

Liverpool John Lennon Airport Consultative Committee

Date : Friday, 21 November 2014
Venue : Cavern Suite, Liverpool 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 New Chief Executive Officer

An opportunity to meet the new Chief Executive Officer for Liverpool John Lennon Airport, Andrew Cornish.

4 Minutes of meeting Friday, 12 September 2014 of Liverpool Airport Consultative Committee

(Pages 1 - 14)

To approve the Minutes of the meeting held on 12 September 2014.

5 Chairman's Announcements

6 Minutes of meeting Friday, 17 October 2014 of Noise Monitoring Sub-Committee

(Pages 15 - 32)

To receive the Minutes of the Noise Monitoring Sub-Committee held on 17 October 2014.

7 Membership

To note:

Sam Lewis is covering for Claire Delahunty as representative for Liverpool Enterprise Partnership while Claire is on maternity leave.

8 Public question time

A member of the public may, if present in person at the meeting, address a question to the Chairman. Any such question must relate to the business and responsibilities of the Committee.

Wherever possible 3 clear working days notice of any question should be given to the Secretary. The Chairman may exercise discretion if such notice has not been given. The questions shall be dealt with at the beginning of the meeting or immediately prior to any particular item on the agenda to which they relate.

The Chairman or other appropriate member of the Committee shall respond and supplementary question(s) will be permitted. A written response may be given if it is not possible to provide the necessary information at the meeting. If necessary, an item shall be placed on the agenda of the next appropriate Committee or Sub-Committee meeting in order to deal with issues raised by the question.

The time allocated to questions at any meeting shall not exceed 30 minutes and the Chairman shall have discretion to vary any of these procedures if it helps the effective conduct of the business of the meeting.

9 Quarterly Report

(Pages 33 - 38)

To receive the Quarterly Report by the Airport Company.

10 Reference from Liverpool Airport Consultative Committee (12/09/2014): Annual Meeting of Airport Consultative Committees

(Pages 39 - 42)

To receive the summary of the meeting, and a summary of the review of guidance to Consultative Committees, from the Chairman and Assistant Secretary, attached, deferred from the last meeting.

11 Reference from Liverpool Airport Consultative Committee (12/09/2014): Department for Transport Guidelines for Consultative Committees

(Pages 43 - 44)

To consider a report on the Guidelines published in April 2014, attached, deferred from the last meeting.

12 Complaints and Queries

To note the complaints and queries received by the Secretary since the last meeting and the responses made by the Airport Company. None were received up to the date of publication of the agenda.

13 Any Other Business

14 Date of next meeting

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 13 February at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

For further information, please contact:

Mike A Jones, Democratic Services, Cheshire West and Chester Council
Tel. 01244 975996, Email: mikea.jones@Cheshirewestandchester.gov.uk

Date of Publication: 14 November 2014

*** *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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PRESENT: Denis Knowles, Chairman of Consultative Committee
 Lila Bennett, Transform
 Suzanne Cain, Merseytravel
 Councillor Keith Deakin, St Helen's Metropolitan Borough Council
 Councillor Evelyn Hudson, Hale Parish Council
 Councillor Tom McInerney, Halton Borough Council
 Jordi Morell, Cheshire West and Chester and North Wales Chamber of
 Commerce
 Marshall Morris, Deputy Chairman
 Simon Osborne, National Trust
 Councillor Ralph Oultram, Cheshire West and Chester Council
 Steve Pearse, Friends of Liverpool Airport
 Tony Rice, Transform
 Councillor Colin Rowan, Hale Bank Parish Council
 Councillor Bob Swann, Halewood Town Council
 Councillor Frank Thomas, Helsby Parish Council
 Angus Tilston MBE, Wirral Transport Users Association
 Councillor Mark Warren, Frodsham Town Council
Liverpool John Lennon Airport
 Robin Tudor, Head of Public Relations, Peel Airports
Secretariat
 Mike A Jones, Assistant Secretary

30 APOLOGIES

Naomi Hadden, MACANAD
 Councillor Allan Harvey, Halewood Town Council
 Councillor Roy Harvey, Hale Bank Parish Council
 Alex Naughton, Merseytravel
 Councillor Steve Parish, Warrington Borough Council
 Councillor Michael Roche, Sefton Metropolitan Borough Council

31 DISCLOSURE OF PERSONAL INTERESTS

Councillor Mark Warren declared a pecuniary interest as a pilot working for EasyJet.

32 CHAIRMAN'S ANNOUNCEMENTS

The Chairman:

- announced that Dr Peter Teebay, who had been the representative on the Consultative Committee for the Merseyside Association for Control of Aircraft Noise and Airport Development (MACANAD) since at least 1995, had died of cancer in July. The Committee stood in a minute's silence to his memory;
- welcomed Tom McInerney and Bob Swann to their first meeting; and
- informed members that he would take the item on the Evacuation of Disabled People after the presentation from Merseytravel as both had representatives present.

33 MINUTES OF MEETING FRIDAY, 30 MAY 2014 OF LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE

DECIDED: That

Subject to Councillor Allan Harvey's apologies being recorded from Halewood Town Council the minutes of the meeting of the Consultative Committee held on 30 May 2014 be approved as a correct record and signed by the Chairman.

34 MINUTES OF NOISE MONITORING SUB-COMMITTEE MEETINGS

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 9 May 2014 and 18 July 2014 be received.

35 MEMBERSHIP

The Assistant Secretary announced the latest appointments to membership, and then detailed several instances where Members had not attended for three meetings. Under the Committee's Constitution, if a Member does not attend three meetings, they will be asked to explain their non-attendance and their comments would be given to the Committee, who could then decide whether to accept the reasons or investigate replacement of the member concerned.

The instances of non-attendance given were the following:

- Councillor Mary Rasmussen, Liverpool City Council Speke-Garston Ward. Mary had been a member on the Noise Monitoring Sub-Committee since at least September 2010, and last attended that meeting April 2013 though she had sent apologies to each meeting since. She was appointed to the Consultative Committee too since November 2013. She was written to on 4 June 2014 with no response.
- Alan Ascott, Arch-under the Bridge had been appointed in April 2013 to replace Karen Saunders from Garston Under The Bridge Community who had not attended for a long time. Alan was from the parent organisation but had never attended or replied to any communication. He was last emailed on 3 June 2014.
- Wirral Older Peoples Parliament: The previous representative Geoffrey Dormand had suffered a stroke and subsequently, three other members had expressed interest in becoming the representative. A representative and Deputy had been appointed in February but had not attended.

Members discussed the issues and suggested actions to resolve them. They were keen not to lose representation on any of the bodies, as they were all relevant and local.

DECIDED: That

(1) the following changes in membership be noted:

- (i). Councillor Bob Swann replacing Councillor Tommy Fearn as representative for Knowsley Borough Council on the Consultative Committee;

- (ii). Councillor Tom McInerney replacing Councillor John Stockton as representative for Halton Borough Council on the Consultative Committee;
 - (iii). Christina Williams resigned from the Consultative Committee as representative for Liverpool City Council Neighbourhood Management Service. Since the Service was going through a major staff and duties reorganisation it was removed from the membership list;
 - (iv). Councillor John Fillis was reappointed for Lancashire County Council as their named representative, with Councillor Cynthia Dereli as his Deputy;
 - (v). Councillor Michael Roche was reappointed as representative for Sefton Borough Council with Councillor Andy Dams as his Deputy; and
 - (vi). Dr Peter Teebay, representative of MACANAD (Merseyside Association for Control of Aircraft Noise and Airport Development) since at least 1995, has passed away at the age of 83 following a battle with cancer.
- (2) Liverpool City Council be asked to provide a Deputy or replacement for Councillor Mary Rasmussen on Speke Garston Ward;
 - (3) the Assistant Secretary investigate the Arch-under-the-bridge community to identify a representative who can attend regularly; and
 - (4) the representatives for Wirral Older People's Parliament be approached concerning attendance at meetings.

36 PUBLIC QUESTION TIME

David Lovell from Friends of Liverpool Airport attended for the Merseytravel presentation in Minute 38 below and did not ask any questions in this item.

37 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering April to June 2014. Overall, there had been a reduction in the number of flights but an increase in load factors from remaining routes. Looking ahead, there were no reductions scheduled for Summer 2015.

