



## Liverpool John Lennon Airport Consultative Committee

**Date:** Friday, 17 February 2023

**Time:** 10.30 a.m.

**Venue:** Liverpool Airport L24 1YD

**Contact Officer:** Mike Jones, Secretary

**Tel:** 0151 691 8363

**e-mail:** MichaelJones1@wirral.gov.uk

**Website:** www.wirral.gov.uk

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### AGENDA

**1. APOLOGIES**

**2. DECLARATION OF INTERESTS**

**3. APPOINTMENT OF CHAIR**

The Committee's Constitution requires the Consultative Committee to appoint a Chair at its Annual Meeting. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

**4. APPOINTMENT OF VICE-CHAIR**

To appoint a Vice-Chair until the 2022 Annual General Meeting. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

**5. CHAIRMAN'S ANNOUNCEMENTS**

**6. MINUTES (Pages 1 - 20)**

To approve the minutes of the meeting of the Consultative Committee held on 18 November 2023 and to receive the minutes of the Noise Monitoring Sub-Committee held on 20 January 2023.

## **7. MEMBERSHIP**

To note any changes in membership since the last meeting, consider any issues of non-attendance and appoint a representative to the Air Transport Forum.

## **8. APPOINTMENT OF SUB-COMMITTEES (Pages 21 - 24)**

To approve the Sub-Committees, as detailed in the attached document.

## **9. 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.

## **10. QUARTERLY BUSINESS REPORT (Pages 25 - 30)**

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

## **11. CUSTOMER SERVICES UPDATE (Pages 31 - 38)**

Update from Christina Smith, Customer Services Executive.

## **12. TOPICAL ITEM**

A talk on emergency preparedness by Dave Taggart, Rescue & Fire Fighting Service at the Airport, or an alternative speaker if he was not available.

## **13. AIRSPACE CHANGE PROCESS**

Update by Andrew Dutton, Head of Environment.

## **14. ANNUAL WORK PROGRAMME (Pages 39 - 40)**

To note the attached Work Programme.

**15. CORRESPONDENCE**

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

**16. DATE OF NEXT MEETING**

The proposed next meetings for the Noise Monitoring Sub-Committee (NMSC) and Consultative Committee (LJLACC) are as follows:

<b>NMSC</b>	<b>LJLACC</b>
21 Apr 2023	26 May 2023
21 or 28 July 2023.	29 September 2023
20 October 2023	17 November 2023
19 January 2024	16 February 2024

**17. ISSUES FOR DISCUSSION WITH NOTICE**

This is Committee members opportunity to raise issues which can be discussed with the Airport if they have potential to affect the Airport or would be of interest to the whole Committee and are not covered elsewhere on the agenda. These can be items they are aware of within their organisation or locally such as new developments, changes to the economy or to a relevant industry. Items should be forwarded to Mike Jones by 5pm two days before the meeting (i.e. 5pm on Wednesday 15 February 2023) so they can be considered. The Chairman will make the final decision whether to take items.

**18. ANY OTHER BUSINESS**

**19. EXCLUSION OF PRESS AND PUBLIC (IF REQUIRED)**

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

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

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## LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 18 November 2022

### PRESENT:

Norman Elias, Chair

Cllr Tony Brennan, Knowsley Council

Jordi Morell, West Chester BID

Alex Naughton, Liverpool City Region Combined Authority

Simon Osborne, National Trust

Steve Parish, Warrington Council

Steve Pearse, Friends of Liverpool Airport

Tony Rice, disabled persons representative

Cllr Bill Woolfall, Halton Council

### Liverpool John Lennon Airport

Robin Tudor, Head of Public Relations

Christina Smith, Customer Services

Michelle Wood, Chaplain

### Secretariat

Mike Jones (Sec)

#### 48 **APOLOGIES**

Apologies for absence were received from:

Bob Swann, Chair

Councillor Andy Bowden, St Helens Council;

Councillor Chris Ellams, Helsby Council

Councillor Liz Grey, Wirral Council

Conor Williams, Liverpool Chamber

Councillor Malcolm Spargo, Hale

#### 49 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

#### 50 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

#### 51 **MINUTES**

**Resolved: That**

**(1) the minutes of the Liverpool Airport Consultative Committee meeting held on 30 September 2022 be agreed as a correct record; and**

**(2) the minutes of the Noise Monitoring Sub-Committee meeting held on 15 July 2022 be received and noted.**

52 **MEMBERSHIP**

The Secretary reported that the prospective Speke estate representatives had been emailed about their appointments but have not responded.

Nominations to the Air Transport Forum were invited.

Steve Pearse was nominated by Simon Osborne and seconded by Norman Elias. There were no further nominations.

**Resolved:**

**That Steve Pearse be appointed to the Airport Transport Forum for 2022/23.**

53 **PUBLIC QUESTION TIME**

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

54 **QUARTERLY BUSINESS REPORT**

Robin Tudor presented the report for the months September and October 2022. There were around 700,000 passengers which was around 78% of the same period in 2019 which was similar to the situation at other airports. Airlines had moved to the quieter Winter schedules which operated October to March. Airlines were still in recovery mode with fluidity in routes and there remained some staffing issues. However the airport operations were running smoothly with an average of 12 minutes through security and 77% of flights on time. New business included the PLAY airline flying to Reykjavik which allowed transfers to the USA, and it had been noted that a significant number of people had used it as a cheaper route to the USA. Also Widerøe had announced that they were returning in Summer 2023 with flights to Bergen in Norway which they had stopped during the pandemic.

Liverpool had joint topped the 'Which?' magazine annual airport survey that had been based on customer experience. It was noted that the bottom 3 in the survey were the three terminals at Manchester.

There was an ongoing issue with cars parking on Hale Road, including a fatal accident, with the Airport requesting all staff to use the Free Drop Off Car Park and working with the local authority and Merseyside Police to look at ways to improve the situation too.

Members discussed aspects of the report and noted that there was locally a £2 per bus fare scheme in operation which may help promote public transport access and reduce parking problems.

**Resolved:**

**That the update report be noted.**

55 **CUSTOMER SERVICES UPDATE**

Christina Smith gave an overview of her report on customer service statistics for September and October. Numbers were decreasing to about 1,600 contacts in October (0.45% of passengers). Car parks remained the biggest reason for contact, with airlines being next with the recurring question of when particular routes were returning. Complaints were at 0.49% of contacts in September but down to 0.06% in October with the biggest being car parking bookings, with technical issues with an upgraded system causing a spike. There were actually more contacts than in 2019 despite lower passenger numbers, partly because people were still familiarising themselves with processes. There were six locations with feedback terminals which gathered 3-5,000 hits per day. It was notable that around 2.2% of passengers are classified as having reduced mobility compared to 0.89% in 2019.

Members noted that disability forums recommend Liverpool John Lennon Airport as a preferred terminal.

**Resolved:**  
**That the update report be noted.**

56 **TOPICAL ITEM**

The Airport Chaplain Michelle Wood gave a description of her work carried out at the Airport. She worked for Mission in the Economy (MitE), which was based in Liverpool and supplied Chaplains to organisations including the Police and YMCA. There were a team which operated in several local town centres and in a local business park. Most were volunteers and it was notable that there were around 300 in the 1970s in all sorts of industries but the decline of industry reduced it and in the late 1990s the role was broadened into the work-based roles today. They were independent of the Airport.

They provide support, a non-judgemental listening ear and championed justice in the workplace with a confidential and safe space for people to be heard. They were not exclusive to a particular faith and welcome 'all faiths and none'. They included two volunteer Chaplains too.

At the Airport they cared for people including those leaving others or bereaved, nervous flyers or people who found themselves in difficulty and need a calming influence. For instance, a person who had found themselves stranded at the airport with no money was fed and calmed and was found a quiet area to wait. For staff too, a reassuring chat was available. Michelle toured the Airport regularly to check on staff including the outlying locations such as the fire station and air traffic control.

They also made links with the local community, groups and schools to see if they can offer help and support with schemes such as Foodbank.

Members discussed her role with her and suggested that she include General Aviation on her tours.

The Chair thanked her for the presentation.

57 **AIRSPACE CHANGE PROCESS**

Robin Tudor provided a brief update on the Process. It remained paused although it was Liverpool Airport's intention to engage in a consultation again once other airports had reached the same stage. A company would be engaged to undertake the consultation.

58 **ANNUAL WORK PROGRAMME**

**Resolved –**

**That the annual work programme be noted.**

59 **CORRESPONDENCE**

There was no correspondence to report.

60 **MEMBERS MATTERS FOR FUTURE DISCUSSION**

There were no issues raised by members.

61 **ANY OTHER BUSINESS**

There was no other business.

62 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 17 February 2023 at 10.30 am in the Cavern Suite, Liverpool Airport.



## NOISE MONITORING SUB-COMMITTEE

Friday, 20 January 2023

### **Present:**

Norman Elias, Chair and Passenger Rep  
Helen Bradshawe, Knowsley Council  
Cllr Lynn Hinnigan, Liverpool City Council  
David King-Hele, Wirral Council  
Tony Rice, Deputy Chair  
Ian Rushforth, Liverpool City Council  
Malcolm Spargo, Hale Parish Council  
Bob Swann, Chair of the LJLACC

### **Liverpool John Lennon Airport**

Andrew Dutton, Head of Environment  
Colin Barnes, Environment and Safeguarding Manager

### **Secretariat**

Mike Jones, Secretary  
Joe D'Henin, Assistant Secretary

#### 1 **APOLOGIES**

Apologies for absence had been received from Doreen Knight, Liverpool Council, and Ian Gaskell, Environmental Health, Knowsley Council.

