Daytime	80	21	5	4
Night-time	28	6	4	3

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Draft Noise Action Plan (NAP)

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	Number of Dwellings			Number of People			Area enclosed (km ²)		
	2006	2011	2016	2006	2011	2016	2006	2011	2016
≥ 55	2,450	3,100	2,000	5,700	6,900	4,500	17.0	17.6	14.5
≥ 60	900	900	650	2,200	2,000	1,500	7.04	7.0	5.9
≥ 65	< 50	<100	<50	< 100	<100	<100	2.64	2.6	2.1
≥ 70	< 50	0	0	< 100	0	0	1.07	1.0	0.8
≥ 75	0	0	0	0	0	0	0.54	0.4	0.4

Thank You

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Draft Noise Action Plan

Environmental Noise (England)
Regulations 2006

Draft Subject to Formal
Adoption and Approval

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1.0 Foreword



As a new member of the Liverpool John Lennon Airport (LJLA) team, I am proud that the Airport continues to play a dynamic role in the City Region handling over 4.8 million passengers in 2017.

LJLA has a choice of 60 destinations across Europe. As well as offering connectivity, the Airport contributes significantly to the region's economy by supporting 2500 jobs on site and many more across the region.

LJLA is striving to be the "Airport the Region Loves" and is seeking to be a good neighbour by ensuring any future development carefully balances local community concerns

regarding noise and other potential environmental impacts with the social economic benefits a successful growing airport bring to the region. LJLA is committed to seeking sustainable growth by minimising and mitigating any environmental concerns wherever practicable to build an successful business.

When comparing the current Noise Action Plan data with the previous two the overall noise contours are smaller, for example taking the 55 dB Lden contours the areas are 17.0 km² in 2006, 17.6 km² in 2011 and 14.5 km², and for the 54 dB Lnight contours the areas are 4.5 km² in 2006, 4.3 km² in 2011 and 3.2 km² in 2016.

LJLA would welcome future constructive comments from any sources on how the Noise Action Plan could be improved in the future. This is not restricted to the period of consultation on the Draft Noise Action Plan. If you have a suggestion after the consultation is closed we will listen.

John Irving
Chief Executive Officer
Liverpool John Lennon Airport



2.0 Introduction

2.1 Airport Location

Liverpool John Lennon Airport is located 6 nautical miles to the south east of Liverpool City Centre on the northern banks of the Mersey Estuary. The airport's neighbours include the residential communities of Speke to the north and Hale Village to the east, within the Borough of Halton. To the North West, LJLA borders Liverpool International Business Park on the old northern airfield, and the grounds of Speke Hall which is a National Trust property with a significant number of visitors. Further to the north are the communities of Garston and Allerton. To the south, between the runway and the estuary, is agricultural land known as the Oglet. The new Control Tower and radar installation are situated within the Oglet and are accessed separately from Dungeon Lane, which passes close to the eastern end of the runway. To the west of the Airport and to the south of the Oglet are up to 5 kilometres of unpopulated tidal estuary.

Figure 1: The location of Liverpool John Lennon Airport



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2.2 Airport Operational Site

The operational site of LJLA extends to around 186 ha (460 acres). The runway and its associated taxiway is aligned east-west across the southern part of the site. All terminal, aprons, cargo buildings and airside facilities are situated on land to the north of the runway and south of Hale Road except the Control Tower and radar installation as noted above.

2.3 Runway 09/27

The current runway (09/27) is 2285m long and 46m wide. A full length parallel taxiway to the north of the runway serves all airside facilities. The main aircraft stands provide capacity for 28 aircraft and are situated towards the north western part of the site and a separate facility for General Aviation aircraft to the north eastern part of the site.

2.4 Aircraft Movement Numbers

CAA statistics show that in 2016 the year of the noise modelling LJLA had a total of 67,896 aircraft movements, of which 38,741 were air transport movements (commercial aircraft) and small number of military movements, and served approximately 4.827 million passengers.

Table 1: LJLA Number of Aircraft Movements 2007 – 2017

Year	Club	Commercial	Non-Commercial	Other	Total
2007	31,259	46,894	2,188	833	81,147
2008	28,322	44,693	3,605	1,110	77,730
2009	28,219	43,550	1,419	1,026	74,214
2010	27,006	44,084	1,338	946	73,374
2011	25,703	46,141	1,059	1,030	73,933
2012	27,100	36,191	1,065	1,240	65,596
2013	19,866	25,887	1,026	1,023	47,802
2014	25,478	30,102	1,430	1,402	58,412
2015	25,009	33,288	1,297	1,653	61,247
2016	26,444	38,471	1,324	1,657	67,896
2017	22,963	35,684	1,577	1,353	61,577

2.5 Airport Ownership

The Airport is part of The Peel Group which is a family owned business with principle investments encompassing land and property, transport and logistics, energy, retail and leisure. Established for over 40 years Peel has grown through the ethos of recycling capital and long term investment. Peel has gained a reputation for visionary regeneration projects in the North of England. Peel first became involved with the Airport in 1997 and who have since made significant investments in the business. Passenger numbers have increased almost ten-fold since the mid-1990s, with the Airport moving from 20th to the 12th busiest airport in the UK.

In March 2016, Liverpool City Council acquired a stake in the Airport in the form of shares with the investment used to further improve facilities for passengers and airlines and maximise the opportunity for the Airport and City Region to be a key gateway for the Northern Powerhouse.



3.0 Responsibilities, Policy and Procedural Context

3.1 The Environmental Noise (England) Regulations 2006

The regulations which transpose the European Environmental Noise Directive into the English legal framework are The Environmental Noise (England) Regulations 2006 (as amended). The regulations came into force on 5th October 2006 and apply to environmental noise to which humans are exposed. The regulations apply to noise from road, railway and aviation sources, as well as industrial noise. The regulations do not apply to occupational noise, noise from or between domestic premises, or noise from inside a means of transport or due to military activities in military areas.

3.2 Responsible Authority

The responsible authority for composing the Action Plan as defined in the Environmental Noise Regulations (England) 2006 (as amended) (ENR) is the Airport Operator. In the case of LJLA, Liverpool Airport Limited is the responsible authority.

3.3 Legal Requirements

Action Plans are a legal requirement under Directive 2002/49/EC relating to the Assessment and Management of Environmental Noise. The Directive is commonly referred to as the Environmental Noise Directive or END. The requirements of the END are transposed into the Environmental Noise (England) Regulations 2006 (as amended).

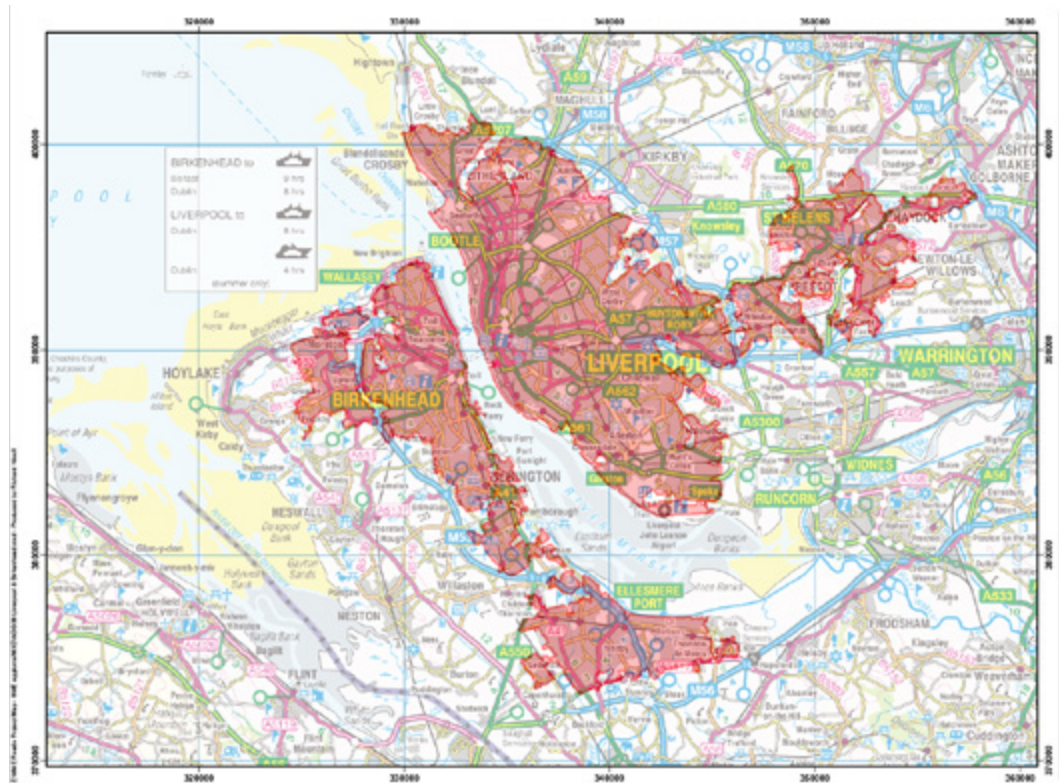
3.4 Requirements of END

The END requires Member States to produce strategic noise maps for the main sources of environmental noise. In practise, this means major roads, major railways, major airports and airports that effect large urban areas (known as agglomerations) with a population of more than 100,000 persons and a population density equal to or greater than 500 people per km² in 2016 then every five years thereafter. LJLA will next remodel the noise contours in 2021.

3.5 The Agglomerations

The Agglomerations have been identified by Defra; the Agglomerations closest to LJLA are Liverpool and Birkenhead and are shown on the next page.

Figure 2: Liverpool & Birkenhead Agglomerations



3.6 The Noise Descriptors

Noise Action Plans must be drawn up by the Airport Operators that were required to produce strategic noise maps under the Regulations. Noise maps for areas surrounding an airfield are normally assessed in terms of the $L_{Aeq\ t=16h}$ as the appropriate noise descriptor, calculated using the number of aircraft movements over an average summer day (airports generally have more aircraft movements in summer than winter). The END dictated that LJLA's Noise Maps include noise contours for the $L_{Aeq\ t=16h}$ descriptor calculated from the number of aircraft movements on an average annual day rather than a summer day. The $L_{Aeq\ t=16h}$ descriptor is replaced by L_{den} . The key difference is that the L_{den} descriptor has a weighting applied during the evening (19.00 – 23.00) of plus 5 dB (A) and during night-time (23.00 – 07.00) plus 10 dB (A) weighting is applied.

Appendix B has a full glossary of terms and definitions of the different noise descriptors.

3.7 The Competent Authority

Noise Action Plans has been produced using the results of the noise maps depicted representing the noise exposure in 2016. For the purposes of the Regulations, Airport Operators are the competent authorities in relation to Airport Action Plans. Therefore LJLA is responsible for undertaking this work and will review the Action Plan from time to time and revise if appropriate or necessary at least every 5 years in accordance with END. The next time the Noise Maps are scheduled to be refreshed is for 2021.

3.8 Quiet Areas

A requirement of the Airport Action Plans is the aim to protect quiet areas identified in agglomerations against any increase in noise. Defra have not identified any current quiet areas within the agglomeration that need to be considered.

LJLA will do all that is reasonably practical to safeguard any quiet areas identified in the future, from exposure to aircraft noise that does not compromise the safe and efficient operation of the aerodrome. Elsewhere there are other requirements that seek to protect other quiet areas such as National Parks and Areas of Outstanding National Beauty from over flights provided it does not add to the environmental burden on more densely populated areas. There are currently no National Parks or Areas of Outstanding National Beauty within LJLA controlled airspace or immediate sphere of influence.

3.9 Local Level – Quiet Operations Policy

At a local level LJLA operates a Quiet Operations Policy (QOP) which is discussed in detail in Chapter 9. The Section 106 Agreement with Liverpool City Council formed the original basis for the QOP after the extension to the passenger terminal was approved in February 2003. Policies for noise abatement in the Section 106 agreement include:

- Setting up a Noise Monitoring Sub Committee made up of representatives from Local Authorities, councillors and other local groups and individuals. The committee will oversee the Quiet Noise Policy.
- Provision of a Sound Insulation Grant Scheme for homes affected by airborne aircraft noise. The scheme boundary to be agreed with the City Council.
- A Noise Monitoring & Track Keeping System to be installed. This will record track performance and monitor aircraft noise.
- Ground noise provisions such as encouraging the minimum use of reverse thrust, minimise use of APU's and restrict and record all engine testing.
- Night Noise Provisions which includes a Quota Count Scheme and restrictions on QC8 and QC16 aircraft operations at night.

3.10 The International Level

At an international level, the International Civil Aviation Organisation (ICAO) sets progressively tighter certification standards, known as Chapters for noise emissions from civil aircraft to which member countries' fleets must conform.

3.11 The EU Level

The European Union (EU), through the European Civil Aviation Conference (ECAC) is increasingly assuming responsibility for the regulation of aircraft noise standards which member state incorporate into their respective national legislation.

Environmental Noise Directive (2002/49/EC) seeks to define a common approach across Europe to reducing and measuring noise from major sources, particularly road and rail networks, aircraft, outdoor equipment, industry and mobile machinery. This is partly transcribed into English legislation as the Environmental Noise (England) Regulation 2006.

EU Regulation No. 598/2014 replaced EC Directive 2002/30 and EU Directive 2006/93/EC and covers the establishment of rules and procedures relating to the introduction of noise-related operating restriction consistent with the ICAO Balanced Approach.

The UK is likely to follow broadly similar principles to those of the EU after Britain's withdrawal from the EU.

3.12 The UK Governments Role

The UK Government's role is one of setting and developing the policy framework for aviation and aircraft noise control for UK airports. The government's policy on aviation is currently being reviewed in "Beyond the Horizon – The Future of UK Aviation".

The current Aviation Policy Framework (2013) set out the government's policy to allow the aviation sector to continue to make a significant contribution to economic growth across the country. The 2013 framework is likely to be updated in 2019.

3.12.1 UK AIP

Full details of the range of aircraft operations related noise controls are set out in statutory notices and published in the UK Aeronautical Information Package (UK AIP) and elsewhere as appropriate. These controls include aspects such as noise abatement procedures and night flight limits and controls LJLA and Other UK Airports.