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

- EasyJet had seen a 2% increase in passenger numbers despite 5% reduction in capacity;
- Ryanair's throughput for the period had decreased by 13%, despite a 17% reduction in capacity, with increased load factors on some routes;
- Flybe had a load factor increase of 14%;
- Wizz Air saw a 32% decrease in traffic following withdrawal of the Vilnius route, but increased load factors by 6% on some routes;

- Airport parking numbers remained strong, with an incident rate of around 0.002%. Members noted that people can now prebook spaces at the multi storey car park;
- the extension of the perimeter fence to the East of the runway had been delayed following boundary clarification but the Section 106 agreement was awaited from Halton Borough Council. Start of works was expected early in 2015;
- A new CEO had been appointed – Andrew Cornish, who had previously been employed at Manchester Airport and Aer Lingus;
- Blue Air was to start flying to and from Bucharest in December 2014;
- The Airport submitted a detailed response to the Airports Commission consultation 'Discussion Paper 06: Utilisation of the UK's Existing Airport Capacity' in July, with a focus on: The need to provide access to a London hub airport; Strategic importance of regional airports; and Options that could support regional airports.
- The Airport will be responding to the 'Transport Select Committee Small Airports inquiry' relating to the role of smaller airports;
- The Government had indicated that it will commit £10.4 million of funding to reinstate the Halton Curve Rail Link.
- Customer Services surveys continued to bring good results, with over 80% of passengers taking less than 10 minutes to pass through security.

DECIDED: That

the quarterly report be received.

38 UPDATE PRESENTATION FROM MERSEYTRAVEL

Suzanne Cain from Merseytravel gave a presentation to members on:

1. Merseytravel and the Combined Authority;
2. Progress on the new integrated Local Transport Plan for the Liverpool City Region (LTP4); and
3. An update on the Review of Surface Access to the Airport.

The presentation is attached to these minutes for information. The Combined Authority covered six Council areas, and Merseytravel was its transport delivery and advisory body. The Corporate Plan for the Authority included 14 strategic priorities, including:-

- Develop long term rail strategy
- A SMART and integrated ticketing offer
- Modernisation of the Merseyrail fleet
- Improving connectivity within the City Region and immediate boundaries
- Embed transport in key Liverpool City Region developments through the five year Transport Strategy

Items of particular interest to the Consultative Committee included:

- The Halton Curve railway line which continued to develop, with the Government committing £10.4 million for capital costs, but was subject to a business case and had been undergoing a demand study.
- A review of surface access to Liverpool Airport which was commissioned in September 2013 for completion by the end of 2014.

Committee members questioned Suzanne and commented on different aspects of the plans, especially surface access to the airport, and were grateful to receive the comprehensive update.

DECIDED: That

the Merseytravel update presentation be received.

39 EVACUATION OF DISABLED PEOPLE AND THE ORGANISATION IS ACCESS AND EVAQU8

Tony Rice, Vice Chairman of the North West Access Association, attended the meeting to present to members a new app for mobile phones and tablets.

The app had been developed for disabled people to allow them to access Personal Emergency Evacuation Plans (PEEPs) with the buildings of participating organisations. These PEEPs detail how people with reduced mobility or sensory disabilities would evacuate a building during an emergency, and could be tailored for particular abilities. The app downloaded the Plan, tailored to the individual and their abilities and language, and in the event of an emergency would then alert with a vibrate or alarm and display it in an appropriate format. E.g. verbally or visually.

Wirral Council had welcomed the app as it allowed them to monitor usage of buildings by disabled people and also allowed them to inform users of other suitable services. The app could be adapted, for instance at Theme Parks so that users would know if a ride was suitable for them.

Following discussion and general approval, the Airport agreed it was a good initiative and would investigate adoption of the app.

40 ANNUAL MEETING OF AIRPORT CONSULTATIVE COMMITTEES

Following a lengthy meeting, this item was deferred to a future meeting.

41 DEPARTMENT FOR TRANSPORT GUIDELINES FOR CONSULTATIVE COMMITTEES

Following a lengthy meeting, this item was deferred to a future meeting.

42 COMPLAINTS AND QUERIES

There had been no complaints or queries received by the Secretariat since the last meeting.

43 DATE OF NEXT MEETING

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 21 November 2014 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date

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Merseytravel Update

Suzanne Cain
Transport Policy Coordinator, Merseytravel

September 12th 2014



Content

- Merseytravel and the Combined Authority
- Progress on the new integrated Local Transport Plan for the Liverpool City Region (LTP4)
- Update on the Review of Surface Access to the Airport



The LCR Combined Authority

- Statutory city region-wide body
- Transport, economic development, regeneration, skills and housing
- 6 LA leaders and Chair of the LEP
- Functions of ITA transferred to CA, along with Halton's local transport authority powers
- 20 member Merseytravel Committee
- Merseytravel is CA's transport delivery and advisory body



Merseytravel's current priorities

- Transitional Corporate Plan for 2014/15
- 14 strategic priorities, including:-
 - Develop long term rail strategy
 - A SMART and integrated ticketing offer
 - Develop the freight strategy
 - Modernisation the Merseyrail fleet
 - Improving connectivity within the City Region and our immediate boundaries
 - Embed transport in key LCR developments





Linking Transport to Growth

- New capital funding regime from April 2015
- Growth Plan and the Growth Deal (Local Growth Fund)
- LCR's Growth Plan co-ordinated by the LEP and submitted to government in March.
- Transport a key theme within the Growth Plan
- The five strategic growth projects:-
 - Liverpool City Centre
 - Liverpool City Region Freight and Logistics Hub – inc. funding for Halton Curve
 - Multi-modal Port Access – Accessing the Port of Liverpool
 - LCR₂ Energy
 - City Regional Capital Investment Fund



Halton Curve

- £10.4m through Local Growth Fund
- Subject to business case; funding only for capital costs
- Demand study almost complete
 - strong case for new service
 - Further work required on detail, e.g. Chester or beyond; hourly or half hourly; stopping pattern
- GRIP 3 study



Halton Curve – Next Steps

- Outline/Full business case
- Further work on freight and new stations
- Further option testing
- Ongoing discussions:
 - Network Rail
 - Operational costs
 - Infrastructure renewals
 - Timetable revisions
 - Welsh Govt and DfT
 - Franchise specifications
 - TOCs
 - Commercial aspects



Local Transport Plan

- Statutory requirement to produce an LTP and keep it under review.
- To contain both policies (strategy) and implementation plans, which can be reviewed on different timescales.
- To take into account Government policy
- To have regard to Government guidance with respect to the mitigation of, or adaptation to, climate change protection or improvement of the environment. Its not just about “Growth”
- Form and content is to be decided locally.



Process for updating LTP

- Amalgamation of the 2 LTPs, (Merseyside and Halton)
- What's in, what's out, what's new, what's revised
- Have National policy objectives shifted?
- How do LTPs fit with the strategic transformational projects in the SEP?
- It's not all about growth
- Repositioned and refocused



Transport Strategy for the LCR

- 5 year transport strategy
 - Indicative delivery plan
 - Focus on new governance and strategic context of CA
 - Framework for delivery of transport schemes and projects
- Simple and accessible



Review of Surface Access to the Airport

- Commissioned in September 2013
- Short and Medium term actions
 - improve connections for in/outbound passengers
- Four workstreams
- Supports the LJLA overall master plan
- Influence development of existing services



Surface Access Workstreams

- Integrated Marketing
 - Visibility of info; joint marketing to key markets
- Enhancing customer experience
 - Cleaning and maintenance
 - New signage
- Improving research and intelligence
 - User surveys; “fill in” gaps in data
- Passenger Transport Services and infrastructure
 - Priority action areas; ticketing and new ASAS
 - Enhance quality of existing routes



Short Term Delivery Plan

- Completion by end of 2014
- Evidence gathering
- “Quick wins”
- Signage improvements refresh RTI
- National Rail Journey Planner



Medium Term Delivery Plan

- Future demand and service provision
- Effective marketing
- Ticketing Strategy – improved offer for visitors
- Updates to Airport Masterplan and ASAS



More details are available at:

- **Combined Authority**
 - <http://councillors.knowsley.gov.uk/ieListMeetings.aspx?CId=890&Year=0&StyleType=standard&StyleSize=none>
- **Growth Deal**
 - <http://www.liverpoollep.org/pdf/LCR%20Growth%20Deal.pdf>
- **Merseytravel Committee**
 - LTP/Transport Strategy (item 46)
 - Surface Access (item 48)
 - <http://moderngov.merseytravel.uk.net/ieListDocuments.aspx?CId=326&MIId=1108&Ver=4>

NOISE MONITORING SUB-COMMITTEE

17 OCTOBER 2014
(10.30 am - 11.35 am)

PRESENT: Marshall Morris, Chairman
 Graham Aveyard, Environmental Health, Cheshire West and Chester Council
 Councillor Mary Aspinall, Liverpool City Council Cressington Ward
 Norman Elias, passenger representative
 Councillor Evelyn Hudson, Hale Parish Council
 John Alvey, Environmental Health, Knowsley Metropolitan Borough Council
 Larry Dack, Speke Estate
 Isobel Mason, Environmental Health, Halton Borough Council
 Simon Osborne, National Trust
 Dr Ian Rushforth, Environmental Health, Liverpool City Council
 Mark Warren, easyJet
Liverpool John Lennon Airport
 Andrew Dutton, Head of Environment
 Colin Barnes, Environmental Advisor
Secretariat
 Mike A Jones

15 APOLOGIES

Apologies had been received from:

Kate Hitchen, Environmental Health, Wirral Borough Council
 Denis Knowles, Chairman of Consultative Committee
 Angus Tilston MBE, Deputy Chairman and Wirral Transport Users Association

16 CHANGES IN MEMBERSHIP

There were no changes in membership to report.