#### 2 **DECLARATION OF INTERESTS**

There were no declarations of interests.

#### 3 **CHANGES IN MEMBERSHIP**

The Sub-Committee were informed that several attempts had been made to contact prospective Speke estate representatives regarding potential appointment, however no responses had been received.

It was noted that Jim Candlin had left his role at Cheshire West and Chester (CWaC) Council, although Peter Hargreaves or Martin Doyle would continue as alternative CWaC representatives on the Sub-Committee.

#### 4 **MINUTES OF LAST MEETING**

**Resolved - That the minutes of the meeting of the Noise Monitoring Sub-Committee held on 21 October 2022 be agreed as a correct record.**

## 5 **NOISE COMPLAINTS LOG**

Colin Barnes, Environment and Safeguarding Manager, introduced the Noise Log for the period 1 October to 31 December with an overview of aircraft movements over the previous rolling 24 months up until December, including a breakdown of movements by commercial flights, day and night flights and airline used. An overview of runway use between 1999 and 2022, highlighting the average 70/30 split between runway 27 and runway 09 usage, was noted. An outline of the appended slides was reported, providing a breakdown of the 24 complaints received during the period. The slides analysed complaints by date, complainants, area, reasons for complaints (including flight routes and runways used) and a comparison with previous years. The Sub-Committee were informed that October saw the highest number of complaints during the period, with 19 received from 7 individuals. It was noted that over the three-month period 14 complaints had been received from the same individual in St Helens. The Committee were also informed that 2 non-specific complaints had been received regarding general disturbance from aircraft movements rather than one single event or movement.

Members of the Sub-Committee discussed the complaints from St Helens, where it was affirmed that Billinge was outside of the airport's controlled airspace but that aircraft would pass in that general direction as they arrived or departed to the east. In response to a member question regarding the designation of flights as day or night flights, it was clarified that for this purpose the time period used to designate flights as night flights was 23:00 to 06:00.

## 6 **AIRSPACE CHANGE**

Andrew Dutton, Head of Environment, provided an update on the Liverpool John Lennon Airport (LJLA) Airspace Change Proposal (ACP). As previously reported, LJLA had remained paused at Stage IV of the CAP1616 process since November 2020. There had been considerable developments during the period since the ACP was paused, including the development of a national masterplan by the Airspace Change Organising Group (ACOG), the Airspace and LJLA being included as part of the Manchester Terminal Manoeuvring Area (MTMA) which included airports in Manchester, Leeds and East Midlands, to proceed as an ACP cluster together. A video demonstration of aircraft movements for LJLA in isolation and MTMA on a single day was provided to highlight the volume of neighbouring and en route aircraft traffic that needed to be considered in the cluster's proposals.

The Sub-Committee were informed that the LJLA was restarting the ACP after a break of 2 years. Due to the maturation of neighbouring sponsors designs in the MTMA, LJLA would be resuming into Stage II of the CAP1616 process, in order to review the work previously undertaken to check it was still

appropriate and to synchronise with the other MTMA sponsors. It was noted that LJLA would be emailing stakeholders in the coming weeks.

Members of the Sub-Committee discussed challenges in restarting the ACP, including employing a design consultant to help with the review process. It was noted that the anticipated implementation date for completed ACP's was 2026.

## 7 **DATE OF NEXT MEETING**

The Sub-Committee were informed that the next meeting of the Noise Monitoring Sub-Committee was to be set at the Consultative Committee meeting in February 2023 but was likely to be 21 April 2023.

## 8 **ANY OTHER BUSINESS**

### Noise Action Plan

Andrew Dutton presented Members with noise modelling data collected as part of the LJLA's Noise Action Plan. As previously reported, instruction from the Department of Environment, Food & Rural Affairs (DEFRA) meant that 2021 (rather than 2022 as requested) had to be used as the base year for a Noise Map comparison with 2016. As anticipated, the impact of the pandemic on aircraft traffic volume in 2021 was reflected in the noise levels reported in the table appended. It was noted that the estimated number of people and dwellings exposed to high noise levels were dramatically reduced from 2016. A table providing a full comparison of the estimated number of people and dwellings broken down by exposure to varying noise levels by decibel (dB) was presented.

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## Noise Monitoring Sub Committee

20<sup>th</sup> January 2023

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



## Aircraft Movements

October to December  
2022

2

### Rolling 24 months movements October to December 2021 & 2022

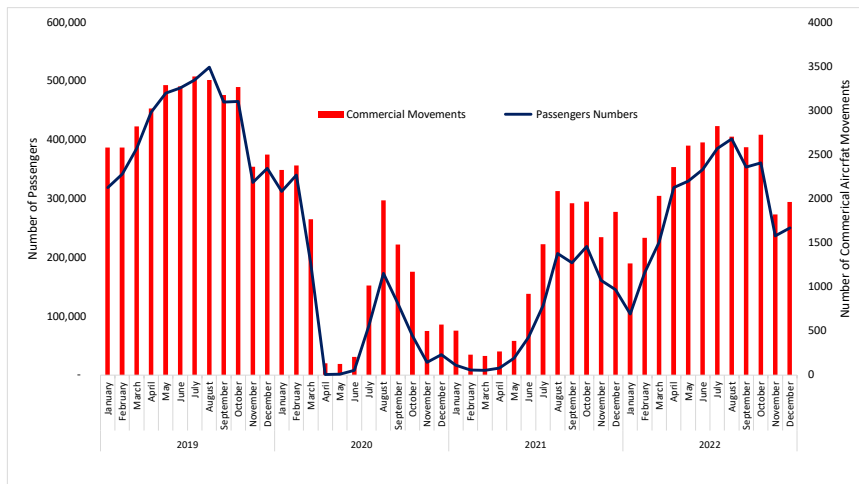
Month	Total	Cargo	Charter	Diverted	GA	Positioning	Scheduled
<b>2021</b>	<b>29,153</b>	<b>209</b>	<b>211</b>	<b>1</b>	<b>15,752</b>	<b>399</b>	<b>12,980</b>
Jan	830	111	12		328	55	324
Feb	481	14	14		252	43	158
Mar	624	4	13		409	34	164
Apr	1,747		30		1,482	41	194
May	2,031	4	12		1,647	18	350
Jun	2,892	1	2		1,974	22	893
Jul	3,308	6	15		1,826	28	1,433
Aug	3,935	23	23		1,871	29	2,030
Sep	3,726	6	17		1,788	25	1,900
Oct	3,511	10	28		1,544	33	1,896
Nov	3,201	19	22		1,641	27	1,492
Dec	2,839	34	23	1	990	44	1,746
<b>2022</b>	<b>46,373</b>	<b>389</b>	<b>357</b>	<b>36</b>	<b>19,282</b>	<b>449</b>	<b>25,859</b>
Jan	2,629	58	16		1,363	10	1,182
Feb	2,546	39	27	1	990	32	1,457
Mar	4,018	8	34		1,989	33	1,954
Apr	4,431	10	67		2,073	43	2,238
May	4,417	1	78		1,816	95	2,427
Jun	4,534	78	4		1,899	23	2,530
Jul	4,732	80	30		1,911	45	2,666
Aug	4,747	14	17		2,045	27	2,644
Sep	4,107	12	25		1,524	20	2,526
Oct	4,146	8	39		1,422	54	2,623
Nov	3,099	60	13	24	1,255	37	1,710
Dec	2,967	21	7	11	995	30	1,902

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3

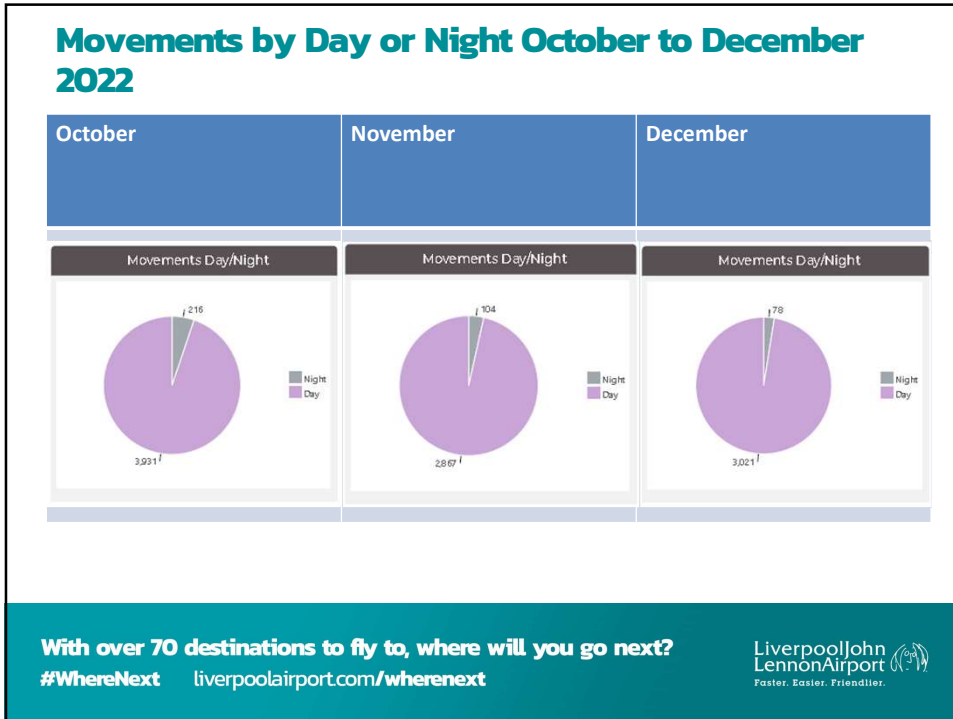
### Rolling 48 months movements January 2019 to December 2022