3.13 The LJLA Master Plan

The Airport Master Plan sets out plans for future development and growth until 2050, confirms a long term vision for the future of LJLA and describes further investment proposals for the Airport and its surrounding landholdings. It considers proposals for the Airport to 2030 in detail and provides a broad indication of potential development to 2050. It also sets out proposals for further growth and development of the Airport as a key transport and strategic economic asset. These proposals include expanding the range of destinations served, adding long haul services to key business and leisure destinations, and developing the Airport and its landholdings as a strategic economic asset by maximising its potential to create jobs and support ongoing regeneration across the Liverpool City Region.

More details can be found at:

<https://www.liverpoolairport.com/about-ljla/liverpool-john-lennon-airport-master-plan-to-2050/>

3.14 Airspace Change

3.14.1 LJLA Current Airspace

In July 2016, after following the CAP725 Airspace Change Process (ACP) that included a 12 week consultation period, LJLA introduced an alternative satellite based final approach procedure. The procedure was designed to match the ground based Instrument Landing System (ILS) approach from approximately 8 nm to touch down. The new procedure is used as a back up if the ILS is not available. The GNSS approach procedures are important because it ensured that a precision approach for appropriately equipped aircraft was always available, therefore, minimising the noise and additional emission associated with an efficient or missed approach.

The GNSS approach has been in place for approximately two years and is usually only used for training or as an alternative if the ILS was not available.

3.14.2 Proposed Airspace Change

The North England already has one of the busiest airspaces in the world with a number of airports in close proximity. The airspace that these airports use was designed for an age when aircraft and navigation was much less sophisticated.

The Government has embarked on their 'Future Airspace Strategy' (FAS), led by the CAA, to modernise the UK's airspace. The aim of the strategy is to make the airspace more efficient; improve punctuality; cut CO₂ emissions; reduce noise from less aircraft-holding at low levels; and to ensure there is capacity to meet future demand. The FAS will require all UK airports to modernise, as well as the network that sits above these airports which is known as en-route airspace. FAS is also part of a Europe-wide modernisation project, called the Single European Sky, to make the skies above Europe more efficient.

The introduction of Performance Based Navigation (PBN) is key to achieving the aims of the FAS. PBN improves the accuracy of where aircraft fly by moving away from 'conventional' navigation using ground-based beacons, to satellite navigation. However, enabling aircraft to follow an allocated route more precisely will potentially lead to routes becoming narrower and more concentrated than today, this concentration of aircraft may change the interaction with aircraft in some of our local communities.

It's not just LJLA that is required to modernise its airspace, all the UK main airports will be seeking to systemise airspace around their respective airports and NATS will be doing the same with the national airways.

UK airspace is an essential, but largely invisible, part of our national transport infrastructure that enables the safe movement of commercial aircraft along with an increasing number of other users (general aviation, gliders, micro-lights, balloons, model aircraft, drones etc.). The current system was designed and introduced in the 1950/60 and is based largely on ground based navigation beacons that are being phase out over the next few years. This means there will have to be an ACP to convert to new satellite based procedure and this gives an opportunity for LJLA and other UK Airports to explore what improvements can be made in the efficient use of the airspace with modern precision made navigation and at the same time seek to reduce overall noise exposure and emissions.



4.0 Current Operating Restrictions

4.1 Summary of Current Limitations

Current limitations on aircraft movements are those covered in the Section 106 Planning agreement with Liverpool City Council. Below is a summary of aircraft which are restricted at LJLA:

- Between 2300-2330, aircraft with quota count of QC/8 and QC/16 must not be scheduled to take-off or land;
- Between 2330-0600, aircraft with quota count of QC/8 and QC/16 must not take-off or be scheduled to land;
- Between 0600-0700, aircraft with quota count of QC/16 must not take-off or be scheduled to land.

4.2 Engine Testing

Aircraft engine testing is subject to the approval of the Airport Authority and shall only be permitted between the hours of 0700 and 2300. Outside these hours engine testing will not be permitted other than in exceptional operational circumstances.

5.0 The Noise Mapping Process

5.1 Instructions to Consultants

LJLA instructed Bickerdike Allen Partners (BAP) as independent aviation acoustic experts to undertake the Strategic Noise Mapping for LJLA as outlined in Statutory Instrument 2006 No. 2238 The Environmental Noise (England) Regulations 2006.

5.2 The Integrated Noise Model

The Aviation Environmental Design Tool (AEDT) is a computer model that evaluates potential aircraft noise impacts in the vicinity of airports. It is developed by the FAA and has replaced the Integrated Noise Model (INM). The Airport Authority believes that AEDT is the most appropriate model to use at LJLA. The first round of modelling undertaken for 2006 used INM version 6.2a whilst the latest modelling for 2011 used INM version 7.0d. The use of the different versions of INM and AEDT the way the method used to calculate the number of properties affected will account for a proportion of the variation between 2006, 2011 and 2016.

5.3 The Noise Map Descriptors

The noise maps have been produced for, LAeq,16h, Lday, Levening, Lnight and Lden. The contours are presented in 3 dB steps for:

- 54 dB to 72 dB for Lday.
- 54 dB to 62 dB for Levening.
- 54dB to 69 dB for LAeq,16h.
- 48 dB to 63 dB for Lnight.and 5 dB steps for:
- 55 dB to 75 dB for Lden.

5.4 The Mapping Results

The mapping results show, as expected those exposed to the most aircraft noise are the areas of Hale Village, the South East of Speke and an area of northern Runcorn. A large area covered by the contours is uninhabited such as Business Parks, farmland and a large expanse of the tidal Mersey Estuary.



6.0 Noise Level Contour Maps

6.1 EU Noise Indicators

The harmonisation of the noise indicators across Europe mean that a new noise indicator and respective time periods have been created for the Regulations and Noise Maps. Lden and Lnight are the two noise indicators selected by the European Commission for use in noise policy and the new regulations use both of these indicators.

6.2 The Lden

Aircraft noise mapping has been produced for an annual average day, and has to be produced in terms of a new noise indicator (the Lden) and for an annual average night (2300-0700). The new indicator takes account of all aircraft movements throughout an average 24 hour period, but adds 'penalties' to the noise arising in the evening (+ 5 dB) and the night (+10 dB). Evening is defined as 1900-2300.

6.2.1 The Lden Formula

The day-evening-night level Lden in decibels (dB) is defined by the following formula:

$$L_{den} = 10 \lg \frac{1}{24} \left(12 \times 10^{\frac{L_{day}}{10}} + 4 \times 10^{\frac{L_{evening} + 5}{10}} + 8 \times 10^{\frac{L_{night} + 10}{10}} \right)$$

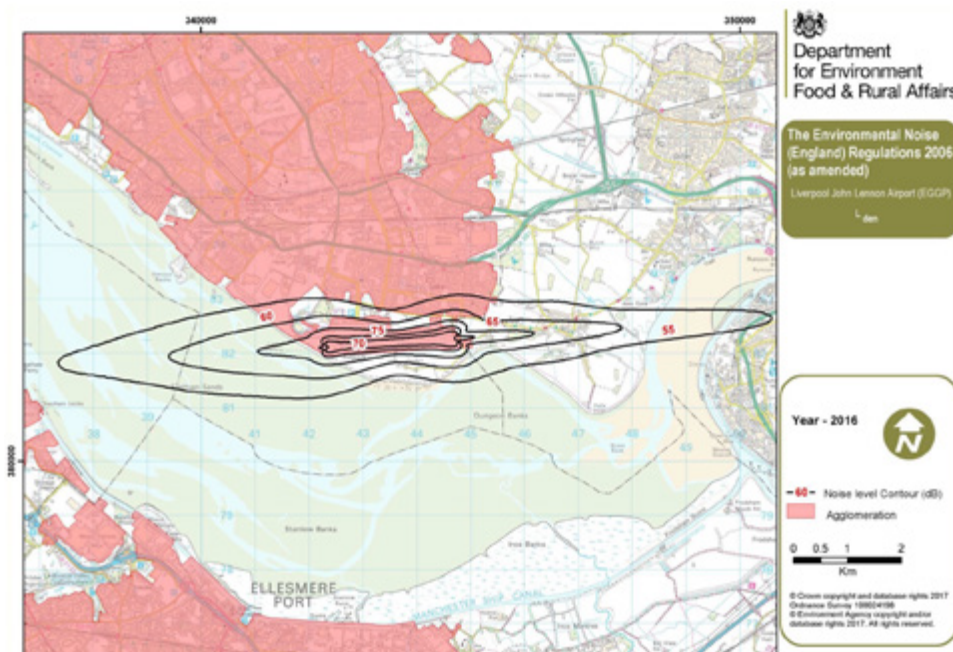
Example:

$$L_{den} = 60 \text{ dB} + 50 \text{ dB} + 40 \text{ dB} = 58 \text{ dB}$$

6.3 Publication of the Maps

The LjLA maps were published by Defra along with those from 18 other UK Airports. These were submitted by the respective airports and have been amalgamated by Defra with similar noise maps for road and rail noise to give an overall picture of the noise impact from transport sources. These can be reviewed on the Defra website (<http://www.extrium.co.uk/noiseviewer.html>).

Figure 3: Lden Noise Contours for Liverpool John Lennon Airport



Source: DEFRA Airport Noise Action Planning Data Pack 2017 Liverpool John Lennon Airport (EGGP) July 2017
All the DEFRA noise maps for LjLA can be seen in Appendix A. page 57



7.0 Noise Impacts and Exposure

7.1 Population and Dwelling Exposure Statistics Tables

The estimated total number of people and dwellings exposed above various noise levels from the strategic mapping of noise from aircraft using this airport are shown in the tables 2 to 6 on the next pages.

7.2 Population and Dwelling Counts

The population and dwelling counts have been rounded as follows:

The number of dwellings has been rounded to the nearest 50, except when the number of dwellings is greater than zero but less than 50, in which case the total has been shown as “< 50”. The associated population has been rounded to the nearest 100, except when the associated population is greater than zero but less than 100, in which case the total has been shown as “< 100”.

The FAA INM Noise Model was used in 2006, 2011 and the AEDT Noise Model was used in 2016, which means there may be slightly different results. There are also variations in the way the number of dwellings and people have been calculated by Defra, which appears to have elevated the numbers (e.g. different census data).

Table 2: Estimated total number of people and dwellings above various noise levels, Lden

Noise Level (dB)	Number of Dwellings			Number of People			Area enclosed (km2)			Noise Sensitive Buildings*
	2006	2011	2016	2006	2011	2016	2006	2001	2016	
≥ 55	2,450	3,100	2,000	5,700	6,900	4,500	17	17.6	14.5	A,B,C
≥ 60	900	900	650	2,200	2,000	1,500	7.04	7	5.9	A,B
≥ 65	< 50	<100	<50	< 100	<100	<100	2.64	2.6	2.1	None
≥ 70	< 50	0	0	< 100	0	0	1.07	1	0.8	None
≥ 75	0	0	0	0	0	0	0.54	0.4	0.4	None

Table 3: Estimated total number of people and dwellings above various noise levels, Lday

Noise Level (dB)	Number of Dwellings			Number of People			Area enclosed (km2)			Noise Sensitive Buildings*
	2006	2011	2016	2006	2011	2016	2006	2001	2016	
≥ 54	1,750	2,200	1,800	4,200	5,100	4,000	13.87	15.5	11.9	A,B
≥ 57	1,100	1,300	950	2,700	2,900	2,200	8.25	9.1	7.0	A,B
≥ 60	350	400	150	800	900	300	4.75	5.2	3.9	B
≥ 63	<50	<100	<50	<100	<100	<100	2.6	2.9	2.1	None
≥ 66	<50	<100	<50	<100	<100	<100	1.49	1.5	1.2	None
≥ 69	0	0	0	0	0	0	0.93	0.9	0.7	None

Table 4: Estimated total number of people and dwellings above various noise levels, Levening

Noise Level (dB)	Number of Dwellings			Number of People			Area enclosed (km2)			Noise Sensitive Buildings*
	2006	2011	2016	2006	2011	2016	2006	2001	2016	
≥ 54	1,200	1,200	1,550	2,900	2,800	3,500	9.88	9.9	10.6	A,B
≥ 57	550	600	750	1,400	1,200	1,600	5.72	5.5	6.1	A,B
≥ 60	100	100	100	200	200	200	3.17	2.9	3.3	None
≥ 63	<50	<100	<50	<100	<100	<100	1.78	1.6	1.7	None
≥ 66	<50	0	<50	<100	0	<100	1.07	0.9	1.0	None
≥ 69	0	0	0	0	0	0	0.7	0.5	0.6	None

Table 5: Estimated total number of people and dwellings above various noise levels, LAeq, 16h

Noise Level (dB)	Number of Dwellings			Number of People			Area enclosed (km2)			Noise Sensitive Buildings*
	2006	2011	2016	2006	2011	2016	2006	2001	2016	
≥ 54	1,600	2,000	1,750	4,000	4,700	3,900	12.93	14.2	11.6	A,B
≥ 57	1,000	1,100	900	2,400	2,500	2,000	7.65	8.3	6.8	A,B
≥ 60	300	300	150	700	700	300	4.37	4.7	3.8	B
≥ 63	<50	<100	<50	<100	<100	<100	2.4	2.5	2.1	None
≥ 66	<50	<100	<50	<100	<100	<100	1.39	1.4	1.1	None
≥ 69	0	0	0	0	0	0	0.88	0.8	0.7	None

Table 6: Estimated total number of people and dwellings above various noise levels, Lnight

Noise Level (dB)	Number of Dwellings			Number of People			Area enclosed (km2)			Noise Sensitive Buildings*
	2006	2011	2016	2006	2011	2016	2006	2001	2016	
≥ 48	1,750	1,900	1,500	4,200	4,300	3,300	13.65	13.1	10.2	A,B
≥ 51	1,000	1,000	650	2,500	2,300	1,400	7.98	7.6	6.0	A,B
≥ 54	400	200	<50	1,000	500	<100	4.51	4.3	3.2	None
≥ 57	<50	<100	<50	<100	<100	<100	2.45	2.3	1.7	None
≥ 60	<50	<100	0	<100	<100	0	1.39	1.3	1.0	None
≥ 63	<50	0	0	<100	0	0	0.85	0.7	0.6	None
≥ 66	0	0	0	0	0	0	0.56	0.5	0.4	None

Table 7: * Noise Sensitive Buildings

Identifier	Building
A	National Trust Speke Hall, Speke, Liverpool
B	Hale Village Primary School, Hale Village, Halton
C	St Ambrose Primary School, Speke, Liverpool
D	Westfield Primary School, Runcorn, Halton
E	Victoria Road Primary School, Runcorn, Halton

If the values in the tables are compared, the number of dwellings and population predicted to be exposed to certain noise level has fallen for all but the Levening in 2016 compared to 2006 and 2011. The increase in Levening dwellings and population can be attributed to there being more flights during this period compared to 2006 and 2011.