17 MINUTES OF LAST MEETING**DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 18 July 2014 be agreed as a correct record.

18 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 July 2014 to 30 September 2014. Colin Barnes gave a presentation to members on the Noise Log which included analysis of the number of noise complaints received by date, type, number of complainants, administrative area and the total number of complaints compared to the previous year. He also detailed the number of test runs. The presentation is attached to these minutes.

During the period a total of 26 complaints had been received, with the highest proportion (10, or 38%) from the Wirral peninsula of which three were linked to the Open golf championship, which involved helicopters bringing players and also a

small plane flying slowly around the area, relaying BBC TV coverage. It was noted that no more than 3 complaints had been received on any one day.

There had also been an occasion where an easyJet plane was engaging in training runs around the airport – 30 circuits occurred in a day – which at one point coincided with an RAF jet landing, causing unnecessary press concerns. The complaints generated by this training would be covered at the next Sub-Committee meeting.

DECIDED: That

the Noise Complaints Log for 1 July 2014 to 30 September 2014 be noted.

19 NTCA - AIRSPACE CHANGE TIMESCALES

Andrew Dutton spoke about the proposed airspace changes for the North of England that would potentially be implemented in March 2018. The proposed changes would be based around precision navigation improvements which would mean aircraft fly within a narrow tight corridor. Precise navigation would assist with the precision of smoother approach and departure (CDA and CCD) which would reduce CO₂ emissions and noise exposure. Precision navigation made aircraft position more predictable, which could increase Air Traffic Control confidence of the path aircraft would fly. Overall noise exposure for the majority of the community would be reduced as aircraft would approach and depart along narrow corridors. However, those directly under the corridors would have more aircraft directly overhead. Airports were to lead the consultation design and implementation in areas where aircraft were flying at less than 4,000 feet, where noise tended to be the main driver. In areas where aircraft would be over 7,000 feet, NATS (National Air Traffic Services) would take responsibility.

Andrew explained the current situation at Liverpool and the changes that the system should bring, showing maps of current flight paths SIDS & STARS (Standard Instrument Depart & Standard Arrivals) and how Liverpool John Lennon Airport was influenced by other airport's movements in the vicinity. Liverpool John Lennon Airport welcomed the proposed changes whilst noting that it would affect a small number of people to a greater extent.

The targeted implementation date for the changes was March 2018, with a consultation likely to be up to the beginning of 2016. Any comments were invited.

20 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee was scheduled for 16 January 2015 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date

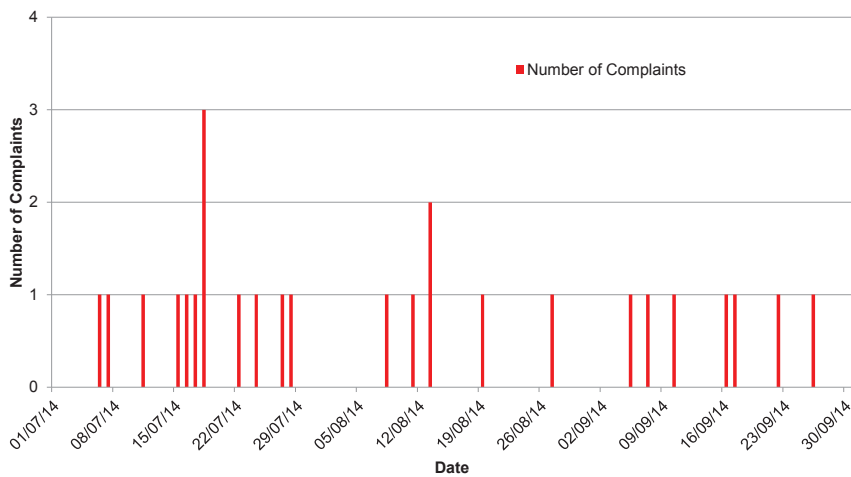


**Noise Monitoring Sub
Committee**

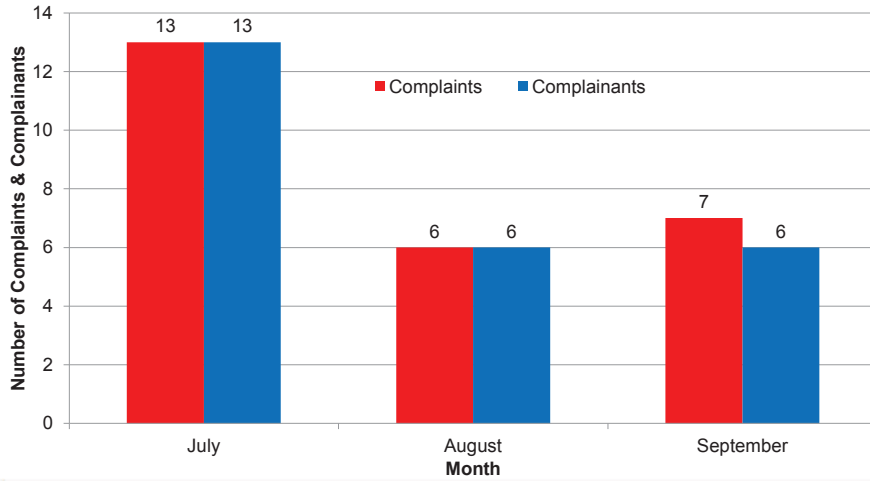
17th October 2014

www.liverpoolairport.com

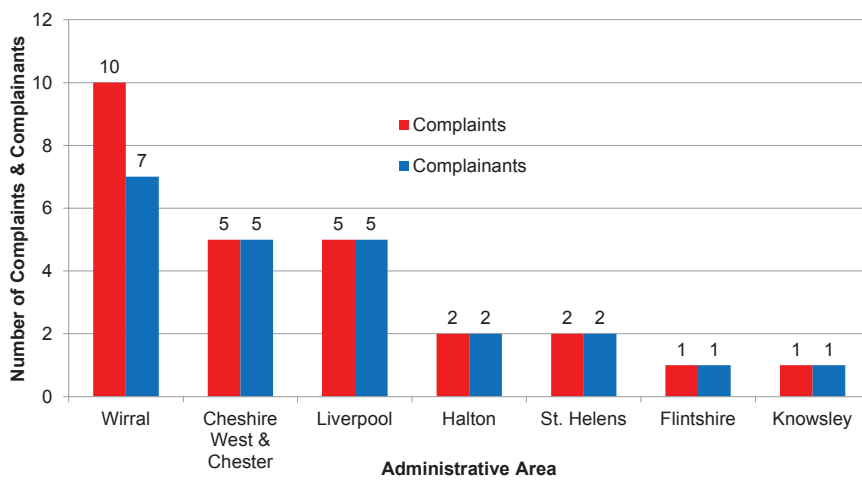
Liverpool John Lennon Airport Noise
Complaints By Day 1st July to 30th September 2014