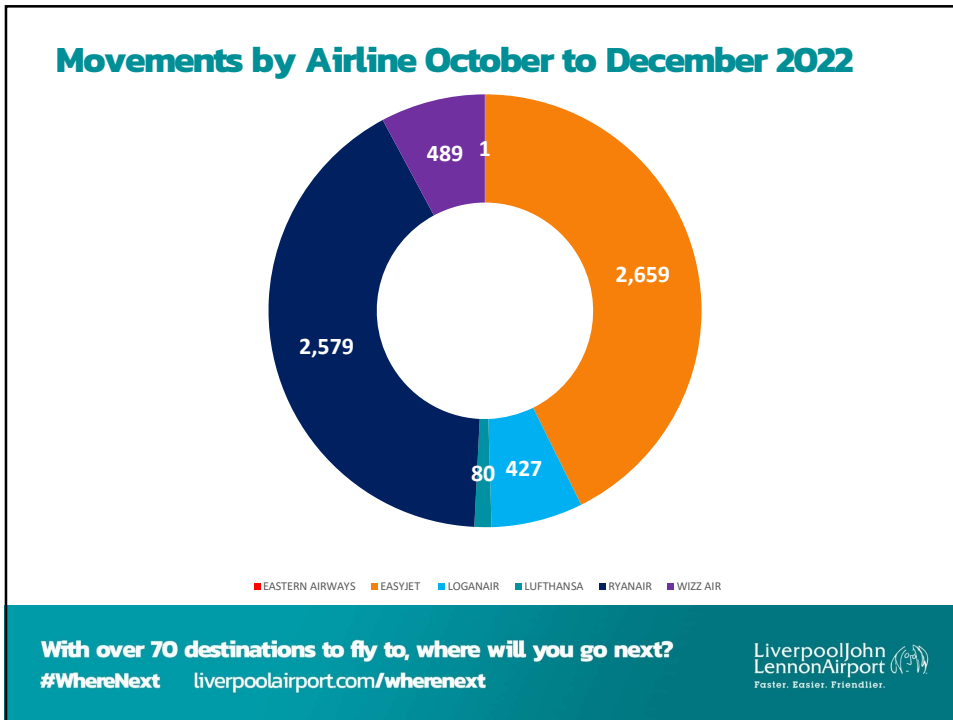
With over 70 destinations to fly to, where will you go next?  
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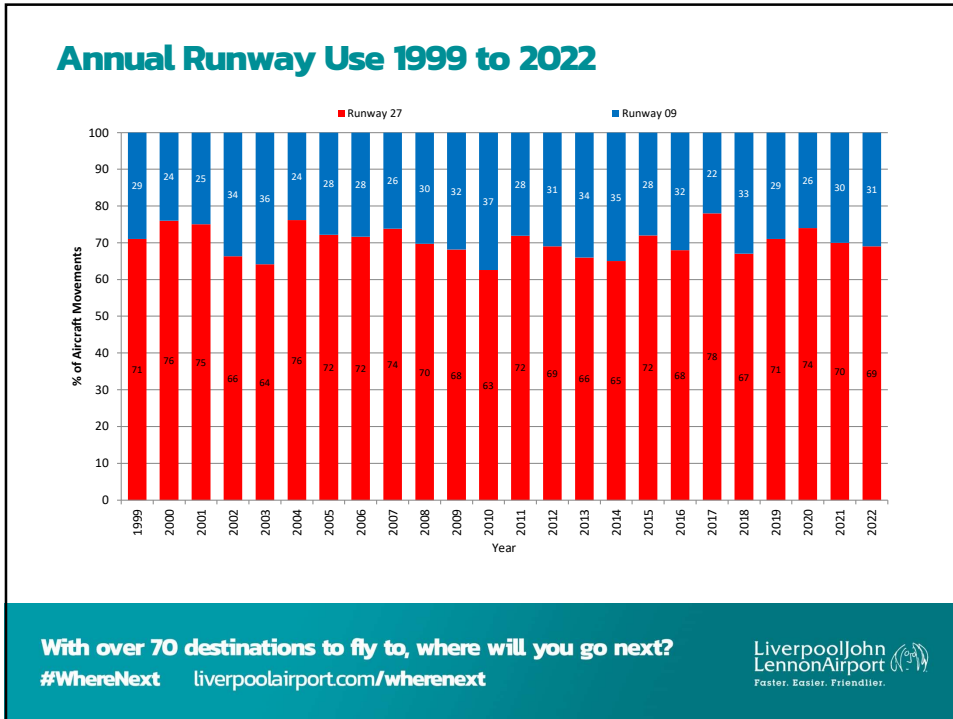
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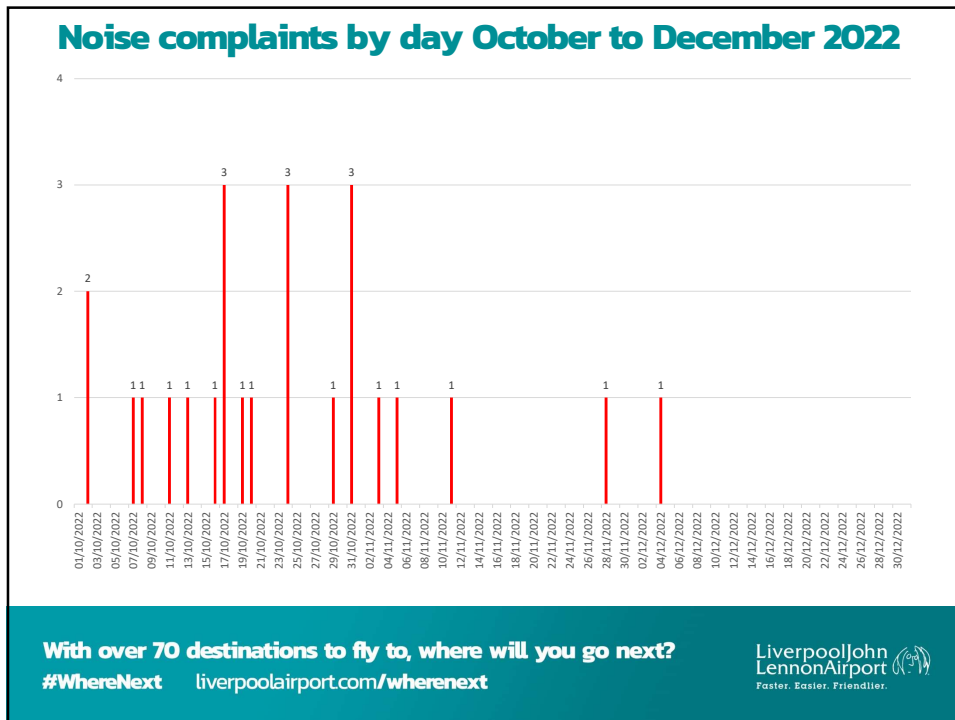


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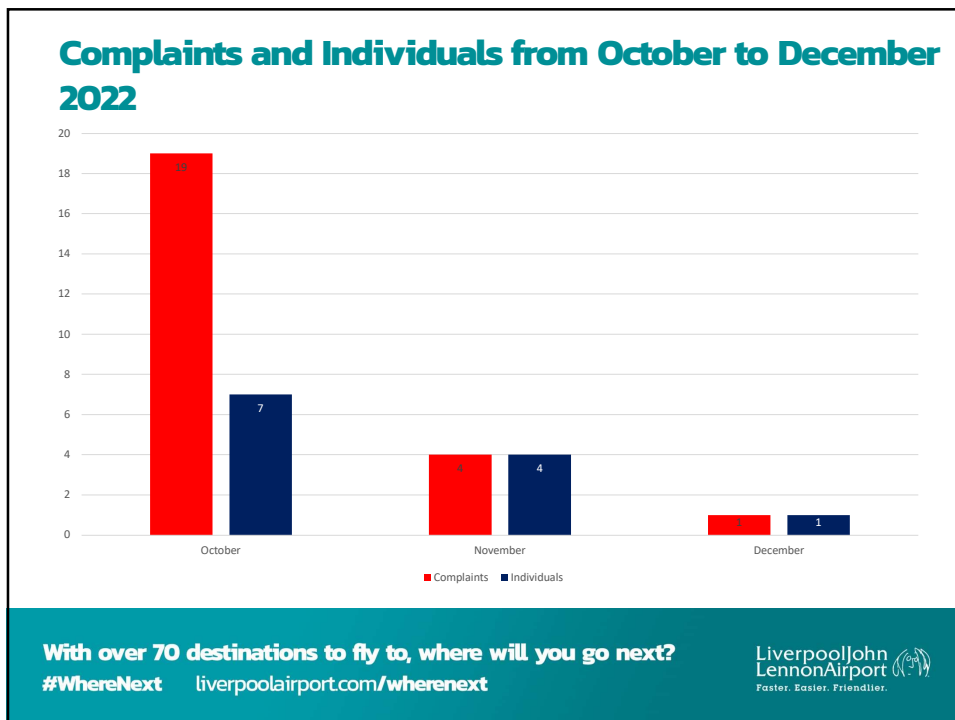


