

Liverpool John Lennon Airport Consultative Committee

Date : Friday, 20 September 2019
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 25th May 2019.

5 Minutes of Sub-Committees

(Pages 11 - 56)

To receive the Minutes of the Noise Monitoring Sub-Committee held on 19th July 2019.

6 Membership

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

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 Attendance of the Liverpool Metro Mayor

(Pages 57 - 62)

The Liverpool Metro Mayor will be in attendance to receive questions from the Committee.

9 Customer Services Update

To receive a verbal update from Christina Smith, Customer Services Executive.

10 Quarterly Business Report

(Pages 63 - 68)

To receive the Quarterly Report by the Airport Company.

11 Airspace Change Process

To receive a verbal update by Andrew Dutton, Head of Environment.

12 UKACC National Conference 2019

(Pages 69 - 76)

To receive a verbal update from the Chairman on the UK Airports Consultative Committee's Annual Meeting held 12th -14th June. Minutes attached.

13 Annual Work Programme

(Pages 77 - 78)

To note the Committee's Annual Work Programme.

14 Correspondence

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

15 Any Other Business

16 Date of next meeting

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

17 Exclusion of the Press and Public

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

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

For further information, please contact:

Laura Bootland, Assistant Secretary, Tel. 01244 973394
laura.bootland@cheshirewestandchester.gov.uk

or

Emma Lawrence, Democracy Business Manager 01244 977265
emma.lawrence@cheshirewestandchester.gov.uk

Date of Publication: 12th September 2019

**** 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.

This page is intentionally left blank

PRESENT:

Councillor Bob Swann, Chairman of Consultative Committee
 Alan Ascott, ARCH Under the Bridge
 Michelle Cameron, Liverpool & Sefton Chamber of Commerce
 Norman Elias, Passenger Representative
 Councillor Chris Ellams, Helsby Parish Council
 Councillor Stan Hill, Halton Borough Council
 Keith Levin, Liverpool Airport General Aviation Users Association
 Simon Osbourne, The National Trust
 Councillor Steve Parish, Warrington Borough Council
 Councillor Malcolm Spargo, Hale Parish Council
Others
 Robin Tudor, Head of Public Relations, Liverpool Airport
 Andrew Dutton, Head of Environment
 Christina Smith, Customer Services Executive
 Laura Bootland, Assistant Secretary

19 APOLOGIES

Apologies have been received from:

Councillor Caroline Ashton, Frodsham Town Council
 Councillor Tony Brennan
 Councillor Phillip Brightmore
 Claire Delahunty, Liverpool Local Enterprise Partnership
 Geoffrey Dormand/Therese Irving Wirral Older People's Parliament
 Councillor Edna Finneran, Halewood Town Council
 Cedric Green, North Cheshire Rail Users Group
 Councillor Michael Green, Lancashire County Council
 Jordi Morell, West Cheshire and North Wales Chamber of Commerce
 Councillor Susan Murphy, St. Helens Metropolitan
 Alex Naughton, Liverpool City Region Combined Authority
 Steve Pearse/Mr D Lovell Friends of Liverpool Airport
 Councillor Micheal Roche, Sefton Metropolitan Borough Council
 Steve Pearse, Friends of Liverpool Airport
 Tony Rice, Disabled Persons
 Councillor Michael Roche, Sefton Metropolitan Borough Council
 Councillor Colin rowan/Kieran Reed Halebank Parish Council
 Angus Tilston Representative for South Wirral
 Councillor Jeremy Wolfson, Liverpool City Council

20 DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interests.

21 CHAIRMAN'S ANNOUNCEMENTS

The Chairman noted the change in Assistant Secretary and thanked the outgoing Assistant Secretary, Mike Jones, for his service to the Committee.

22 MINUTES

DECIDED: That

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

23 MEMBERSHIP

It was noted that due to the recent Local Elections, some Liverpool Airport Consultative Committee Members may no longer be local authority Elected Members and changes to the membership of the Committee would be reported at the next meeting.

24 PUBLIC QUESTION TIME

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

25 CUSTOMER SERVICES UPDATE

Christina Smith, Customer Services Executive, provided an update of the customer services statistics for February to April 2019. The number of customer engagements was down on the previous year, and most contacts were related to car parking, with most compliments related to the improvements to facilities.

Christina announced that the Airport had now installed 10 feedback terminals at key points which allowed passing passengers to rate services and leave comments. The terminals offered real time feedback so any issues could be quickly identified and rectified. The month of April had seen 12,677 passenger responses collected from the feedback terminals and work is beginning to process the data.

Discussion took place around the ongoing work to review facilities and processes at the airport for passengers with disabilities. The Committee were informed about the Butterfly Flyer and Sunflower Lanyards which are available to passengers with hidden disabilities who may require additional assistance. It was also confirmed that work was underway for airport staff to participate in Dementia Awareness training.

DECIDED: That

the customer service update be noted.

26 DUBAI - MOST ACCESSIBLE AIRPORT UPDATE

This item was deferred to a future meeting.

27 YOUNG PERSON'S REPRESENTATIVE - PRESENTATION

The Committee received a presentation from Sophia Riley, PR Intern at Liverpool John Lennon Airport.

The presentation outlined the projects that Sophia had participated in during her year with the Airport, in particular writing articles for the Airport's staff magazine and assisting with news stories for the Liverpool Echo newspaper. The Committee were pleased to note the valuable skills and experience Sophia had obtained as she works towards graduating from university and how these will assist in her future employability.

Robin Tudor informed the Committee that Sophia had greatly assisted the PR team during busy periods and the Airport would continue to accept students for placements.

DECIDED: That

The presentation was noted.

28 PREPARATION OF QUESTIONS FOR THE LIVERPOOL METRO MAYOR

The Chairman led a discussion on the attendance of the Liverpool Metro Mayor at the September meeting of the Committee and possible questions that could be circulated in advance to the Mayor.

DECIDED: That

Committee members were requested to email any questions for the Liverpool Metro Mayor to the Chairman and the Assistant Secretary in advance of the September meeting.

29 AIRSPACE CHANGE PROCESS

Andrew Dutton provided an update on the airspace change process at Liverpool Airport. At previous meetings it had been reported that Liverpool was one of the first Airports using the new process, called CAP1616, which was an open process and could be tracked online through the Airspace Change Portal (www.airspacechange.caa.co.uk).

The Committee were advised that the project is currently at stage 2 and a public consultation on the changes was expected to commence in autumn 2019.

Andrew Dutton reminded the Committee that he is available to go out and talk to any community groups or organisations about the proposals.

DECIDED: That

the update on airspace change be noted.

30 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering January to March 2019. Overall, there had been a 0.8% reduction in passenger numbers compared to the previous year at this point.

Key points in the update included:

- EasyJet had seen passenger numbers reach over 530,000 in quarter;
- Ryanair announced a new service to Copenhagen which commenced on 1st April;
- Flybe passenger numbers were down 12% due to ceasing the Belfast route in January;
- Wizz Air continued to grow following the introduction of new services;
- Blue Air carried 30,000 passengers which is half of what they carried last year, but services to Alicante, Malaga and Rome had ceased;
- Car parking transactions had risen each month January-March and it was reported that vehicle crime in the Airport's car parks remained low at 0.002% for the first quarter;
- The Runway End Safety Area works were well underway to prepare for the installation of the new perimeter fence. An ecologist had been on site to ensure wildlife is not being disturbed during the works;
- The Halton Curve rail track opened on 20th May with Transport for Wales services calling at Liverpool South Parkway;
- The Airport is to become a strategic partner of West Cheshire and North Wales Chamber of Commerce as part of its commitment to develop closer links with key stakeholders outside the City Region;
- The Airport recently gave a presentation at the North Wales Tourism members Annual Meeting highlighting recent airport developments and the opportunities to visit North Wales using the Airport as a gateway for European travellers;
- The Committee noted a number of press releases that had been released during the first quarter.

DECIDED: That

the quarterly report be received.

31 ANNUAL WORK PROGRAMME

Members discussed the Work Programme and noted the attendance of the Liverpool Metro Mayor at the next meeting.

DECIDED: That

the Work programme be noted.

32 CORRESPONDENCE

There was no correspondence to report.

33 ANY OTHER BUSINESS

There was no business under this item.

34 DATE OF NEXT MEETING

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 20th September 2019 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD

Chairman

Date

This page is intentionally left blank

NOISE MONITORING SUB-COMMITTEE**19 JULY 2019
10.30-12.10****11 APOLOGIES**Apologies:

Alan Ascott Arch Under the Bridge
Larry Dack, Speke Estate
Angus Tilston MBE, Wirral Transport Users Association
Cllr Mary Rasmussen, Liverpool City Council
Tony Rice, Disabled Persons Rep
Jim Candlin, Environmental Health, Cheshire West and Chester Council
Wendy Salisbury Environmental Health Halton Borough Council
Ian Gaskell Environmental Health Knowsley Borough Council
David King-Hele, Environmental Health, Wirral Council

In Attendance:

Norman Elias, Chairman
Dr Ian Rushforth, Environmental Health Liverpool City Council
Cllr Malcolm Spargo, Hale Parish Council
Bob Swann, LJLACC Chairman
Councillor Tricia O'Brien, Liverpool City Council
Phil Jones, Easy Jet

Liverpool John Lennon Airport

Colin Barnes, Environmental Advisor
Andrew Dutton Head of Environment
Mark Swanton Environment Apprentice

Secretariat

Laura Bootland, Assistant Secretary

12 CHANGES IN MEMBERSHIP

The Assistant Secretary gave details of appointments and reappointments notified since the last meeting.

DECIDED: That

It was noted that Cllr Mary Rasmussen had replaced Cllr Jeremy Wolfson for Liverpool City Council, Speke and Garston Ward.

13 MINUTES OF LAST MEETING

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 5th April 2019 be agreed as a correct record.

14 NOISE COMPLAINTS LOG

The Sub-Committee considered the Noise Complaints Log, which detailed the complaints received and the responses, for the period April 2019 to June 2019. Colin Barnes 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. He also detailed the number of engine test runs. The presentation is attached to these minutes.

During the period a total of 10,130 noise complaints had been received, although 10,081 were from one individual and 44 were not. There were also 5 general complaints.

The Sub-Committee discussed the complaints log and the different types of airport noise which could cause disturbance, including noise from different models of aircraft. It was noted that the majority of the 44 complaints were relating to runway noise. There had been no complaints relating to engine test runs.

The Sub-Committee commented on the wide geographical spread of the complaints across Liverpool and the wider region. It was confirmed that all of the complaints had been investigated and the flights in question were found to be operating within normal parameters.

DECIDED: That

the Noise Complaints Log for 1 April 2019 to 30th June 2019 be noted.

15 AIRSPACE CHANGE

Andrew Dutton, Head of Environment at the Airport updated members on the process for the proposed changes to airspace at the Airport which had been triggered by the need to transition from land based navigation beacons to satellite based guidance. The land based navigation aids are being rationalised nationally by 2022.

The Sub-Committee were advised that the Stage 2 Gateway has been passed by the Civil Aviation Authority and had now been passed following some changes to the wording. The next stage is the Stage 3 Consultation. The preparation for the consultation is starting in early 2020.

The Sub-Committee were asked for suggestions of who the Airport should consult with and the bulk of the consultation will be visible on the CAA Portal and will include responses and replies.

In response to questions from the Sub-Committee, it was confirmed that the airspace change be seeking to have an overall carbon emissions improvement.

DECIDED: That

the update on airspace change be noted.

16 INDEPENDENT COMMISSION ON CIVIL AVIATION NOISE (ICCAN)

Bob Swann, the Chairman of the Liverpool Airport Consultative Committee spoke to advise the Sub-Committee about the Independent Commission on Civil Aviation Noise (ICCAN) which provides an independent voice on civil aviation noise issues. ICCAN’s board of 5 Commissioners is headed by Robert Light, formerly the Leader of Kirklees Council.

ICCAN began work in January 2019 and followed the Government’s 2017 response to a consultation on UK airspace policy. There had been overwhelming support for a commission to be set up as it was felt that trust had broken down between the public, aviation and the aviation authority and better engagement was required with communities.

ICCAN would be an independent advisory body and not have enforcement or statutory powers and will inform future government policy.

The Commissioners have been visiting airports across the country and Liverpool Airport had been visited in June 2019.

DECIDED: That

The update on ICCAN be noted.

17 ANY OTHER BUSINESS

There was no business under this item.

18 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee is scheduled for 25th October at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

PRESENTATION SLIDES - NOISE LOG – ATTACHED BELOW

Chairman

Date

This page is intentionally left blank

Noise Monitoring Sub

Committee

19th July 2019



page 55

Minute Annex

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

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport 
Faster. Easier. Friendlier.

Noise Log

April to June 2019



Liverpool John Lennon Airport rolling 15 months movements April 2018 to June 2019

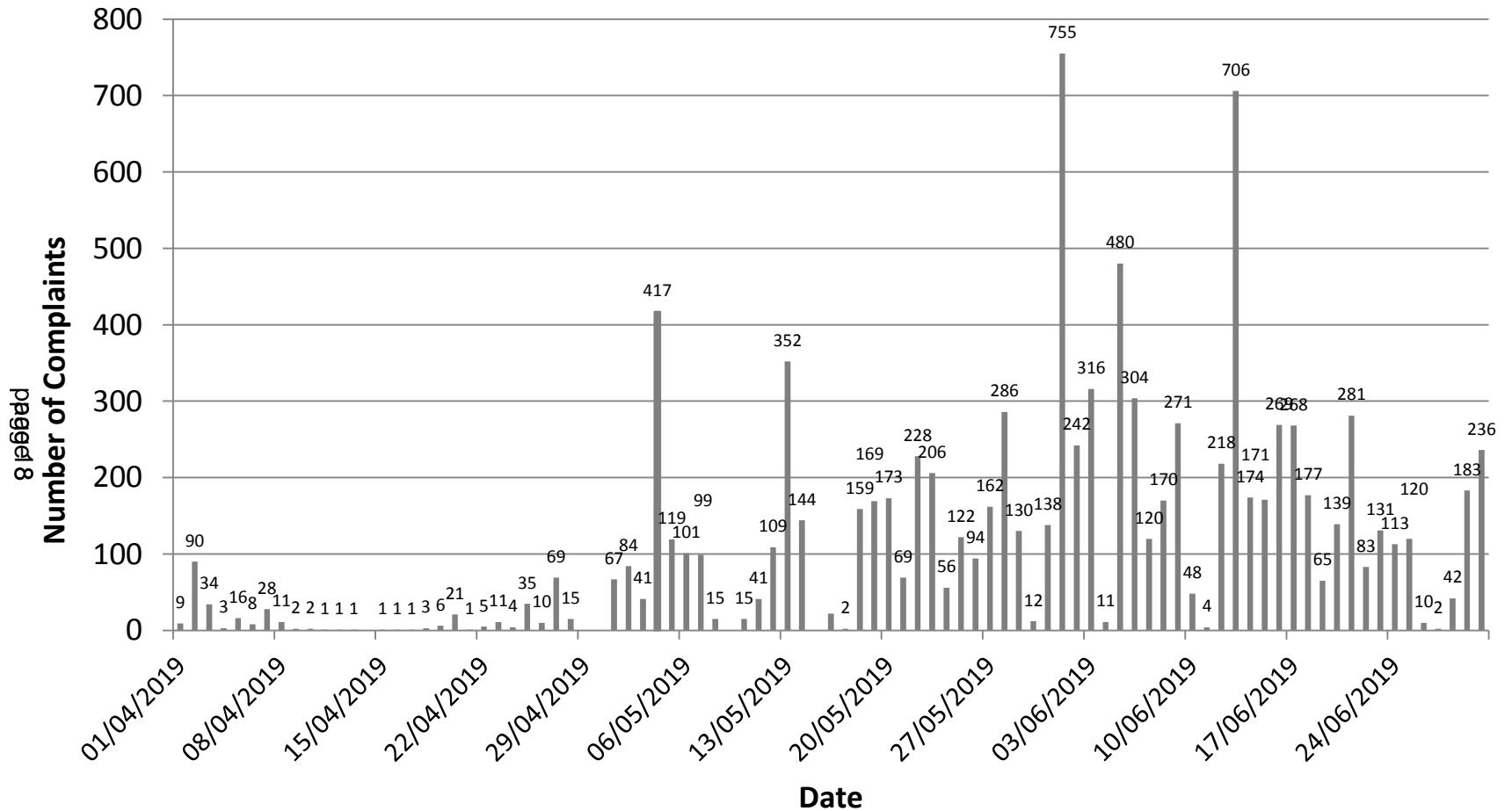
		Club	Commercial	Non Commercial	Other	Total
2018	April	2,009	2,570	92	101	4,772
	May	2,968	2,769	102	74	5,913
	June	2,615	2,552	95	119	5,381
	July	2,362	2,395	107	101	4,965
	August	2,180	2,752	110	113	5,155
	September	2,369	3,141	122	111	5,743
	October	2,354	3,358	207	108	6,027
	November	1,744	3,166	141	141	5,192
	December	1,480	3,402	160	83	5,125
	2019	January	1,484	2,580	177	71
February		2,453	2,579	184	66	5,282
March		2221	2820	108	59	5,208
April		2481	3023	170	71	5,745
May		2746	3285	197	113	6,341
June		2093	3272	197	94	5,656

page 77

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

#WhereNext liverpoolairport.com/wherenext

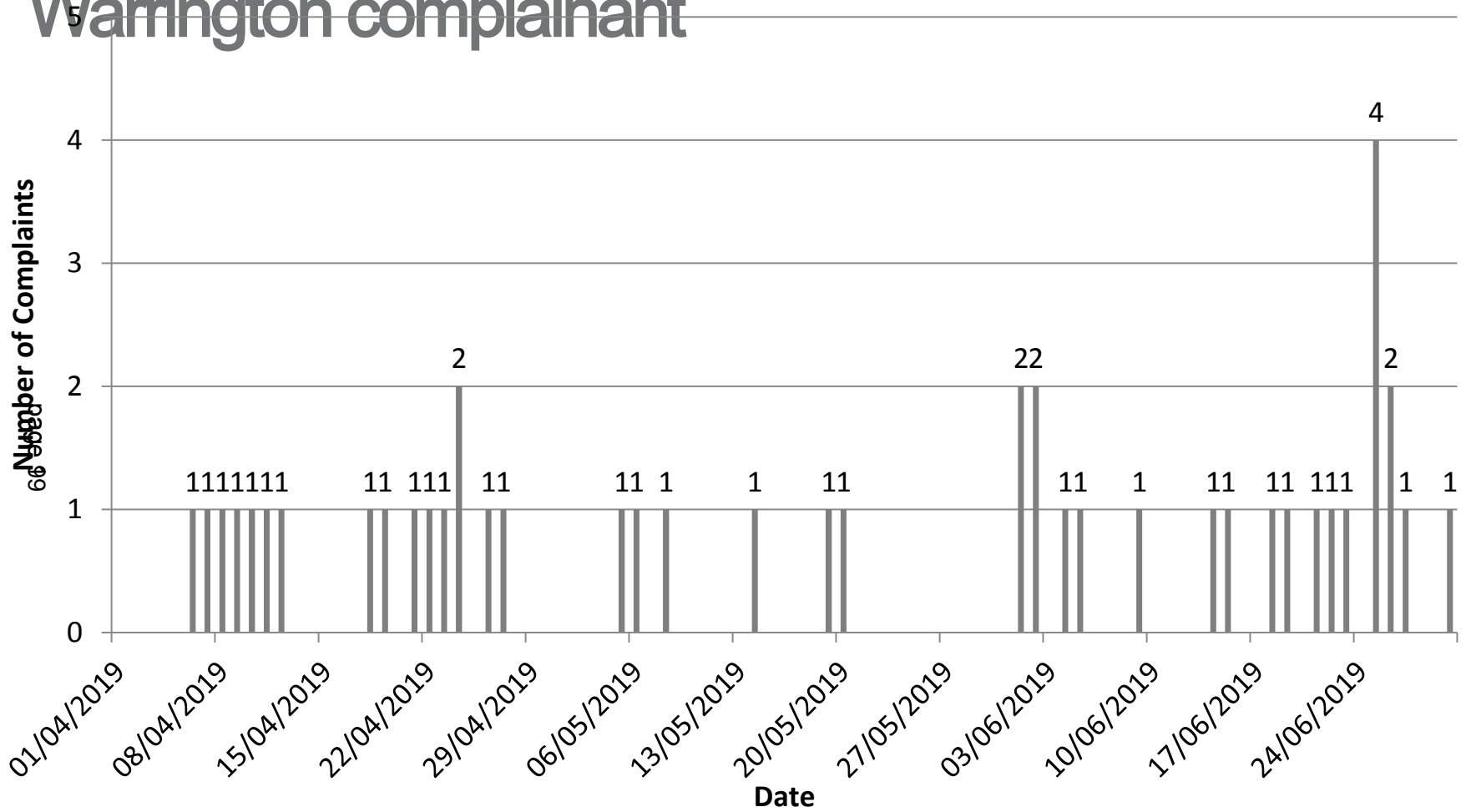
Liverpool John Lennon Airport noise complaints by day 1st April to 30th June 2019