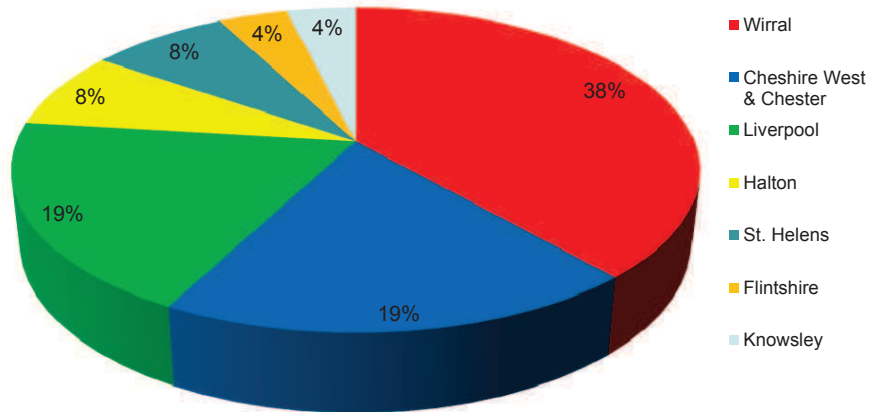
Liverpool John Lennon Airport Complaints and Complainants
for 1st July to 30th September 2014



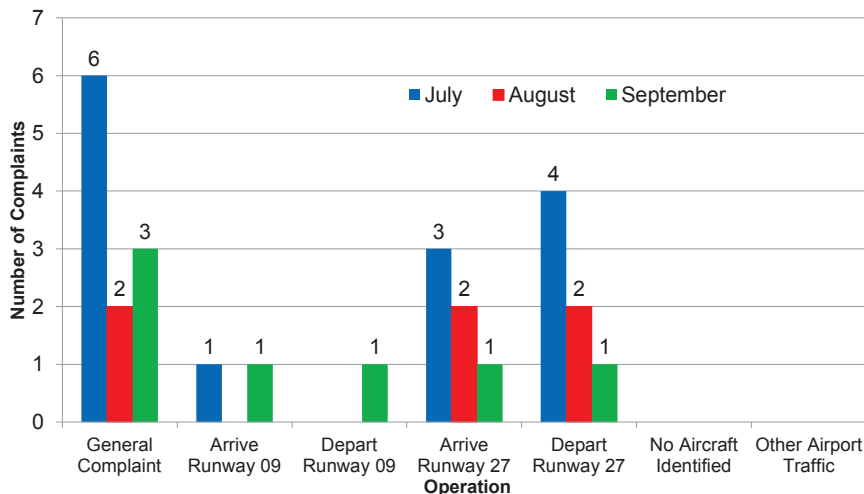
Liverpool John Lennon Airport Complaints and Complainants with
Administrative Area for 1st July to 30th September 2014



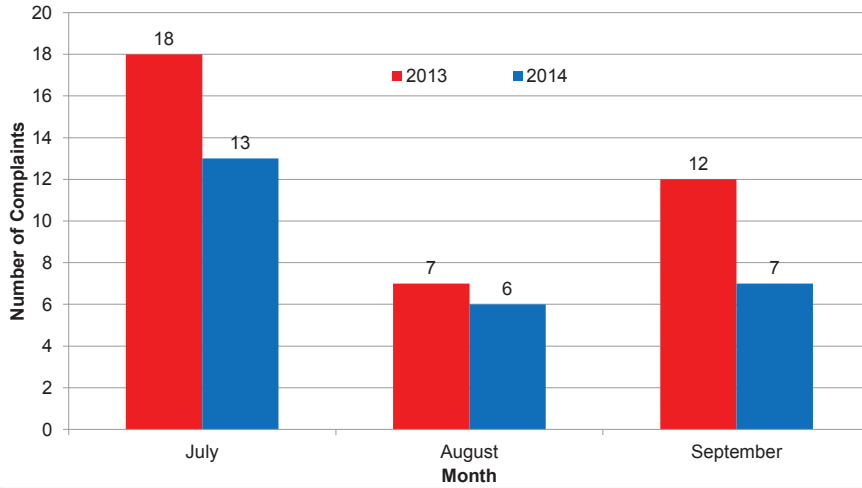
Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st July to 30th September 2014



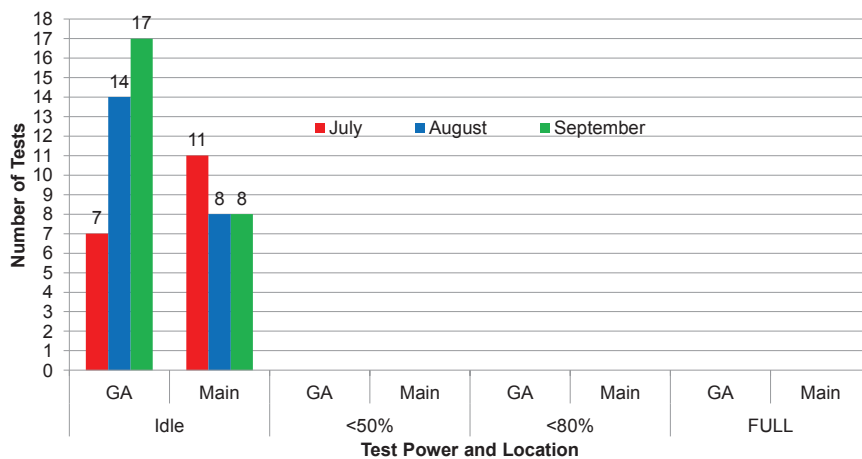
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st July to 30th September 2014



Liverpool John Lennon Airport Complaints Comparison for 1st July to 30th September 2014 & 2013



Liverpool John Lennon Airport Engine Test Runs 1st July to 30th September 2014



easyJet Training Flights 14th & 15th October 2014

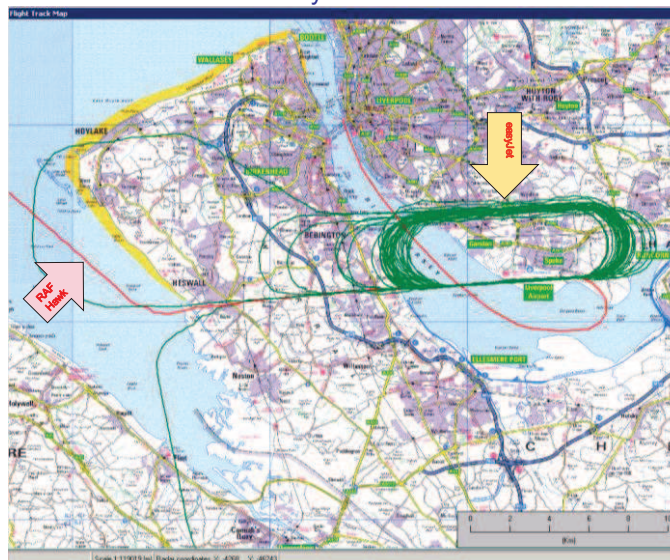


Tuesday 14th October
10:37 to 15:53
31 Circuits

Wednesday 15th October
09:33 to 13:51
26 Circuits



Tuesday 14th October



Aims of FAS

- Improve aviation safety
- Reduce CO₂ emissions
- Reduce Overall Community Noise Exposure
- Reduce Airline Fuel Burn & Track Miles
- Airspace Efficiency Improvements
- Maintain & Develop Future Capacity
- Reduce or eliminate the need for aircraft holding

What does LLA want

- Continual Descent Approach
- Continual Climb Departures
- ATC Free Flow
- Safe Guarded Capacity
- Improved Navigation Procedures