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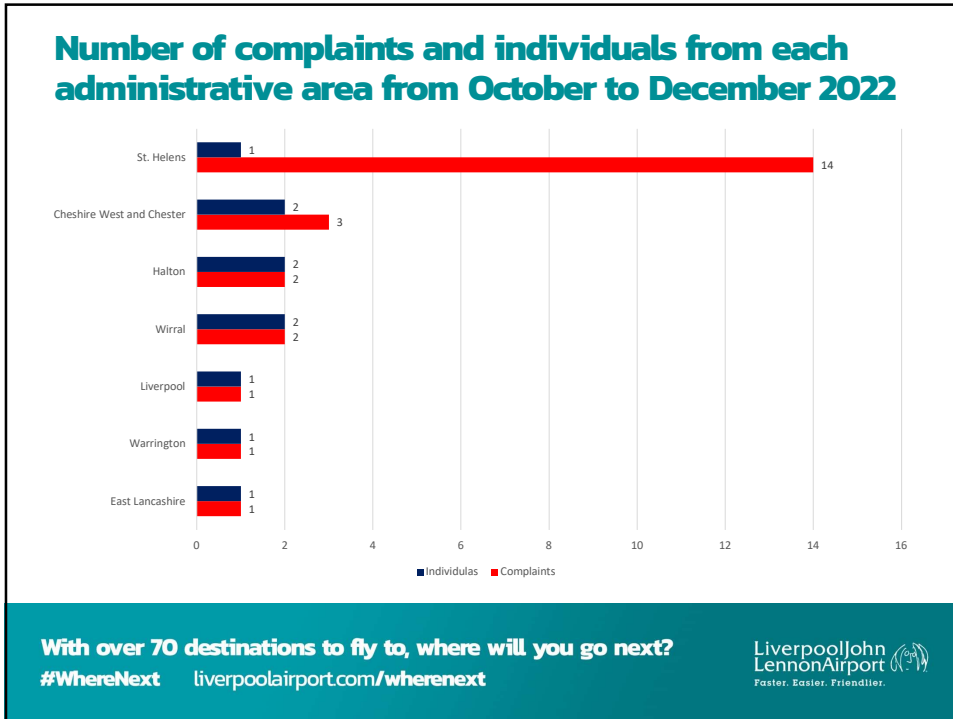