7.3 Methodology for Calculation of Population and Dwelling Exposure Statistics

7.3.1 Population Statistics

In order to derive the statistics presented in the above tables, analysis has been undertaken to count the population and number of dwellings within the specified noise contours. This assessment was carried out utilising a strategic residential population location dataset. The following paragraphs summarise the method used in constructing this dataset.

7.3.2 Identification of Residential Dwellings

Residential dwellings and buildings containing residential dwellings were identified through the 2015 (OS) AddressBase Premium and Topography layer respectively. An average population per residential dwelling was calculated for each discrete dwelling utilising population data attained from the mid-year population estimates from the Office of National Statistics (ONS), June 2015.

7.3.3 Building Polygons

The total number of residential dwellings and the total associated population were calculated for each residential building polygon, taking into account building polygons with multiple dwellings. Examples of building polygons containing multiple dwellings located within a single polygon include tower blocks and apartments.

Data Source: DEFRA Airport Noise Action Planning Data Pack 2017 Liverpool John Lennon Airport (EGGP) July 2017



8.0 Current & Future Noise Mitigation Measures

8.1 ICAO

ICAO's current environmental activities are largely undertaken through the Committee on Aviation Environmental Protection (CAEP). CAEP drives the ICAO agenda formulating new policies and adopting new Standards on aircraft noise and aircraft engine emissions.

Future International recommendations and guidance on technical and operational aspects of noise reduction and mitigation, with the aircraft noise and emissions issues linked to airports and operations will be through CAEP. CAEP meets as a Steering Group annually to review and provide guidance on the progress of the activities of the working groups. So far, CAEP has held eight formal meetings: in 1986 (CAEP/1), 1991 (CAEP/2), 1995 (CAEP/3), 1998 (CAEP/4), 2001 (CAEP/5), 2004 (CAEP/6), 2007 (CAEP/7), 2010 (CAEP/8), 2013 (CAEP/9) and 2016 (CAEP/10). Each formal CAEP meeting produces a report with specific recommendations for the consideration of the ICAO Council. ICAO acts on recommendations from CAEP in the light of any comments received from the Air Navigation Commission and, if there are economic aspects, from the Air Transport Committee.

The Full CAEP Assembly, which meets every 3 years, considers major policy issues in the environmental field that are brought to its attention by the Member States, hence there are 3 year phased progress on environmental aviation issues.

8.1.1 Chapter 3

The aviation industry has an unparalleled record of successful innovation over the past 40 years. Improvements in aircraft technology and design have resulted in a reduction of an aircraft's noise of greater than 20 dB. All commercial aircraft currently operating in the EU must comply with the ICAO Chapter 3 noise standard.

8.1.2 ICAO Chapter 4

From 2006, all newly designed or manufactured aircraft must comply with the tighter Chapter 4 standard, which represents a 10 dB reduction on measurements for Chapter 3 aircraft. As older noisier aircraft are phased out of use and replaced by modern, quieter aircraft, this will bring further noise improvements for each individual aircraft movement.

8.2 The Rules of the Air

8.2.1 Air Navigation Orders (ANO) and the Rules of the Air Regulations (RoA)

The Standardised European Rules of the Air (commonly referred to as SERA) took effect across Europe on 4 December 2014 and in the UK superseded most (but not all) of the UK Rules of the Air Regulations 2007.

SERA is based on the same International standards as the UK Rules of the Air so in most respects they are identical and the transition seamless.

The UK has retained a small number of domestic Rules of the Air and issued a number of General Permissions and General Exemptions. These can be found through the CAA's SERA web pages at www.caa.co.uk/sera.

All civil aircraft must fly within the guidelines of the Air Navigation Orders (ANO) and the Rules of the Air Regulations (RoA) which are the responsibility of the Civil Aviation Authority's Aviation Regulation Enforcement team. The RoA are diverse, complex and the vast majority are not related to noise impacts of aircraft. The section most relevant is that which relates to low flying aircraft. Rule 5 - in the RoA gives the indications of the expected minimum height restrictions placed upon aircraft operators:

- Aircraft are not permitted to fly over congested areas below a height of 1,000 feet above the highest fixed obstacle within a horizontal radius of 600 metres of the aircraft or below such height as would enable it, in event of a power unit failure, to make an emergency landing without causing danger to persons or property on the surface.
- Away from congested areas, aircraft are not permitted to fly closer than 500 feet to any person, vessel, vehicle or structure. The 500 feet rule does not apply to aircraft whilst landing or taking off in accordance with normal aviation practices.

8.2.2 Exemptions of Rules of the Air

A number of aviation activities can be exempted from the RoA and these include Police operations, flying displays and aerial surveys. LJLA regularly receive noise complaints about the operations of the Merseyside and Cheshire Polices Air Support Units, plus the ad-hoc aerial surveys.

8.2.3 Noise Reduction Measures at LJLA

As well as the Rules of the Air which give general guidance to aircraft pilots LJLA also have a number of noise reduction measures already in place.

8.3 The UK AIP Instructions

8.3.1 UK AIP Noise Abatement Procedures

The UK AIP is the prime official source of information on the UK's airspace and airports. The AIP is made up of three parts: General, En-Route and Aerodromes. LJLA has its own AIP with detailed charts and data. Part of the textual data is Noise Abatement Procedures. These Noise Abatement Procedures are shown below in italic text. Some slight changes have been made to the text to help ease of reading.

8.3.2 UK AIP Text

8.3.2.1 Least Disturbance

Every operator of aircraft using the aerodrome shall ensure at all times that aircraft are operated in a manner calculated to cause the least disturbance practicable in LPL Controlled Airspace.

8.3.2.2 Inbound Aircraft

Inbound aircraft, other than light aircraft flying under VFR or Special VFR, shall maintain a height of at least 2000 ft. above aerodrome level until cleared to descend for landing. Aircraft approaching without assistance from ILS or radar shall follow a descent path which will not result in its being at any time lower than the approach path which would be followed by aircraft using the ILS glidepath, and it is recommended that aircraft join final approach at not less than 3 nm.

8.3.2.3 Runway 27 Departures

After take-off all aircraft of more than 5700 kgs (12,500 lbs) MTWA shall climb straight ahead at maximum rate to 1000 ft aal before turning.

8.3.2.4 Runway 09 Departures

- (i) Between 2300 and 0700 (winter) 2200 and 0600 (summer), Runway 09 will only be available for take-off when overriding operational considerations necessitate its use, eg performance requirements.
- (ii) After take-off the initial turn onto outbound heading shall be commenced as soon as practicable, but not below 500 ft aal and not before passing the end of the runway.

8.3.2.5 All Departures

After completion of the initial turn onto outbound heading, all turbo-jet powered aircraft shall reduce power for noise abatement purposes so as to maintain a rate of climb of at least 500 ft per minute at power settings which will ensure progressively decreasing noise levels at points on the ground under the flight path.

8.3.2.6 Definition of the Summer Period

Summer for the purpose of this report is the period of British Summer Time whilst winter is the period between the end of British Summer Time in one year and the start of British Summer Time in the next.

8.3.2.7 Continuous Descent Approach

Turbo-fan and turbo-prop aircraft are expected to apply continuous descent, low power; low drag approach techniques where practical to do so. Subject to ATC instructions, inbound aircraft are to maintain as high an altitude as practical and adopt a low power, low drag, continuous descent approach profile. ATC will provide estimated track distance to touchdown to allow pilots to descend at a rate they judge best suited to achieve continuous descent without using more power or drag than necessary. The object will be to join the glidepath at the appropriate height for the distance without level flight.

8.3.2.8 Approach Speed

To facilitate these techniques aircraft should be flown no faster than 250 kt from the Speed Limiting Points and below FL100 and 250-210 kt during the intermediate approach phase. Thereafter speed should be managed so as to achieve a continuous descent using as little power or drag as possible. ATC may impose speed control if required for separation purposes.

8.3.2.9 Reverse Thrust

To minimise disturbance in areas adjacent to the aerodrome, Flights Crew shall avoid the use of reverse thrust after landing unless necessary for the safe operation of the aircraft, especially between 23:00 and 06:00 (local time).

8.4 Quota Count

8.4.1 Quota Count

As part of its Section 106 Planning Agreement with Liverpool City Council LJLA also manages a Night Quota Count System (QCS). Each type of aircraft is given a separate 'Quota Count' value for landing and take-off, based upon the noise levels measured at the time when that aircraft type was first certified. There are seven QC categories and these double with each increase of 3 decibels. Aircraft are assigned Quota Counts (QC) for arrival and departure as shown in Table 7. Quota Counts for Aircraft that regularly arrive and depart at LJLA are shown in Table 9.

Table 8: Quota Count given to aircraft according to its certified noise level (EPNdB)

Certified Noise Level (EPNdB)	Quota Count
> 101.9	16
99 – 101.9	8
96 – 98.9	4
93 – 95.9	2
90 – 92.9	1
87 – 89.9	0.5
84 – 86.9	0.25
<84	0

Table 9: Quota Counts for Aircraft that regularly arrive and depart at LJLA

Operator	Aircraft Type	Arrival QC	Departure QC
easyJet	Airbus A319	0.25	0.5
easyJet	Airbus A320	0.25	0.5
Ryanair	Boeing 737-800	0.5	0.5
Blue Air	Boeing 737-700	0.5	0.5
Flybe	Bombardier Dash 8	0.5	0
Wizz Air	Airbus A320	0.25	0.5

8.4.1.1 Recording of Quota Count

LJLA monitors and records all quota count points accrued by aircraft movements in the quota period. The annual limit of quota points is 18,000 per annum. The Night Quota Period is from 2330 hours to 0600 hours and is based on the historical Quota Count system developed for the designated London airports. The LJLA Night Quota period is different from the END night period which is 23:00 to 07:00.

8.4.1.2 Military Aircraft

Military aircraft which regularly visit LJLA are exempt from the Quota Count Scheme.

8.4.2 Aircraft movement restrictions

A further element of the Quota Count Scheme is the restriction on movements of aircraft with QCS of QC/8 and QC/16. The restrictions are as follows:

- Between 2300-2330, aircraft with quota count of QC/8 and QC/16 must not be scheduled to take-off or land;
- Between 2330-0600, aircraft with quota count of QC/8 and QC/16 must not take-off or be scheduled to land;
- Between 0600-0700, aircraft with quota count of QC/16 must not take-off or be scheduled to land.

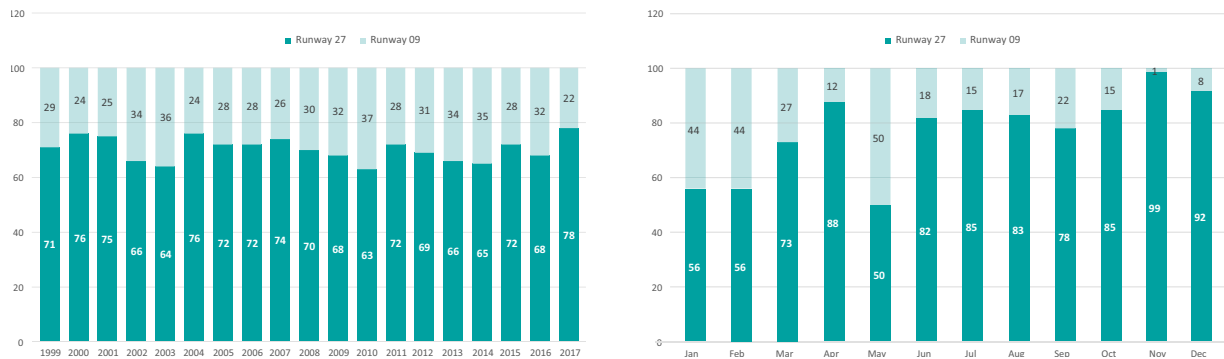
8.5 Engine Testing

Aircraft engine testing is subject to the approval of the Airport Authority and shall only be permitted between the hours of 0700 and 2300 (local). Outside these hours, engine testing will not be permitted other than in exceptional operational circumstances. Engine test for main apron aircraft above 50% must be undertaken at “Yankee” to maximise the distance from the communities of Speke and Hale Heath.

8.6 Preferred runway

LJLA has one runway that can be used in two directions, i.e. the aircraft can approach from the east and depart towards the west (Runway 27) or diametrically opposed (Runway 09). The orientation of runway use is selected by Air Traffic Control (ATC) primarily based on wind speed and direction at the Airport to ensure safe, stable operations of aircraft as they approach or depart. When possible the preferred runway (Runway 27) is used for departing aircraft to minimise noise impact. When aircraft depart towards the west on Runway 27, there is advantage for natural noise mitigation as there are no properties within the first 5.8 kilometres of the aircraft flight, because of the large expanse of the Mersey tidal estuary.

Figure 4: Runway Utilisation for Arrivals & Departures on runways 09/27 from 1999 to 2012 and for Jan 2012 to Dec 2017



The local communities, especially on the Wirral peninsula notice a difference in the altitude and frequency of aircraft movements when the runway operation switches from the preferred 27 to 09, which, on occasions triggers noise complaints.

8.7 Noise Monitoring Sub Committee

LJLA has a Noise Monitoring Sub Committee with membership of professional officers, elected members, Airport representatives and community groups, the main role of the committee is to:

- be a technical sub-committee of the LJLA Consultative Committee to advise on noise matters.
- meet when required (but at least quarterly).
- to consider issues related to the Airport's noise impact on the local environs and communities.

The members of the sub-committee are there to encourage improvements and question, as well as being a vehicle for two way communication. The group does not have executive powers.