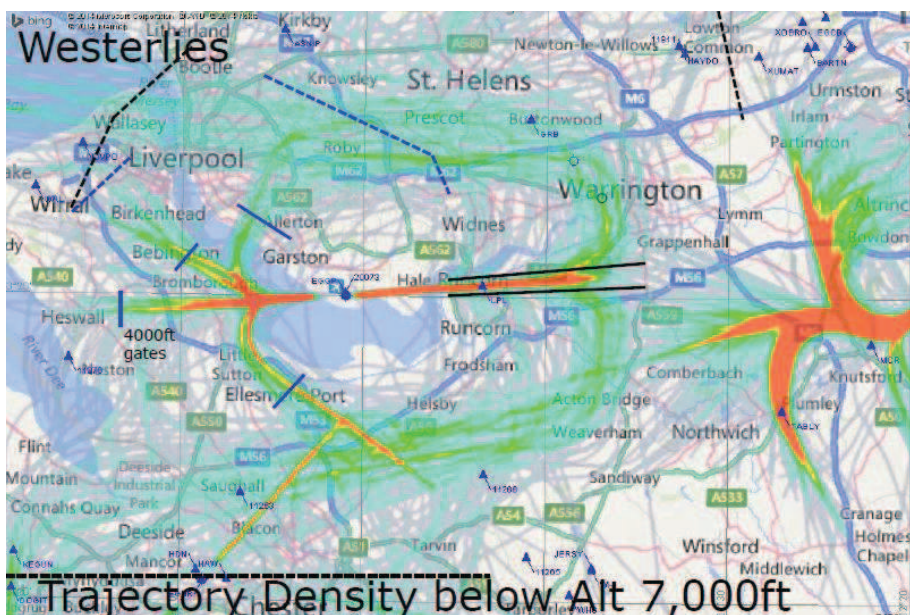
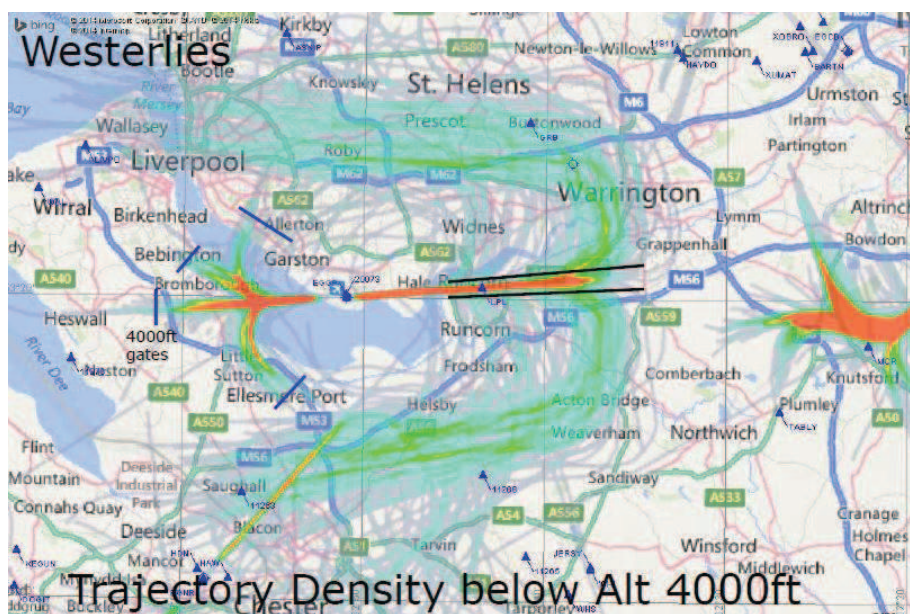
Consultation & Timescales

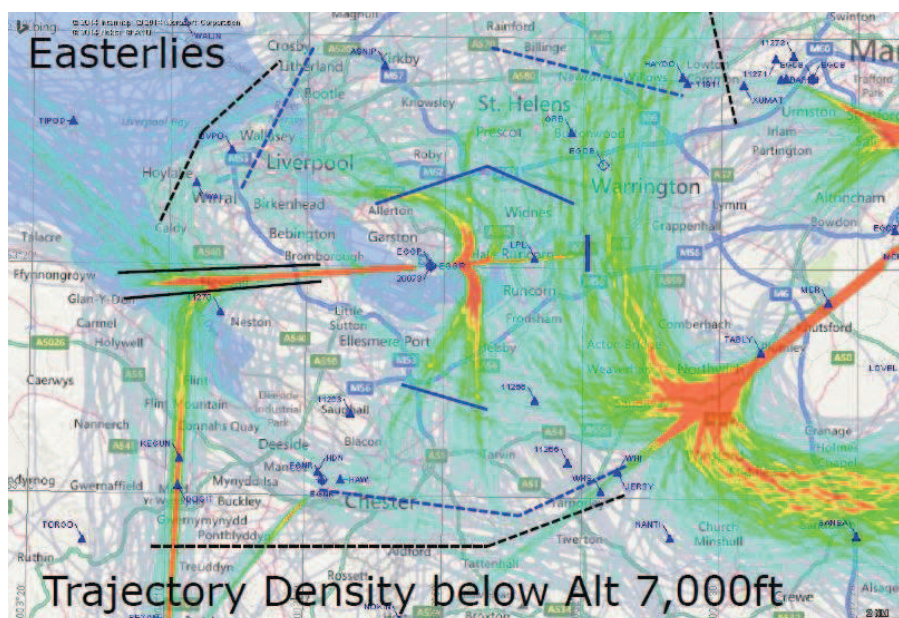
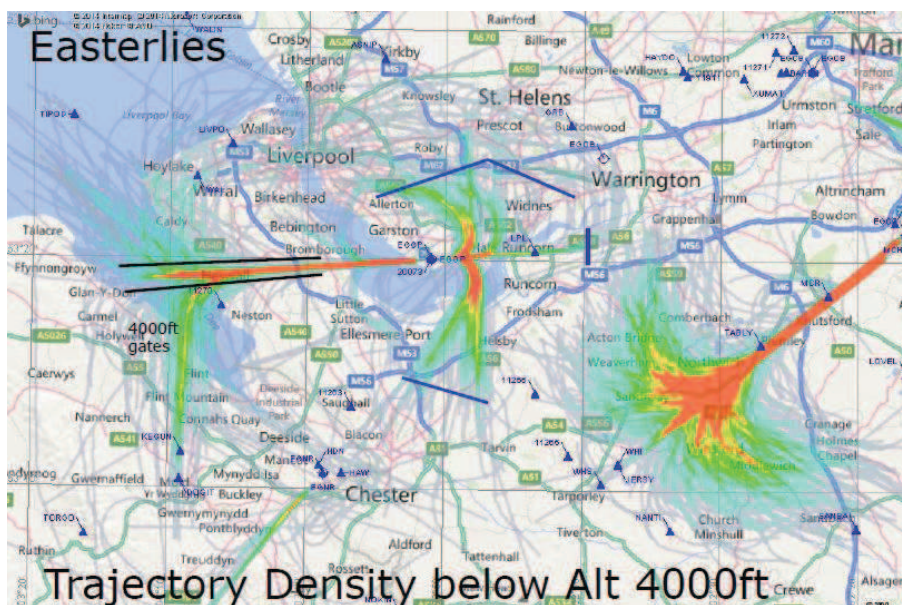
- **Responsibilities & Roles**
 - Low altitude Airport focus
 - Higher Altitudes NATS focus
 - < 4,000 ft noise the primary environmental concern
 - > 7,000 ft CO₂ the primary environmental concern
- **Timescale**
 - Stakeholder Consultation Target Q4 2015/Q1 2016
 - Implementation Target Date March 2018

Swathe Consultation

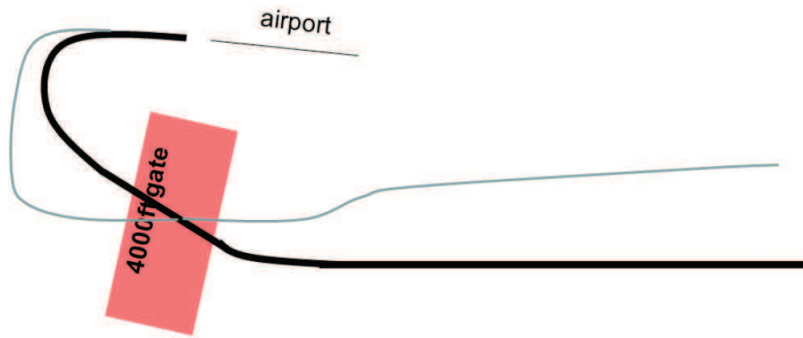
One Central Theme – What local factors need to be taken into consideration within the proposed corridor/swathe when deliberating on the position of the proposed new SID or STAR