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

#WhereNext liverpoolairport.com/wherenext

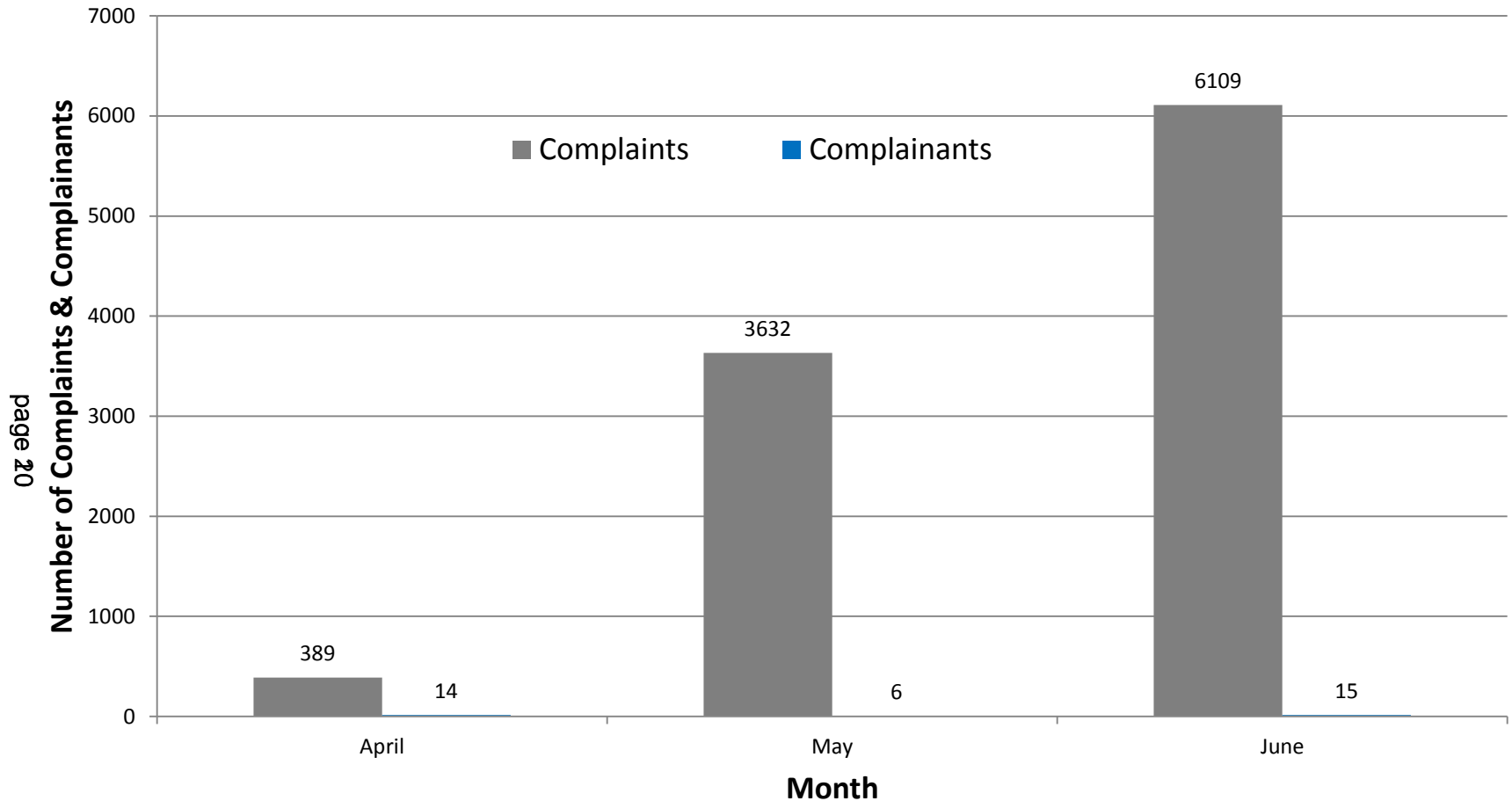
Liverpool John Lennon Airport noise complaints by day 1st April to 30th June 2019 without regular Warrington complainant



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

#WhereNext liverpoolairport.com/wherenext

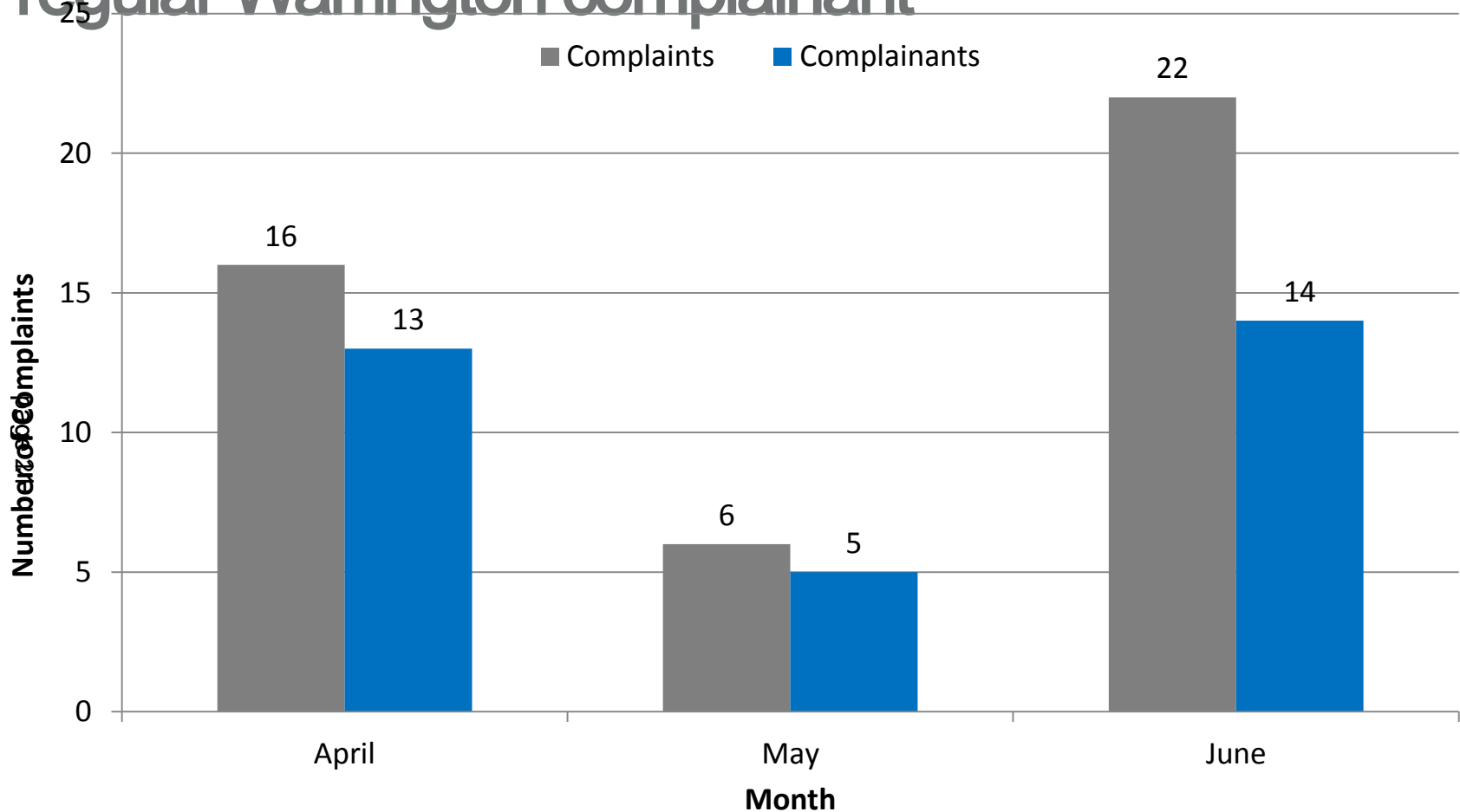
Liverpool John Lennon Airport Complaints and Complainants for 1st April to 30th June 2019



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

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport complaints and complainants for 1st April to 30th June 2019 without regular Warrington complainant

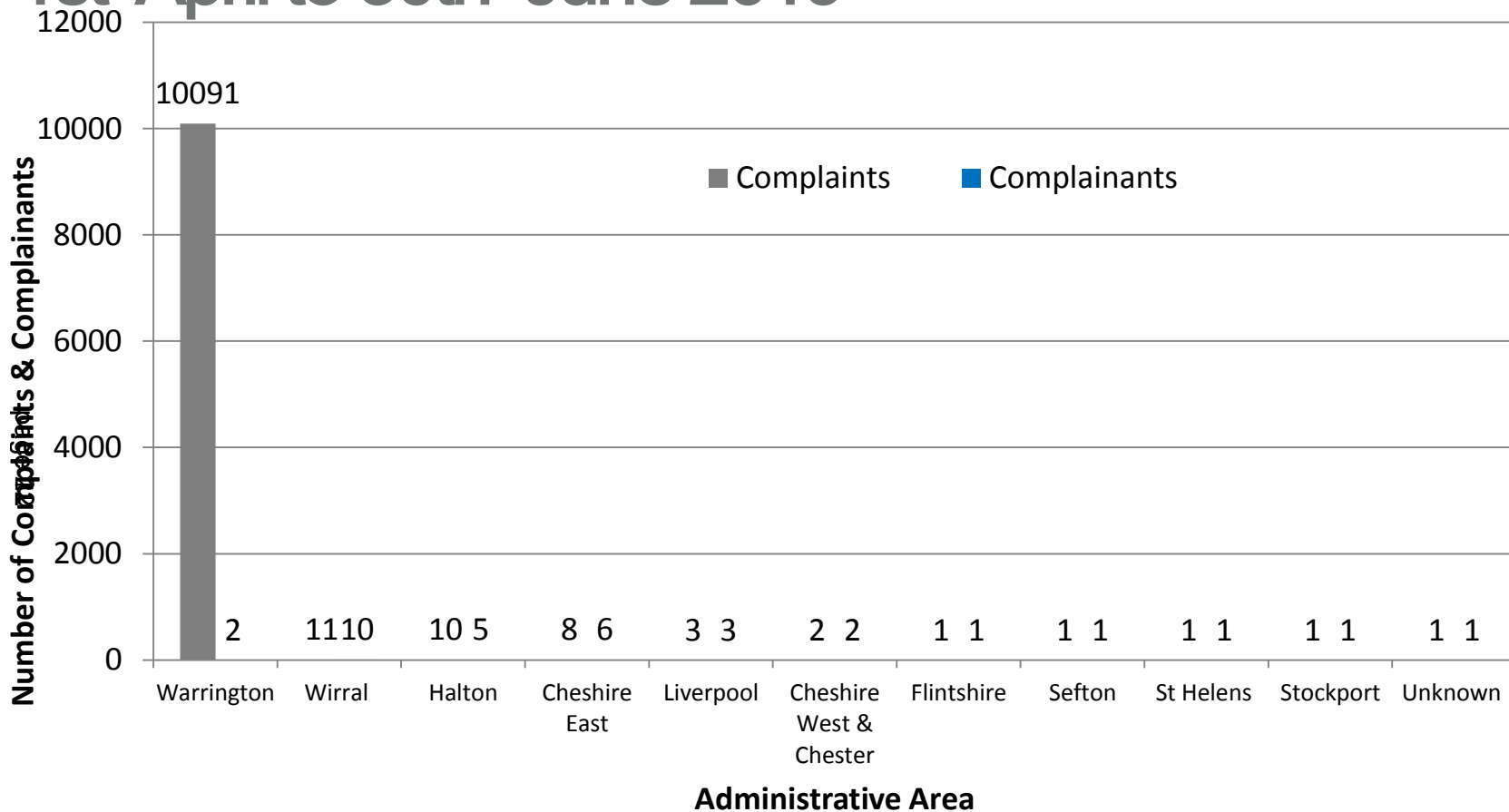


With over 70 destinations to fly to, where will you go next?

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport 
Faster. Easier. Friendlier.

Liverpool John Lennon Airport number of complaints and complainants from each administrative area for 1st April to 30th June 2019

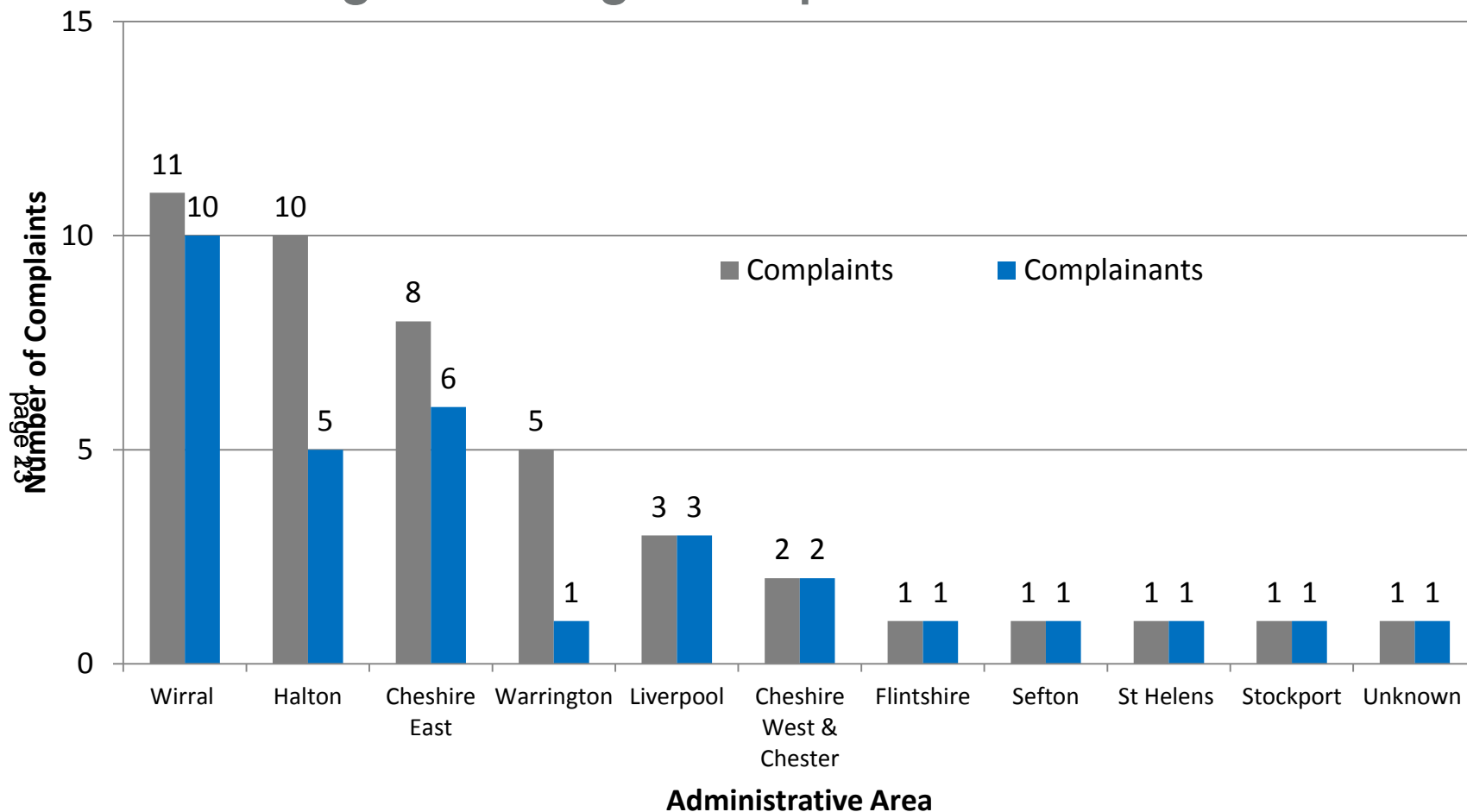


With over 70 destinations to fly to, where will you go next?

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport 
Faster. Easier. Friendlier.

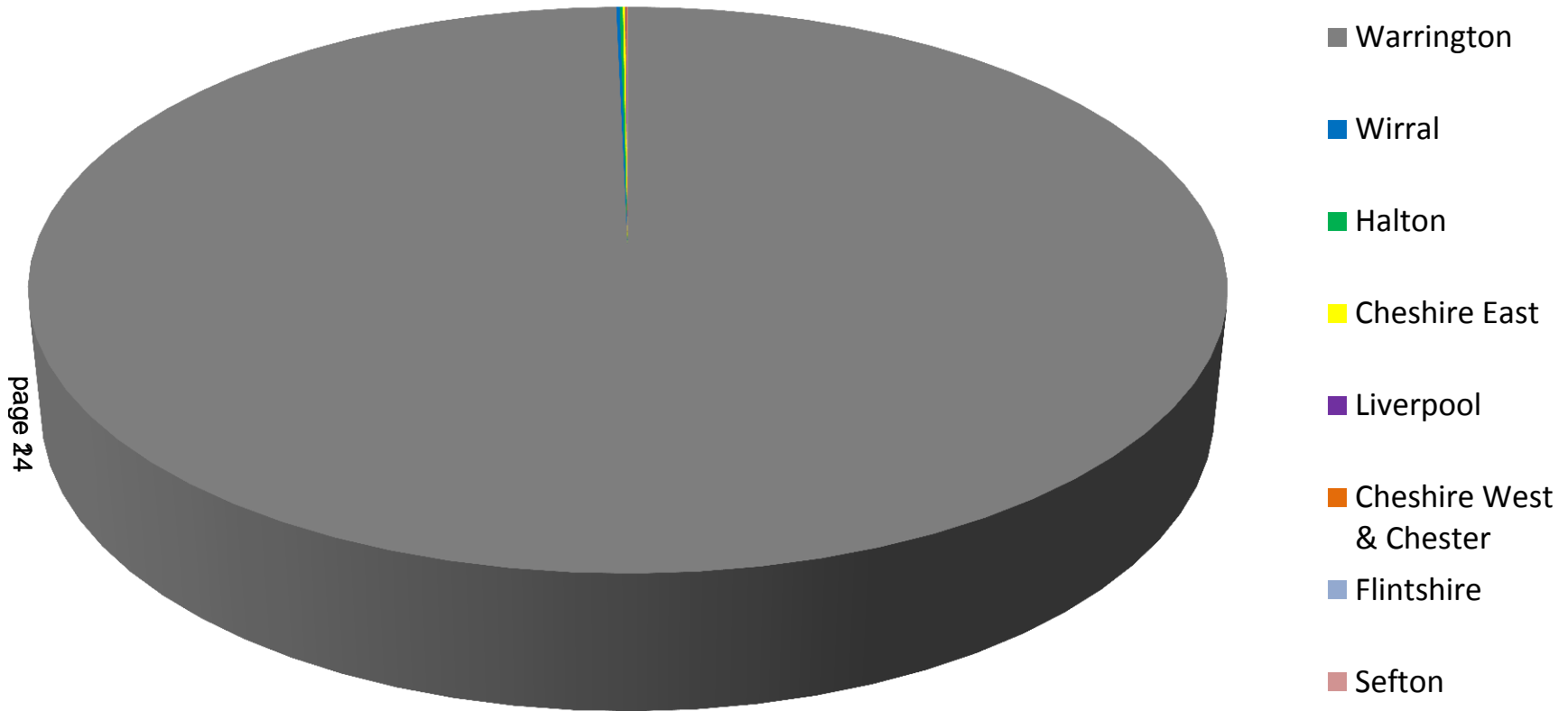
Liverpool John Lennon Airport number of complaints and complainants from each administrative area for 1st April to 30th June 2019 without regular Warrington complainant



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

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport percentage of complaints from each administrative area 1st April to 30th June 2019

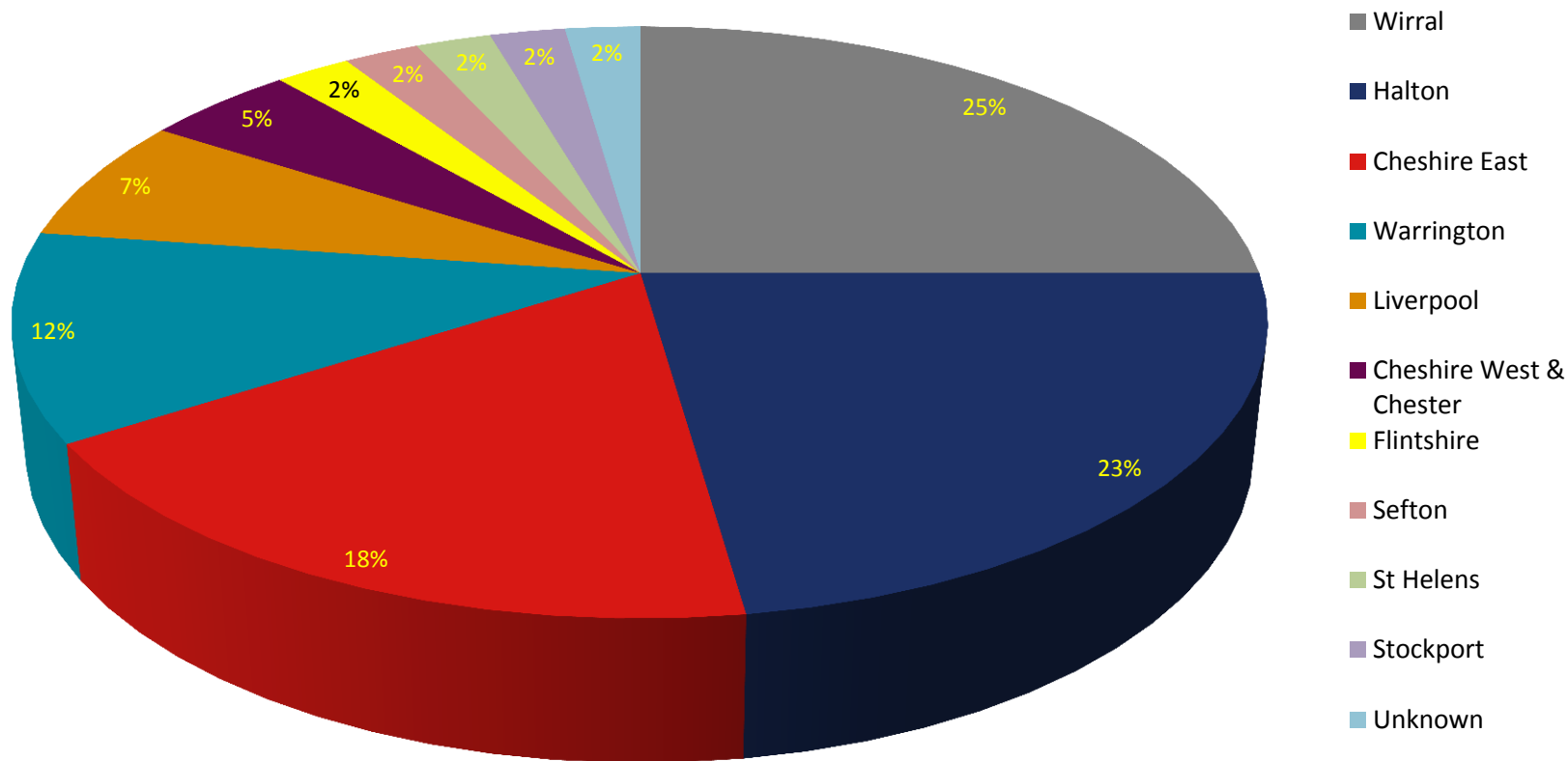


With over 70 destinations to fly to, where will you go next?