8.8 Noise Monitoring & Track Keeping System

The Noise Monitoring and Track Keeping System (NM&TKS) enables LJLA to report accurately the altitude, position, aircraft type and noise generated by each aircraft movement. The NM&TKS collects information from three main sources:

- Noise data from the Noise Monitoring Terminals (NMT) at Hale, Eastham and the Mobile NMT. The noise data is correlated with aircraft track data to identify specific aircraft noise events.
- Secondary Surveillance Radar (SSR) from NATS at Manchester Airport provides information about the position, altitude and speed of aircraft near LJLA. This enables the Airport Company to identify specific aircraft movements, their altitude at a specific time and correlate a noise event at one of the NMTs.
- The Airport's Operation Database (Chroma Fusion) provides information about the aircraft using LJLA such as the aircraft type, airline, origin or destination which can be correlated with the track data to make the information easier to interpret.

LJLA are seeking to update the NM&TKS with new analytical software and new noise monitoring hardware terminals during Summer 2018.

Table 10: Average Annual Noise Monitoring Results (SEL) for Aircraft using LJLA during 2016

Aircraft Type	Airline	NMT 1 – Hale		NMT2 – Eastham	
		ARR	DEP	ARR	DEP
Airbus 319	easyJet	89.6	81	83.9	79.2
Airbus 320	easyJet	88.5	82.6	84.4	79
	Wizz Air	88.5	87.1	82.9	77.4
Boeing 738-800	Ryanair	89.9	87.1	85	77.5
Bombardier Dash 8	Flybe	84	76.8	81	71.9

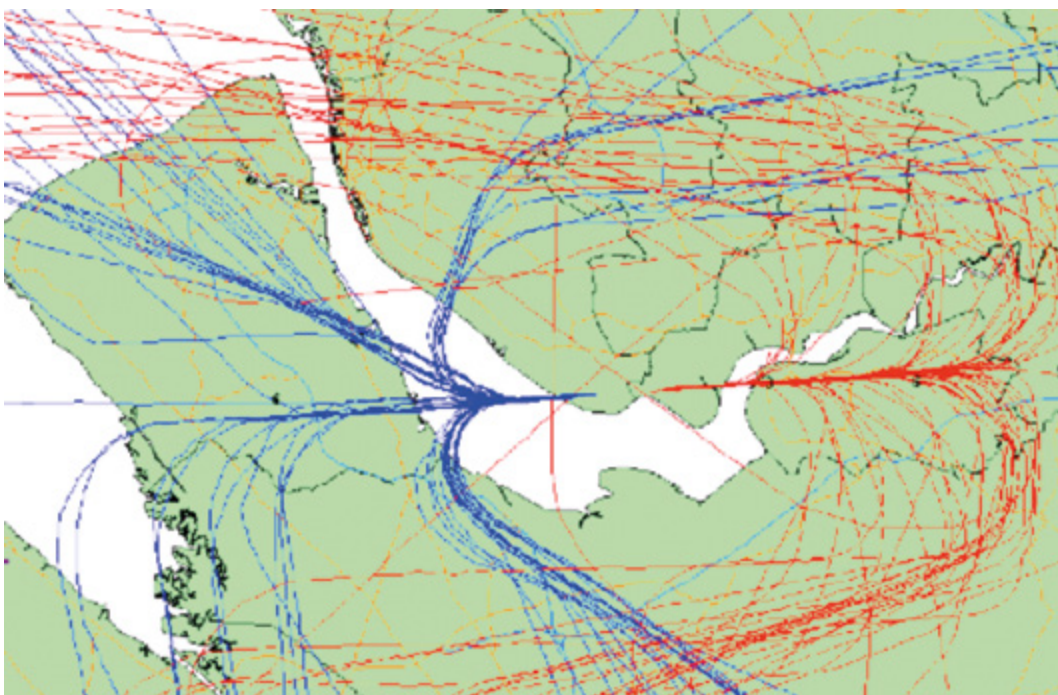
8.9 Preferred Noise Routes

8.9.1 Standard Instrument Departure routes (SIDs)

LJLA recognises that a balance of social and environmental benefits is gained by concentrating aircraft along the least possible number of routes. The practice of concentrating departures along a limited number of routes is consistent with airspace management best practice. The overriding need is to ensure the safe separation of aircraft which is assisted by concentrating air traffic along a limited number of routes. Departing aircraft from LJLA, with the general exception of General Aviation (GA) aircraft fly the Noise Preferred Routes (NPR) which are a swathe up to 1.5 km either side of the nominal centre line of the Standard Instrument Departure routes (SIDs) up to an altitude of 3000 feet.

These are reviewed as part of the Airspace Change proposals as discussed in Section 3.14 of this Draft Noise Action Plan.

Figure 5: Actual LJLA Departure and Arrival Routes (runway 27 operations)



8.9.2 Manchester Terminal Movement Area

The airspace above and around LJLA Controlled Airspace is part of the Manchester Terminal Movement Area (MTMA) and is operated under the control of NATS at their Prestwick Centre. Manchester Airport is east of LJLA and Hawarden Airport (near Chester) is located south west of LJLA. The proximity, combined with the differing alignment of the runways at each airport, creates a complex interface between the traffic patterns of the three airports. All aircraft activity at LJLA has to be safely integrated with traffic for Manchester and Hawarden Airports to avoid conflicts in demand for access to the same airspace. Therefore, a full review of MTMA and the LJLA airspace is currently underway in conjunction with airport airspace users, including the airlines. As discussed in Section 3.14 the aim of the proposed change is to increase overall regional resilience and capacity whilst seeking to minimise noise and emissions from arriving and departing aircraft. The process will follow the CAP1616 and will be subject to public consultation. The review will include maximising the use of Continuous Descent Approach (CDA) and continuous climb procedures, where practical to minimise the need for level aircraft flight around LJLA. This has the added benefits of maximising the efficiency of aircraft; e.g. by reducing fuel burn and by maximising the vertical distance between aircraft and the ground thereby minimising noise impact.

8.9.3 Precision Navigation (P-RNAV) technology

The use of Precision Navigation (P-RNAV) technology for departing and arriving aircraft will be an important consideration in the future development of optimum noise abatement and routing for the community as a whole. RNAV represents the start of a potential move towards navigation and landing aids being on the aircraft rather than on the ground.

In July 2016 LJLA introduced Global Navigation Satellite System (GNSS) based Area Navigation (RNAV) Instrument Approach Procedures (IAP) for both runways 09 and 27. LJLA implemented the GNSS approaches to provide contingency if the existing navigation equipment needs to be taken out of service for maintenance or due to an outage – for example caused by a lightning strike or component fault.

New procedures were introduced for both Runway 09 and Runway 27, replicating the respective existing ILS designs. Aircraft follow similar tracks from the national airways network to align with the approach path and the approaches are flown at the same altitudes and speeds as for the ILS. In essence, the only difference is the equipment being used to guide the aircraft's final approach to the runway.

8.10 Sound Insulation Grant Scheme (SIGS)

LJLA operates a SIGS for eligible properties determined on noise exposure criteria:

- Within a day-time 63 dB LAeq, t=16hrs hours noise exposure contour from airborne aircraft noise, or
- Within a night-time 59 dB LAeq, t=8hrs noise exposure contour from airborne noise reducing to 55 dB in the future subject to further growth and development.

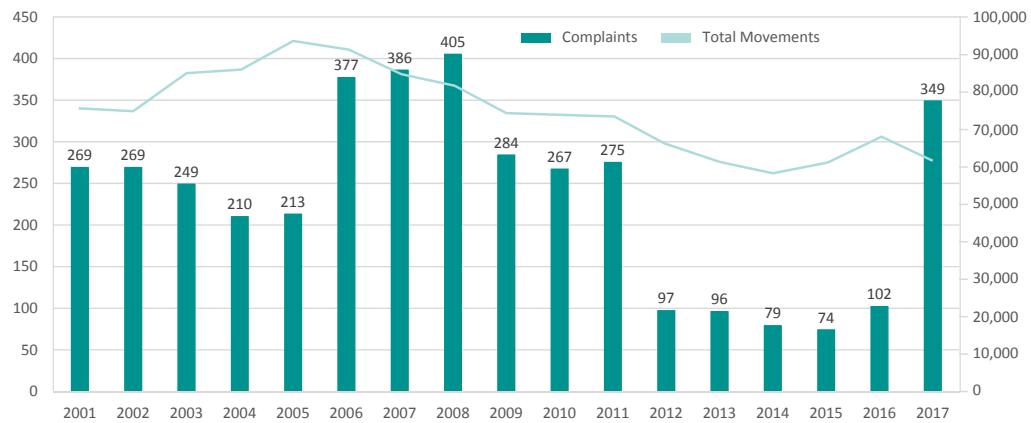
The SIGS grant is an 80% contribution with the airport company expense capped at £3000 per property for glazing and ventilation, £400 for loft insulation and £135 for blinds.

8.11 Complaints recording and investigation

8.11.1 Noise Complaint Responsibility

LJLA takes all complaints about environmental noise seriously. The Environment Team is responsible for responding to enquires and complaints received from the local community, regulatory authorities, interest groups or other organisations. An enquiry or complaint can be made by telephone, letter, facsimile, email or the complaint form on the website.

Figure 6: The Number of Noise Complaints Received by LJLA & Total Aircraft Movements between 2001 and 2017.



8.11.2 Investigation of Noise Complaints

Every noise complaint received by LJLA is investigated using a range of information sources, but primarily the Noise Monitoring and Track Keeping System. All the noise complaints received by LJLA are collated and reported by the Environmental Team to the Noise Monitoring Sub Committee and Airport Executive Team on a quarterly basis.

8.12 Potential Future Mitigation Measures

8.12.1 Maintain and Improve

LJLA in conjunction with other competent authorities will continue to maintain and seek to improve its noise abatement procedures where practical and safe to do so. The tables in the next section “Actions Liverpool John Lennon Airport will take” set out the future mitigation measures.

8.12.2 Impacts of Noise

There are many different experiences and impacts of noise, and each individual's experience and interpretation will be different. Noise can disturb human activity by causing distraction. These include general detection/distraction, speech interference, and disruption of work/mental activity and sleep disturbance. Any of these can lead to annoyance and possibly more overt reactions, including complaints.

8.12.3 Benefits of Air Transport

Noise, is an inevitable consequence of a mature and vibrant society. People enjoy and benefit from transport (air, rail and road) and this benefit manifests itself in terms of business, leisure, employment, relationships and the movement of goods and services. When managing the environmental noise that arises from aircraft, trains and road vehicles a balance needs to be struck.

Table 11: Actions Liverpool John Lennon Airport are proposing to undertake

Action	Type of Impact	Performance Indicator
Continue to be part of Sustainable Aviation Partners and seek to develop Best Practise to minimise noise impact and investigate implementation options at LJLA.	Arrivals Departures	Individual aircraft noise reduction at LJLA and other airports in the UK.
Continue to recognise that a balance of social and environmental benefits is gained by concentrating aircraft along the least possible number of routes (SIDS).	Arrivals Departures	Review national guidance with ATCS every 2 years and co-operate with other local airports and NATS as part of a larger regional review in the future to further enhance performance.
Maintain a quota count system and record all quota count points accrued by aircraft movement in the quota period.	Arrivals Departures	The annual limit of quota points 18,000 per annum. The Airport Company will report its quota usage in an annual report to the NMSC.
Work with Operations Planners to ensure were practical the noisiest aircraft are not scheduled to arrive or depart in the night quota period.	Arrivals Departures	Using Chroma Fusion reports a monthly search will be carried out find any aircraft which contravened these restrictions and investigate the reason why.
Explore the option over the next 4 years for a volunteer restriction on the number of QC4 scheduled pax aircraft movements.	Arrivals Departures	Introduction of a volunteer code for a restriction on QC4 aircraft movements.
Continue to ensure that Runway 27 is the preferred runway of choice.	Arrivals Departures	Monitor runway use and report annually to the NMSC.
Install and new NM&TKS with historical data.	Arrivals Departures Over Flights	Install by Winter and commissioned by Jan 2019.
Ensure that the Noise Monitoring and Track Keeping System (NM&TKS) is maintained and calibrated for credibility.	Arrivals Departures Over Flights	The Airport will ensure regular checks are maintained to ensure the data provided is as accurate as possible. Annual calibration of the system will also be carried out by the manufacturer.
The part of the Liverpool agglomeration touched by the noise contours is an area of Speke. These areas lie parallel to the runway and as such are rarely directly over flown. A proportion of the disturbance that is caused to these areas will be from ground noise such as reverse thrust on landing.	Arrivals Ground Noise	To minimise disturbance in areas adjacent to the aerodrome, LJLA will encourage pilots to avoid the use of reverse thrust after landing, consistent with safe operation of the aircraft, especially between 23:00 and 06:00 (local time).
Continue to ensure every operator of aircraft using the aerodrome operates in a manner which causes the least disturbance practicable in areas surrounding the aerodrome.	Arrivals Departures Ground Noise	Review the UK AIP every year to ensure it has relevance to any development at the airport and report to the NMSC. Report this to the Airlines through the Flight Safety Committee quarterly.
In the future if any households fall within the airports 69db LAeq noise contour, LJLA will, in line with Government policy, offer a relocation assistance scheme.	Arrivals Departures Ground Noise	No Households currently lie in the 69db Leq,t=16hours noise contour; the airport will continue to review its noise mapping every 2 years.
With our partners in Sustainable Aviation LJLA will continue to lobby for and seek to support continual improvements in technology and operations towards the ACARE goal of 50% reduction in perceived external noise by 2020 based on new aircraft of 2020 relative to equivalent new aircraft in 2000.	Arrivals Departures Ground Noise	Support the ACARE goals through Sustainable Aviation.
Monitor all aircraft engine testing which shall only be permitted between the hours of 0700 and 2300 (local).	Ground Noise	Records will be kept of the engine tests and the times of these tests will be monitored. Outside these hours engine testing will not be permitted other than in exceptional operational circumstances. The number and power of the test will be reported to the NMSC.
Continue to engage with the Noise Monitoring Sub Committee (NMSC).	Community Responsibility	The NMSC will meet 4 times per year and will have leading role to influence the development of the Noise Action Plan. The Airport will ensure that at every meeting a Noise Log of all complaints received prior to the meeting is presented for scrutiny and consideration by the membership.
Monitor as far as practical any complaints regarding aircraft outside of the Airport's immediate boundary to ensure they operate within the Rules of the Air Regulations.	Community Responsibly	Working with the ATSP and using the NM&TKS ensure aircraft are over the heights specified in the Rules of the Air Regulations when not arriving or departing the airport. Any infringements will be investigated and report to the CAA as the regulator.