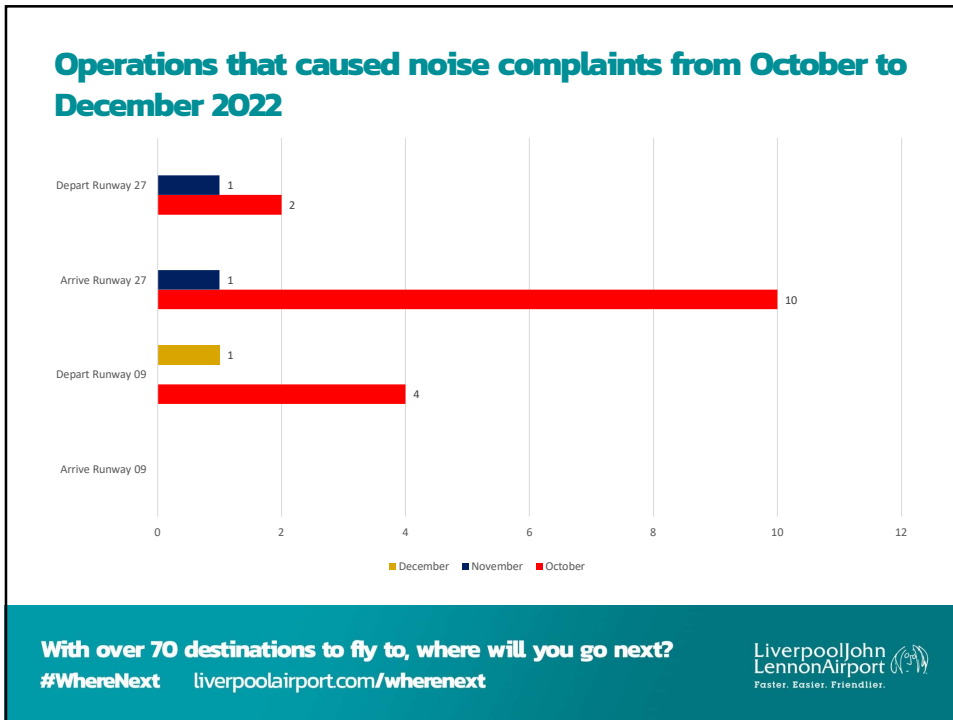
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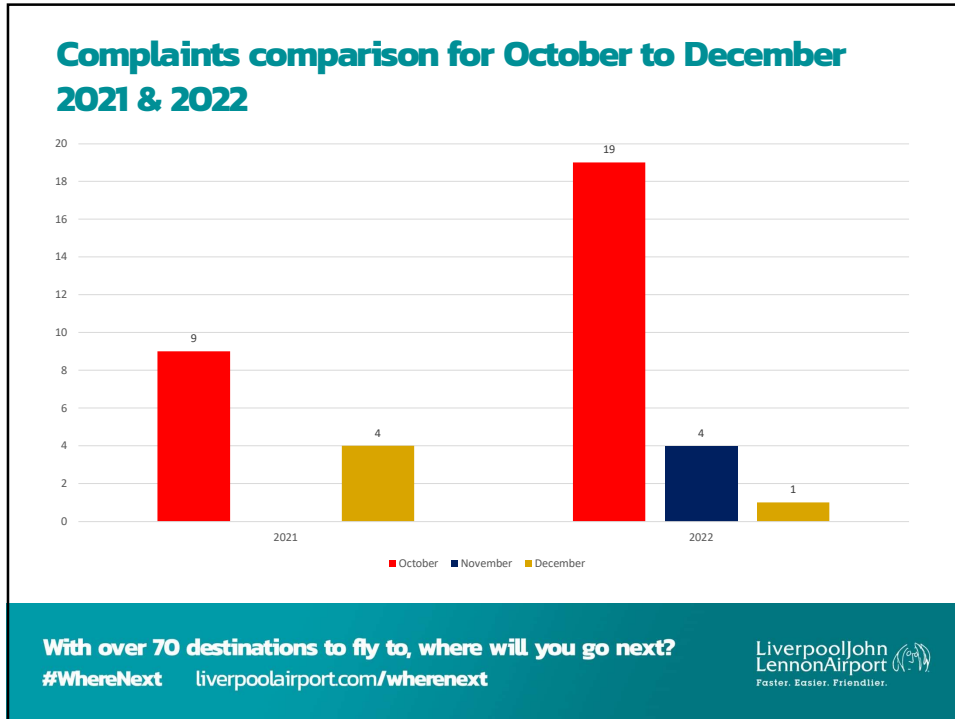
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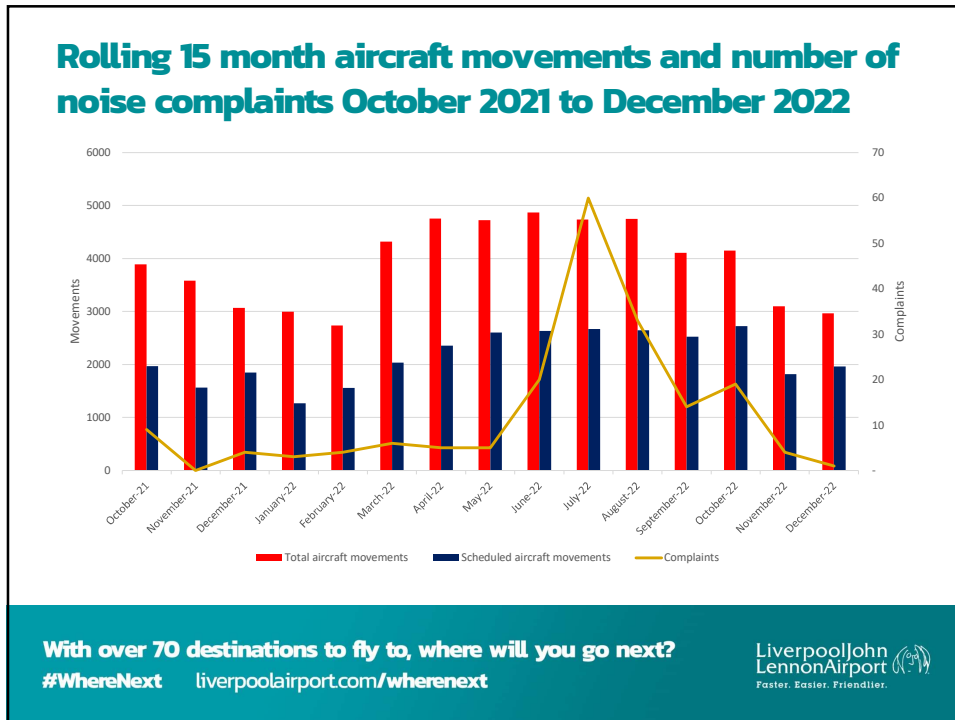
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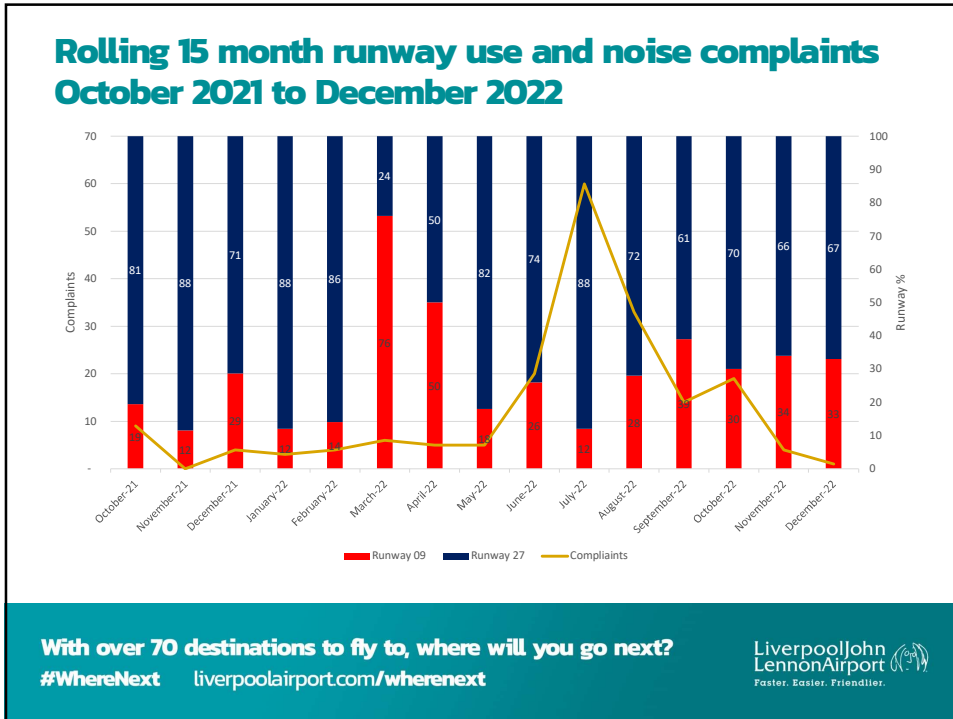
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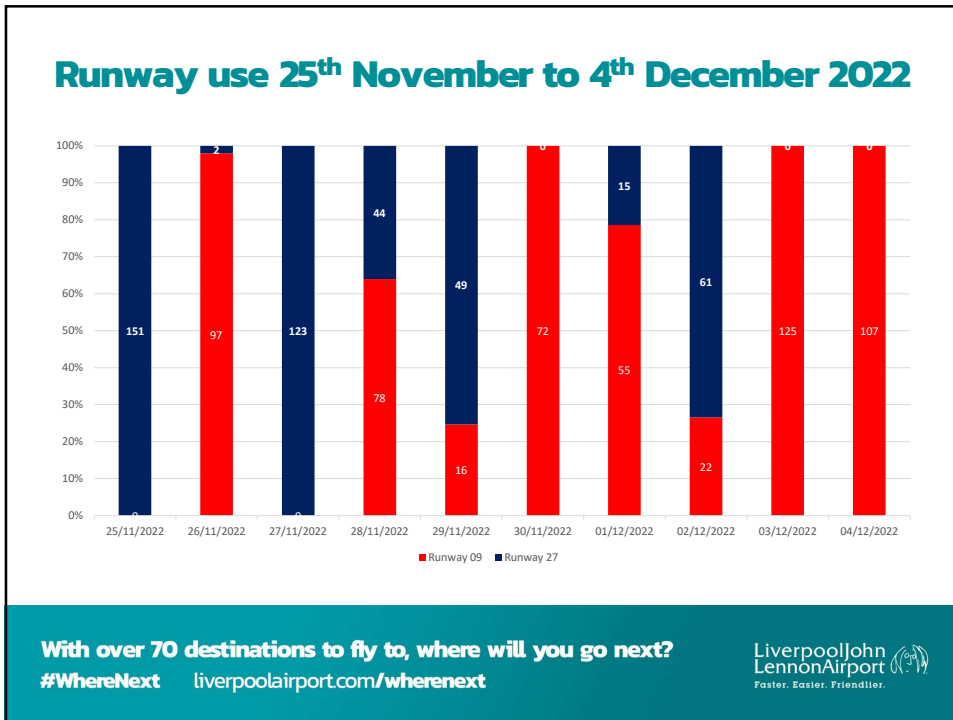
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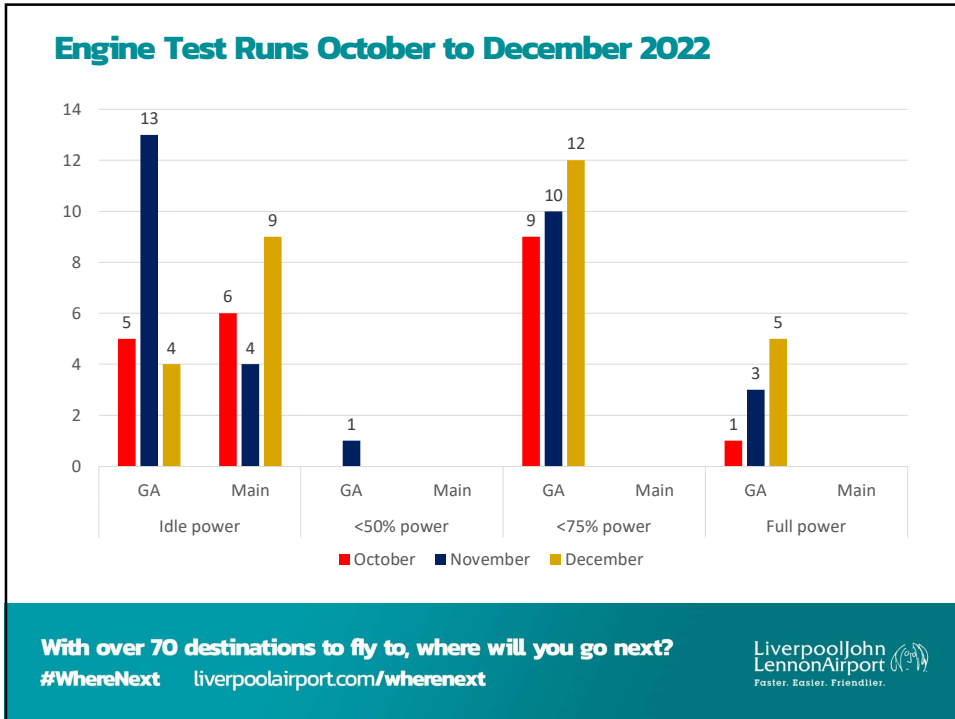
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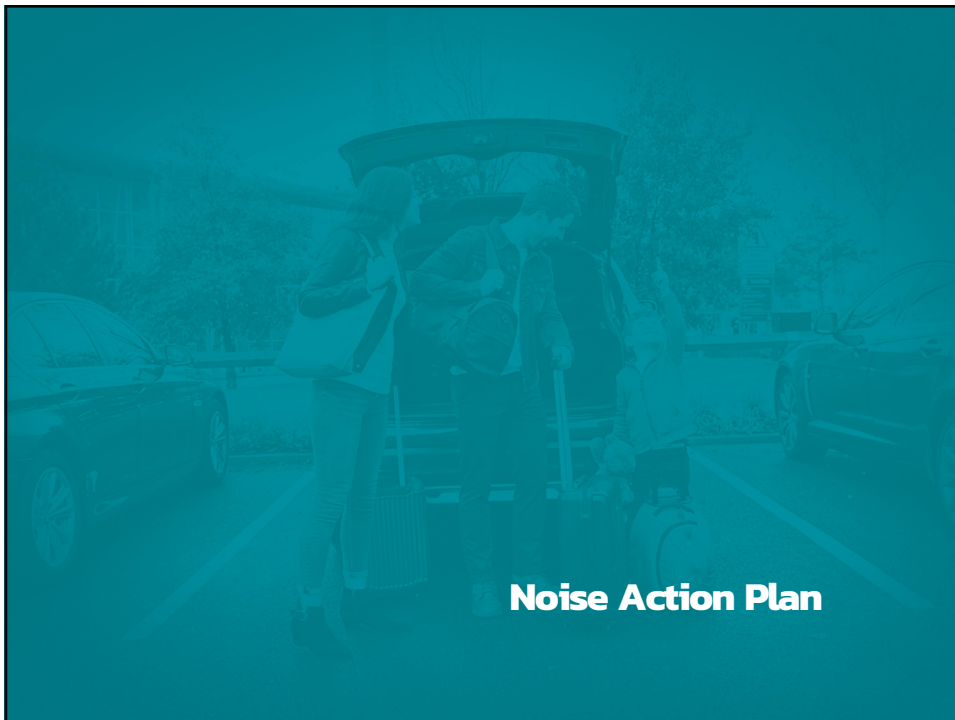
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16