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport percentage of complaints from each administrative area 1st April to 30th June 2019 without regular Warrington complainant

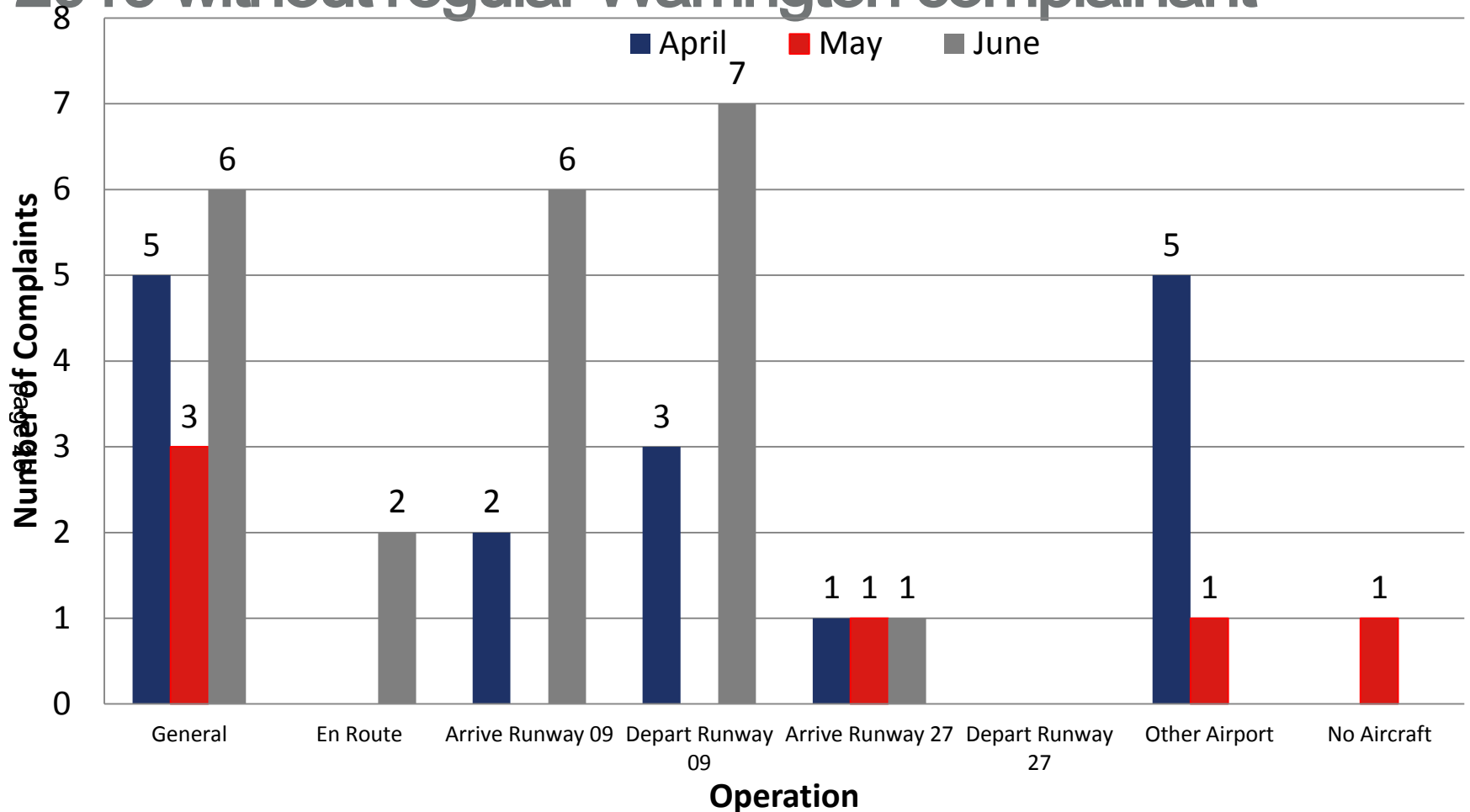
page 25



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

#WhereNext liverpoolairport.com/wherenext

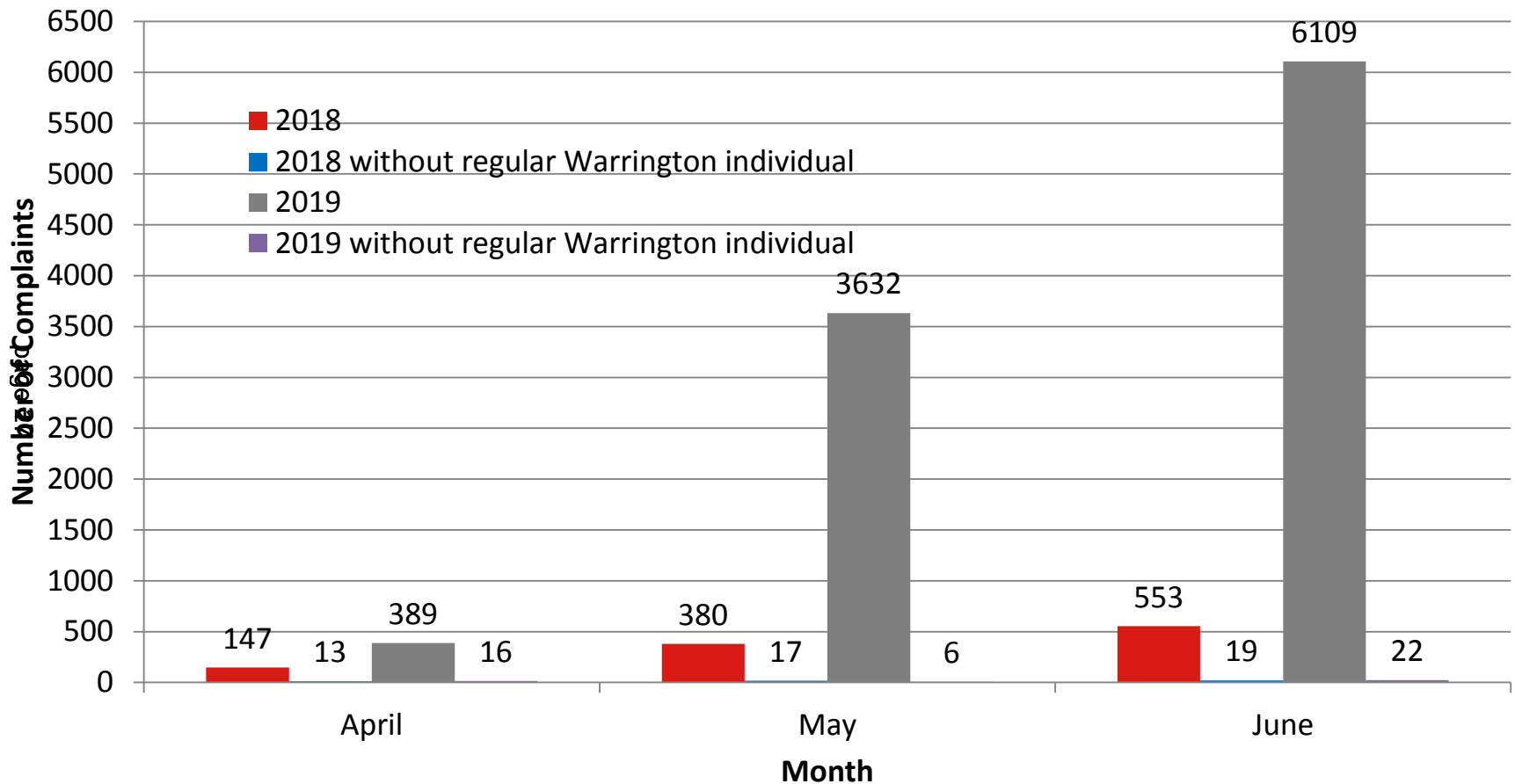
Liverpool John Lennon Airport operations that caused noise complaints from 1st April to 30th June 2019 without regular Warrington complainant



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

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport complaints comparison for April to June 2018 & 2019

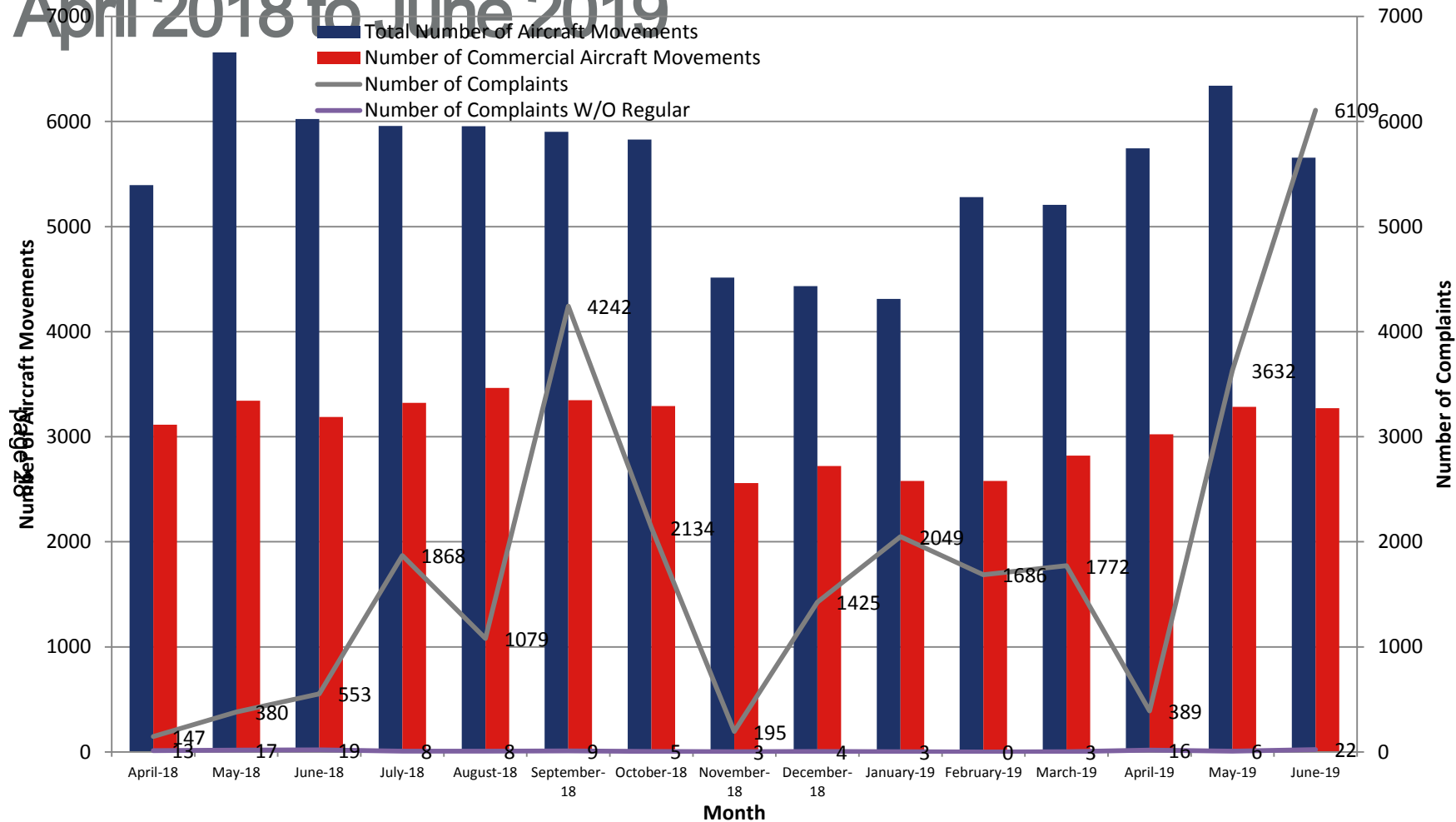


With over 70 destinations to fly to, where will you go next?

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport rolling 15 month aircraft movements and number of noise complaints

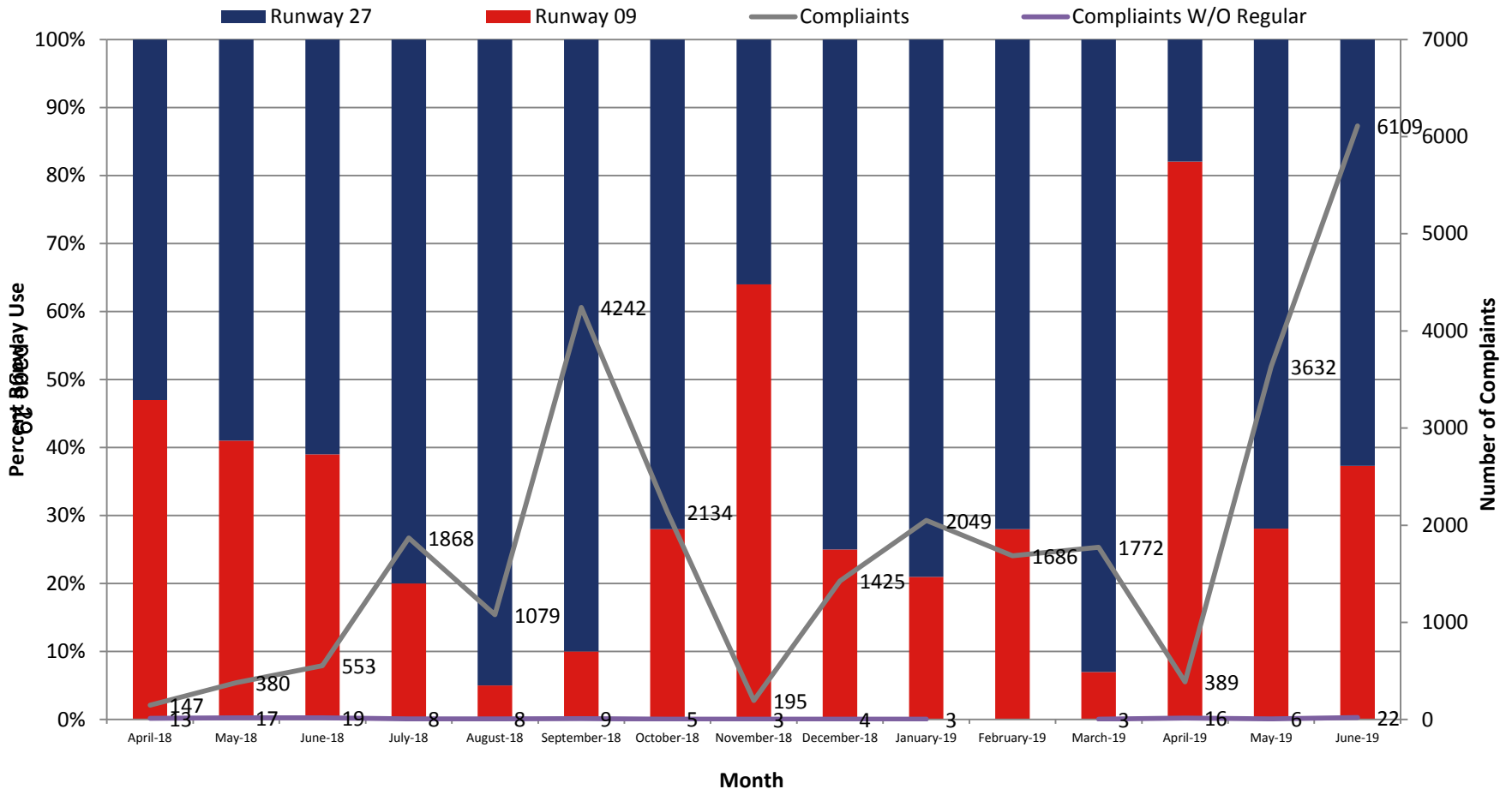
April 2018 to June 2019



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

#WhereNext liverpoolairport.com/wherenext

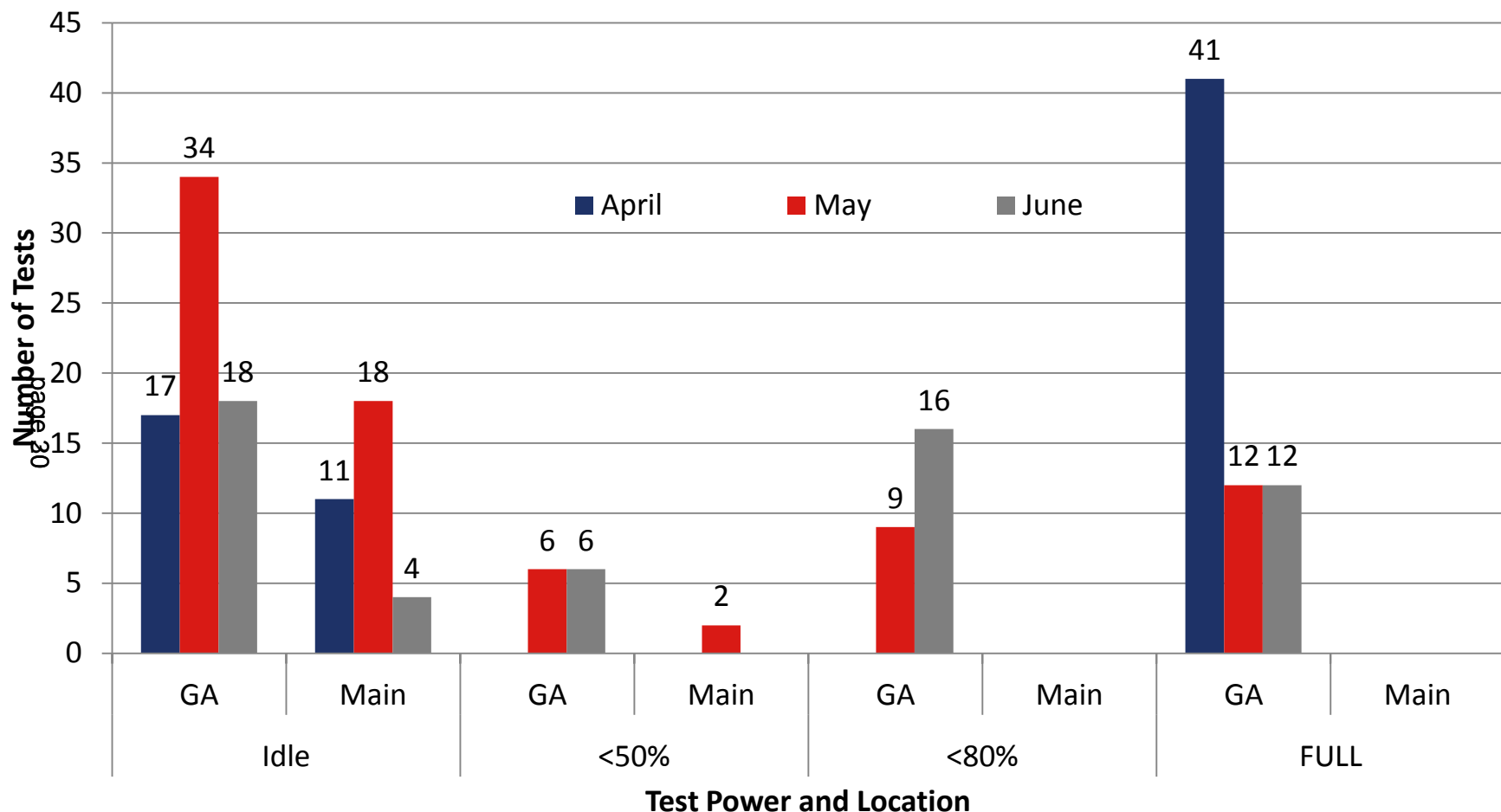
Liverpool John Lennon Airport rolling 15 month runway use and noise complaints April 2018 to June 2019



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

#WhereNext liverpoolairport.com/wherenext

Liverpool John Lennon Airport Engine Test Runs 1st April to 30th June 2019



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

#WhereNext liverpoolairport.com/wherenext



Annual Noise Report 2018

Annual Noise Report

2018



page 22

#FlyLPL
liverpoolairport.com

60+ destinations to fly to.

✓ Beach Holidays ✓ City Breaks ✓ Family Holidays

LiverpoolJohn
LennonAirport 
Faster. Easier. Friendlier.