Table 11: Actions Liverpool John Lennon Airport are proposing to undertake. Continued.

Action	Type of Impact	Performance Indicator
Continue to operate a SIGS which will include night time eligibility.	Community Responsibility	Noise contours will be reviewed every two years by the Airport. Any new properties that qualify for SIGS will be informed by writing.
Continue to offer an answer phone number; email address & web form for complaints and enquiries services for aircraft noise and other environmental enquiries.	Community Responsibility	Number of complaints received will be recorded and presented to the NMSC. Complainants will receive an appropriate response attempting to answer the enquiry with factual objective information.
Work with our partners at the Airport to minimise impacts on the noise environment.	Community Responsibility	Regular discussion and promotions with the Airlines to encourage best practise through the Flight Safety Committee which meets quarterly.
LJLA will do all that is reasonably practical to safeguard any quiet areas identified from exposure to aircraft noise due to the operations of LJLA if this does not compromise the safe and efficient operation of the aerodrome.	Community Responsibility	Regulation through END, and directions and guidance provided by Defra and DfT.
Benchmark the SIGs against airports with a similar sized operations and geographical situation.	Community Responsibility	Report to the Airport Management Team and NMSC with a comparison against similar airports
Continue to log all complaints relating to aircraft operations and publish the statistics annually.	Community Responsibility	All complaints will be logged and presented into the NMSC and published statistically in the Annual Noise Report on the LJLA website.
Seek to respond to 100% of all complaints and enquiries within 14 working days.	Community Responsibility	As part of the Report we will show the percentage of complaints responded to with in the 14 days.
Seek to gain Noise Minimisation benefits from the proposed Airspace change as part of the future Airspace Strategy.	Community Responsibility	Reduction in the overall noise exposure.
Continue to engage with the Local Planning Authorities to ensure awareness of aircraft operations is considered in the development of sensitive land use.	Land Use Planning	Maintain the interactions with the Local Planning Authorities and have a seminar for Local Authority Planners and Environmental Professionals to enhance noise and safeguarding understanding.

8.13 Long term strategy

8.13.1 Master Plan

The Airport's Master Plan was published in March 2018 and is available online. The Master Plan depicts the potential future development of LJLA (<https://www.liverpoolairport.com/about-ljla/liverpool-john-lennon-airport-master-plan-to-2050>). The Master Plan sets out a "Road Map" to assist the delivery of the Airports Vision and highlights key investments required by 2030 to maximise the Airports contribution to the region's economy including:

- enhancing international connectivity
- supporting infrastructure investment
- developing the Airport as a growth hub
- sustainability and the environment

8.13.2 Sustainable Aviation

LJLA in partnership with other members of the aviation industry will approach future noise mitigation on four paths to achieve an overall impact:

- aircraft frame and engine technology improvements
- operational improvements (e.g. CCO & CDA)
- land use planning, undertaken with LPA's
- noise communication and community engagement

Table 12: Financial Costs of the LJLA Noise Service

Type	Description	Approximate Cost
Staff Costs	Environment Team	£40,000
SIGS	Development & Contributions	£35,000
Equipment	NM&TKS Hardware & Software Maintenance/ Calibration	£14,000
Equipment	NM&TKS Hardware upgrade (Sept 2018)	£80,000
NMSC	Secretariat Cost	£6,000
Noise Mapping & Modelling	External Independent Professional Assistance	£12,000



9.0 Measurements of the Action Plan Progress

9.1 Outcome of the Noise Action Plan

It is very difficult to estimate how the actions will affect people's perception of aircraft noise and thus any concerns they may have over the next 5 years. The estimated total number of people identified by the mapping as living within the Lden dB 55 or greater in 2016 is 4,500. This is a reduction on the 2011 figure of 6,900. It is hoped the Action Plan will reduce annoyance by aircraft noise from LJLA.

9.2 Objective Measure of the Action Plan

The Airport Operator as the Competent Authority believes the Action Plan delivers a balanced positive set of measures which are realistic and achievable. The objective measure of the Action Plans success will be the area covered by the future noise contours and the number of people encompassed within them proportionate to the airport's activity and benefits to the region.

9.3 Summary

This draft action plan has been distributed to the Airport Consultative Committee and the NMSC members before the public consultation.

All opinions and views, both positive and negative, are welcome and will continue to be taken into consideration along with current national and local policy, plus social and economic benefits in order to come to a balanced view on how to take the Draft Noise Action Plan forward before submission to Secretary of State for adoption. The consultation will not end once the Noise Action Plan is submitted and adopted. LJLA will welcome your views and opinions at any time.



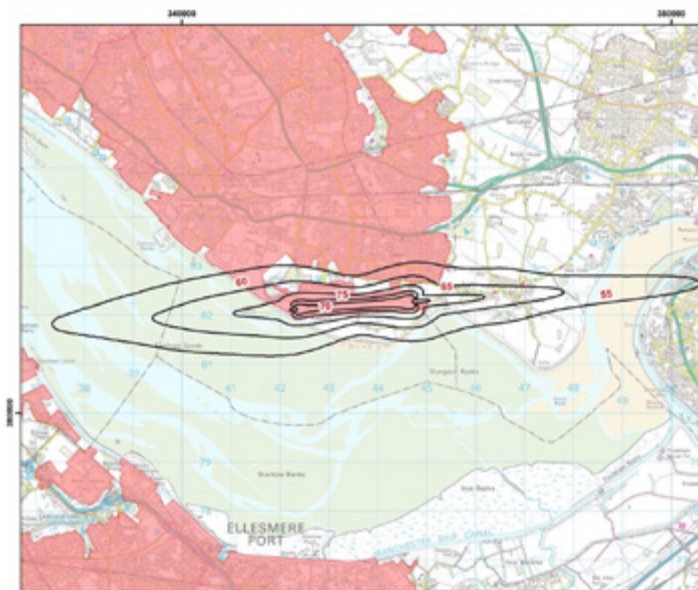
10.0 Conclusions

LJLA has prepared this Draft Noise Action Plan as required under the Environmental Noise (England) Regulations 2006 (SI 2006/2238). This draft Noise Action Plan is produced based on the results of noise mapping for the Airport based on 2016 aircraft movements as required by DEFRA. The main purpose of the Noise Action Plan is to establish the noise impact of the airport, and to consider whether the current noise control measures are sufficient to adequately protect the local community, particularly those worst affected. An assessment of LJLA's noise impact has been carried out based on:

- Relevant guidance and legislation
- The current noise impact of operations at LJLA shown by the results of the END Strategic Noise Maps
- The significant noise control measures already in place at the Airport.

The assessment has found that the environmental noise impact of existing operations at the airport, based on both the noise contours, subject to the implementation of the measures described in the Noise Management Section of this summary are acceptable.

Appendix A: All Defra Noise Maps



Department
for Environment
Food & Rural Affairs

The Environmental Noise
(England) Regulations 2006
(as amended)

Liverpool John Lennon Airport (EGGP)

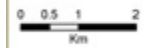
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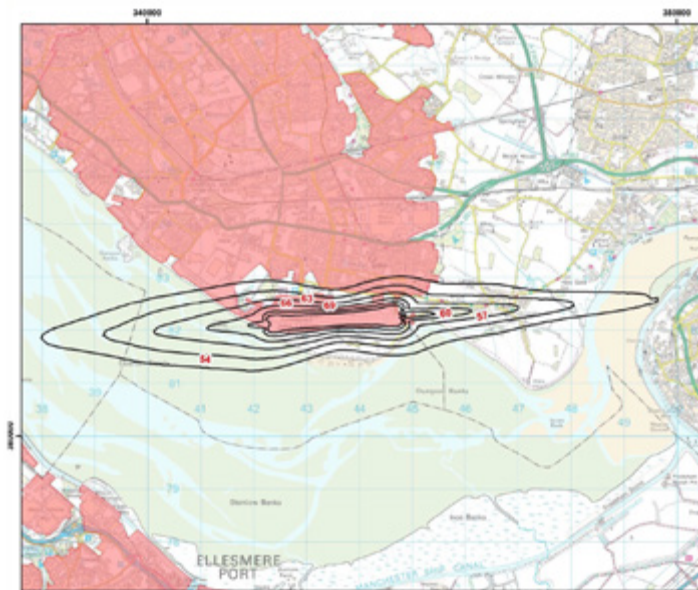


60 Noise level Contour (dB)

Agglomeration



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Department
for Environment
Food & Rural Affairs

The Environmental Noise
(England) Regulations 2006
(as amended)

Liverpool John Lennon Airport (EGGP)

L_{day}

Year - 2016

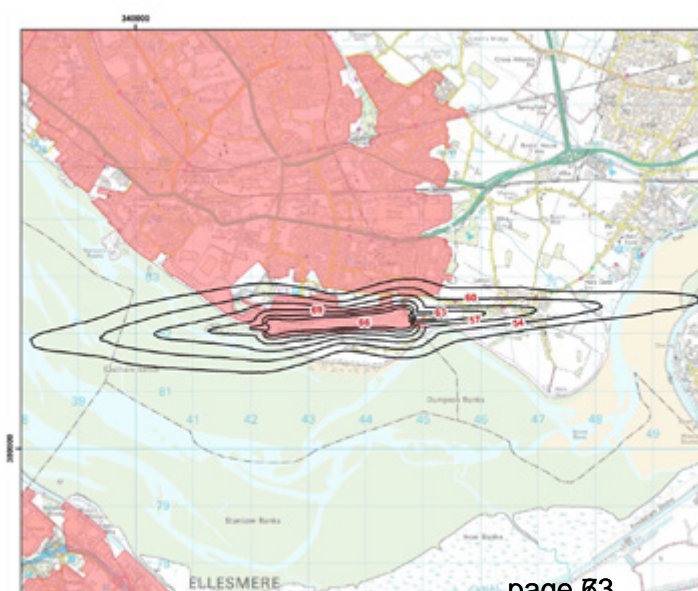


60 Noise level Contour (dB)

Agglomeration



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Department
for Environment
Food & Rural Affairs

The Environmental Noise
(England) Regulations 2006
(as amended)

Liverpool John Lennon Airport (EGGP)

$L_{evening}$

Year - 2016



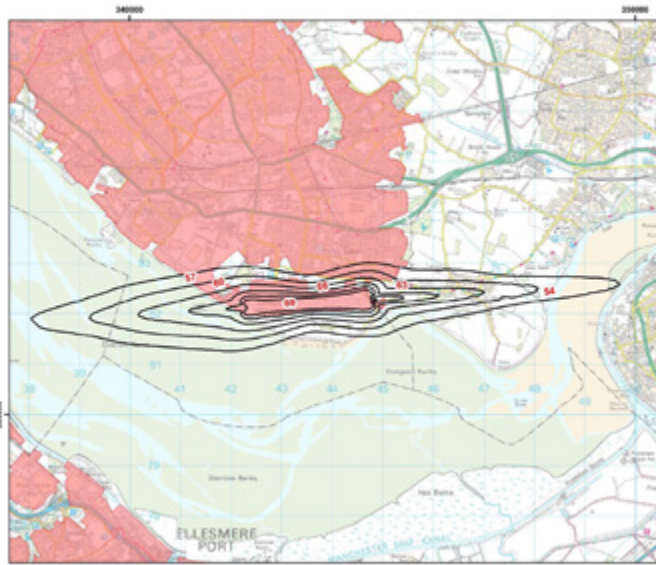
60 Noise level Contour (dB)

Agglomeration




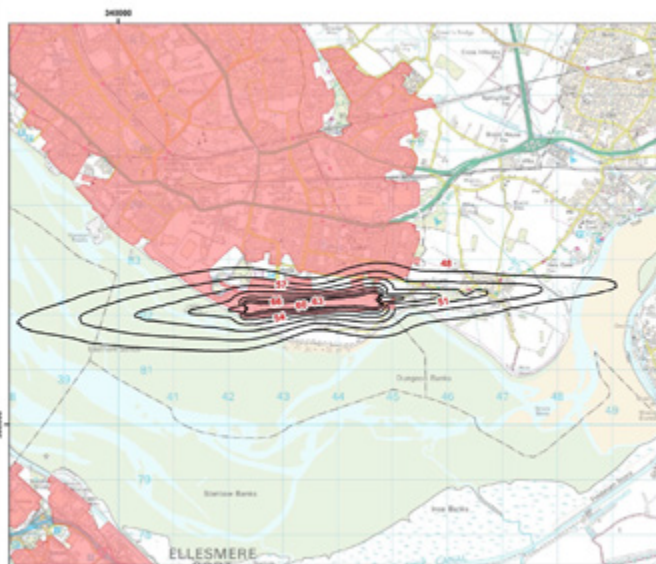
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Appendix A: All Defra Noise Maps





 Department
 for Environment
 Food & Rural Affairs
 The Environmental Noise
 (England) Regulations 2006
 (as amended)
 Liverpool John Lennon Airport (EGGP)
 1 Aug. 16

Year - 2016 
 -60 - Noise level Contour (dB)
 Agglomeration
 0 0.5 1 2
 Km
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 Department
 for Environment
 Food & Rural Affairs
 The Environmental Noise
 (England) Regulations 2006
 (as amended)
 Liverpool John Lennon Airport (EGGP)
 1 night

Year - 2016 
 -60 - Noise level Contour (dB)
 Agglomeration
 0 0.5 1 2
 Km
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Appendix B: Glossary of Terms

Chroma Fusion

Used by the Airport to manage and display aircraft and airport related information

Annex 16

ICAO Environmental Protection Documentation (has details of noise certification and limits)

APU

Auxiliary Power Unit – a small engine unit located within an aircraft to provide power when aircrafts main engines are not operating i.e. when it is parked on stand