17



18

### Estimated total number of people and dwellings above various noise levels, $L_{den}$

Noise Level (dB)	Number of Dwellings				Number of People			
	2006	2011	2016	2021	2006	2011	2016	2021
≥ 55	2,450	3,100	2,000	950	5,700	6,900	4,500	2100
≥ 60	900	900	650	<50	2,200	2,000	1,500	<100
≥ 65	< 50	<100	<50	0	< 100	<100	<100	0
≥ 70	< 50	0	0	0	< 100	0	0	0
≥ 75	0	0	0	0	0	0	0	0

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### Estimated total number of people and dwellings above various noise levels, $L_{day}$

Noise Level (dB)	Number of Dwellings				Number of People			
	2006	2011	2016	2021	2006	2011	2016	2021
≥ 54	1,750	2,200	1,800	700	4,200	5,100	4,000	1500
≥ 57	1,100	1,300	950	<50	2,700	2,900	2,200	<100
≥ 60	350	400	150	<50	800	900	300	<100
≥ 63	<50	<100	<50	0	<100	<100	<100	0
≥ 66	<50	<100	<50	0	<100	<100	<100	0
≥ 69	0	0	0	0	0	0	0	0

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### Estimated total number of people and dwellings above various noise levels,

$L_{\text{evening}}$

Noise Level (dB)	Number of Dwellings				Number of People			
	2006	2011	2016	2021	2006	2011	2016	2021
≥ 54	1,200	1,200	1,550	200	2,900	2,800	3,500	400
≥ 57	550	600	750	<50	1,400	1,200	1,600	<100
≥ 60	100	100	100	<50	200	200	200	<100
≥ 63	<50	<100	<50	0	<100	<100	<100	0
≥ 66	<50	0	<50	0	<100	0	<100	0
≥ 69	0	0	0	0	0	0	0	0

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### Estimated total number of people and dwellings above various noise levels,

$L_{\text{Aeq, 16h}}$

Noise Level (dB)	Number of Dwellings				Number of People			
	2006	2011	2016	2021	2006	2011	2016	2021
≥ 54	1,600	2,000	1,750	550	4,000	4,700	3,900	1200
≥ 57	1,000	1,100	900	<50	2,400	2,500	2,000	<100
≥ 60	300	300	150	<50	700	700	300	<100
≥ 63	<50	<100	<50	0	<100	<100	<100	0
≥ 66	<50	<100	<50	0	<100	<100	<100	0
≥ 69	0	0	0	0	0	0	0	0

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**Estimated total number of people and dwellings above various noise levels,**  
 $L_{night}$

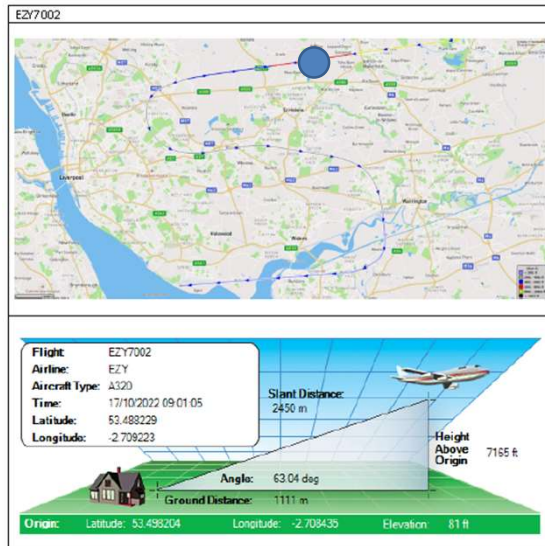
Noise Level (dB)	Number of Dwellings				Number of People			
	2006	2011	2016	2021	2006	2011	2016	2021
≥ 48	1,750	1,900	1,500	350	4,200	4,300	3,300	800
≥ 51	1,000	1,000	650	<50	2,500	2,300	1,400	<100
≥ 54	400	200	<50	<50	1,000	500	<100	<100
≥ 57	<50	<100	<50	0	<100	<100	<100	0
≥ 60	<50	<100	0	0	<100	<100	0	0
≥ 63	<50	0	0	0	<100	0	0	0
≥ 66	0	0	0	0	0	0	0	0

With over 70 destinations to fly to, where will you go next?  
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23

**Example of an Aircraft that arrived over Billinge**



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24



## **Liverpool Airport Consultative Committee – Sub-Committees**

### **Extracts from Constitution concerning Sub-Committees**

8. SUB-COMMITTEES AND PANELS
  - 8.1 The Committee may appoint Sub-Committees to assist the work of the Committee with such membership and powers as the Committee may decide.
  - 8.2 These Standing Orders will apply to meetings of Sub-Committees except that:
    - (i) a Sub-Committee will appoint a Chairman and Vice-Chairman at its first meeting.
    - (ii) no business will be conducted unless at least three Members are present at a meeting.
    - (iii) the frequency, dates and places of meetings will be at the discretion of a Sub-Committee.
  - 8.3 The Committee may appoint Panels to consider any matter and make recommendations to the Committee.
  - 8.4 A Panel will:-
    - (i) consist of the Chairman and Vice-Chairman of the Committee and at least three other Members.
    - (ii) meet as required in private unless the Committee or the Panel otherwise determine.
    - (iii) otherwise determine their procedures.
  - 8.5 The Committee will decide at its Annual meeting whether to reappoint any Sub-Committee or Panel and may alter its membership or powers or disband it at any other time. Current Sub-Committees are detailed in paragraphs 12 and 13, below.

## 12 NOISE MONITORING SUB-COMMITTEE

The current terms of reference of the Sub-Committee are as follows:

“(1) To be a technical sub-committee of the Liverpool Airport Consultative Committee.

(2) To meet when required (but at least quarterly).

(3) To act within the technical role identified within the Section 106 Agreement (dated 13 November 2000 between the Airport Company and Liverpool City Council), in particular to consider and progress issues related to the Airport’s proposed:

- Quiet Operations Policy
- Noise Monitoring and Track Keeping System
- Preferred Noise Routes
- Sound Insulation Grant Scheme
- Quota Count System

(4) To ensure that the reports required to be prepared each year for the Consultative Committee are submitted in accordance with the S106 Agreement, and to advise the Committee as necessary on Noise and Environmental issues.”

### Membership

Chairman	1
Chairman of LACC	1
Speke Estate	1
Environmental Health, Liverpool City Council	1
Env. Health, Halton	1
Env. Health, Cheshire West and Chester	1
Airport Users/ Passengers’ Representative	1
Env. Health, Knowsley	1
Env. Health, Wirral	1
Env. Health, St. Helens	1
Hale Parish Council	1
Cressington Ward Councillor	1
Speke - Garston Ward Councillor (or alternative Councillor)	1
Arch Under the Bridge	1
Speke estate	1
<b><u>Total</u></b>	<b><u>15</u></b>

### 13 GENERAL PURPOSES SUB-COMMITTEE

The current terms of reference of the Sub-Committee are:

“To meet when required:

- To consider in detail matters relating to Liverpool Airport and the Consultative Committee, and, where necessary, to make appropriate recommendations to the Liverpool Airport Consultative Committee; and
- To deal with matters of urgency on behalf of the Consultative Committee where a decision is required before the next available meeting of the Committee.

#### Membership

Chairman and Vice-Chairman (ex-officio)	2
Disabled Persons	1
Liverpool City Council	1
Hale Parish Council	1
Passenger Representative	1
Independent Passenger Representative	1
Friends of Liverpool Airport	1
General Aviation (LAGAUA)	1

**Total** **9**

Meetings frequency: ad hoc

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## QUARTERLY BUSINESS REPORT

### 1.0 Airport update

#### **Commercial passenger traffic**

The last two months of 2022 continued to show significant improvement compared to the previous year, though these figures were still around 73% of pre-covid levels.

The table below shows passenger throughput for the past 2 months and for the year as a whole.

<b>Month</b>	<b>2022</b>	<b>2021</b>	<b>Variance v 2021 (%)</b>	<b>2019</b>	<b>Variance v 2019 (%)</b>
November	236,530	160,247	+48	324,732	-27
December	252,884	144,044	+76	348,399	-27
<b>Totals</b>	<b>489,414</b>	<b>304,291</b>	<b>+61</b>	<b>673,131</b>	<b>-27</b>
<b>Annual Totals</b>	<b>3,491,232</b>	<b>1,166,324</b>	<b>+199</b>	<b>5,045,477</b>	<b>-31</b>

For the year, almost 3.5m passengers travelled through the Airport, with the Airport's recovery at almost 70% compared to the last full year before the pandemic in 2019. Bearing in mind that January and February passenger numbers were down by 50%-60% due to the impact of travel restrictions and the Omnicron variant, the Airport has recovered well as the year has progressed.