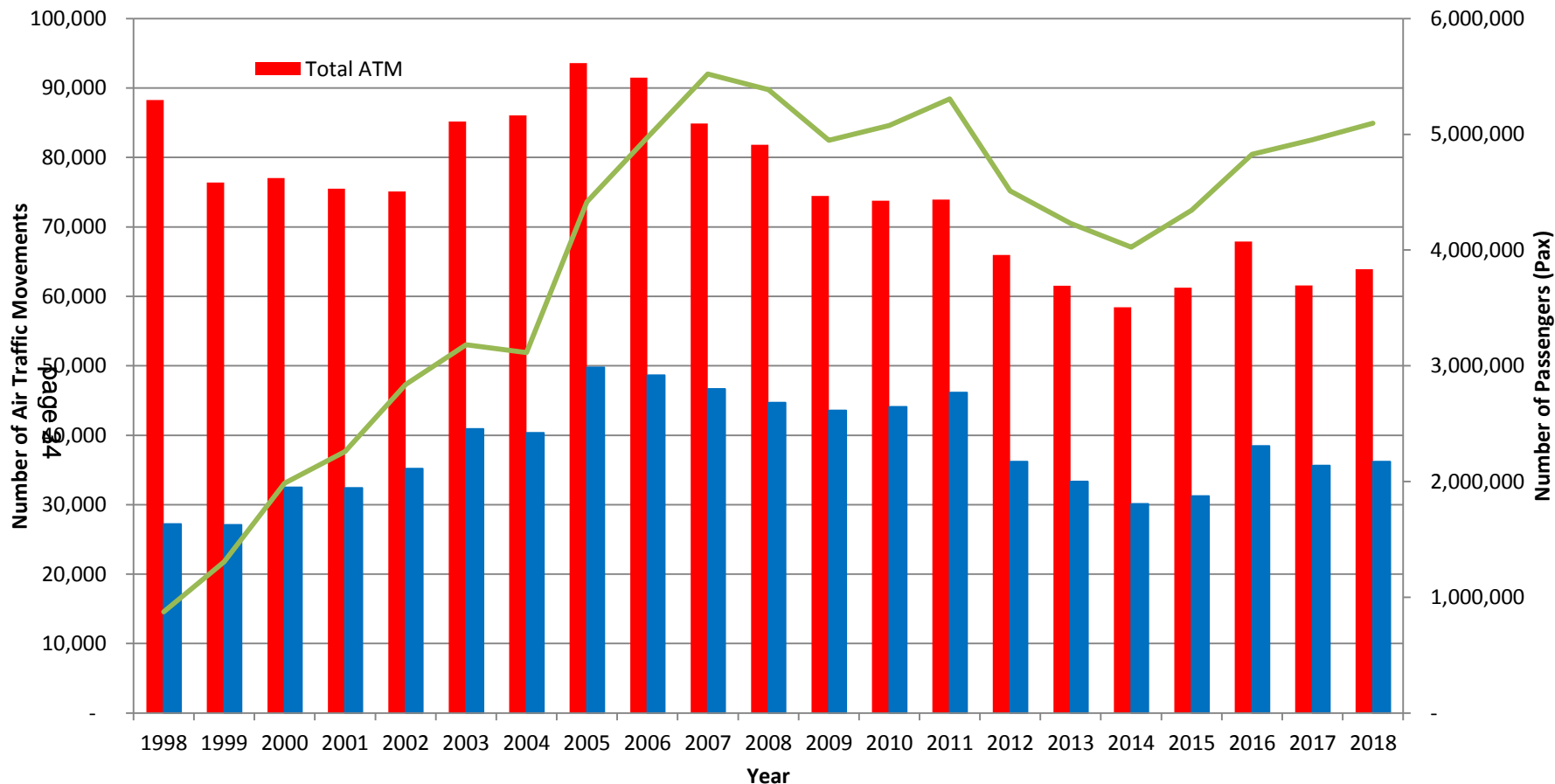
Review of Aircraft Movements 2018

		Club	Commercial	Non Commercial	Other	Total
2018	January	1,170	2,550	109	78	3,907
	February	1,800	2,455	122	82	4,459
	March	1,822	2,841	155	68	4,886
	April	2,009	3,115	190	81	5,395
	May	2,968	3,343	248	98	6,657
	June	2,615	3,187	144	77	6,023
	July	2,362	3,322	175	100	5,959
	August	2,180	3,465	188	123	5,956
	September	2,369	3,349	126	59	5,903
	October	2,354	3,292	112	70	5,828
	November	1,744	2,560	131	80	4,515
	December	1,480	2,720	191	42	4,433

page 23

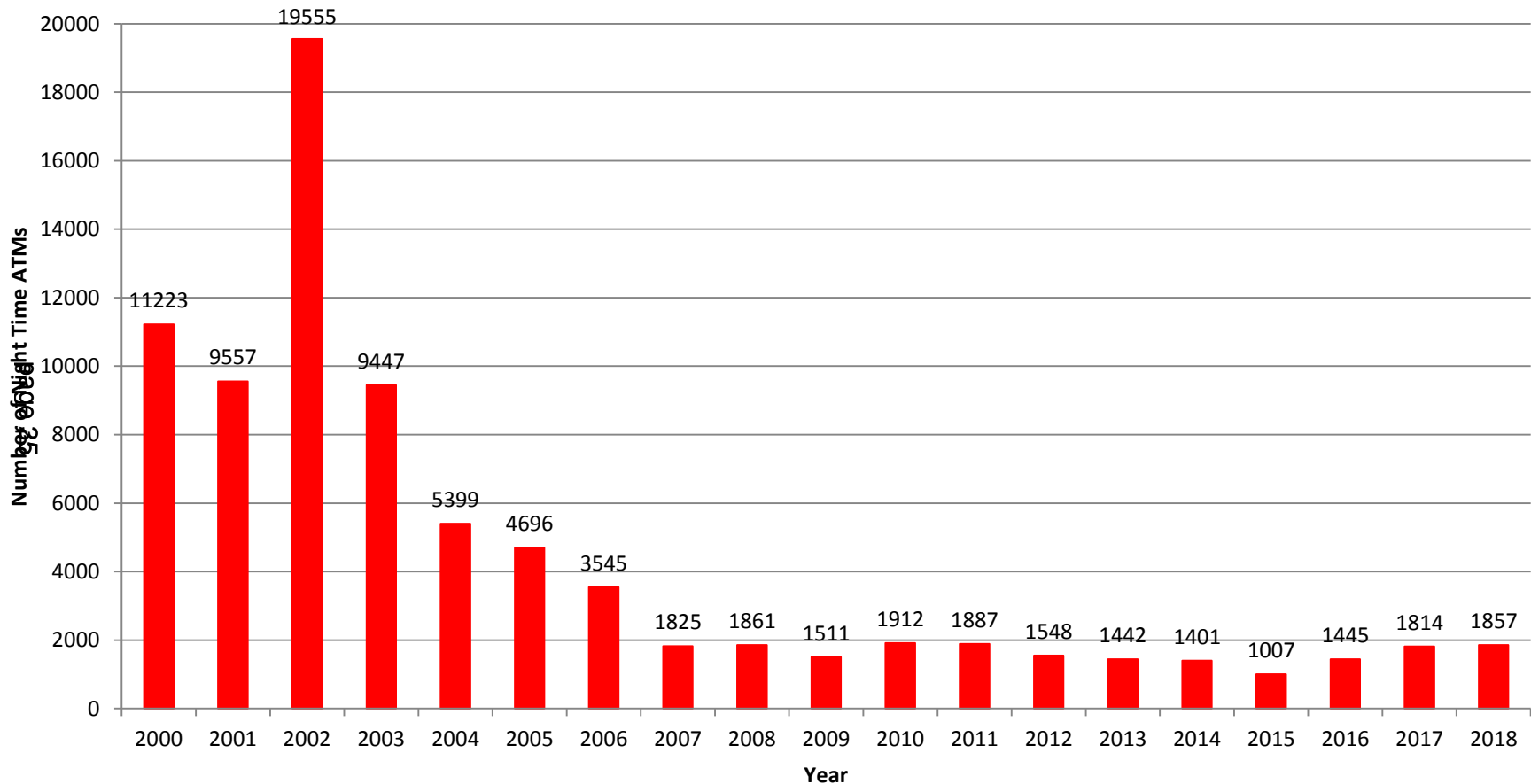
The movements are divided into Commercial (paying passenger services and cargo), Non Commercial (private aircraft), Club (private aircraft based at the airport) and Others (military and positioning flights and other miscellaneous aircraft movements). There was a total of 63,921 aircraft movements in 2018.

Review of Aircraft Movement (ATM) Type and Passenger (Pax) Numbers from 1999 to 2018



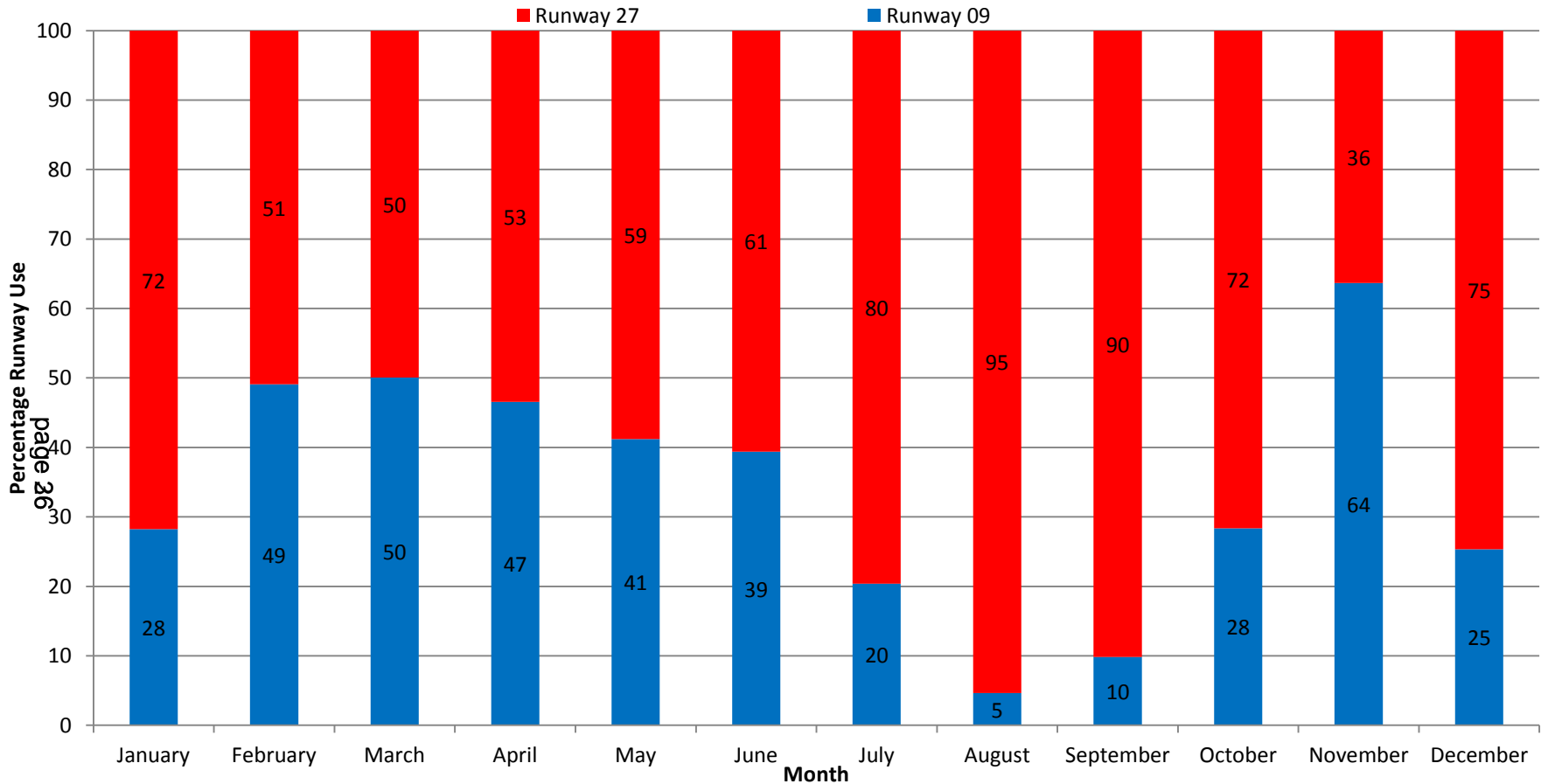
The chart illustrates aircraft movements (both total and commercial) as well as passenger numbers from 1998 to 2018. The number of commercial aircraft movements for 2018 were down by 22% on the peak number in 2005.

Number of Night Time (23:30 to 06:00) Aircraft Movements 2000 to 2018



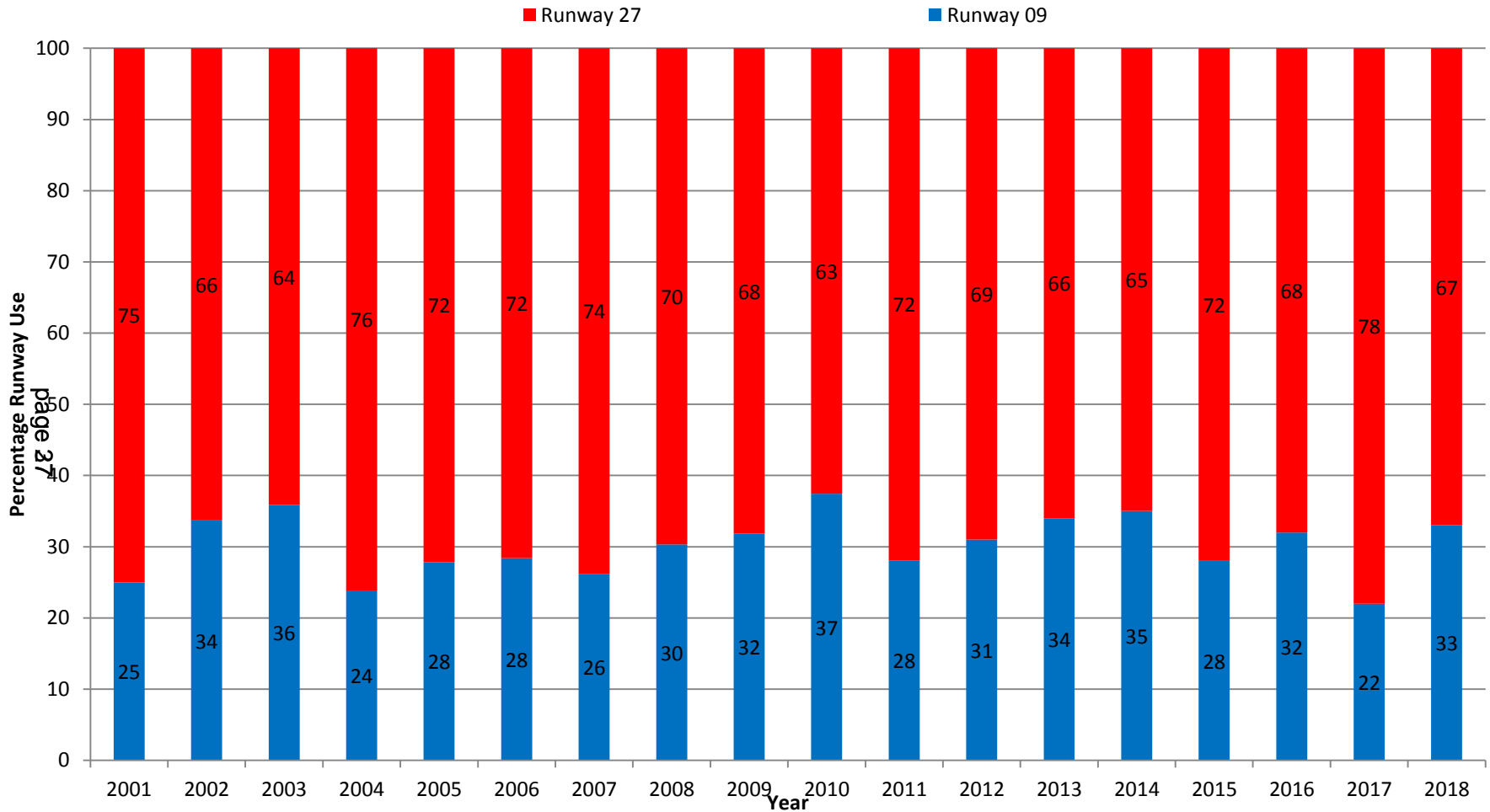
The number of aircraft movements during the night time quota period (23:30 to 06:00) from 2000 to 2018 is shown above. The number of night time aircraft movements for 2018 are down by 93% on the peak year of 2002 when there was a large night time cargo and mail operation at Liverpool John Lennon Airport.

Runway Utilisation per Month 2018



The overall percentage figure for 2016 were runway 09 = 33% and runway 27 = 67%. Runway 09 operations are aircraft arriving (over The Wirral Peninsula) and departing (over Hale Village) to the east. Runway 27 operations are aircraft arriving (over Hale Village) and departing (over the Wirral Peninsula) to the west.

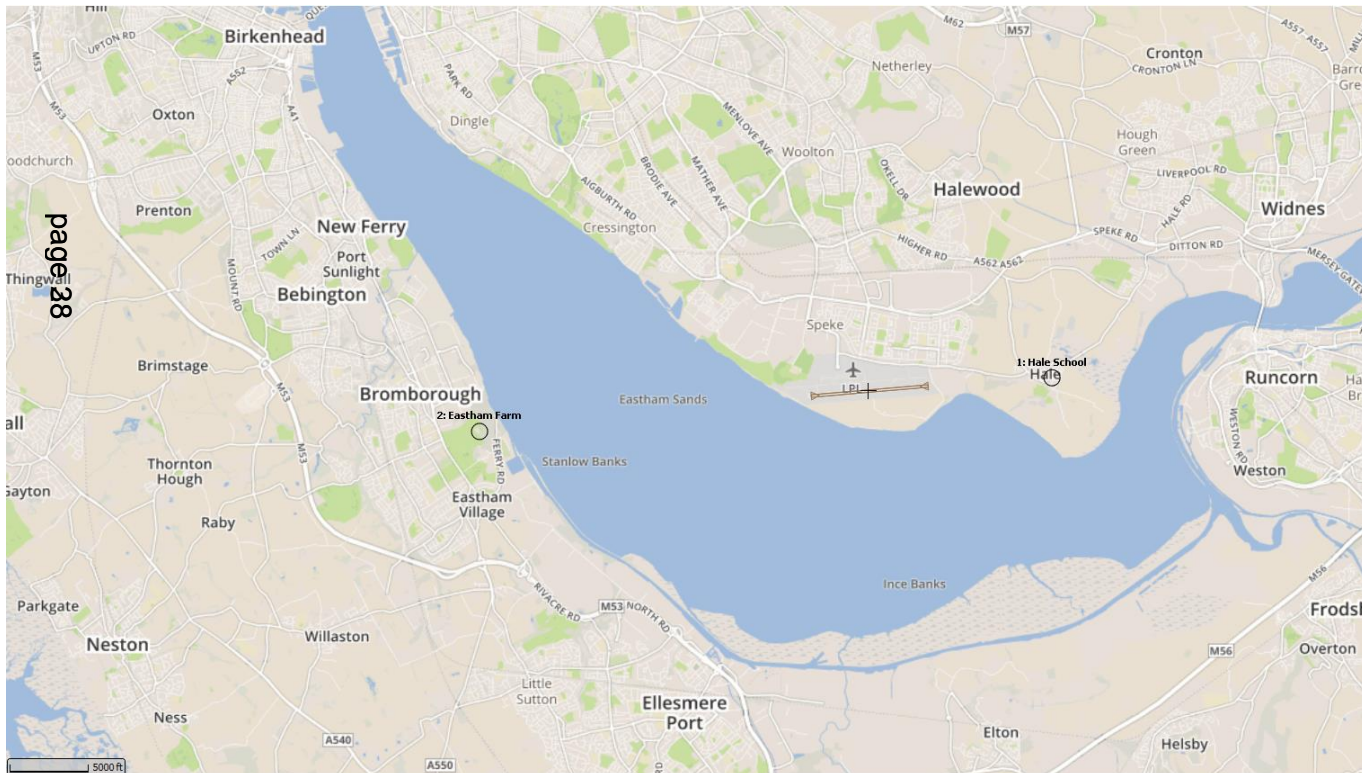
Runway Utilisation 2001 to 2018



The average for the 2001 to 2018 period shown are runway 09 = 30% and runway 27 = 70%.

Noise Monitoring

Airborne aircraft noise is monitored at two fixed Noise Monitoring Terminals (NMT's) at Hale C of E Primary School (NMT 1) to the east of the runway and at Eastham (NMT 2) to the west of the runway. The NMT's measure all relevant acoustical parameters. The acoustical parameters are stored in the Noise Monitoring Terminal (NMT) on a data logger located in the NMT cabinet and the data is collected twice a day. New Noise Monitoring equipment was installed in October 2018 at both locations.



Average Event Annual Noise Levels for Eastham and Hale Noise Monitoring Terminals (NMT) 2018

		Runway 09						Runway 27					
		Arrivals (NMT 2 - Eastham)			Departures (NMT 1 - Hale)			Arrivals (NMT 1 - Hale)			Departures (NMT 2 - Eastham)		
Airline	Aircraft Type	L_{Aeq} dB	SEL dB(A)	L_{Amax} dB	L_{Aeq} dB	SEL dB(A)	L_{Amax} dB	L_{Aeq} dB	SEL dB(A)	L_{Amax} dB	L_{Aeq} dB	SEL dB(A)	L_{Amax} dB
Fly BE	ATR-75	62.2	82.4	74.0	62.6	73.0	65.6	74.9	89.9	83.0	NA	NA	NA
easyJet	Airbus A319	71.0	85.2	76.7	68.0	81.9	72.7	76.7	91.1	84.2	65.5	78.9	69.7
easyJet	Airbus A320	71.0	85.2	76.8	69.2	83.5	73.9	76.7	91.3	84.3	65.6	79.0	69.8
Wizz Air	Airbus A320	68.8	82.6	73.7	73.1	88.0	78.9	75.5	90.1	82.7	64.2	77.1	67.9
Ryanair	Boeing 737-800	71.2	85.4	77.1	73.4	88.4	79.0	77.6	92.1	85.1	65.4	78.5	69.3
Blue	Boeing 737-700	70.7	85.8	76.1	72.2	88.5	73.4	76.2	90.4	83.5	64.7	77.6	68.7
Blue	Boeing 737-800	71.1	85.6	76.9	75.6	90.5	81.6	77.9	92.5	85.5	64.2	77.2	67.3

L_{Aeq} - 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.

SEL - The Single Event Level (SEL) is a measure of aircraft noise from a single event which takes account of the duration as well as the intensity, being the level maintained constantly for a period of one second that would deliver the same A weighted energy as the given noise event.

L_{Amax} - The L_{Amax} is the maximum noise level measured with slow time weighting and represents the highest level of environmental noise occurring during a correlated noise event.

The Noise Levels vary at NMT 1 and NMT 2, because NMT 1 (4.6 km) is located closer to the Airport than NMT 2 (8.5 km).

Noise Event Report

Flight Details

Flight Number

Tail Number GEZGE

Beacon Code 5411

Aircraft Type A319

A/D Flag D

Runway Name 27

Origin EGGP

Destination LPFR

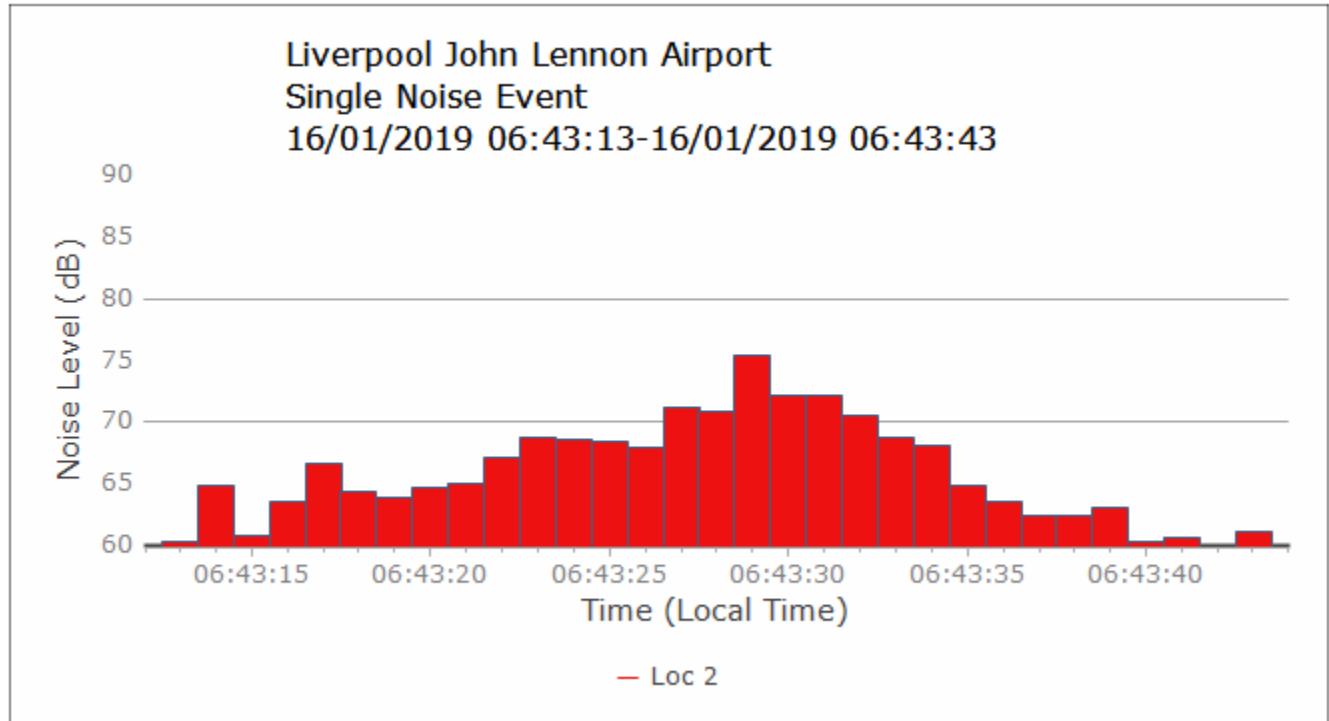
Way Point

Actual Time 16/01/2019

16/01/2019

06:41:14

page 20



Example of a Noise Event Report form the Noise Monitoring System (NMT 2) for a easyJet Airbus A319 arrival on departure on runway 27.