ATC

Air Traffic Control

B&K

Brüel & Kjør – company supplying and maintaining the Noise Monitoring & Track Keeping System

CAA

Civil Aviation Authority – the Government body that regulates civil aviation in the UK

CDA

Continuous Descent Approach – Approach using a smooth continual descent instead of a stepped approach

dB

Decibel (dB) - a logarithmic unit of measurement that expresses the magnitude of a physical quantity relative to a specified or implied reference level. Its logarithmic nature allows very large or very small ratios to be represented by a convenient number. Being a ratio, it is a dimensionless unit

dB(A)

A weighted Decibel which is designed to represent the human ear's response to sound

DEFRA

Department of Environment, Food and Rural Affairs

DfT

Department for Transport

END

Directive 2002/49/EC referred to as the Environmental Noise Directive

Engine Tests

Where aircraft engines are tested whilst the aircraft is parked on the ground

ENR

Environmental Noise (England) Regulation 2006 transposes Directive 2002/49/EC on the statute books

FAA

Federal Aviation Authority - the USA's equivalent of the UK Civil Aviation Authority

FAS

Future Airspace Strategy

FASI-N

Future Airspace Strategy Implementation (North) (formerly Prestwick Lower Airspace Systemisation)

FIDS

Flight Information Display – shows arrival and departure times for aircraft flights

GA

General Aviation - Commercial movements including Air-Taxis, positioning and local movements and all non-commercial movements including private aircraft operations and aero-club instructional flights

GIS

Geographical Information System – software that displays maps and geographical data

ICAO

International Civil Aviation Organisation

ILS

Instrument Landing System – an electronic system used by aircraft to navigate to and land precisely on the runway

LJLA

Liverpool John Lennon Airport (Liverpool Airport Limited Company Registration Number 2116704)

LAeq

Equivalent continuous sound level. The steady dB (A) level which would produce the same A-weighted sound energy over the stated period of time as specified time-varying sound

Lday

The average noise for a 12 hour period, 07:00 to 19:00

Lden

The average noise for a 24 hour period, but adds 'penalties' to the noise arising in the evening (+ 5 dB) and the night (+10 dB). Daytime is 07:00 to 19:00, evening is 19:00 to 23:00 and night is 23:00 to 07:00 hours

Levening

The average noise for a 4 hour period, 19:00 to 23:00

Lnight

The average noise for an 8 hour period, 23:00 to 07:00

MTMA

Manchester Terminal Movement Area

MTOW

Maximum Take Off Weight - Maximum weight at which the pilot of an aircraft is allowed to attempt to take off, due to structural or other limits

nm

Nautical Miles - 1 Nautical mile = 1.15 miles or 1,852 metres

NM & TKS

Noise Monitoring & Track Keeping System – Computer system which incorporates aircraft track keeping and noise monitoring data

NMSC

Noise Monitoring Sub-Committee - a technical sub-committee of the Airport Consultative Committee, comprising community and local council representatives

NMT

Noise Monitoring Terminal. Noise station consisting of a highly sensitive microphone, noise analyser and PC to store and send the data

PLAS

Prestwick Lower Airspace Systemisation

PNRs

Preferred Noise Routes for aircraft – where aircraft flight routes are directed over areas of lower population density, to minimise overall noise impact

QC

Quota Count - a noise ranking system

QCS

Quota Count Scheme - the scheme which adopts the noise ranking system

Reverse Thrust

The use of aircraft engines to slow aircraft when landing on a runway

Runway 09

Used for westerly aircraft arrivals and easterly departures (typically used by 25% of aircraft movements). Arriving over the Wirral Peninsula and departing towards Hale Village

Runway 27

Used for easterly aircraft arrivals and westerly departures (typically used by 75% of aircraft movements). Arriving over Hale Village and departing towards the Wirral Peninsula

Section 106 Agreement

Legally binding Planning agreement which Liverpool John Lennon Airport entered into with Liverpool City Council in November 2000

SEL

Single Event Sound Exposure Level - in dB (A) accounting for maximum noise level and duration

SID

Standard Instrument Departure Route for aircraft – a defined departure route for aircraft departing and airport

SSR

Secondary Surveillance Radar - provides detailed information on aircraft movements

UK AIP

UK Aeronautical Information Publication – a technical manual containing information about all UK airports flight procedures (CAA published document)

VFR

Visual Flight Rules - Flight rules where the pilot is expected to "see and avoid" obstacles and other aircraft as opposed to Instrument Flight Rules where instruments are used to aid navigation and separation



Liverpool John Lennon Airport
Liverpool, L24 1YD
www.liverpoolairport.com

ANNUAL MEETING 2018**LIAISON GROUP OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)****MINUTES OF THE 42ND ANNUAL MEETING HELD ON WEDNESDAY 6 & THURSDAY 7 JUNE 2018 AT HEATHROW AIRPORT.****WEDNESDAY 6 JUNE 2018**

The Chair of Heathrow ACC gave an introduction, showing slides of how the airport had evolved from a tented ex-RAF base in 1945 flying converted Lancaster bombers to handling up to a quarter of a million passengers a day now, with 300 shops and lounges and almost 1,300 flights a day. He highlighted some little known facts about air travel – on average, only 0.61% of an airfare was profit; there was 1 fatal crash per 7.4 million flights; the cost of a transatlantic flight had reduced from £5,400 in 1955 to £223 in 2018; an aeroplane produced a suitcase worth of CO₂ every 2.2 seconds.

OVERVIEW OF WORK OF CAA CONSUMER PANEL

Received: a briefing from Jenny Willott, Chair, outlining the current issues for the CAA Consumer Panel, including:

- Aviation Strategy – the panel was working with the CAA and the DfT on issues such as Alternative Dispute Resolution, the performance of Border Force, disruptions for passengers that fell between two organisations, baggage reclaim, delays and accessibility.
- Other issues for the Panel included airline insolvency, services provided to PRMs, especially those with hidden disabilities and other vulnerable passengers.
- Data collected by the CAA was also being reviewed to determine how useful it was and to what extent it was helpful to passengers – and whether this data was being used effectively.
- It was also exploring a recent CAA Tracker Survey of 3,500 passengers which showed a slow but steady decline in satisfaction levels. Disruptive events were the biggest driver in levels of dissatisfaction.

Noted: Jenny Willott acknowledged that there were areas of the Panel's activities where ACCs may wish to get involved.

Issue raised: The reporting of the CAA's flight punctuality statistics needed to be put into context. The difference between the best performing airports and the worst performance airports was between 11 – 20 minutes delay, which given the airspace capacity constraints, runway capacity constraints at some airports and the disruption from industrial action in Europe affecting ATC operations at UK airports, was viewed as reasonable performance.

Agreed: That, in view of the limited time at the meeting, ACCs were asked to raise issues of interest to their ACC with the Secretariat to take forward with the Panel Chair.

HEATHROW AIRPORT LIMITED PRESENTATIONS**Heathrow Airport now and its expansion plans**

Received: a presentation from Emma Gilthorpe, Executive Director of Heathrow Expansion.

Heathrow had 81 airlines, 204 destinations, 8 domestic routes and 85 connected countries. Expansion would double the cargo volume and allow 40 new long haul flights, and an estimated £187 billion boost for the UK economy.

Noted: The previous day had seen a Government announcement about the future of Heathrow. In particular that there would be a Parliamentary vote in July and Government consultation in October regarding the slot strategy for Heathrow and the allocation of new slots. Heathrow had already implemented a £10 reduction in domestic flight charges for airlines and had set aside £10m in a route development fund.

Heathrow Community Engagement Board (HCEB)

Received: a presentation from Rob Gray, Community & Stakeholder Relations Director, on the transition of the Heathrow Consultative Committee (HACC) into the HCEB.

Received: an introduction to Rachel Cerfontyne, Chair of the HCEB, who outlined her thoughts about community engagement and the challenges ahead.

Steve Wilkinson from Manchester asked about slots for UK regional airports, and was told that 15% of new slots were reserved for regional flights.

THURSDAY 7 JUNE 2018

DfT AVIATION POLICY UPDATE

Received: a presentation from Tim May, DfT.

Aviation Strategy – there had been 370 responses to the call for evidence consultation, many of which were from individuals. The top themes raised in responses were noise, air quality and carbon. A Green Paper of proposed policies would be published in the autumn. The DfT was holding a few focus groups over the coming weeks to discuss a range of topics the outcomes of which would be used to develop policy proposals in the Green Paper. UKACCs had been invited to participate in those events.

Expansion of Heathrow – now that the NPS had been tabled, there would be a parliamentary vote within 21 sitting days. Heathrow had made several commitments, including support for new services. The DfT would be holding the airport to account on delivering their commitments. New services would ultimately be dictated by the commercial interests of the airlines, so guidelines would be required. The statement of intent was that 15% of new slots would be available for new domestic services. Confirmation was received that the compensation and mitigation requirements would relate specifically to Heathrow.

The DfT confirmed that the HCEB had been developed to meet Heathrow's specific requirements and it was not expecting other ACCs to change to the Community Engagement Board model even if their airports were undergoing development.

Capacity – published alongside the proposed NPS was the Government's policy statement on making best use of existing runways.

Brexit – the DfT met with their counterparts in Europe the day before and the slides presented would be forwarded to the UKACCs secretariat for onward circulation to members. A framework would be prepared for future economic partnership with Europe and a White Paper would be published in the next few months.

In response to questions, a number of concerns were raised, including:

- The immediate problem of maintaining domestic services to London airports before new capacity is delivered.
- Ring fenced slots for regional services was welcomed but it was feared that given commercial pressures of airlines whether new domestic routes could be sustained over the long term and the business case justified.
- ACCs were all struggling with the concept of trying to balance the economic benefits of aviation with the environmental disbenefits. Clearer policy guidance on how this could best be achieved was required from the Government, especially with regard to what is meant by "sustainable aviation". There was a view that this could not be achieved as despite the significant investment and efforts of the industry to reduce noise and carbon, the benefits of those improvements were lost through incremental traffic growth.
- As PPG24 was no longer in existence, an integrated Government approach on the development of land around airports was required, with clear advice from the Government about what planning authorities should be doing. UKACCs has already raised the need for greater guidance on land use planning and noise with the Ministers for Aviation and Environment as part of its response to the recent consultation on the National Planning Policy Framework.

- A request for the DfT to host roadshows in the far regions and devolved administrations to gain interest and input to the Green Paper policy proposals. It was noted that the Scottish Government had been invited to participate in the DfT focus groups.

AIRSPACE AND NOISE

Received: a presentation from Tim May, DfT on airspace modernisation, noise management and ICCAN.

ICCAN – the Independent Commission on Civil Aviation Noise was an advisory body that had been set up to try to increase trust in relation to airspace changes and noise data. The appointment of a Head Commissioner would be announced shortly. The DfT would recruit the Secretariat who would be civil servants and ICCAN's offices would be based in Guildford.

Airspace change – there was now a more transparent process which included a requirement to consult on different route options, as well as routes to provide respite. (Bob raised the criticism at this point of a lack of firm timescales from the CAA which made it difficult to consult, and that since most people were not affected, there was little response to consultation. The lack of timescales was a recognised issue, caused by the unprecedented demand under the new process. The amount of resources was being considered. The lack of response was down to the change sponsor to try and overcome.)

Metrics - new metrics to indicate frequency of overflight had been incorporated into the CAA's new airspace change process CAP 1616.

Airspace modernisation – without airspace modernisation air traffic delays could rise by 71 times between 2015 and 2030 (a delay of 30 mins for one flight in every three). The roles and responsibilities of all stakeholders were outlined, together with the challenges posed by the airspace overlaps for the South East airports.

NATS had produced a feasibility assessment of potential future airspace demands. The findings will be published later in 2018. The DfT, CAA and NATS were developing a national governance structure to oversee airspace modernisation.

Issues raised:

- New housing developments near airports, including the conversion of offices and commercial buildings to housing, there was a need for Government departments to work together to make it a statutory requirement to provide the correct specification of noise insulation for housing close to airports and for building inspections to certify correct installation. All agreed that this was urgently required, particularly in the light of the Government's consideration of compensation and mitigation policies and the noise contours that will be used to assess eligibility requirements, such as the 51dBA contour. This may also require Government to review the current Building Regulations
- The need for more robust planning policy guidance since the loss of PPG24 to assist planning authorities, developers and airports in determining compensation and mitigation schemes.
- The need to recognise that noise disturbance and air quality was also an issue to be addressed but that surface access (road and rail) and on-airport ground movements also contributed to disturbance and pollution for local residents.
- ACCs suggested that applying a set of standards to airports as the CAA already did for assessing PRM assistance standards should be considered. Such a system relating to noise standards would act as an incentive for airports to aspire to a "very good" rating. No airport would want to be classified as "poor".

Received: a presentation from Mark Simmons and Annie Gilbert, CAA on the new airspace design guidance (CAP 1616) and the expected role of the ACCs.

Noted:

- the new process, CAP1616, consisted of 7 stages with 5 opportunities for engagement

- it was the responsibility of the airspace change sponsor to keep all stakeholders and communities notified of progress, proposals for change and opportunities to input.
- There were many references to engaging with ACCs in the new process, including the ability of an ACC to have a 10 mins slot to speak at the public sessions at stage 5 “Decide”.
- All proposals, responses and supporting material will be hosted by the CAA’s airspace change portal (under development).
- There had been confusion at a couple of airports where airspace change proposals had already commenced before the new CAP1616 process was issued which had resulted in abortive work at great cost to the airport.

Issues raised:

- Change sponsors would be judged on the efficacy of their engagement, but this could be problematic in situations where the changes were perceived to have a positive outcome meaning that those people were not responding to consultations. It was unclear how this could be weighted in evaluating the success of the proposals.
- The new process would take around two years to complete. However, the timescales currently were unclear due to delays caused by the unprecedented demand for proposals for change being submitted to the CAA at the current time.
- Options for respite are determined on a case by case basis in consultation with local communities – there is no set model for providing respite as what works well for one airport may not be appropriate for another. It was important that policy was not developed on the basis that one size fits all. It was essential that local circumstances were taken into account.
- Post Implementation Review (PIR) – the evidence gathering will now be undertaken by the change sponsor rather than the CAA for submission to the CAA to decide on whether the airspace change had met its stated objective. Where the outcome was that the sponsor needed to propose a new airspace change in order to achieve the original proposal’s objective, the sponsor was expected to communicate its intentions clearly and quickly to stakeholders.