Having said that the current winter schedules remain lower than pre covid with capacity cut on a number of routes as Airlines continue their recovery and focus on particular markets across their networks and passenger numbers will continue to be lower until the Summer schedules commence at the end of March.

In terms of airline developments and looking ahead to 2023, towards the end of last year there were a number of positive airline announcements. Firstly Ryanair announced that they would be basing an additional aircraft at Liverpool for Summer 2023 with four new routes to be added to Ibiza, Madrid, Rome and Shannon and 30 jobs to be created.

easyJet also announced in December that they will base an additional aircraft in Liverpool for the Summer, plus a new route between Liverpool and the popular Greek island of Corfu. The A319 aircraft will join two existing 156-seat Airbus A319's and four 186-seat A320 aircraft already serving the airline's customers in Liverpool. The addition of the new aircraft will also create around 40 job opportunities at the airport.

Also in December, Lufthansa announced that it will be increasing the number of weekly departures to Frankfurt at the start of Summer 2023, following the success of the service which started in May last year.

Lufthansa will increase frequency to six weekly departures, operating every day except Saturday. It means the airline’s capacity from Liverpool next summer will increase by 50% compared to Summer 2022 and the additional frequencies will add greater connectivity to European and global destinations via their Frankfurt hub.

### **General and Business Aviation**

<b>Month</b>	<b>2022 Movements</b>	<b>2021 Movements</b>	<b>Variance v 2021 (%)</b>	<b>2019 Movements</b>	<b>Variance v 2019 (%)</b>
November	1,255	1,651	-24	1,506	-17
December	994	991	0	1,498	-34
<b>Totals</b>	<b>2,249</b>	<b>2,642</b>	<b>-15</b>	<b>3,004</b>	<b>-25</b>
<b>Annual Totals</b>	<b>19,289</b>	<b>15,773</b>	<b>+22</b>	<b>23,851</b>	<b>-19</b>

As can be seen from the table below, general aviation movements have reduced or remained the same in recent months compared to last year and pre-pandemic.

However, for the year, GA movements in 2022 have been 22% higher than in 2021 but over 20% down still on 2019’s pre-pandemic levels.

### **Freight**

The Airport handled 411 Cargo flights during 2022, which compares to 222 in 2021 and 124 in 2020. Our highest throughput in recent history was 2019 with 531 flights. It should be noted that in 2016 and 2017 we handled just short of 70 cargo flights combined.

The beginning of 2022 was very busy with a large number of widebodied flights on behalf of imports for COVID equipment which terminated at the end of February. The remainder of the year has seen largely imports on behalf of regional and national automotive sectors, with some demand for other industries on a much smaller scale.

Our highest inbound markets are Gyor, Leipzig, Ostrava and Tangiers, whilst at the start of the year Guangzhou and Moscow Sheremetyevo where the source of most the widebodies cargo services.

## **2.0 Other Matters**

### **LJLA recognised as a Gold Investor in People**

In January, the Airport was delighted to receive the ‘We Invest In People Gold Accreditation’ award.

Investors in People is the international standard for people management, defining what it takes to lead, support and manage people effectively to achieve sustainable results, enabling organisations to benchmark against the best in the business on an international scale.

Having previously achieved the Silver accreditation in 2019, the Airport Company has continued to improve how it develops and supports its employees. This latest Gold accreditation recognises this further progress and that LJLA has an engaged workforce who are positive about their work and proud to work for the airport.

This is testament once again to all the hard work of colleagues from across all departments and demonstrates how staff are involved in supporting each other and doing their best to make working here better for everyone.

Investors In People commented that the Airport has shown a real commitment to improving the culture in the business over recent years and despite all the challenges for this industry, leaders took bold decisions to prioritise people through the pandemic, with the Airport a business that people are proud to work for.

### **Recruitment day**

The Airport will once again be hosting a Recruitment Day on Tuesday 14<sup>th</sup> February on behalf of various business partners based at the Airport who are looking to fill almost 200 vacancies ahead of a planned busier summer season which starts at the end of March. This follows the success of last year's event which meant staffing levels across the business were in place in time for the busy Summer season, helping the Airport to provide a great passenger experience.

Companies looking to recruit a number of new employees include handling agent Swissport, aviation security company Wilson James, catering company SSP, passenger assistance company ABM and retailers such as Boots and duty free shop operator Dufry.

A diverse range of job opportunities are available at the airport including aviation security officers, handling agent passenger services roles, baggage handling, passenger assistance for people with disabilities, catering and related front of house roles, bar work and retail work.

The event will take place in the terminal building and anyone interested in a career at the Airport will be able to come along and talk to representatives from each of the companies looking to recruit employees, with some employers looking to undertake interviews on the day too.

### **Liverpool Chamber Award**

The Airport gained further recognition for its high levels of customer service by winning the overall Customer Excellence Award at the Liverpool Chamber Innovation in Business Awards 2022, fighting off strong competition from 13 other shortlisted City Region based organisations.

The Airport's award entry focussed on the excellent customer experience provided to passengers over the past year.

### **Airport Transport Forum**

The January meeting of the Airport Transport Forum took place both at the Combined Authority Offices at Mann Island, Liverpool and online via Teams for those unable to attend in person.

Agenda items included a briefing from the Combined Authority on their Surface Access Study which is looking at ways to improve connectivity for the Airport both with the city centre and to Liverpool South Parkway and the region's rail network. Work on this study had been delayed due to Covid, however the Combined Authority are now reviewing the work completed previously and looking to progress this project further, proposing a phased approach to improvements over a number of years subject to approvals within the Combined authority.

Stakeholders also gave individual business updates as usual, including Transport for Wales, who briefed members on the roll out of their new fleet of trains, improvements to frequency of service, forthcoming direct services to Llandudno and station improvement works at Chester.

### **Charity work**

Before Christmas, Airport Company employees helped to raise £2,350 for the Alder Hey Neonatal Appeal which is the Airport's charity partner and part of its Community Programme. A 24 hour Cycle to Lapland Challenge took place on 21<sup>st</sup> and 22<sup>nd</sup> December 2022, with colleagues completing the 2,149 miles from Liverpool to Lapland in under 22 hours on gym bikes set up in the Departure Lounge.

This latest fundraising drive with Alder Hey Children's Charity is to raise £80,000 towards their new state of the art Surgical Neonatal Intensive Care Unit (NICU).

### **Press releases**

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

7 December	easyJet expands its base and network at Liverpool John Lennon Airport
8 December	Ryanair to serve 3 new destinations from Liverpool John Lennon Airport
15 December	Lufthansa to increase LJLA presence in 2023
21 December	LJLA expects busiest festive holiday 'getaway' since the pandemic
12 January	LJLA recognised as a Gold Investor in People
2 February	LJLA to host another Recruitment Day for almost 200 airport vacancies





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## Customer Services and Accessibility Report November & December 2022

### Total customer contact by month through the customer service platform

From 1,742 in August to 1,729 in September and 1,645 in October

**November** recorded a drop in line with decreased passenger figures with the start of the winter schedule. 0.49% of total passengers made direct contact across social media, email and web form



**December** recorded an increase with more passengers travelling nearer to Christmas. 0.58% of total passengers made contact.

Native messaging switched on and accounting for 20.88% of all contact



## Complaints by department

Department	Request Type	November	December
		2022	2022
		Tickets	Tickets
Airline	Complaint	22	24
Car Parks	Complaint	126	83
Commercial	Complaint	14	10
Facility	Complaint	4	4
Immigration & Customs	Complaint	1	1
Misc	Complaint		1
PRM	Complaint	1	2
Security	Complaint	18	5

**Nov 186 0.07% total pax; Dec 130 0.06% total pax**

Department	November		December	
	2019	2022	2019	2022
	Tickets	Tickets	Tickets	Tickets
Airline	105	111	155	149
Car Parks	331	784	503	915
Commercial	64	57	44	54
Facility	72	39	112	35
Immigration & Customs		13		35
Misc	122	70	86	106
PRM	8	16	17	23
Security	107	49	67	47