#FlyLPL

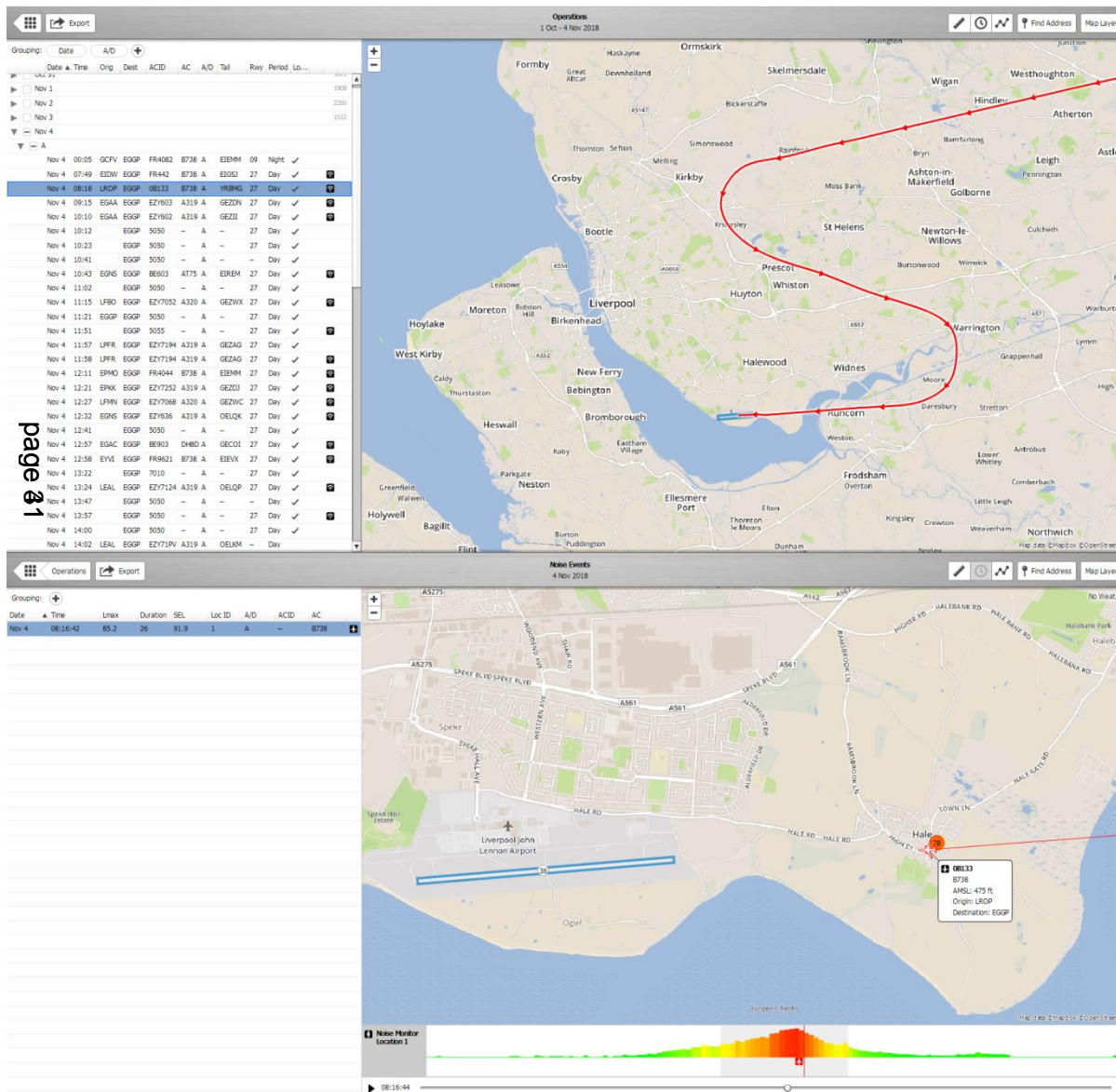
liverpoolairport.com

60+ destinations to fly to.

✓ Beach Holidays ✓ City Breaks ✓ Family Holidays

Liverpool John
Lennon Airport 
Faster. Easier. Friendlier.

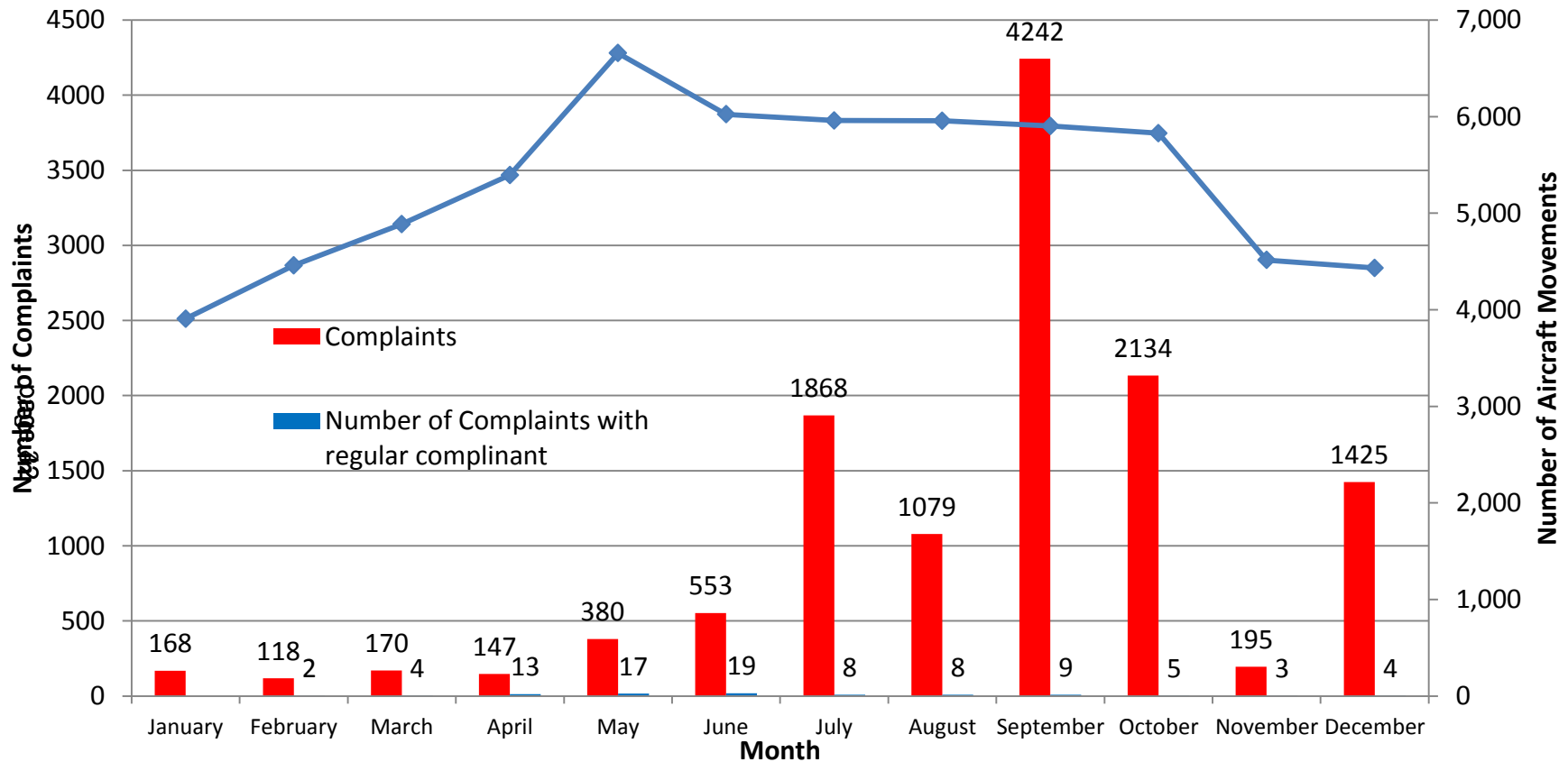
Noise Complaints



The Airport operates a Noise Complaints Management System to accurately record the nature of the noise complaint made by the local community to the Airport Company, to investigate the potential source of the complaint and to respond to the complainant. A complaint can be made by telephone, letter, email or via the Airport website.

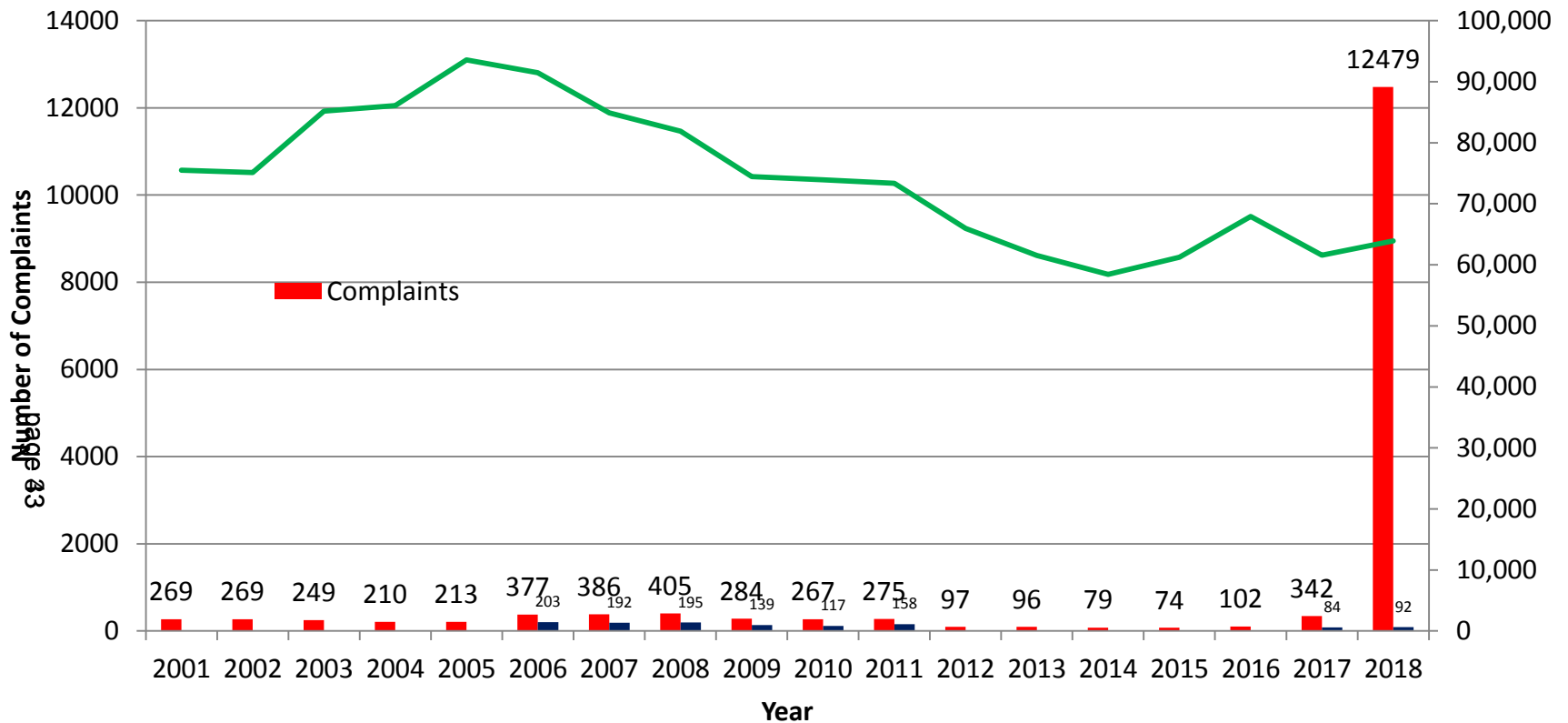
The information required from the caller includes a description of their concerns, the date, time and location of the event and their contact details. This information is used to investigate the complaint using the Noise Monitoring and Track Keeping System which coordinates Radar aircraft specific information and operational data with information from the Noise Monitoring Terminals.

Number of Complaints and Total Aircraft Movements per Month in 2018 with & without regular complainant



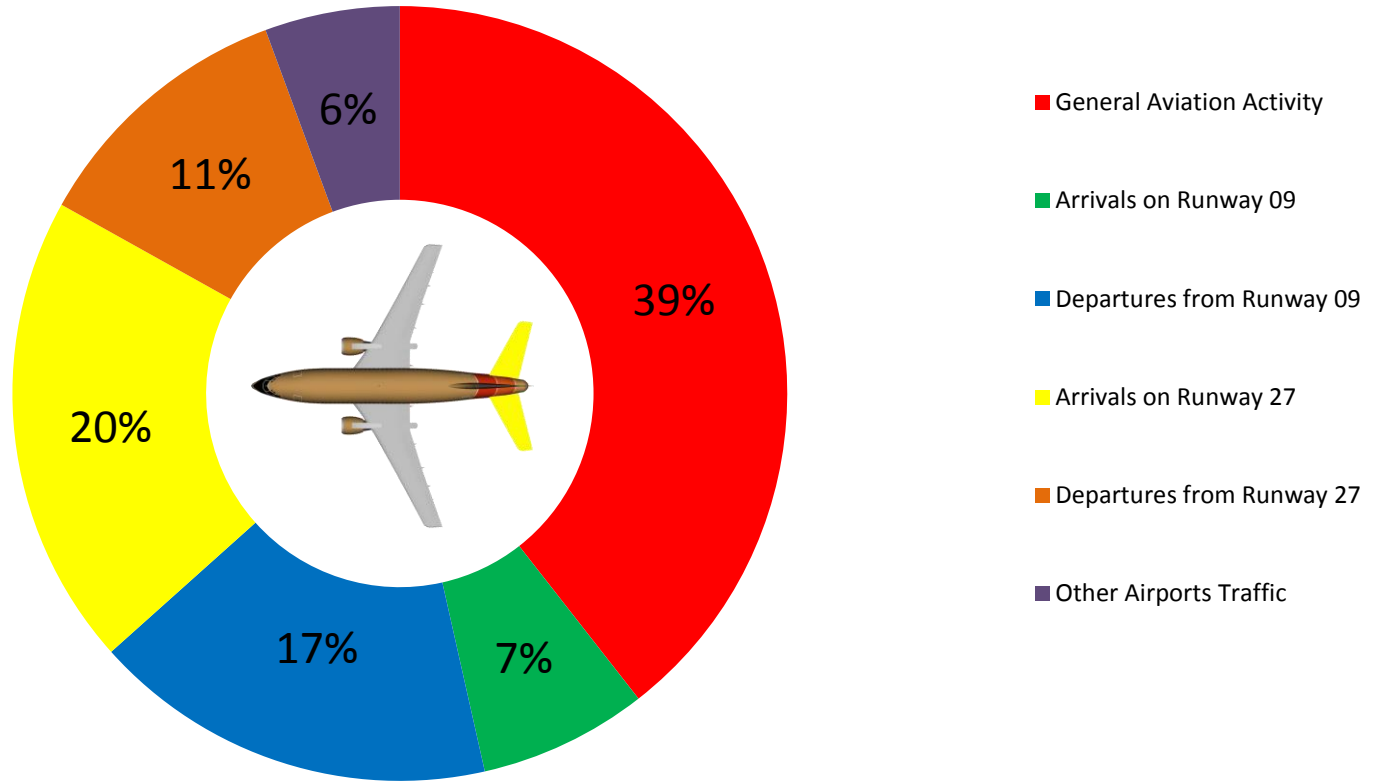
During 2018 12,387 of the 12,479 complaints were made by one individual. Generally the number of complaints increase during the summer when there are more aircraft movements but this is not always the case as in 2016 where other factors can have a bearing on the number of noise complaints and where they originate from that are received by the Airport.

Number of Complaints and Total Aircraft Movements 2001 to 2018



2018 shows a peak number of noise complaints since 2001. The absolute number of noise complaints is not a good indicator of actual noise exposure, nor should it be the determining factor in how or what steps can be taken to mitigate noise impacts.

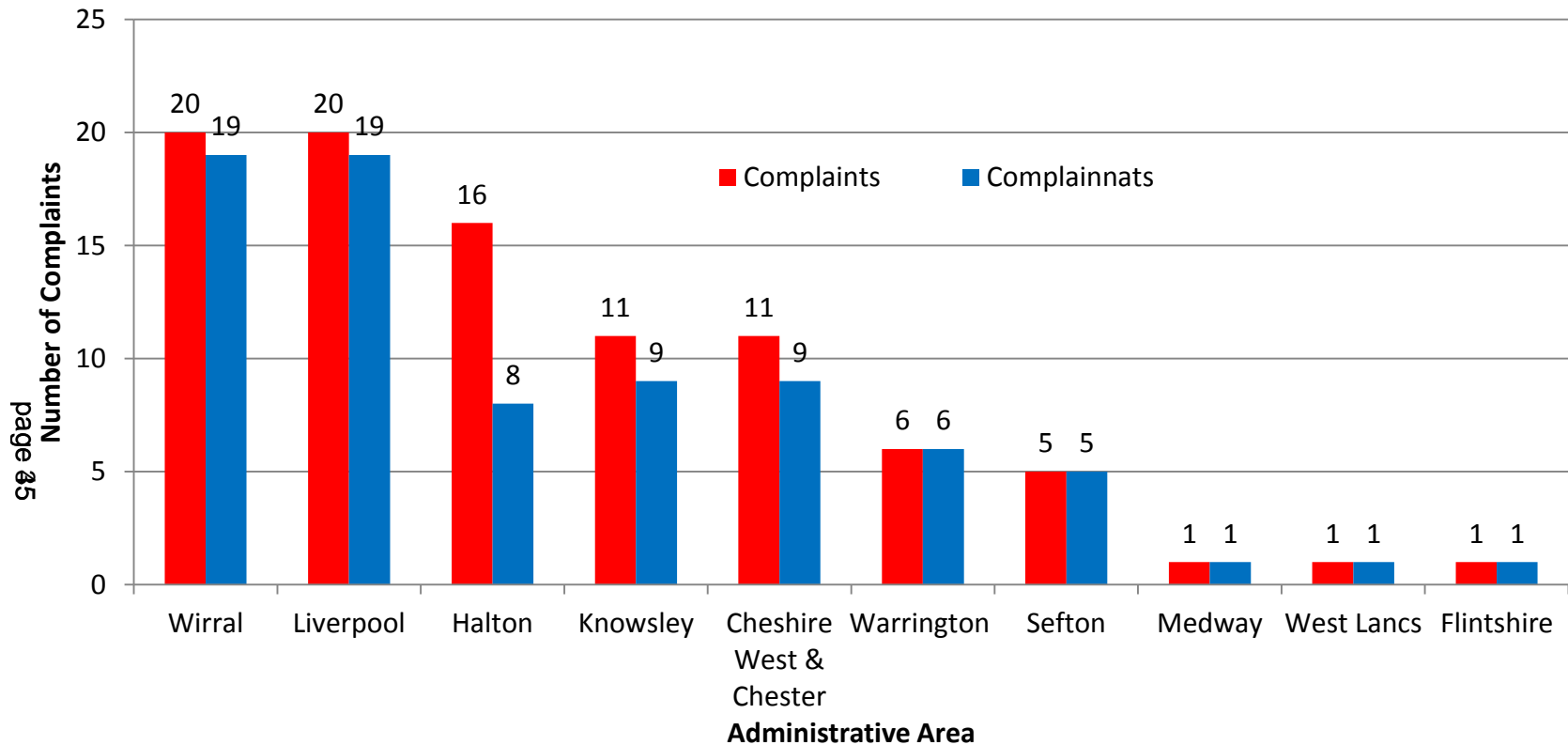
Activity which Caused Noise Complaints in 2018