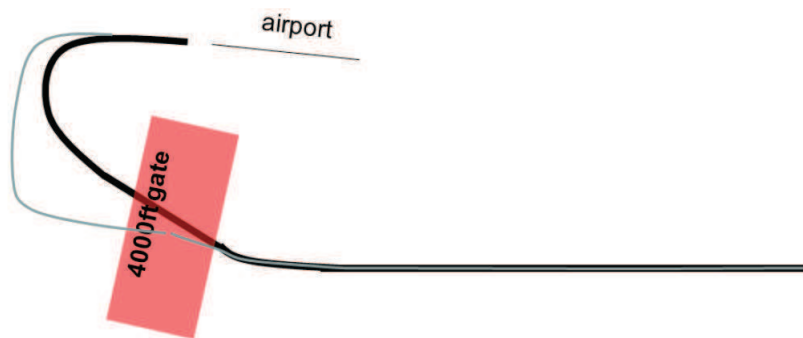




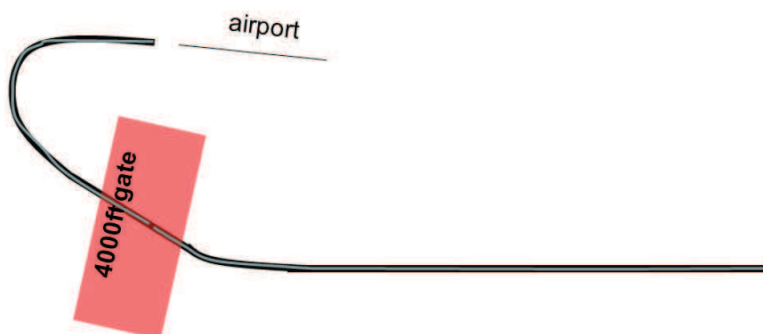
Full Re-Design & Full Consultation



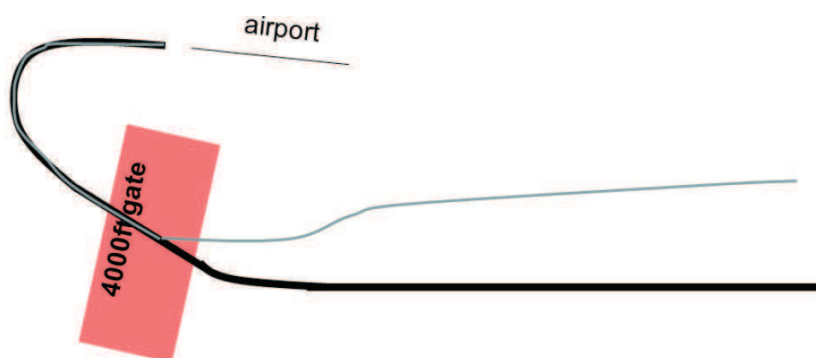
Airport Lead Consultation



Full Replication & Limited Consultation



Low Level Attitude Replication NATS Lead Consultation





Comments, thoughts & opinions

Andrew Dutton
Head of Environment
Liverpool John Lennon Airport
adutton@liverpoolairport.com

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QUARTERLY BUSINESS REPORT

1.0 Liverpool John Lennon Airport - Traffic Statistics

Scheduled Passenger Traffic Performance

The total traffic figure over the period July to September 2014 was 1,218,680 passengers which is 7% less than the same period last year, reflecting the reduced capacity during the same time period. Load Factors continue to perform strongly however during the quarter.

Month	2014	2013	Variance (%)
July	403,932	434,516	-7%
Aug	439,777	474,634	-7%
Sep	374,971	406,398	-8%
Q3 Totals	1,218,680	1,315,548	-7%

easyJet carried 1.5% fewer passengers compared to the same period in the previous year, operating 4.5% less capacity. easyJet had an average Load Factor of 83% for the period with markets to Spain proving popular for the summer getaway. easyJet hope to announce a new destination for Summer 2015 from Liverpool soon.

Ryanair carried 13% fewer passengers with reduced capacity of 17% during the period with an average Load Factor of 83%. Routes to Warsaw, Krakow and Wroclaw continue to perform strongly. Ryanair will increase capacity in Summer 2015 to Bratislava and Krakow.

Flybe Load Factors are 9% up year on year, however there has been a drop in passengers due to the withdrawal of 1 daily rotation between the Isle of Man and Liverpool. Load Factors for the period averaged at 68%. Management continue to discuss the potential for new operations from Liverpool with Flybe

Wizz Air Load Factors were 5% up for Wizz Air with a capacity reduction of 19%. Forward sales on Wizz Air's new service to Riga are positive and Load Factors to the existing routes of Gdansk and Warsaw averaged at 85% for the period.

Blue Air will commence services to Bucharest in December and have recently announced a second new destination from Liverpool with a scheduled service also to Bacau north eastern Romania. Load Factors for the service to Bucharest are positive and in line with more mature routes.

2.0 Other Matters

2.1 Car Parking

The following shows the recent car park statistics:

	Total no. of transactions
July	139,940
August	140,491
Sept	126,718

Vehicle crime continues to remain at very low levels, with a crime rate of just 0.002%, with no reports of vehicles stolen, theft from vehicles or vandalism so far this year.

2.2 Planning and Development Matters

Extension to airport perimeter fence

The Airport is currently waiting for the S106 documents from Halton Borough Council. Following the signing of the documents the Airport expects to receive formal planning approval which will trigger the application to stop up Dungeon Lane and Re-open Baileys Lane. A meeting with Hale Parish Council was attended by Colin Swaine and Andrew Dutton during October to update local residents on progress of the scheme.

2.3 General Airport update

'Business Class' partnership with Enterprise South Liverpool Academy

The Airport has launched a programme of initiatives to help students at nearby Enterprise South Liverpool Academy (ESLA) in Garston, be better prepared for future careers and life in the outside world when they finish their current education.

The partnership has been co-ordinated by Business in the Community, the business led charity who have helped the Airport and the Academy come together and devise a series of initiatives as part of their 'Business Class' programme. The work to be undertaken with the Airport has been specifically tailored to meet the needs of the students and to complement their other academic studies.

Throughout the academic year, Managers and other employees from the Airport Company will be giving up their time working with students across all years, to help with a variety of schemes. These will include:

- Visiting the Academy to give reading support and student mentoring to help with other studies
- Taking students on a Maths Trail around the airport to illustrate real life examples of Maths being used in the workplace

- Attending the Academy's Breakfast Club to be interviewed by students about their career path and current role
- A 'Writing to persuade' initiative with students working on a marketing brief based on a real life case study from the Airport.

The activities planned with the students will also be an excellent way to help develop Airport staff too, helping to improve their management and communication skills as well as giving them the chance to be able to make a difference in the local community.

Transport Select Committee Small Airports Enquiry

The Airport submitted written evidence for this enquiry in October. The issues highlighted in this written evidence set out the areas that Liverpool John Lennon Airport believes need to be addressed in order for small regional airports to be able to better deliver on the opportunities available, at the same time as giving the City Regions they serve the best opportunity to realise their true potential.

The evidence concentrated on the following three key issues:

- Economic importance of regional airports
- Policy options that could support regional airports
- The need to provide access to a London hub airport

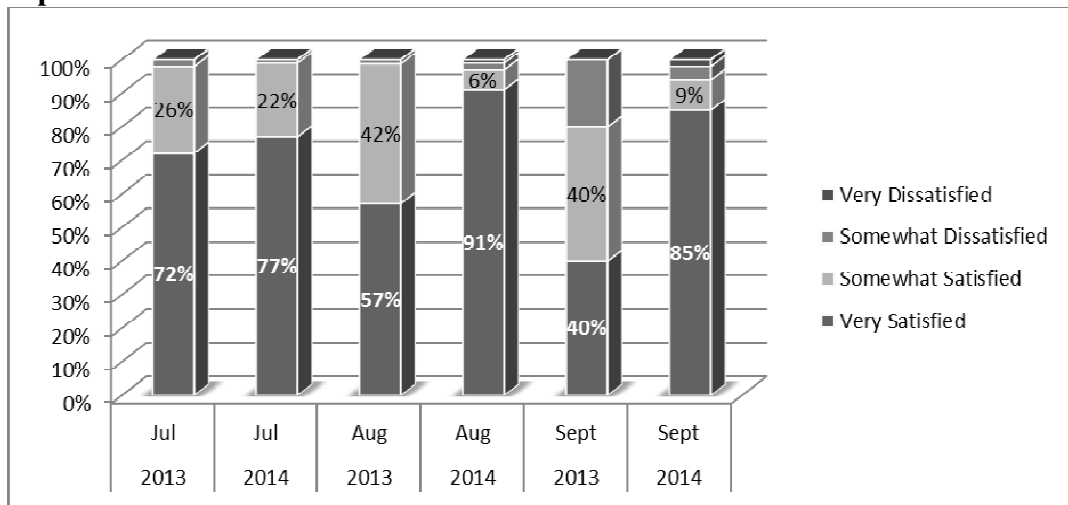
Customer Service Surveys

Over 600 surveys were conducted in the third quarter of 2014 and the tables below summarise responses compared to the same period in 2013.