### Total contacts across departments for 2019 & 2022

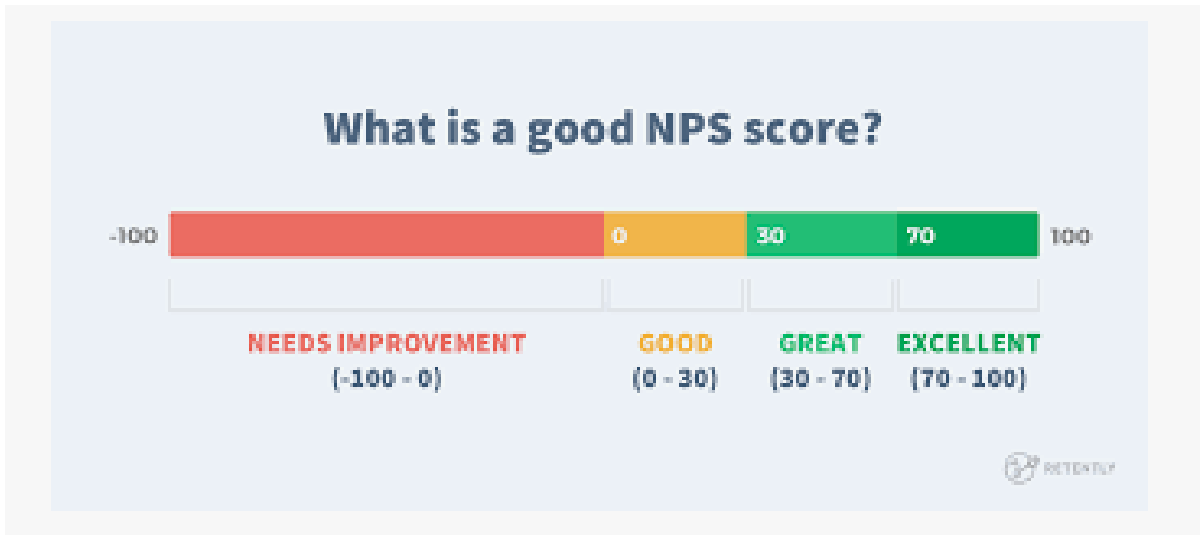
#### Happy or Not

Now in key locations throughout the terminal



Happy Or Not 2022		
Area of Experience	Happy index	Response rate
Check-in Experience	79	16389
Security Experience	81	31792
Departure Experience	66	12241
Baggage Experience	67	26842
Arrivals Experience	83	23351
Overall Airport Experience	75	110615

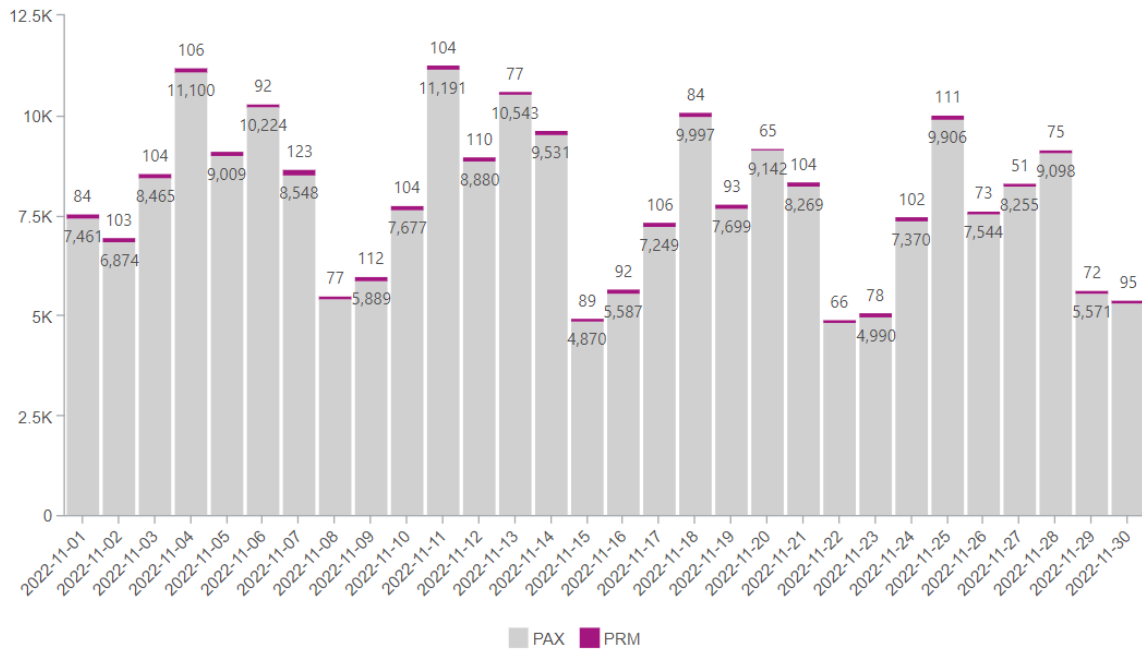
Note Net Promoter score is being overlaid effective January 2023



### Accessibility

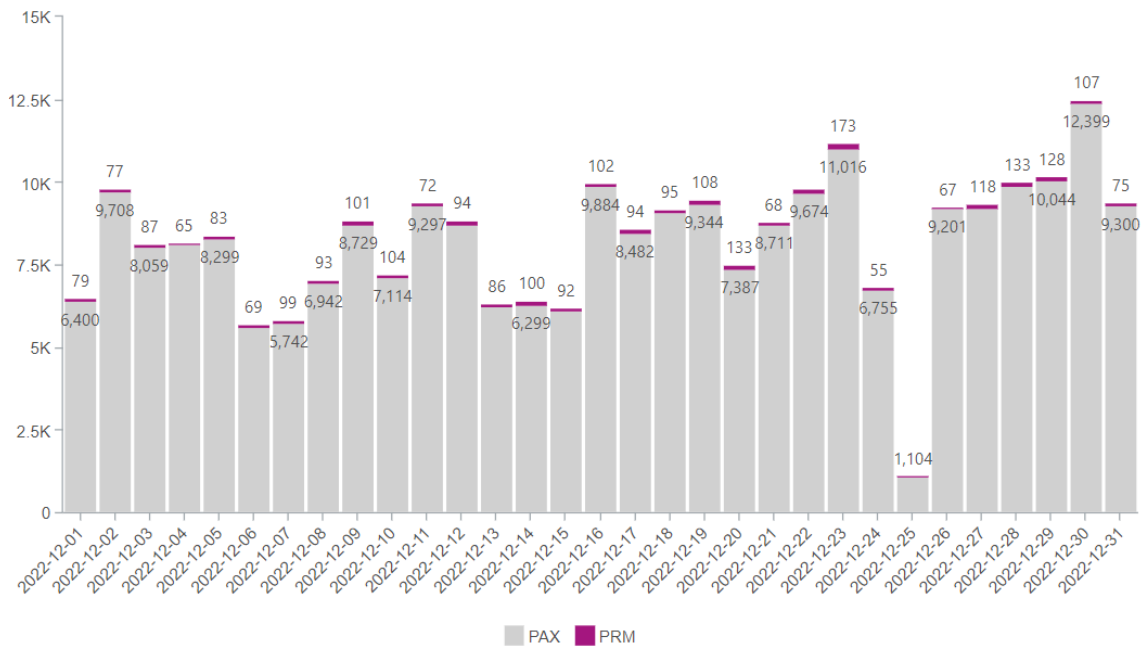
Assistance partner ABM continue to support those passengers requiring assistance across all scheduled flights.

PAX	PRM	Percentage PRM
<b>236,530</b>	<b>2,766</b>	<b>1.17%</b>



PAX Y-3	PRM Y-3	Percentage PRM Y-3
<b>324,732</b>	<b>3,311</b>	<b>1.02%</b>

PAX	PRM	Percentage PRM
252,884	2,898	1.15%



PAX Y-3	PRM Y-3	Percentage PRM Y-3
348,399	4,095	1.18%

**Civil Aviation Authority Compliance**

The CAA have recently updated guidance on ECAC reporting required by airports following the latest rankings for 2018 – 2019. The guidance clarifies the data airports need to submit. The CAA have confirmed that formal rankings will return from September 2022

Data is now submitted monthly from April 2022 and will be published in September for the first fully reported 6 monthly period



## **Accessibility Forum**

The Accessibility Forum which includes members of several local and national disability groups, met on the 1<sup>st</sup> November, and carried out a customer journey walk through

Minutes can be viewed at

<https://www.liverpoolairport.com/assisted-travel/working-with-disability-groups>

## **Interim Airport Accessibility Report 1<sup>st</sup> April to 31<sup>st</sup> October 2022**

<https://www.caa.co.uk/news/uk-civil-aviation-authority-calls-out-unacceptable-levels-of-airport-accessibility-performance-despite-improvements/>

Liverpool ranked in the top category April to September and just short of the top category for October, with a number of airports performing under par and in need of improvement.

The full report can be accessed from the link above as CAA Publication CAP2491

**Christina Smith**

Customer Service and Accessibility Executive

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## Liverpool Airport Consultative Committee

### Annual Work programme 2023 - 2024

Meeting	Items	Detail
17 February 2023 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
26 May 2023		
29 September 2023		
17 November 2023		

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Christina Smith
Airspace Change update	Andrew Dutton

Additional items	Presenter
Emergency preparedness (aiming at 17.02.23)	Dave Taggart, Rescue & Fire Fighting Service, LJLA
Environment issue – jet zero, fuel - /hydrogen/electric/biomass, airport's energy supplier and usage, natural habitats, electric car charging, electric vehicle fleet, public transport links and potentials	Andrew Dutton, Head of Environment, LJLA
Border Force	Senior Officer, Border Force
LCR Transport fund	Alex Naughton, Combined Authority
Maintenance (inc. clearing runway)	Dave Batt, Head of Asset Management and Airside Operations, LJLA
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, LJLA
Retail developments internally	Lucy O'Shaughnessy, Commercial Director, LJLA
Airline perspective	Paul Winfield, Director of Aviation Development, LJLA
Executive perspective	John Irving, Chief Executive, LJLA
City perspective	Metro Mayor or transport portfolio holder
Noise Action Plan	Andrew Dutton, Head of Environment, LJLA

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