page 24

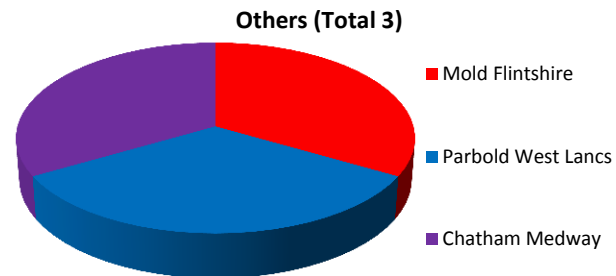
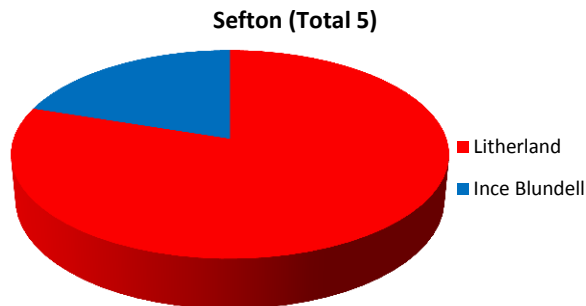
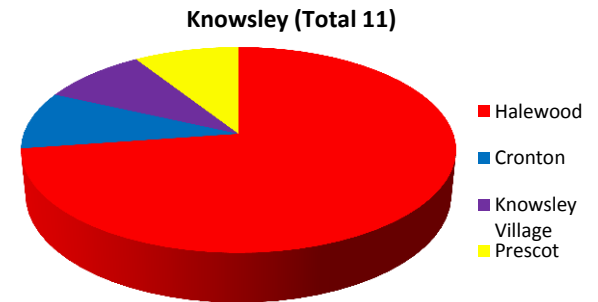
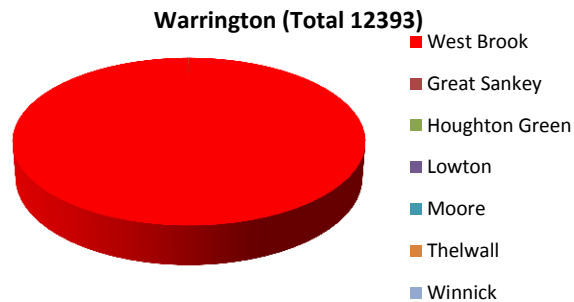
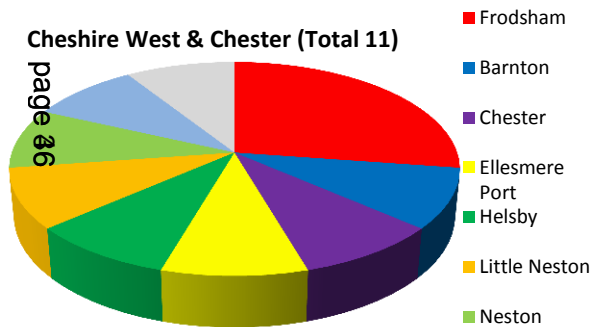
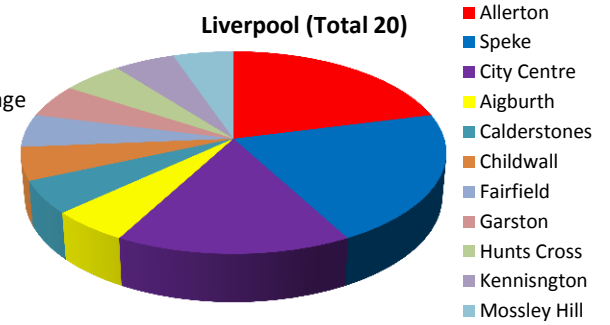
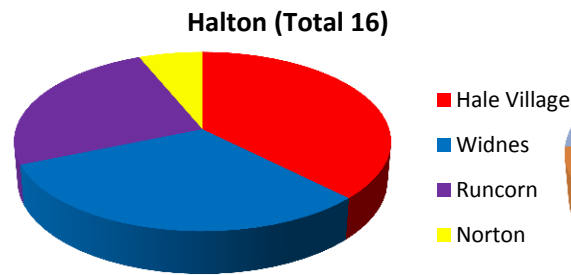
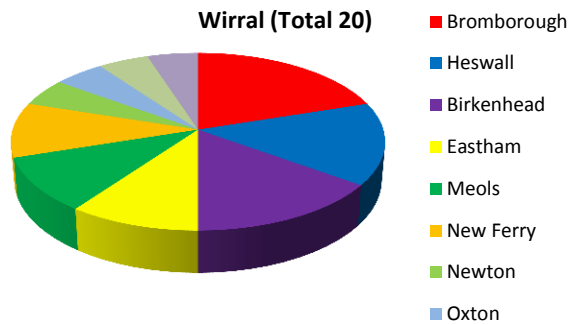
During 2018 30% of complaints were generated by aircraft arriving on runway 09 over the Wirral Peninsula. 22% of complaints were generated by arrivals on runway 27 over Warrington, Runcorn and Hale Village. 22% of complaints were generated by departures from runway 27 over the Wirral Peninsula. Just 8% of complaints made related to departures from runway 09 over Hale Village. 5% of complaints were related to the general operation of aircraft at Liverpool Airport. 8% of noise complaints were associated with aircraft movements from other airports and 5% of complaints related to situations where no aircraft activity was identified at the time of the complaint.

Number of Noise Complaints and Complainants for each Administrative Area 2018

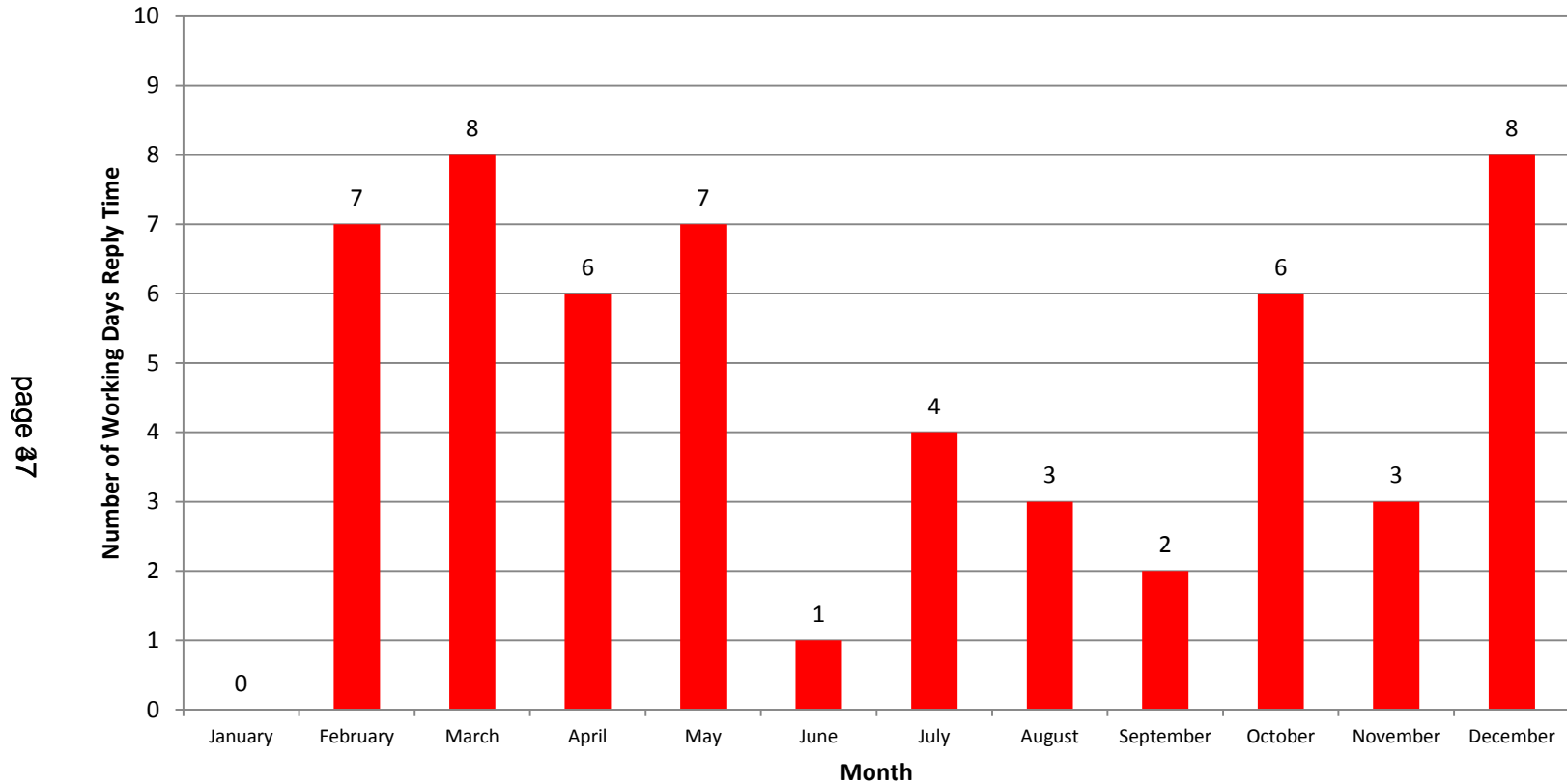


The chart illustrates the number of complaints received from each Local Authority Area and the number of complainants who made the complaints in 2018. The chart does not include a complainant in Warrington who made 12,387 complaints in 2018. Without the regular complaint 20% each of complaints were received from Liverpool & Wirral residents with 16 % coming from Halton, 11% each came from Cheshire West & Chester & Knowsley residents. Warrington had 6 %, Sefton 5%, with Flintshire, West Lancs. & Medway all having 1%.

Number of Complaints Received from each Area of the Administrative Areas in 2018

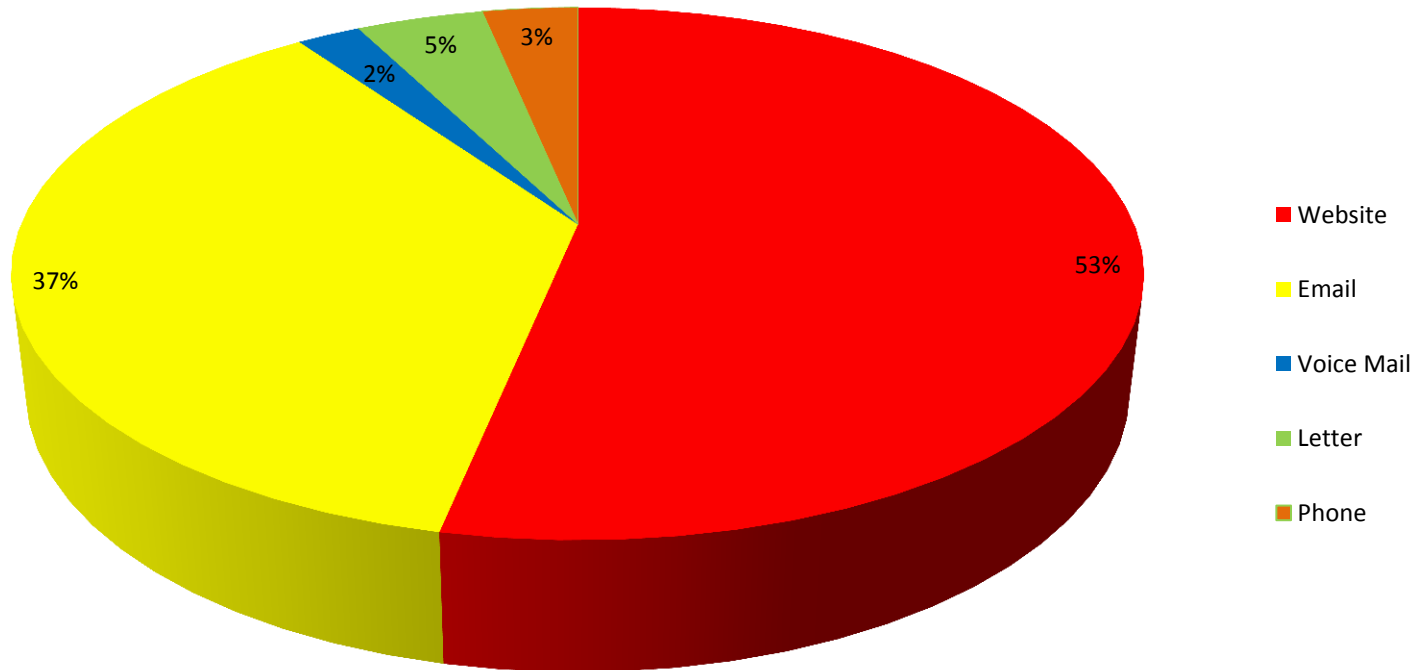


Average response time for Noise Complaints are Received by the Airport in 2018



The Airport aims to respond to all noise complaints within 14 working days. During 2018 100% of all noise complaints were responded to within 14 working days.

Method by which the Noise Complaints are Received by the Airport in 2018



page 28

The chart illustrates the method by which noise complaints were received as a percentage in 2018. Complaints can be made using the following options:

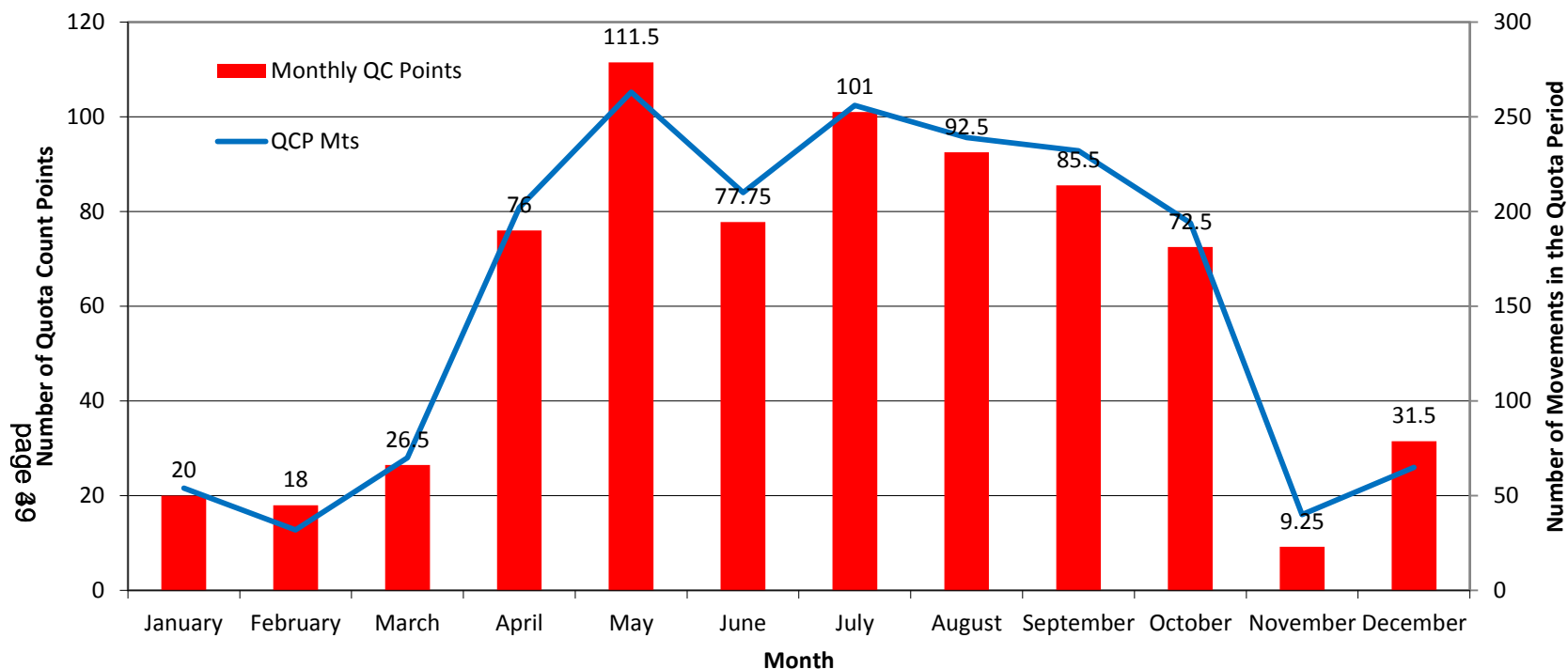
Website via: <http://www.liverpoolairport.com/about-ljla/aircraft-noise/>

Voice Mail via: 0151 907 1745

Email via: environment@liverpoolairport.com

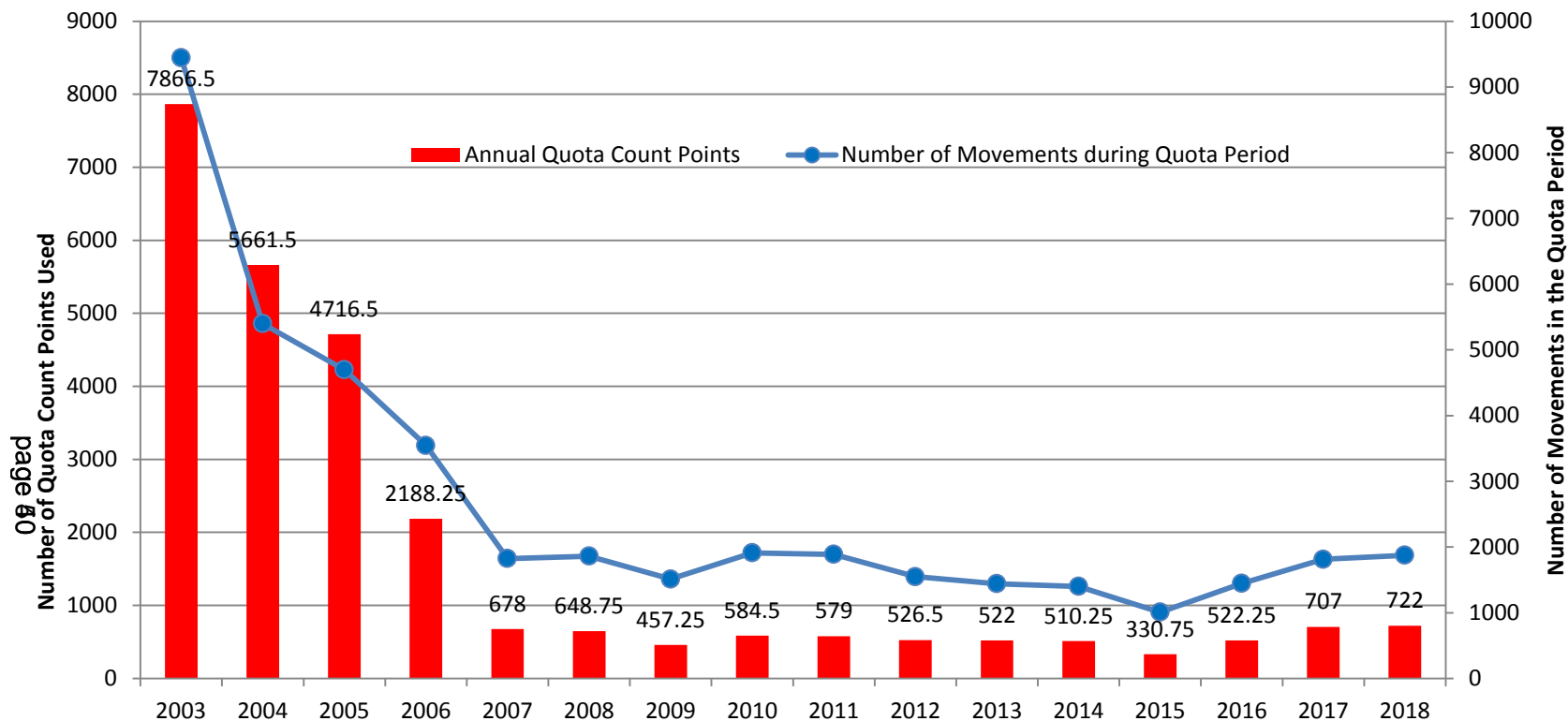
Letter via: Environment Team, Liverpool John Lennon Airport, Liverpool, L24 1YD

Quota Count Points and Quota Count Period Movements in 2018

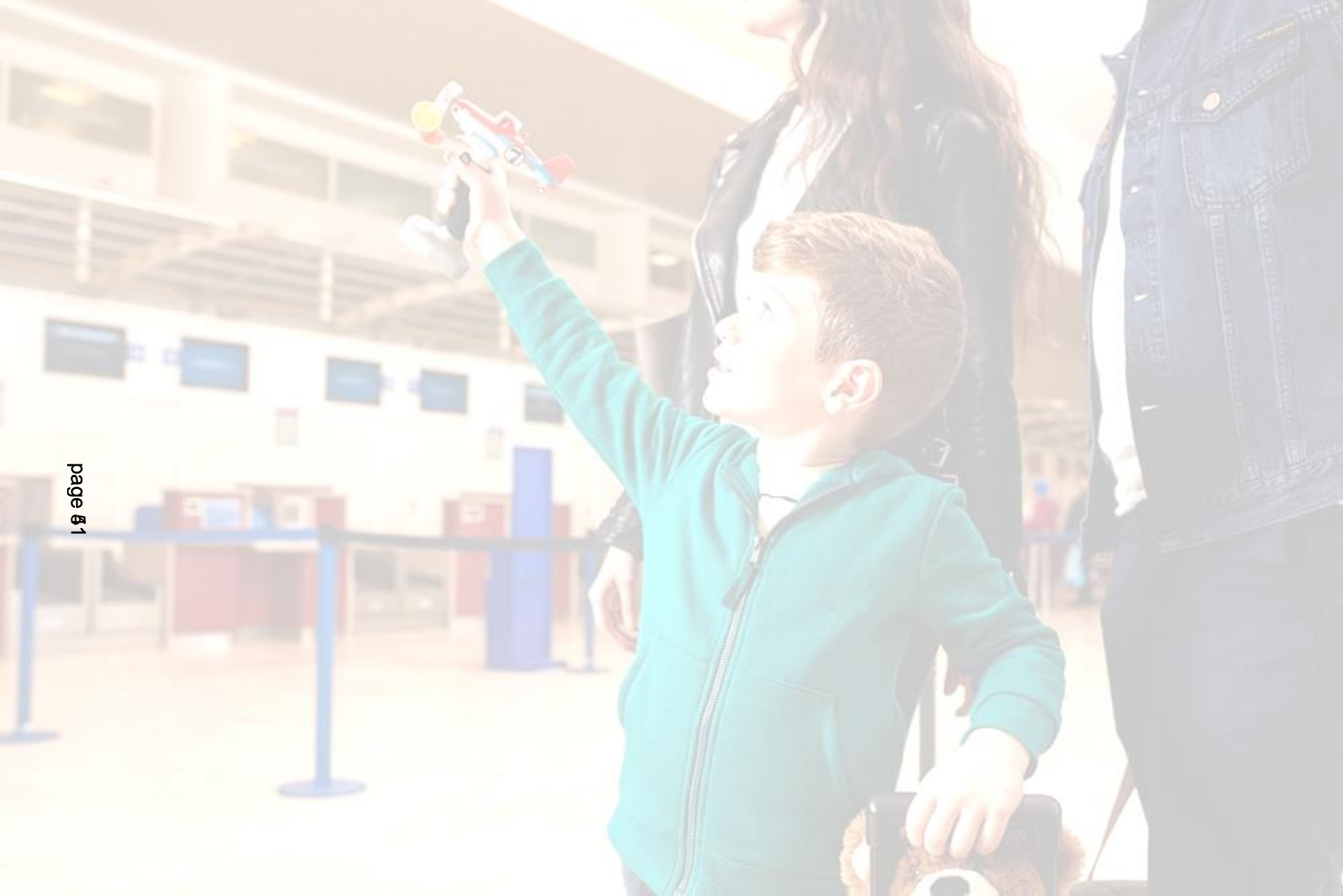


The Liverpool John Lennon Airport Quota Count Scheme is based upon the night restrictions developed by the Government for Heathrow, Gatwick and Stansted Airports. The scheme classifies aircraft according to the noise they generate during arrival and departure. The restrictions apply to a specified “noise quota” period (23:30 to 06:00 hours) during which aircraft movements are restricted by noise quota. Under the QCS, aircraft are grouped into QC bands between QC 0.125 to QC 16 from quieter modern aircraft to noisy larger aircraft respectively. Some of the very quietest types are classified as exempt and have a QC value of zero and no restriction applies.