Outcome: The Secretariat was willing to develop best practice guidance for ACCs. However, it remained unclear what the CAA expected of an ACC in this process. The Secretariat would take this forward with the CAA and before developing best guidance of ACCs.

DfT GUIDELINES FOR ACCS – REVIEW OF COMMUNITY ENGAGEMENT MECHANISMS

Received: a presentation from Sally Stolworthy, DfT, on the review of the mechanisms in place at airports to ensure that CAP1616 could be effectively delivered. The DfT’s paper posing a number of questions for ACC’s to address was also considered.

Noted: that ACCs were asked to consider what their role was in effective community engagement, how successful they believed they were in fulfilling this role, and whether there should be any changes to the way in which they were structured or operated. The DfT was keen to ensure that its guidance to ACCs provided the right clarity to assist ACCs in fulfilling its functions, including ensuring ACCs had access to the right resource to support their work, as critical friend to the airport as well as an effective channel of communication to the wider community.

Outcomes: there was general consensus that:

- ACCs were able to deal with issues within their existing structures, particularly as there was flexibility to make changes according to local situations.
- ACCs were only one of many channels of engagement that airports had in place with local communities.

- whilst the CAA's CAP 1616 process cited ACCs in the various consultation stages, ACCs were not the sole focus for consultation and it was emphasised that ACCs were one of many stakeholders to be engaged in the process.
- the number of newly formed, single issue, self-appointed community noise groups, who were not elected and, in some cases, not properly constituted, was of serious concern to ACCs in that those groups appeared to be having a disproportionate influence on government and the regulator. There was concern that some groups may not be fully representative of the communities they purported to represent and they tended to be very South East centric, with a focus on the impacts of major airports and not reflecting the impacts, or those views of communities around regional airports. UKACCs had previously raised the need for the membership of DfT's ANEG to be reviewed to ensure that the community groups' representation was UK wide and not just representation of communities around the London airports.
- A number of suggestions were made, including:
 - Should funding be made available to assist small groups or charities in attending ACC meetings? ACCs were asked to share examples of good practice in relation to this when responding.
 - Could organisations such as the DfT and the CAA pay travelling expenses to those ACC members invited to attend national fora, meetings, events?
 - In order to ensure that those attending ACC meetings were fully engaged and used the information that they received at meetings effectively, could the DfT issue a letter jointly with ACCs outlining exactly what was expected of members? Local authorities should also be encouraged to put a reporting process in place for those attending to feedback to their wider communities. The DfT would raise this issue when it next met the LGA's SASIG. (at Liverpool we are gathering contact details for portfolio holders and officers so that there is a distribution for consultations)
 - ACCs were asked to respond to the DfT's review ideally by 6 July, although it was recognised that this did not give time for some ACCs to consult their wider membership at their next meeting cycle.
 - UKACCs would produce a collective response based on the response of individual ACCs.

SUSTAINABLE AVIATION

Received: a presentation from Dr Andy Jefferson, an independent consultant working on behalf of Sustainable Aviation.

Noted: that Sustainable Aviation was a collaborative cross industry body (including Liverpool Airport) which focused on carbon, noise and air quality and the improvements made by its members and signatories and innovations planned were outlined, in particular:

- *Carbon* – there had been a 16% improvement in fuel efficiency since 2003, due to investment in new aircraft. A great deal of work was being undertaken in relation to the development of sustainable fuels.
- *Noise* – since 1998 the number of passengers flying had increased by 55%, but in the same period there had been a 40% reduction in contour areas and a 27% reduction in the population exposed to noise. The long-term target was to decrease noise by 50% by 2050. The cost to the aerospace industry of reducing aircraft noise by 1dB was in the region of £1 billion.
- *Air Quality* – they are working collaboratively to share best practice on a range of initiatives, including handling agents. Currently exploring scope to reduce emissions during aircraft turnaround and surface access schemes.
- *Sustainable Aviation Community Forum 2017* – a range of issues had been highlighted by participants than were traditionally raised at ACC meetings. Recognising the broad

membership of ACCs Sustainable Aviation wished to explore how they could work with ACCs to articulate effectively improvements that need to be made particularly in respect of the new airspace change process. They too were not convinced that there was the right level of clarity around the new process.

Sustainable Aviation had published a number of reports, all of which could be found on their website - <http://www.sustainableaviation.co.uk>

Outcome: The Secretariat would review with Sustainable Aviation how ACCs could help to articulate effectively improvements being made by the industry and raise issues of concern to ACCs.

SPECIAL ASSISTANCE SERVICES AT UK AIRPORTS

Received: The Secretariat's paper highlighting a number of points for discussion.

Received: a presentation from James Fremantle, CAA, giving an update on the progress made by airports in implementing the hidden disability guidance and an update on the CAA's annual monitoring of PRM service performance at UK airports.

Hidden Disabilities

Noted:

- guidance for airports on helping passengers with hidden disabilities had been published in November 2016
- most airports had introduced measures such as quiet zones and routes, separate security lanes, increased staff training, methods of identifying those requiring extra assistance at security, improved wayfinding, familiarisation days, accessible videos and booklets giving information on the journey through the airport, hearing loops and policies on ensuring that such passengers never became separated from carers or accompanying persons.
- A progress report would be published the following week.
- Similar guidance would be published for airlines in the summer.

Issues raised:

- A number of ACCs reported positively on the use of lanyard/wristband schemes at their airports but there were some areas of concern (raised by Liverpool Airport reps) about the sensitivity needed about operating such a scheme so as not to appear to "label" those in need of assistance. Passengers should be given the option of deciding whether to wear lanyards etc and whether they needed assistance
- It was confirmed that there was no requirement to pre-notify airports for the hidden disability assistance needed by passengers, although some passengers did choose to advise the airport in advance.

PRM service performance monitoring

The performance of individual airports would also be published in the summer (July), though the airports themselves had already been made aware of their rankings. The CAA was seeking to generate greater awareness of the need to provide special assistance especially at overseas airports. The UK was generally considered to be an industry leader in helping to improve such services

Issues raised:

- The lack of pre-notification for PRM services at some airports remained a problem at some smaller airports in terms of the day to day resourcing of the service.
- Some passengers only recognise that they require assistance when at the airport – they find themselves disabled by the airport environment e.g. unexpected long walking distances. It was important to ensure that passengers who had pre-notified received priority.

Agreed: that the CAA's annual monitoring was a good example of a regulator bringing about positive change for passengers.

BORDER FORCE OPERATIONS

Received: The Secretariat's paper giving an update. The findings and outcomes of the National Audit Office and the House of Commons Home Affairs Committees reports on the implications of Brexit on Border Force operations highlighted the need for more resource.

Issues raised:

- The e-gate programme was being rolled out across UK airports. There had been some teething problems with the new technology at some airports but there were also a number of positive stories about the improvement in passenger queuing times.
- Passenger queuing times were an issue for many airports and examples of airports supporting the Border Force operation in queue management was highlighted.
- The biggest issue was with families using the gates as children under 12 years could not use them.
- The identity cards used by a few EU countries caused problems because such passengers could not use the e-gates and had to be processed individually by Border Force officers at the desk.
- All ACCs felt that Border Force's national queue time performance targets were in need of review.
- Overall, ACCs reported positive relationships with the Border Force team.

MEMBERSHIP OF THE UKACCS LIAISON GROUP

Received: The Secretariat's report giving details of the CAA's 2017 traffic figures and the UKACCs membership subscription bands.

Noted: The CAA's traffic figures for 2017 revealed that growth had been experienced at all UKACCs member airports except for Belfast City which had experienced a decline in throughput by minus 4%.

Agreed:

- Cardiff, Exeter and Newquay ACCs should be approached again to become a member of UKACCs.
- The Working Group be asked to consider whether there were any cargo only airports, with a significant number of aircraft movements that should be invited to join UKACCs given the fact that aircraft noise and overflight would still be a problem for communities around such airports.

VENUES FOR FUTURE CONFERENCES

It was noted that:

- 2019 – would be held in Inverness on 12 and 13 June.
- 2020 – would take place in Bristol.

VOTE OF THANKS

A vote of thanks was extended to Rod Smith, former Chair Heathrow Airport Consultative Committee, for hosting the meeting, and to the team at Heathrow Airport for their generous hospitality in hosting the Annual Meeting. Delegates also paid tribute to Rod for the way in which he had led HACC through a significant transition under his Chairmanship and wished him well in his retirement from the Committee. Delegates looked forward to working with Rachel Cerfontyne, the Chair of the new HCEB.

RETIREMENT

Best wishes and thanks were also extended to Tom Wright, Secretary Edinburgh ACC and John Godfrey, Chair Gatwick ACC, who would both be retiring from their positions at the end of 2018. Delegates expressed their gratitude and appreciation for all the time that they

had devoted to the work of UKACCs over many years. Their outstanding service, advice and friendship would be greatly missed.

REBECCA COX
UKACCs Secretariat

QUARTERLY BUSINESS REPORT**1.0 Liverpool John Lennon Airport - Traffic Statistics****Scheduled Passenger Traffic Performance**

Passenger numbers have seen a 2.4% growth for quarters two and three of 2018, carrying almost 2.9M passengers for the period and over 68,000 more than in 2017.

Month	2018	2017	Variance (%)
April	442,203	442,723	-0.1
May	469,542	453,226	+3.6
June	468,273	457,075	+2.4
July	495,765	498,219	-0.5
August	535,002	517,209	+3.4
September	483,570	457,629	+5.7
Q2 + Q3 Totals	2,894,355	2,826,081	+2.4

In August over 535,000 passengers travelled through the Airport, with almost 4 million passengers having passed through the Airport so far this year - over 110,000 more than in 2017.

For the second and third quarters of 2018, airline highlights include:

easyJet has seen passengers numbers reach over 1.3m in quarters two and three operating at an average load factor of over 90%. New services commenced in the Summer to Palermo, Pula and Dalaman with a new service to Toulouse commencing at the end of October.

Ryanair have carried almost 1.2m passengers in the period, also with an average load factor of over 90%. Flights to Shannon commenced in May with a new service to Paphos starting at the end of October.

Flybe have seen improved performance year on year and have grown passenger numbers on their Isle of Man route, achieving loads factors ahead of their network averages. Their Summer Newquay service will grow to twice weekly for 2019.

Wizz Air continues to see increased capacity with the addition of three Romanian routes commencing in Winter 2018 to Bucharest, Cluj and Iasi.

Blue Air was the third largest carrier in term of passengers carried at LJLA in this period having operated 8 routes, following the addition of services to Palma and Malaga in June.

General and Business Aviation

The table below shows that the number of movements relating to General and Business Aviation over the past 6 months has seen some months busier and some quieter than in 2017, but overall the numbers of movements increased by 10% compared to the previous year.

Month	2018 Movements	2017 Movements	Variance (%)
April	2,199	2,449	-10
May	3,216	2,755	+17
June	2,759	1,974	+40
July	2,537	2,574	-1
August	2,368	2,473	-4
September	2,495	1,907	+31
Q2 & Q3 Totals	15,574	14,132	+10

2.0 Other Matters

2.1 Car Parking

The following shows the recent car park statistics:

	Total no. of transactions
April	146,335
May	161,195
June	159,246
July	164,053
August	167,071
September	165,715

Vehicle crime continues to remain at very low levels, with a crime rate of just 0.002% for the year to date.

2.2 Planning and Development Matters

Extension to airport perimeter fence

Verbal update to be given at the October meeting.

2.3 ASQ surveys

The table below is different to the format used in previous reports in that comparative data for Manchester Airport is no longer available since Manchester has decided to no longer continue to use the ASQ surveys for their customer service monitoring. Also, instead of showing a positional rating figure in comparison to a benchmark group of comparable airports, the table now simply shows scores for Liverpool and how this compares to our own targets – see the colour key underneath the table.

The reason for this change in reporting is that the positional figure compared to other airports can change for a number of reasons not necessarily because of improved or declining standards at Liverpool, but because of changes that have occurred elsewhere. By showing our own scores against targets it is easier to see how the Airport performs across each criteria, if this meets our targets and any trends over time.

Having said this, it is still useful to see how the airport compares in terms of overall customer satisfaction compared to the list of benchmarked airports previously used. For Q2, Liverpool is placed 3rd in terms of overall customer satisfaction compared to 17 other airports across the UK and Europe – though the overall score of 83% whilst better than Q1 is still below our target figure of 85%.

Key Business Area	Q2 2018	CSAT	Q1 2018	CSAT	% change
Overall satisfaction	4.15	83%	4.09	82%	1.50%
Overall satisfaction business pax	3.73	75%	4.06	81%	-8.10%
Overall satisfaction leisure pax	4.23	85%	4.08	82%	3.70%
Ease of way finding	4.38	88%	4.28	86%	2.30%
Flight Information Screens	4.38	88%	4.35	87%	0.70%
Cleanliness of washrooms/toilets	4.06	81%	4.06	81%	0.00%
Comfort of waiting/gate areas	3.45	69%	3.37	67%	2.40%
Cleanliness of airport terminal	4.13	83%	4.17	83%	-1.00%
Ambience of airport	4.01	80%	3.95	79%	1.50%
Speed of baggage delivery	3.92	78%	3.94	79%	-0.50%
Arrivals passport & visa inspection	4	80%	3.97	79%	0.80%
Waiting time in check in queue	4.34	87%	4.27	85%	1.60%
Waiting time at security inspection	4.28	86%	4.21	84%	1.70%
Wi-Fi	2.99	60%	2.88	58%	3.80%

Colour key

	< 80%
	< 85%
	> 85%

In summary the Airport is above target in 5 criteria, on target in 5 criteria and below target in 4 criteria.

The reasons for these latest scores and changes compared to Q1 are believed to be down to the improved upper retail and immigration queuing areas and improvements at the gate bridges. The closure of the Aspire Lounge during the improvement works is likely to be the reason for a poor score from business passengers – though the sample size was small and may not be fully representative.