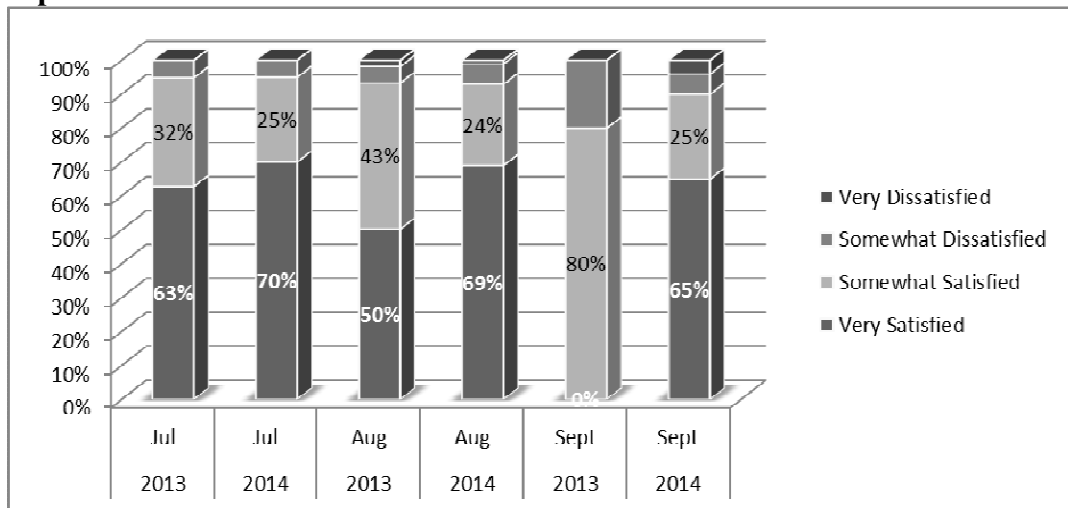
Similar to previous quarters, feedback remains positive by the vast majority of passengers when looking at the three key areas of overall experience, cleanliness and security processing times.

Whilst levels of positive feedback regarding airport experience and levels of cleanliness were similar to last year, more passengers said they were 'very satisfied'. Also more passengers were taking less than 10 minutes to pass through security in August and September compared to last year.

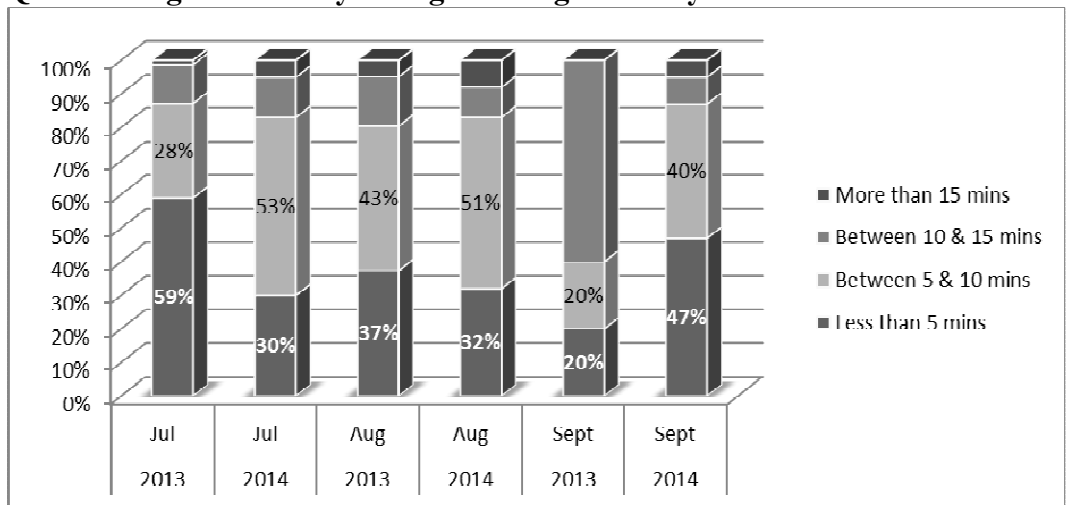
Q: Overall, to what extent has your airport experience met your expectations?



Q: To what extent has the cleanliness of the airport met your expectations?



Q: How long did it take you to get through security?



Customer Experience Programme.

The Airport is currently developing a Customer Experience Programme which includes:

- Tackling the key drivers of customer dissatisfaction by delivering the basics brilliantly.
- Benchmarking Liverpool against its competitors and other destination airports through the industry's leading independent airport benchmark called Airport Service Quality (ASQ).
- Setting improvement targets against the Airport's current benchmark ranking and investing time, energy, focus and commitment into improving the things customers value most.
- Working with colleagues to develop excellent service standards, through training and development. Ensuring the Airport keeps its customer promise, and when things go wrong makes sure the Airport's customer recovery resolves issues for our customers in the right way.
- Engaging with colleagues and customers to develop new and improved ways of doing things as well as new products and services.

By doing all of the above the Airport aims to grow the amount of customers who are promoters of LJLA and reduce the number of detractors. Similar programmes have delivered significant benefits at other airports with improved customer satisfaction and retention, as well as improvements in employee morale and 'employer of choice' status.

2.4 Press Releases

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

4 th September	Change in leadership at LJLA
16 th September	LJLA launch 'Business Class' partnership with Enterprise South Liverpool Academy
23 rd September	LJLA senior management attend key industry event in Chicago
15 th October	Blue Air to add second Romanian destination direct from LJLA
21 st October	Real Madrid arrival marks start of busy week for LJLA

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Report of the Liverpool Airport Secretariat**UKACCS ANNUAL MEETING 2014 – KEY POINTS AND OUTCOMES**

The 2014 Annual Meeting was held on 11/12 June at Gatwick Airport with 19 Airport Consultative Committees (ACCs) being represented and seven civil servants, which reflects increased Government interest in ACCs. From Liverpool, Chairman Denis Knowles and Assistant Secretary Mike A Jones attended. Copies of presentations and papers are on the UKACCS website: <http://www.ukaccs.info/meeting14.html> Notes from Liverpool's delegates are in *italics*.

The agenda covered a wide range of current and future aviation issues and this report summarises the main points. Overall, there was a focus on the decision of the Davis Inquiry, into runway capacity in the South East, which resulted in many mentions of the rivalry between Heathrow and Gatwick on the location of the third runway and the changes that would result.

INTRODUCTION

Gatwick Airport's Chief Operating Officer spoke about the airport: notable points included:

- New owners around January 2010;
- They aim to have security queues of under five minutes 95% of the time;
- They serve 200 destinations in 90 countries (more than Heathrow) and included 10 UK destinations;
- In 2013 it serviced 35.9 million passengers on 70 airlines, with EasyJet the biggest carrier;
- They are trialling Airport Collaborative Decision Making, where everyone gets the same information to make decisions, e.g. having screens counting down to the expected 'pushback' time outside of terminal buildings so baggage handlers, cleaners, inspectors and pilots all work to the expected departure time;
- They are the busiest single-runway airport in the world, with about 55 movements an hour;
- They pay £1,000 of the Council Tax in conurbations within the 57 decibel level (until there are new home owners), and have a 15km narrow corridor on the length of the runway which benefits from the Noise Insulation Scheme.

3. AIRPORTS COMMISSION INTERIM REPORT

- The presentation given by Philip Graham, Airports Commission Secretariat is available on the website.
- The Airports Commission's discussion paper on "Utilisation of the UK's Existing Airports Capacity (Discussion Paper 06)" focuses on the domestic and international connectivity provided by airports other than Heathrow and Gatwick. It also examines the connectivity trends at airports and whether the connectivity can be enhanced.
- Making best use of existing capacity and surface access is a key part of the Commission's work particularly over the medium term before new capacity becomes available. The decline in regional connectivity into London has been acknowledged and is being considered by the Commission.
- The Commission has amongst its recommendations for the short to medium term asked that a Senior Delivery Group drive forward the CAA's Future

Airspace Strategy (FAS). This Group is due to publish a road map in the near future setting out the timeframe and sequence of delivering airspace changes to achieve greater efficiency and capacity at airports.

- The Government's response to the Commission's Interim Report is awaited – due to be published in June 2014.

The Commission was looking at one new runway by 2030 and possibly another later. Delegates were aware that the timescale may prove awkward politically with subsequent parliaments having to make the difficult decision.

Three options had been shortlisted: a third runway at Heathrow; an extension to an existing runway at Heathrow allowing planes to take off and land simultaneously; and a new runway at Gatwick. Further investigation of a potential new airport in the Thames Estuary was also being made.

They had also proposed an Independent Aviation Noise Authority to provide standard measures and impartial expert advice.

There would be a public consultation in Autumn 2014 on scheme evaluation with the final recommendation in Summer 2015.