Quota Count Points and Quota Count Period Movements in 2018



The Airport started to record Quota Count Movements in November 2002. The first full year of Quota Count Movements was 2003 which had the most use of Quota Count Points and Movements. Since 2007 the amount of Night time aircraft movements fell after the withdrawal of the night time cargo and freight operations. These operations used older nosier aircraft such as the Hawker Siddeley HS 748 and the Lockheed L-188 Electra.



#FlyLPL
liverpoolairport.com

60+ destinations to fly to.

✓ Beach Holidays ✓ City Breaks ✓ Family Holidays

**LiverpoolJohn
LennonAirport** 
Faster. Easier. Friendlier.



LJLA Airspace Transition Update

LJLA Airspace

Change

New CAA 1016 Process Introduced (Jan 18)

- LJLA Started Feb 18 – statement of need submission
- Modernise the Airspace - change in the means of navigation
 - Increase efficient use of the airspace
 - Increase CCO & CDO
- Stage 1 – Nov 18
- Stage 2 – June 19
- Stage 3 – Public Consultation 12 weeks (Gateway Date Jan'20 or earlier)

• page 83

Who should we consult with?

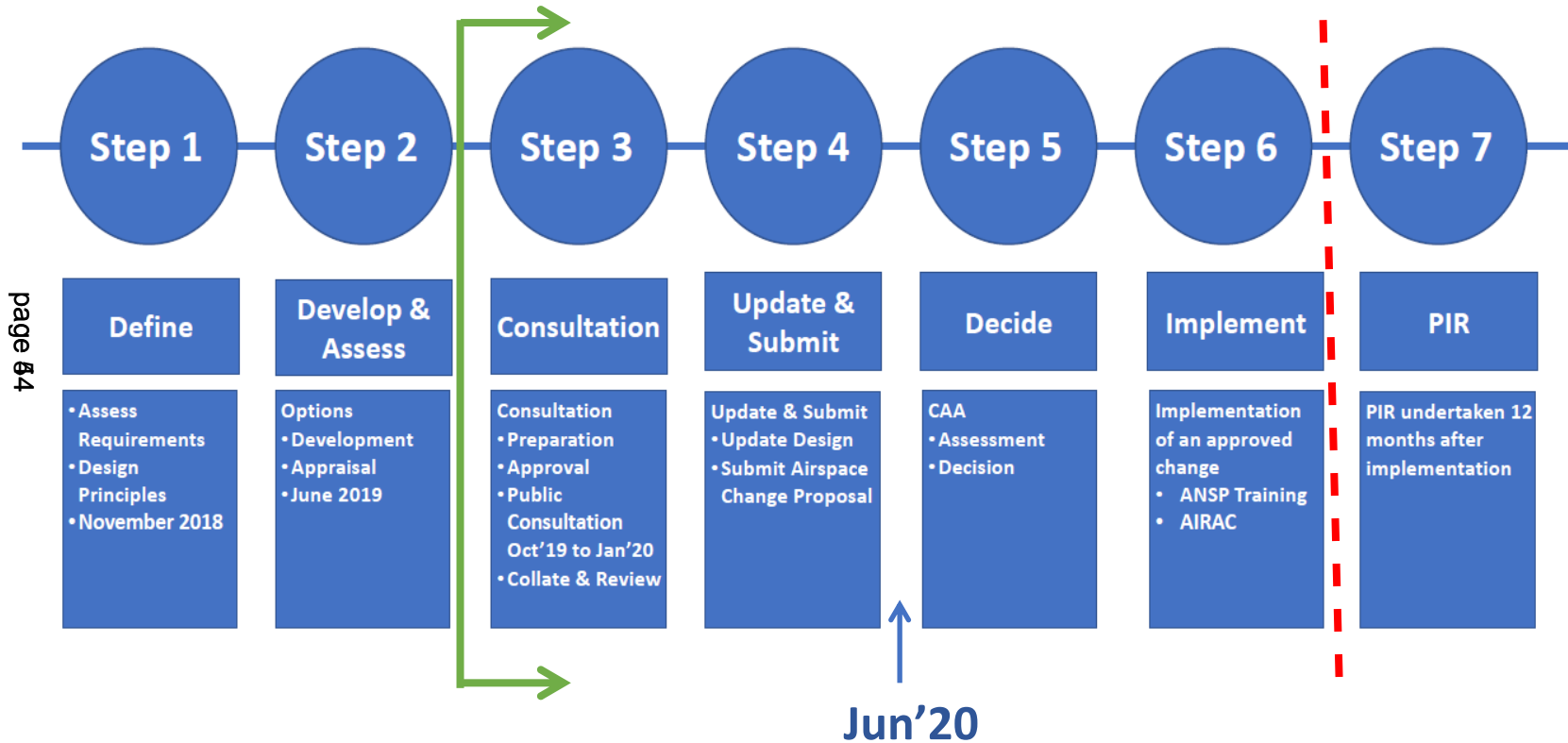
With over 70 destinations to fly to, where will you go next?

#WhereNext liverpoolairport.com/wherenext

LiverpoolJohn
LennonAirport 
Faster. Easier. Friendlier.

LJLA - CAP1616

LJLA CAP1616 7-Step Schedule



page 4

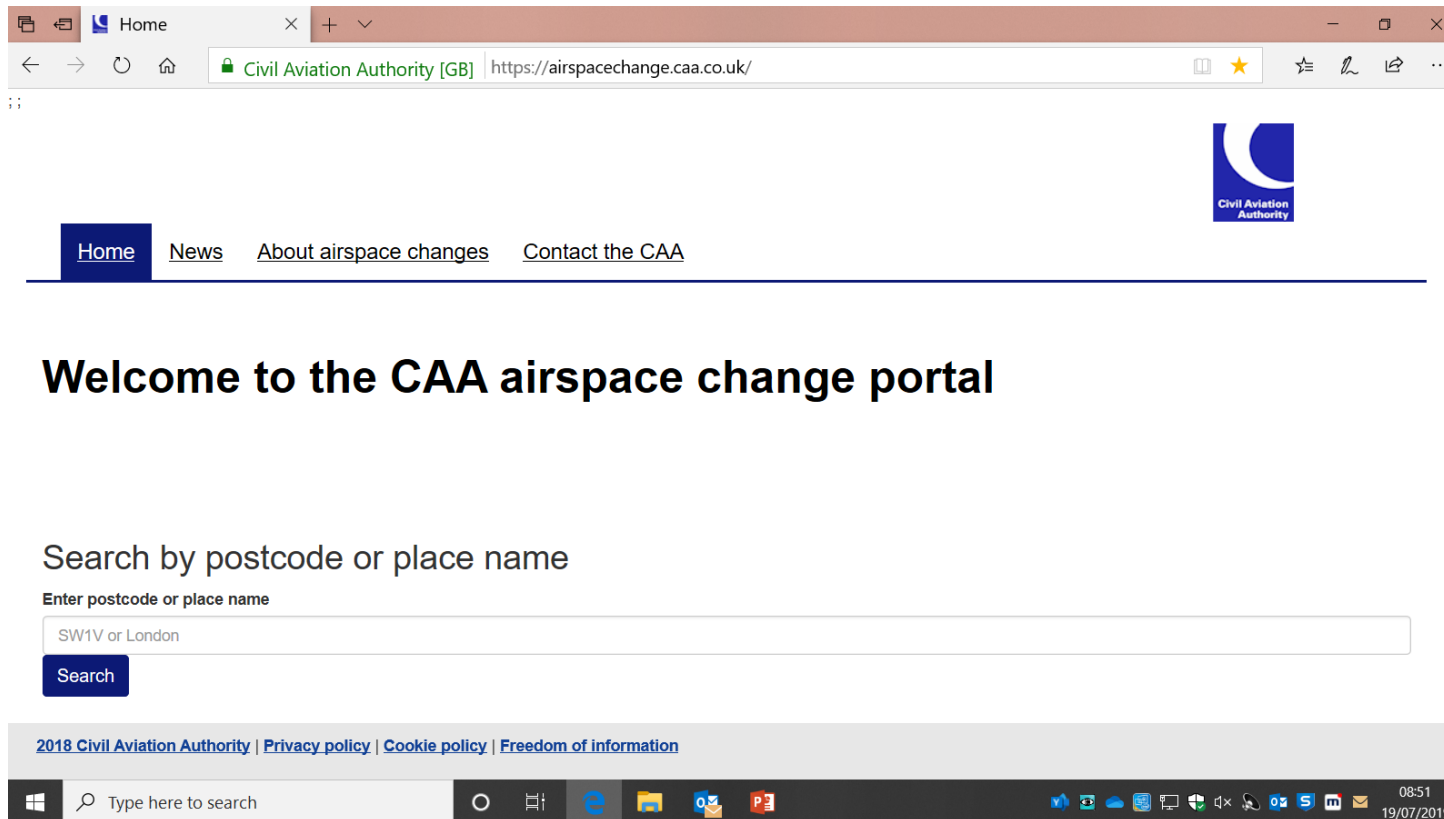
With over 70 destinations to fly to, where will you go next?

#WhereNext liverpoolairport.com/wherenext

CAA Airspace Change Portal

<https://airspacechange.caa.co.uk/>

page 85



The screenshot shows a web browser window displaying the CAA Airspace Change Portal. The browser's address bar shows the URL <https://airspacechange.caa.co.uk/>. The page features a navigation menu with links for [Home](#), [News](#), [About airspace changes](#), and [Contact the CAA](#). The main heading reads "Welcome to the CAA airspace change portal". Below this is a search section titled "Search by postcode or place name" with a text input field containing "SW1V or London" and a "Search" button. At the bottom of the page, there are links for [2018 Civil Aviation Authority](#), [Privacy policy](#), [Cookie policy](#), and [Freedom of information](#). The Windows taskbar at the bottom shows the time as 08:51 on 19/07/2019.

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

Liverpool John Lennon Airport 
Faster. Easier. Friendlier.

Thank You

page 66

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

#WhereNext liverpoolairport.com/wherenext

LiverpoolJohn
LennonAirport 
Faster. Easier. Friendlier.

A BRIEF INTRODUCTION TO THE LIVERPOOL CITY REGION MAYORAL COMBINED AUTHORITY

January 2019

Introduction

1. Local government reorganisation in Merseyside in 1986 resulted in the abolition of the strategic tier of governance when Merseyside County Council was abolished. Some county-wide structures were retained, taking the form of joint boards. These covered: passenger transport, fire and rescue, waste disposal and policing.
2. The abolition of the county level of governance resulted in the need for the five constituent authorities in Merseyside to absorb strategic functions such as highways, economic development and planning. This model inherently led to differing degrees of effectiveness and also fragmentation, duplication of effort, and inconsistency.
3. The Merseyside local authorities sought to address the strategic vacuum from the outset through some of the following examples:-
 - a. The development of Officer and Member level networks and committees on strategic topics such as planning, transport and economic development.
 - b. From the late 1990s, joint approaches became the norm for transport funding bids, including the MerITS – the Merseyside Integrated Transport Strategy and the joint Local Transport Plan for Merseyside.
 - c. Alliances were established to support the development and delivery of the Merseyside Objective 1 programmes from 1994 and successor EU funding programmes.
 - d. The creation of the Merseyside Information Service and Merseyside Policy Unit in the 1980s and 1990s, respectively, supported sub-regional data collection and policy-making requirements.
4. In governance terms, close political allegiances were forged between Merseyside and Halton Borough Council (covering the former new town of Runcorn and the town of Widnes), when Halton was detached from Cheshire County Council and became a unitary authority in 1998. The term “Greater Merseyside” began to be used to reflect this larger geography.

Moving from ‘Merseyside’ to a ‘Liverpool City Region’

5. The term “city region” became more accepted and commonplace from the turn of the new millennium, reflecting the government’s growing recognition of cities and their wider

travel-to-work areas as engines of growth. This was exemplified at a local level by the development of an “Action Plan for the City Region” in 2002.

6. Moving into the 2010s, further work was developed to support collaboration and joint working, including Multi Area Agreements (MAAs) and City Region Deals. These typically included “asks” of government (e.g. powers, funds or freedoms) with “offers” in return (e.g. different ways of working or funding commitments).
7. The Liverpool City Region Local Enterprise Partnership (LEP) was created in 2012 to bring together businesses and civic leaders to drive private-sector led growth and job creation. It was formed from an earlier subscription-based economic body known as The Mersey Partnership (TMP). The LEP led the development of the Growth Deals process, to capitalise upon the national funding pot of circa £2bn a year between 2015/16 to 2020/21. The city region was successful in securing over £250m of funding from this pot.

The Liverpool City Region Combined Authority

8. The creation of the Liverpool City Region Combined Authority in April 2014 constituted the first, statutory body that existed on a city region-wide footing. By law, its powers were limited to a transport and economic development remit. However, the Combined Authority also has responsibilities over employment and skills, planning and housing, as these directly supported its economic development powers.
9. The creation of the Combined Authority led to Merseyside Integrated Transport Authority’s powers being dissolved and transferred to the Combined Authority. Halton Borough Council’s transport planning powers were also transferred to the Combined Authority, though the council retains responsibility for the delivery of transport services in the borough.
10. The Combined Authority drew funding to deliver transport services from the local authorities (known as a “transport levy”). It also drew down various funds from central government – the Local Growth Fund, as an example.

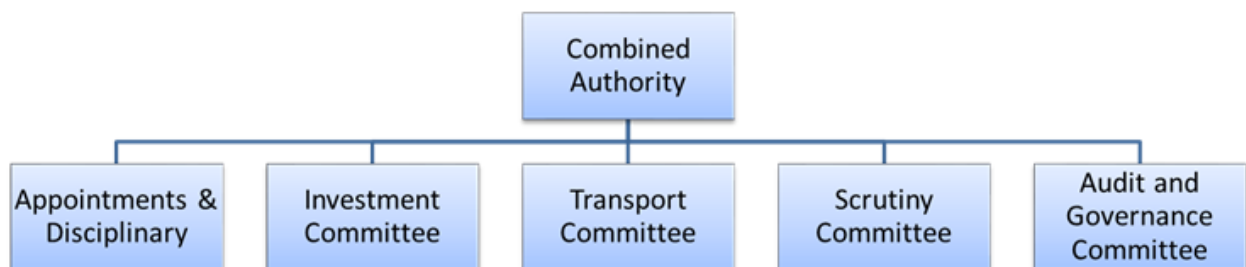
The Devolution Deal and the Mayoral Combined Authority

11. As a result of the 2015 Devolution Deal¹, a Mayoral Combined Authority was established in 2017, with widened powers and a single investment fund. This single investment fund included a “gainshare” deal from government, with a committed sum of £30 million p.a. over the next 30 years.
12. The legislation that created the new body also gave the Mayoral Combined Authority greater powers over key priorities, including employment and skills, strategic housing and planning, transport and highways, business growth, energy and environment, culture, finance, European funding, information sharing, constitutional and governance

¹ <https://www.gov.uk/government/publications/liverpool-devolution-deal>

issues. This change resulted in strategic economic development, planning, transport and strategic highways coming together for the first time since the era of the Merseyside County Council.

13. This Agreement was further developed in March 2016, securing more powers and responsibilities for transport, air quality, business rates retention, as well as working with the Government to progress further devolution in areas including children's services, health, housing and justice.
14. Part of the Devolution Agreement was to have a directly Elected Mayor for the Liverpool City Region. The election took place on 4 May 2017. Steve Rotheram has been elected and provides the City Region with a directly accountable leader who will give the City Region an enhanced profile and influence. The term of office is three years and there will be another election in 2020. Elections will subsequently take place every four years.
15. In addition to the Metro Mayor who chairs the Combined Authority, the Authority is made up of the Leaders of the six authorities working together to serve to support the interests of the City Region.
16. There are three additional non-voting members of the Combined Authority:-
 - Chair of the City Region Local Enterprise Partnership (LEP);
 - Merseyside Police and Crime Commissioner; and
 - Chair of the Liverpool City Region Transport Committee.
17. The Liverpool City Region Combined Authority has appointed lead members and external Mayoral advisors for specific responsibilities². A series of thematic committees have also been established:-



18. The Combined Authority has recently developed its executive capacity to support its growing agenda and responsibilities. The CA's Directorate now comprises:-
 - The Chief Executive
 - Director of Resources
 - Director of Policy and Strategic Commissioning
 - Director of Investment and Commercial Development.

² <https://www.liverpoolcityregion-ca.gov.uk/governance/elected-members/>

- Director of Customer Services
- Director of Integrated Transport

19. The Policy and Strategic Commissioning Directorate comprises policy leads covering all of the Authority's responsibilities, and seeks to maintain coordination and alignment between priorities. A structure chart is reproduced in the Appendix.

Relationship with local authorities and other Mayors

20. The six local authorities continue to provide the statutory and discretionary services needed and used by their local communities and will continue to be responsible for council services such as bin collections or setting Council Tax, as examples.
21. The Liverpool City Region Metro Mayor will make decisions that impact on and improve the Liverpool City Region as a whole and those key areas of policy in transport, skills, investment and regeneration where we need to operate strategically and across local authority boundaries, and where appropriate with other regions.
22. The Metro Mayor sits alongside other Mayors within the local authorities, but these have different roles and responsibilities. There is no overlap between the role of the Metro Mayor and the role of the local Mayors.
- The **Mayor of Liverpool** is elected by Liverpool residents only and is responsible for leading Liverpool and Liverpool City Council only. He continues to exercise all his existing powers and responsibilities. There is no change to this under the Devolution deal.
 - The office of **Lord Mayor of Liverpool** is elected by fellow Councillors and represents Liverpool City Council in a ceremonial role. He or she does not exercise any personal decision-making power or responsibility for policy. The Lord Mayor's role includes representing the city at civic functions and engagements, supporting local charities and community groups, and meeting delegates from twinned cities.
 - Each local authority continues to have its own **ceremonial role of Mayor** representing the local authority area. They are also elected by fellow Councillors and enjoy similar roles to those enjoyed by the Lord Mayor of Liverpool, but within their own council areas.

Huw Jenkins
Lead Officer – Transport Policy
Liverpool City Region Combined Authority
0151 330 1393

Appendix

Policy & Strategic Commissioning

Director of Policy & Strategic Commissioning

Head of Research, Intelligence and Evidence

Head of Policy Coordination

Head of Government Relationship Management

page 61

Performance

Evidence and Intelligence

Housing First

Housing

Spatial Planning

Transport

Fairness & Social Inclusion

Culture

Employment & Skills

Adult Education Budget Transition

Digital & Innovation

Low Carbon & Environment

EU & Brexit

This page is intentionally left blank

QUARTERLY BUSINESS REPORT

1.0 Liverpool John Lennon Airport - Traffic Statistics

Scheduled Passenger Traffic Performance

Passenger numbers have increased 2.4% compared with last year's figure for the period. 1.38m passengers used LJLA for the quarter.

Month	2019	2018	Variance (%)
April	446,617	442,184	+1.0
May	479,187	469,824	+2.0
June	487,941	467,902	+4.2
Q2 Totals	1,413,745	1,379,910	+2.4

For the second quarter of 2019, airline highlights include:

easyJet carried +10% more than in 2018, owing to the addition of their 8th based aircraft. The airline announced that they will add another new route to their operations from Liverpool, by operating twice weekly flights to Tenerife commencing on 30th October 2019 for the Winter 2019/20 season.

This will be easyJet's fifth new route from Liverpool in the past 12 months and is the first time that they will have operated flights to Tenerife from Liverpool, complementing their existing Canary Islands flights to Lanzarote and Fuerteventura.

Ryanair carried over 600,000 passengers in the period. Their new routes Copenhagen, Corfu and Paphos have performed well.

Flybe carried over 35,000 passengers in Q2. Passenger numbers were down by 25% due to the Belfast City route ceasing in January.

Wizz Air continues to grow passenger numbers. With over 80,000 passengers during Q2, up 53% compared with last year and with a load factor of 92%.

Blue Air continue to perform very strongly on Bacau and Bucharest.

Wideroe Bergen continues to perform very well, with an additional weekly frequency being added from the start of November.

General and Business Aviation

The table below shows that the number of movements relating to General and Business Aviation decreased by 4% for the quarter compared to 2018, however with a greater degree of larger aircraft in the mix.

Month	2019 Movements	2018 Movements	Variance (%)
April	2,651	2,194	+21
May	2,943	3,221	-9
Jun	2,290	2,759	-17
Q2 Totals	7,884	8,174	-4

2.0 **Other Matters**

2.1 **Car Parking**

The following shows the recent car park statistics:

	Total no. of transactions
April	150,778
May	165,971
June	176,032

Vehicle crime continued to remain at very low levels, with a crime rate of just 0.001% for the first half of the year.

2.2 **Planning and Development Matters**

Runway End Safety Area (RESA) works

The extended perimeter fence has now been completed, with Dungeon Lane having closed and Baileys Lane re-opened to maintain vehicle access to the Oglet. The new bridleway also opened prior to the Dungeon Lane road closure. Further works are continuing to install the new Instrument Landing System (ILS) equipment, with project completion expected by the end of October

2.3 **General Airport update**

OAG flight punctuality report

The airport has been awarded the UK's only 5-star airport rating by the world's leading air travel intelligence company, OAG for flight punctuality.

With an on-time performance of 84.6% of flights running on time, the 5-star ranking represents excellent performance over a rolling 12-month period.

Out of 18 UK airports, Liverpool is the only one to receive a 5 star rating and one of only 6 in Western Europe to achieve this highest award. 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 the CAA assessing 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.

LJLA's accessibility work has been recognised by the CAA and highlighted in the report in which Liverpool is listed in the 'good' category, having "...provided a good service with short waiting times for passengers and high quality service from staff."

This is one stage below last year's 'very good' category due to lacking the range and regularity of consultation with disability groups, however this has already been addressed going forward.