The Airport's faster, easier, friendlier benefits is reflected in the higher scores too. During August, queue times for passengers to go through Airport security remained low with 98% of passengers taking 10 mins or less to pass through security.

Areas to focus on going forward are branding and messaging around the boarding gate areas, better monitoring of baggage delivery times to identify any areas for improvement and to ensure high standards of catering and retail.

2.4 General Airport update

Hale Village Community event

The Airport held a 'drop-in' session at the Hale Village Hall from 5 – 8pm on Wednesday 19th September to give local residents an opportunity to meet with representatives from the Airport to discuss any aspects of the Airport.

This well attended event saw residents raise issues regarding the closure of Dungeon Lane and the re-opening of Baileys Lane as part of the RESA works, the Airport Master Plan and other operational issues. Representatives from Peel also attended to answer questions regarding the Oglet and future Airport proposals as well as the Solar Farm that Peel Energy are planning to install on Airport land adjacent to Hale Road and Dungeon Lane.

It is intended that this will become an annual event to help improve communication with the local community.

Final phase of latest terminal improvements completed

The final phase of the latest development works aimed at further improving the customer experience for departing passengers at the Airport has now been completed.

Over £5m has been invested in a phased programme of improvements, which have been underway for the past 18 months and covering an area within the Departure Lounge of around 2,000 sqm. This latest phase has cost over £2m and delivers an expansion and redesign of the World Duty Free retail area and the addition of a Traveller fashion store.

'Operation Kiev' Champions League Final fans airlift

The Champions League Final in Kiev created one of the Airport's busiest morning's ever in May. Over 30 dedicated charter flights operated from the Airport over the 2 days leading up to the final with 23 flights departing on the morning of the game, with the first departing at around 3:30am and the last one before 11:00am.

Known internally as 'Operation Kiev', this was a tremendous success for the Airport and a great example of what can be achieved here, accommodating these additional flights and around 6,000 football fans, importantly without compromising the regular passenger traffic experience on what was both a busy Bank Holiday weekend and the start of the Whit Half term holidays.

OAG flight punctuality report

The Airport has once again been awarded a 5-star rating by the world's leading air travel intelligence company, OAG for flight punctuality. With an on-time performance of 85.4 per cent of flights running on time, the 5-star ranking represents excellent performance over a rolling 12-month period.

Liverpool remains the only airport in the North of England and one of just three across the UK alongside Birmingham and Cardiff, to achieve a 5 star rating. Globally, Liverpool is listed in the top 10% of Airports.

CAA Accessibility report

The Civil Aviation Authority (CAA) has recently published their latest report on the accessibility services provided by the top 30 UK airports with Liverpool listed in the highest 'very good' category.

The CAA assesses airports against a number of measures to establish how well they are

performing for disabled passengers, including asking those passengers using the assistance service how it performed for them.

Of the 30 airports reviewed, Liverpool was one of 16 rated in the highest “very good” category. The report highlighted that *‘Liverpool has had an excellent year, providing a very good level of assistance to its disabled passengers and those with reduced mobility’*, and that *‘Liverpool has provided an efficient, timely service to passengers throughout the year, with 88% of people rating their experience as excellent or good’*.

Widerøe commences twice weekly service to Bergen

Scandinavia’s largest regional airline Widerøe commenced a twice weekly service in August, connecting Liverpool to Bergen for the first time, with departures on Mondays and Fridays and with connections available in Bergen to other Scandinavian cities including Oslo and Helsinki.

Widerøe use their 114 seat Embraer E190-E2 jet aircraft on the route, which is the first time this new generation jet aircraft has operated to a UK regional airport.

easyJet adds new route for Winter 2018/19

easyJet has announced a new route to Toulouse from Liverpool for the coming Winter season. Flights to Toulouse will take off four times a week from 28th October, providing travellers affordable friendly fares to the city in the south of France.

Wizz Air announces three new routes from Liverpool to Romania

Wizz Air have announced three new routes from Liverpool to the Romanian cities of Bucharest, Cluj and Iași. The new services will commence at the end of October 2018.

Wizz Air now offers a total of 17 weekly flights from Liverpool, with more than 290,000 seats on sale in 2019 on flights to and from Liverpool. This represents nearly 17% growth compared to 2018.

ArrivaClick on-demand public transport service

At the end of August, Arriva introduced a new mini bus service – ArrivaClick, which is the Arriva UK Demand-Responsive Transport (DRT) solution, operating in an area from the City centre to the south of Liverpool including the Airport.

It is the largest service of its kind in the UK, operating alongside the existing bus network and will give both passengers and Airport employees the opportunity to use public transport to/from the airport where this has been difficult in the past.

There are no fixed routes, with journeys determined by where passengers want to go within an area running from Bootle to the Airport and connecting Liverpoolians to transport, work and shopping.

Passengers can ‘order’ and track a vehicle from an app, which will also tell them the name of their driver, choose their pick-up point and reserve a seat. The shortest and fastest routes are calculated, with a guaranteed fare and real-time information of departure and arrival is provided. Passengers are then picked up and dropped off by the bus in the order most convenient for them.

85th Anniversary

In July the Airport celebrated the 85th anniversary of its official opening, with almost 100 million passengers having travelled to or from Liverpool Airport since its official opening in 1933.

Industrial action

In recent months, Management at Liverpool John Lennon Airport have been in talks with Airport Company employees who are members of the GMB Union regarding the 2018/19 pay award.

Unfortunately GMB members rejected the Airport's original offer and a subsequent improved offer, with a number of days of industrial action taking place.

Robust contingency plans were put in place by the Airport Company during the periods of industrial action which ensured that passengers continued to receive excellent customer service throughout as usual, with no delays to any flights or disruption for passengers as a consequence of this industrial action.

It is hoped that following continued talks, agreement can be found and an update will be provided at the October LACC meeting.

2.5 Press Releases

The following press releases were issued by/with the Airport over the past few weeks:

21 st May	Flights to Shannon return for LJLA
5 th June	Widerøe to commence operations from LJLA with twice weekly service to Bergen
7 th June	LJLA completes final phase of latest terminal improvement works
29 th June	LJLA celebrates its 85th Anniversary
4 th July	LJLA sees 3% passenger growth during first half of 2018
11 th July	LJLA receives 5-star rating for flight punctuality once again
12 th July	easyJet adds new route from Liverpool John Lennon Airport this winter
13 th July	LJLA up with the best when it comes to accessibility for disabled passengers
27 th July	Wizz Air to add three new Romanian services to their network from LJLA
10 th August	LJLA welcomes Widerøe's first flight from Bergen
16 th August	LJLA employee pay dispute
3 rd September	Business as usual at LJLA despite employee pay dispute
5 th September	Bumper August sees LJLA's busiest month in 7 years

Liverpool Airport Consultative Committee

Annual Work programme

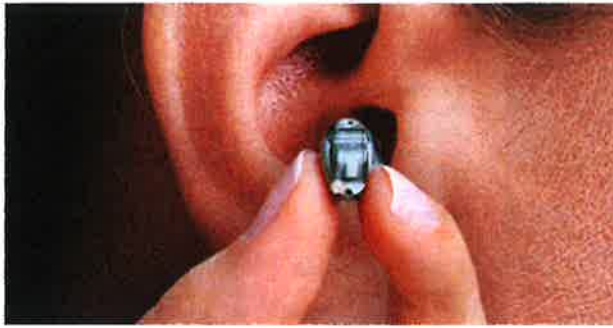
2018 - 2019

Meeting	Items	Detail
16 February 2018 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings
	Dubai - Most Accessible Airport	Update from Tony Rice on his involvement with Dubai Airport
	General Data Protection Regulations	Incorporate any changes into the Constitution
25 May 2018	New CEO	To meet them
	CAA open day at Manchester Airport 5 March 2018 concerning the design process for changing airspace	Feedback
12 October 2018	UKACCS national conference	Minutes
	Community Discussion Forum 12 July	Feedback from Bob Swann
	Complaints and compliments	Update from Christine Smith (possibly a regular item in future)
23 November 2018	Dubai - Most Accessible Airport	Update from Tony Rice on his involvement with Dubai Airport
15 February 2019 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings

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Pensioners go crazy for brilliant new hearing aid

VISIT SITE

Airport staff 'broke disabled Ryanair passenger's wheelchair and returned it to her in four pieces with parts hidden in towels in the hope she wouldn't notice'

- Nursing student Lisa, 30, from Doncaster, flew with Ryanair to Liverpool Airport
- When her flight touched down she was forced to wait for a wheelchair to get off
- But when it was returned she noticed it had been badly damaged by the staff
- She hit out at Barcelona and Liverpool airport staff for her broken chair ordeal

By [ROD ARDEHALI FOR MAILONLINE](#)

PUBLISHED: 08:47, 11 August 2018 | UPDATED: 11:58, 13 August 2018

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A disabled passenger claims she was left angry and humiliated after airport staff returned her wheelchair in four pieces with broken parts hidden from her.

Nursing student Lisa, 30, from Doncaster, was flying Ryanair from Barcelona to Liverpool John Lennon airport when staff allegedly damaged her wheelchair while loading it on to aeroplane.

Lisa, who suffers from a condition called arthrogryposis multiplex congenita (AMC), which affects her ability to walk, appeared to film staff in Barcelona trying to load her wheelchair on to the plane recklessly.

Airport staff allegedly break disabled passenger's wheelchair



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Chris Evans' pregnant wife Natasha Shishmanian displays her baby bump at





© Facebook / Lisa AB



© Facebook / Lisa AB

When nursing student Lisa was finally reunited with her wheelchair she quickly realised it had been damaged and discovered two suspension springs broken off and wrapped in a towel concealed in the chair's storage space



© Facebook / Lisa AB

The 30-year-old who suffers from a condition called arthrogyrosis multiplex congenita (AMC), which affects her ability to walk, appeared to film staff in Barcelona trying to load her wheelchair on to the plane recklessly

Then, when she was finally reunited with her wheelchair in Liverpool she quickly realised it had been damaged and discovered two suspension springs broken off and wrapped in a towel concealed in the chair's storage space.

ADVERTISING



Because the wheelchair no longer had suspension, it scraped across the floor whenever she tried to use it, causing further damage to its essential undercarriage.

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A Liverpool John Lennon Airport spokesman told MailOnline they are investigating the incident and said the damage to the wheelchair was unlikely to have been caused at their end, while Barcelona airport has been approached for comment.

Lisa also hit out at airport staff in Barcelona and Liverpool, bemoaning their lack of care, explaining: 'It's not just towels and knickers in a suitcase - this is people's lives.'

Adding that after she had returned to Liverpool she faced a further ordeal lugging her broken wheelchair and four suitcases through the airport with minimal help from staff.

A picture above shows how she had to load her damaged wheelchair onto a trolley and push it through the airport lobby.



When she was finally reunited with her wheelchair in Liverpool she quickly realised it had been damaged and discovered two suspension springs broken off and wrapped in a towel concealed in the chair's storage space



Lisa said that after she had returned to Liverpool she faced a further ordeal lugging her broken wheelchair and four suitcases through the airport with minimal help from staff

She explained: 'The wheelchair is my life line, without it I can't even get to the bathroom. The staff don't even think about the impact it has - without it I'm stuck.'

'With my wheelchair broken I was very nearly unable to attend my final four days on placement which meant I could have lost my offer of a job because of it.'

She added: 'I spent three years in university to finally get this placement and have had to complete every day on it to have a chance of securing a job after, the staff have no idea how much not having my wheelchair has effected my prospects of having a job.'

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© Facebook / Lisa AB

Because the wheelchair no longer had suspension, it scraped across the floor whenever she tried to use it - causing further damage to its essential undercarriage



© Facebook / Lisa AB

Lisa hit out at airport staff and bemoaned their lack of care, explaining: 'It's not just towels and knickers in a suitcase - this is people's lives'

Adding insult to injury, Lisa revealed that after staff had damaged her wheelchair, she said they demanded to know how she planned to remove the chair.

'I was furious,' she said. 'They broke it and expected me to move it off the runway.'

After, she was given a manual wheelchair and left with her partner and four suitcases to make her way through the airport unassisted.

She said airports in London she travelled with before tend to have machines to remove the wheelchair, whereas Liverpool seemed ill-equipped.

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Disabled passenger article email to members with response

Our disabled persons representative has asked me to circulate an article to you which appeared on the Daily Mail website, concerning experience before and after a flight from Barcelona to Liverpool. The item will appear on our next Consultative Committee agenda too for members to comment. Here is a link to the article:

http://www.dailymail.co.uk/news/article-6044175/Airport-staff-broke-disabled-passengers-wheelchair-returned-four-pieces.html?ito=email_share_article-top

The article mentions an investigation. This has concluded and Robin Tudor passed on his comments from it:

Quite frustrating really, because staff on duty at the time worked really hard to help this passenger having been faced with a situation, none of which was our making.

To explain, the damage to this passenger's wheelchair took place at Barcelona Airport – as can be seen in the video footage on the Daily Mail website. Initially the newspaper were led to believe that this incident all took place at Liverpool Airport and this was clearly not the case.

The Daily Mail gave the Airport very little time to respond, hence our fairly basic response, but upon investigating this further, staff on duty met with the passenger at the aircraft, explained that they had discovered her wheelchair already damaged and in pieces but did try to repair this. Even 'googling' the make and model of the wheelchair to try to understand how it should look. Despite their best efforts this simply wasn't possible and they transported the damaged wheelchair though to the arrivals area whilst placing the passenger in one of the airport's wheelchairs in order that they could also clear the arrivals process. Colleagues explained the process to complain about the damage to the airline who are responsible for the carriage of this item and then offered to help to take the damaged wheelchair to any vehicle parked at the airport taking the passenger home, but the passenger said she did not require further assistance as family members were there to assist.

The Airport has an excellent customer service track record when it comes to helping passengers with disabilities as highlighted in the latest CAA airport accessibility report. Whilst there will no doubt be areas of improvement regarding the time taken to assist this passenger and perhaps with communication, in the circumstances staff did all they could to assist and we were disappointed to read the subsequent media coverage.

**Mike A Jones, Assistant Secretary,
Liverpool John Lennon Airport Consultative Committee**

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