4. REGIONAL SERVICES AT LONDON AIRPORTS

- Philip Graham, Airports Commission and the DfT acknowledged the need to examine whether the mechanisms in place to maintain the UK's domestic connectivity – linking regional centres as well as London - were being used in the best possible way.
- The DfT is due to consult on the EU State Aid Guidance in the summer.
- The UKACCs Secretariat was asked to prepare a response to the Airports Commission's Discussion Paper 06 to emphasise the Group's concerns about the need to protect domestic slots for regional services based upon the comments previously submitted to the DfT and Commission.
- The DfT would clarify the threshold at which the Regional Air Connectivity Fund applies (i.e. airports handling 3 million passengers per annum or 5 mppa).

Liverpool had been specifically mentioned in the Chancellor's budget speech, which had confused matters since it was above the 3mppa limit stated. Tim May from the Department for Transport said at the meeting that 5 mppa was what was meant.

5. AIRCRAFT OVERFLIGHT AND THE CAA'S FUTURE AIRSPACE STRATEGY (FAS)

- The first phase of the FAS focuses on connections for Gatwick and London City. The consultation processes and approach used in the first phase would be rolled out to other UK airports.
- The airspace changes flowing from the FAS could see new or altered NPRs (Noise Preferential Routes) and SIDs (Standard Instrument Departures) at many airports.
- The Government's policy of concentrating flight paths was noted but there was concern about the impact on the communities being overflown for the first time under intensively used routes and new NPRs and SIDs and the fact that there was currently no statutory provision for compensation to be paid where loss to property value is experienced (e.g. impacts of new highways is covered by the Land Compensation Act). It was agreed that this matter should be highlighted to the Government.

At Liverpool there is a persistent problem from overflown addresses on the Wirral, who complained frequently, being more affected if flight paths became more concentrated

6. NEW DFT GUIDELINES FOR ACCS

- The presentation given by Tamara Goodwin, DfT is available on the website. There had been 47 responses to the consultation. UKACCs thanked the DfT for the comprehensive review that had been undertaken and commended the new guidelines in helping to ensure ACCs were engaged with a wide range of interests and were effective.
 - Reviews by ACCs:
 - The presentation given Philip Carlisle, Adviser, Heathrow Airport Consultative Committee (HACC) is available on the UKACCs website.
 - Colin Flack, Chairman, Birmingham Airport Consultative Committee shared details of the review of his committee's membership: Birmingham ACC has always enjoyed a positive and proactive relationship with the airport and its member organisations. However the size of the committee membership is large and the opportunity has been taken to consider the synergies between the various groups to ensure the future effectiveness of the ACC's role as a critical friend of the airport.
- The new Code of Conduct for members was considered vital to help members understand this role and account for their actions. The induction of new members was considered an important part of ensuring members were aware of the purpose and function of an ACC and their role. Newcastle ACC has recently prepared a welcome pack for new members which provided a source of key information for new members and what was expected of them.
- Managing the size of ACCs was discussed and it was suggested that credible umbrella organisations could effectively represent the various individual interest groups e.g. represent and work on behalf of smaller residents' groups and business groups.
- The advantages and disadvantages of holding meetings in public were discussed and examples shared. The DfT emphasised that wherever possible ACCs should aim to meet in public.
- The independence of ACCs (financing, officers, chairman) and what that meant in fulfilling the role of critical friend was highlighted. It was agreed that this issue would be considered by the UKACCs Working Group and would be a topic for discussion, with the possible use of an external facilitator, at next year's Annual Meeting.
- Reference was made to the Airports Commission's recommendation to create an Independent Aviation Noise Authority and the CAA's suggested Airport Community Engagement Forums. UKACCs was of the view that ACCs are already in place as the statutory mechanism to ensure consultation between airports and local interests, and that they should be used wherever possible, rather than inventing new bodies to deal with specific issues.

7. THE PASSENGER EXPERIENCE

- Gatwick Airport Consultative Committee (GATCOM) gave a presentation on the way in which passenger interests and issues are considered at Gatwick. A copy of the presentation is available on UKACCs website.
- Gatwick Airport Limited invited GATCOM's Passenger Advisory Group to participate and provide input to project design at inception and throughout the development of a project to ensure the passengers' perspective was embraced in project design and delivery.

8. CAA'S REVIEW OF PRM SERVICES AT UK AIRPORTS

- James Fremantle, CAA gave a presentation on the key highlights of the CAA's work and the results of the review of PRM (passengers with Reduced Mobility) services at UK airports. A copy of the presentation is available on the UKACCs website.
- UKACCs was pleased to learn that the results of the review were very positive on the airport side although there were areas where improvements needed to be made. These included visibility and accessibility of help points and the quality of the assistance, in particular waiting times, rudeness of staff and quality of facilities, e.g. seating.
- Other issues were around the consultation on and the publication of quality standards, performance monitoring against Quality Standards and publication of PRM charges.
- Delegates highlighted the following issues which affects the service quality:
 - Abuse of the system and "fake" PRMs to queue jump/travel through the airport more quickly
 - Pre-notification was highlighted as an area that impacted on the quality and efficiency of the service provided. Pre-notification rates had improved but it was felt that more needed to be done to inform and educate travellers. The CAA has a project to examine this in Autumn 2014.
- Delegates were encouraged to respond to the CAA's current consultation on Quality Standards under Regulation EC 1007/2006 – consultation launched on 12 May 2014.

It was noted that between 1% and 4% of passengers regarded themselves as having impairment, of those 60% used PRM assistance. Proportions were increasing twice as fast as passenger numbers.

9. CAA CONSUMER PANEL – WORK PROGRAMME AND PARTNERSHIP WORKING

- Keith Richards, Chair, CAA Consumer Panel provided an update on the work of the Panel over the past year, the issues being considered and partnership working.
- Key areas of work included:
 - Helping the CAA design an effective consumer research and engagement programme remains high on the Panel's list as this will help the CAA identify situations where consumers, or certain groups of consumers, may be particularly vulnerable to detriment.
 - Reforming the industry's complaints handling arrangements – the Panel will continue to urge the CAA to deliver a system that meets the standards consumers have come to expect in other regulated industries.
- Delegates enquired about the Panel's successes. Keith confirmed that the Panel had successfully inputted to the CAA's Q6 process and changes had been made as a result of the Panel's advice. The Panel's Annual Report is due to be published shortly and would include details of the Panel's successes.
- The Panel would value developing better communication flows with UKACCs and would liaise with the Secretariat to establish how best to achieve this so that the knowledge and experience of ACCs is taken into account in the Panel's deliberations and vice-versa.

Report of the Liverpool Airport Consultative Committee Secretariat**DEPARTMENT FOR TRANSPORT GUIDELINES FOR CONSULTATIVE COMMITTEES**

1. The Department for Transport consulted on a draft version of the Guidelines for Consultative Committees in December 2013. These were discussed at the Consultative Committee meeting on 14 February 2014 and comments from that meeting were submitted to the consultation. The final version of the guidelines was issued on 17 April 2014 and a copy is attached for information. These were discussed at the annual UKACCS conference on 12 June 2014 and met with general approval.
2. There are issues posed by the Guidelines which we may need to have a policy on in case they arise in the future. These are:

Section	Subject	Question
Page 7	Principles	Users of the airport are mentioned. Do members feel that users could be better represented? Possibly by people who see customers face to face such as Airport Ambassadors or Customer Services? Are the Customer Services survey results in the quarterly report sufficient? If no strong feelings, we can continue reporting survey results and have regular user as the passenger representative.
2.17	Private session	We do not have a method of closing part of the meeting. We could have a separate, private part of the agenda or we can hold a separate private 'General Purposes' meeting if necessary?
2.20	Principles - Constructive	An Annual Work Plan is suggested. Should we have one, for instance a list to review major developments (e.g. Halton Curve, Mersey Gateway bridge) regularly?
3.14	Proceedings - Participation	Should all existing and new members be asked to formally agree to abide by the Code of Conduct?

3. The Airport representatives also looked through the document and commented "One aspect worth noting for our future meetings though is perhaps more input to the meeting from the local planning authority re things like local plans and policies that may impact on the airport which can be shared with the Committee – as per the recommendation (item 3.13, p 15)". This will be considered as an agenda item for future meetings when new Local Plans or Policies emerge.

RECOMMENDED: That

- (1) the Department for Transport Guidelines for Airport Consultative Committees be noted; and
- (2) the Code of Conduct (Section 3.14) be incorporated into the Constitution and agreed by all Members.

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