Champions League Final in Madrid

The end of May/beginning of June saw the Airport handle the mass exodus of Liverpool fans once again heading off to a Champions league final for the second consecutive year.

With this year's final in Madrid fans had a greater choice of journey options, however between early Friday 31st May and lunchtime on Saturday 1st June, the airport handled an additional 38 departures including the Liverpool team, with various airlines and aircraft up to B747-400, B787 and A330 size. Between 7-8,000 fans travelled to Madrid from LJLA, with all flights there and back operating successfully.

Importantly, at the same time the high standard of passenger experience that the airport is now known for was maintained for non-football passengers too, with security processing times of under 10 mins and an on time performance of over 90% for all scheduled services.

The Airport achieved excellent levels of media coverage too both for the departing fans and also the return home of the successful Liverpool team with coverage on BBC, ITV and Sky News bulletins in addition to national and regional print and broadcast media.

Arrivals area improvements and 'Welcome' project

The Airport has recently completed the first phase of passenger improvements aimed at further enhancing the experience for passengers arriving at the Airport.

This includes a new covered walkway on the eastern apron to provide weather protection for passengers arriving on easyJet flights parking in this area, similar to that provided on the western apron.

In addition, work to create a warm welcome and lasting impression of the Airport, the City Region and the North West, for both visiting passengers and those returning home has now been completed.

The project has been delivered in partnership with the region's destination marketing organisations, having recognised that LJLA is used more and more as a gateway airport not just for passengers travelling to the Liverpool City Region but also for the surrounding regions of Cheshire, Lancashire, Cumbria and Manchester.

Walls along the Airport's international arrivals walkways and inside the baggage reclaim area have been dressed to display imagery that celebrates the diverse array of attractions both for visitors and returning passengers. These showcase a mix of arts, science, history, sports, music, food and fashion from across the City region and the North West and all accessible via Liverpool.

The Airport has worked closely with a host of tourism partners on the project, including Marketing Liverpool, Marketing Cheshire, Marketing Lancashire, Cumbria Tourism and Marketing Manchester and is seen as the first phase of a larger project to enhance the arrivals experience for passengers and create a great welcome to both the Airport and to the regions it serves.

Liverpool Airport Holidays

A new service offering tailor made packages to over 70 destinations flying direct from Liverpool has recently been launched by the Airport Company

Partnering with Myriad Travel, a local ATOL protected travel agent, Liverpool Airport Holidays offers customers unique package holidays, as well as exclusive airport offers on parking, fast-track and the airport lounge. Customers will also have access to 24/7 support whilst abroad, should they need it.

The unique package holidays will feature on a dedicated page on the airport website and also be promoted across the airport's social media channels.

Customers can also contact the Liverpool Airport Holidays team to create their own personalised Liverpool Airport Holidays package.

Aviation 2050 – The future of UK Aviation.

The Airport submitted its response to the Department for Transport's Aviation Strategy consultation, ahead of the 20th June 2019 closure date.

Halton Curve

Rail services on the long awaited Halton Curve rail track commenced in May, with passengers from West Cheshire now able to take trains to Liverpool South Parkway and connect by bus to the Airport.

Improvements to the marketing and information provision have been made, with further improvements expected to help make this an attractive alternative to the private car.

Airport Transport Forum (ATF)

The latest ATF meeting was held in June, with the LACC represented at the meeting. Presentations were given to discuss the forthcoming Liverpool City Centre bus changes and Smart Ticketing.

The Airport has appointed blacc to oversee the revision and update of the Airport Surface Access Strategy (ASAS), who introduced themselves to the Forum. They plan to meet various stakeholders on a one to one basis over the coming weeks to discuss their views on the ATF and the progress made regarding the ASAS.

Ticket vending machines supplied by Northern are still earmarked for installation at the Airport hopefully in the next few months.

2.4 Press Releases

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

21 st May	New Blue Islands Liverpool to Guernsey service takes off today
4 th June	Champions League Final success off the field too for LJLA
12 th June	LJLA sees 2% passenger rise in May
3 rd July	LJLA awarded the UK's only 5 star airport rating for flight punctuality
9 th July	easyJet to operate Winter flights to Tenerife from Liverpool
18 th July	Wizz Air commence direct flights to the Black Sea Coast from LJLA
19 th July	LJLA expects 725,000 passengers over the Summer school holidays
5 th August	Exclusive package holidays from Liverpool launched by LJLA
21 st August	Bank Holiday getaway sees LJLA expect busiest weekend of the year
28 th August	LJLA's warm welcome helps to showcase the best of the City Region and the wider North West

This page is intentionally left blank

ANNUAL MEETING 2019
LIAISON GROUP OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)

**MINUTES OF THE 43rd ANNUAL MEETING HELD ON WEDNESDAY 12 & THURSDAY 13 JUNE
2019 AT INVERNESS AIRPORT**

ACCs present:

Aberdeen	Peter Smart
Belfast City	Alan Walker
	Carole Edwards
Birmingham	Colin Flack
Bristol	Barry Hamblin
	Vicky Brice
East Midlands	Barrie Whyman
Edinburgh	Robert Carr
	Janice Hogarth
Gatwick	Tom Crowley
	Paula Street
Glasgow	David Flint
	Donald Grant
Heathrow	Guido Liguori
	Sam Matthews
	Rebecca Cox
Inverness	Pat Hayden (Meeting Chair)
Leeds Bradford	Michael Goodwin
Liverpool John Lennon	Bob Swann
London City	Duncan Alexander
Luton	Martin Routledge
Manchester	Steve Wilkinson
	Mike Flynn
Newcastle	Dorothy Craig
	John Scott
Southampton	David Airey
	Richard Ward
Stansted	Shena Winning
	Frank Evans

Also present:

Inverness Airport	Graeme Bell, General Manager (Wednesday)
Atkins	Campbell Hayden (Wednesday)
DfT	Tim May (Thursday)
ICCAN	Rob Light, Head Commissioner (Thursday)
	Sam Hartley, Secretary to the Commission (Thursday)
CAA Consumer Panel	Trisha McAuly (Thursday)

Apologies:

Belfast International ACC, Bournemouth ACC, and Southend ACC

WEDNESDAY 12 JUNE

Welcome and introduction

1. Pat Hayden, Chair of Inverness ACC, gave an introduction to the meeting and welcomed new attendees Tom Crowley (Chair Gatwick), Guido Liguori (Executive Director Heathrow HCEB), Sam Matthews (Head of Communications and Strategy, Heathrow HCEB) and Janice Hogarth (Secretary, Edinburgh).

Presentations

(a) Connectivity to and from the Highlands of Scotland to the world

Presentation from Graeme Bell, General Manager, Inverness Airport

2. The presentation outlined the HIAL group of airports; the routes and operators serving Inverness Airport; its role in promoting and maintaining a thriving local community; the pattern of growth in the past five years and the plans for and restrictions to future growth.

(b) How secure is your airport?

Presentation from Campbell Hayden, Principal Consultant, Atkins

3. An overview of the work of Atkins in relation to cyber security and cyber resilience at airports was given. The aim of the presentation was to increase delegates' awareness of cyber security risks to airports and of the new cyber security legislation affecting major UK Airports (those handling more than 10 million passengers per annum). The legislation also applied to those airlines individually handling 30% or more passengers at any of those airports.

UKACCs Internal Business

4. Delegates considered a number of matters relating to the internal business of UKACCs, its secretariat support arrangements, its accounts and budget for the ensuing year.

THURSDAY 13 JUNE – BUSINESS MEETING

Notes of the annual meeting held on 7 June 2018

5. **APPROVED** - the meeting notes.

Matters arising

6. There were no matters arising from the last meeting not covered elsewhere on the agenda.

Aviation Policy Update

Presentation from Tim May, DfT, - Aviation Policy Update

7. The aims and objectives of the review of the Aviation Strategy were outlined. These related to airspace modernisation; drones; sustainable growth within an international context; community engagement and the use of community funds; slots and resilience; and noise.

8. As part of the continued engagement on the development of the Aviation Green Paper policy proposals, the DfT had held two Focus Groups, one to consider noise regulation and another to look at mitigation and compensation. The DfT would circulate summaries of the feedback from these groups to ANEG members.

9. The proposed review of noise action plans (NAPs) by the DfT was discussed. Currently NAPs were not enforceable and community groups were concerned that airports were not being held to account if they failed to meet the aims/goals set out in NAPs. There was consensus at the meeting that it would be helpful to have guidance on what an effective NAP looked like. ACCs commented that the CAA produced a table ranking the provision of disabled services at airports such as “good”/”needs improvement”. This had proved very effective by incentivising airports to provide good quality of service. It was suggested that a similar model might be employed for noise action plans. ACCs could play a more active role in monitoring performance and by sharing examples of good practice.

10. The work of the Airspace Strategy Board was discussed. This was chaired by the Minister for Aviation and supported the DfT and the CAA in their role as co-sponsors of airspace modernisation. The Board was comprised of national stakeholders and UKACCs had been invited to participate in the work of the Board. Delegates welcomed the involvement of UKACCs but also questioned whether the Board was too South East centric and the legitimacy of the community groups’ representation on the Board. It was commented that the AEF was a well-established and recognised organisation but little was known about the ACF, its constitution and membership criterion. Delegates asked that the DfT reflect on this and also its guidance to ACCs to ensure legitimacy of community groups, particularly if they were participating in the DfT’s work.

ACTION: TM

11. It was noted that sub-groups had been set up under the airspace modernisation governance structure, including ACOG (Airspace Change Organisation Group) to which Mark Swann (from the CAA) had been appointed by NATS to chair the group. Delegates raised the following points:

- That the implications of airspace modernisation on planning policies/local plan development needed to be taken into consideration early in the process. Tim May asked that individual ACCs refer to this in their responses to the Aviation Green Paper consultation and include specific examples.

ACTION: All

- That the new regulations on flying drones within 5km of the end of a runway should be kept under review as it could be possible that this distance may not need to be as great for smaller airports. [The DfT has subsequently provided ACCs with a link to a website showing to an interactive map of all the restriction zones - aerodrome traffic zone (ATZ) plus the 5km by 1km runway additions – at each airport - <https://dronesafe.uk/restrictions/>]

Land use planning

12. Concerns were expressed at last year’s meeting about the continuing absence of planning guidance since the loss of PPG24. The paper circulated in advance for this item described the bespoke Noise Local Plan policy developed by Crawley Borough Council which aimed to fill the vacuum. It was suggested that delegates share this example of how to address the absence of Government guidance with their own local planning authority/other local authorities in their area.

13. It was agreed that these issues should be raised as part of the response by UKACCs to the Government's Aviation Green Paper.

ACTION: PS/FE

Collective UKACCs response to the Government's aviation green paper

14. It had been felt by the UKACCs Working Group that, whilst individual ACCs would be writing their own responses to the Green Paper, there was a need to submit a collective response from UKACCs. A draft response had been circulated prior to the meeting. Delegates were asked to raise any queries, suggestions or additions with the Secretariat as soon as possible in order that this could be amended prior to submission. **ACTION: All**

15. The issue of whether to include APD in this response was discussed at length. It was agreed that, as there were so many differing views on APD, it should be highlighted as a contentious issue and left to individual ACCs to report in detail on their own circumstance. The question of how the revenue raised from the tax was spent should be included in the UKACCs collective response, asking that the government be transparent about this and suggesting that the revenue be used for helping combat the challenges of climate change or other green initiatives/research. ACCs noted that revenue from the duty appeared to be allocated to a general fund as opposed to any aviation or environmental specific use. **ACTION: FE/PS**

Independent Commission for Civil Aviation Noise Presentation from Rob Light, Head Commissioner

16. The presentation summarised the history of the establishment of ICCAN and the challenges that it faced in managing expectations around its role. Its aim was to be future-focused and independent. Activity in the first six months had principally involved listening to stakeholders around the country.

17. ICCAN had issued for comment its Draft Corporate Strategy 2019-21 which contained strategic objectives and its two year work plan. Its key aim is to improve public confidence and trust in the management of aviation noise by building its expertise, credibility and profile across the UK. With regard to ACCs, ICCAN was keen for committees to play a key role in the development of noise management policy at their airports. Delegates were asked to feedback on the strategy to ICCAN by 16 June. **ACTION: All**

18. In response to requests for questions and comments the following issues were raised/clarified:

- ICCAN would continue to take a UK wide approach. The top 10 busiest airports had been allocated to five Commissioners and the team would continue to visit all airports. They would also be happy to attend ACC meetings if invited.
- ICCAN would offer feedback about ACCs they visited. It was recognised that a significant challenge for some ACCs would be giving time to noise without it dominating the agenda, and it may be that noise sub-groups could be a sensible approach.
- ICCAN was asked to consider how ACCs could assist them.
- It was suggested that it would be helpful for ICCAN to review airports' noise management practices, develop indices to enable comparison, and publish a league table. This approach had been used by the CAA in relation to PRM services and had been extremely effective in highlighting problems and encouraging airports to change their practices. ICCAN agreed to consider this.
- Whilst accepting that there were no doubt basic principles that all airports should be observing in managing the noise climate around their airports, delegates were keen to ensure that any guidance that ICCAN issued took into account the differing local circumstances across the UK's airports

DfT guidelines for ACCs Presentation from Tim May, DfT.

19. Following last year's annual meeting, delegates were asked to submit their feedback to a DfT questionnaire on ACCs' community engagement mechanisms. The presentation summarised the key themes to emerge from the submissions and the DfT's response to each question.

20. A discussion followed on the key issues faced by the ACCs over the past year, and the following points were raised in particular:

- There was felt to be a need for placing greater obligation on local authority members to feedback adequately to their authorities and communities and to assist ACCs in raising their profile among local residents, as this was not routinely being done.
- There was consensus that it would be helpful for the guidelines to be revised to include a steer on how to engage with environmental protest groups. It would also be useful for 'community groups' to be more clearly defined in the guidance, in relation to their constitution and how representative they were of the communities they purported to represent.
- As ACCs were now expected to play a greater role in community engagement it would be desirable for the guidelines to be updated to reflect this, including the input expected of ACCs by the CAA, DfT and ICCAN, and to address the challenges faced by ACCs in relation to the different arrangements at each airport with regard to budget, committee structures and support given to the Chair.

CAA Consumer Panel

Address from Trisha McAuly, CAA Consumer Panel

21. Last year the main focus of the Panel's work had been complaints handling and dispute resolution. A survey had shown that more than 50% of those questioned were dissatisfied with the resolution of their complaint, and that 60% of those who were entitled to compensation were not aware of it. The Panel had looked into the types of complaints raised, the methods by which they were raised, alternative dispute resolution, and compensation - including the possibility of this being automatic. One problem they had faced was that there was a lack of evidence from airlines regarding their complaints handling and procedures and more information from them was required. This did not appear to be an issue with complaints received by airports about their services and facilities.

22. The CAA Consumer Panel would be responding to the Aviation Green Paper and would reiterate a series of recommendations that they had already made to the DfT. These included requiring more transparency from airlines in relation to complaints, the possibility of an automated compensation system being explored, and suggesting that ADR should be mandatory with one single provider with consumers not being required to pay a fee to use the service. They would be supporting the proposed Passenger Charter in their response, but emphasising that it had to be meaningful in practice - that is, enforceable, transparent, with KPIs, independent governance, a clear statement of legal rights versus good practice, and greater power of sanction for the CAA. They would also be asking for a review of the KPIs and SLAs for Border Force, some of which had remained the same for the past twenty years.

23. The Panel had had early and ongoing involvement in the airline insolvency review and supported the Flight Protection Scheme. In particular, they had stressed the importance of focusing on how to keep aircraft flying and the needs of vulnerable passengers.

24. Trisha outlined the three strategic themes that would be the focus of the CAA Consumer Panel over the next two years: accessibility; quality; and redress. In the next year they would be looking at vulnerability, not just for PRMs or those with hidden disabilities but any passenger who might face a situation in their journey which rendered them vulnerable. They would also be exploring data and digital innovation, including the way in which this was changing the customer experience, how data was used - especially in algorithms - and the quality of data available to enable passengers to make an informed choice particularly in relation to price.

25. Delegates made a number of suggestions for possible areas of focus for the Consumer Panel:

- Looking at the design of aircraft to ensure that the space inside and the layout made them accessible to all passengers
- Investigating problems associated with interlining and whether connections were realistic and operable in practice
- Considering the possibility that ADR should be mandatory for airports as well as airlines
- Exploring how widespread was the practice of cancelling flights for commercial reasons.

26. These points would be highlighted to the Panel.

27. Delegates also asked if there were issues which the Panel felt ACCs should be addressing and suggested that if it would be helpful to the Panel, UKACCs was willing to attend a Panel meeting to explain the role of ACCs in more detail and ways in which ACCs/UKACCs could assist in the Panel's deliberations.

Heathrow Community Engagement Board (HCEB)

Presentation from Sam Matthews, Head of Communications & Strategy

28. The presentation outlined the committee structures developed by the HCEB in the past year and some of its activities, and the new methods it was using to engage with groups whose voices had been previously unheard. How the HCEB was using social media, in particular Twitter and Facebook, was described, including the effective use of targeted advertising on the latter to reach new groups. Sam offered his assistance to any ACC considering developing a social media presence.

Airspace modernisation

29. Due to rearranged flight schedules resulting from the strike action planned by Inverness ATC, the CAA representatives were unable to attend the meeting. Paula Street advised that the CAA had provided details on progress in relation to the FASI North and FASI South projects. The CAA's update would be circulated to member ACCs.

ACTION: PS

30. The CAA had introduced a new Account Manager role to the Airspace Regulation team. This was a coordination-based role to address the administrative functions of the airspace change process. It was anticipated that the introduction of the new role would address the increased demand and resource capacity to enable a more swift airspace change process.

31. The UKACCs Secretariat had issued a paper prior to the meeting setting out for approval some guiding principles for ACCs to use when airspace changes were being planned at their airports to assist them in ensuring that they were performing their role in the CAP1616 process as expected by the CAA. The CAA and DfT had worked with the UKACCs Secretariat to develop these. Tim May added that it was possible that, if approved by UKACCs, the DfT may wish to include reference to the principles in an appendix to the DfT Guidelines for ACCs.

32. **APPROVED** – the document 'CAP1616 & the airspace change process: guiding principles for ACCs'.

ACTION: PS to circulate approved version to member ACCs

Passengers with disabilities

33. A paper summarising the outcome of the CAA's annual monitoring of disability service standards at UK airports in 2018 had been circulated in advance of the meeting and this was discussed. It was agreed that this league table system had been extremely effective in encouraging poorly rated airports to take steps to improve the service they offered. There was concern expressed about the requirement set out by the CAA in the revised CAP1228 for each airport to establish a disability forum to meet twice a year. It was generally felt by most member ACCs that it could be an unnecessary additional forum for those airports rated highly, and it was not clear how such forums would link to the work of ACCs. It was noted that Edinburgh ACC was supportive of the CAA's requirements and of the need for more training to staff providing special assistance services. Some of those present outlined how their airports already had forums and explained how these functioned in practice. A further concern was expressed that the CAA's performance requirement was based on metrics and did not account for the quality of service or the passenger experience.

34. ACCs were encouraged to continue to share examples of good practice outside of the meeting. Belfast City Airport had a series of videos on its website offering guidance to those who would be travelling with a child on the autistic spectrum - <http://www.belfastcityairport.com/At-The-Airport/Passenger-Information/travelling-with-children>

Taxi operations and airport related parking in neighbourhoods around airports

35. This item had been included on the agenda following an enquiry made last year by Newcastle ACC. A paper had been circulated outlining some of the problems associated with taxi drivers waiting for long periods in communities around airports, and airport staff and users parking in residential areas. Delegates shared their experiences, including measures being taken by airports to address this issue.

Aviation and health

36. The UKACCs Working Group had asked that the Secretariat prepare a paper on the key human health issues associated with the environmental impacts of aviation - noise and air quality - and this had been circulated prior to the meeting.

37. Tim May reported that DEFRA had set up a group who were looking at the guidelines published by WHO this year and the research that underpinned them. This exercise would take approximately two years and could result in some recommendations being made to the government. It was noted that the Government study related to environmental noise not just aviation related noise

38. The Chair of London City ACC offered to share a presentation made to his committee recently from two councils who had declared a climate crisis.

ACTION: DA

39. It was agreed that the Secretariat should arrange for Public Health England to come and present on this issue at the next annual meeting.

ACTION: PS

40. Delegates also highlighted the need to have a better understanding of air quality issues around airports, climate change initiatives at airports and the role of surface access modal choices in addressing environmental impacts.

ACTION: PS/FE to note for next year's agenda

Membership of the UKACCs Liaison Group

41. The paper circulated in advance of the meeting detailed the air traffic statistics and passenger throughput at UK airports in 2018. It was noted that no changes were needed to the UKACCs subscription band fees.

42. The number of aircraft movements at Norwich airport were noted and, although the airport's passenger throughput did not meet UKACCs membership criteria, it was felt that Norwich Airport was of regional significance and should be offered membership.

43. **AGREED: that Norwich airport should be approached to join UKACCs.**

ACTION: PS/FE to write to Norwich ACC

Any other business

44. This was the last annual meeting that Peter Smart, Chair of Aberdeen ACC who had been involved with UKACCs since 2006, would be attending as he was retiring at the end of 2019. On behalf of UKACCs Pat Hayden and Colin Flack paid tribute to Peter, thanking him for his significant contribution to UKACCs over the years, in particular his role as Chair of the UKACCs Working Group.

Venues for future conferences

45. The 2020 annual meeting would be held in Bristol on 17 and 18 June. Stansted ACC volunteered to host the meeting in 2021, subject to the agreement of the airport.

Rebecca Cox
UKACCs Secretariat

This page is intentionally left blank

Liverpool Airport Consultative Committee

Annual Work programme

2019 - 2020

Meeting	Items	Detail
15 February 2019 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings
	Airspace Change Process	Update. Formal consultation runs April to July
24 May 2019	Dubai - Most Accessible Airport	Update from Tony Rice on his involvement with Dubai Airport
	Preparation for Liverpool Metro Mayor	To discuss questions to be asked
	Airspace Change Process	Update during formal consultation
20 September 2019	UKACCS national conference (12-14 June)	Minutes and feedback
	Airspace Change Process	Update following consultation and within the 'update and submit' stage
	Liverpool Metro Mayor	To discuss their vision
22 November 2019	Airspace Change Process	Update at the move toward decision stage
14 February 2020 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings
	Airspace Change Process	Update on decision stage

This page is intentionally left blank