

PRESENT:

Councillor Bob Swann, Chairman of Consultative Committee
Alan Ascott, ARCH Under the Bridge
Norman Elias, Passenger Representative
Councillor Chris Ellams, Helsby Parish Council
Councillor Stan Hill, Halton Borough Council
Keith Levin, Liverpool Airport General Aviation Users Association
Jordi Morell, Independent Passenger Representative
Alex Naughton, Merseytravel
Councillor Steve Parish, Warrington Borough Council
Steve Pearse, Friends of Liverpool Airport
Councillor Micheal Roche, Sefton Metropolitan Borough Council

Others

Robin Tudor, Head of Public Relations, Liverpool Airport
Andrew Dutton, Head of Environment
Christina Smith, Customer Services Executive
Rupert Basham and Stephen Cooke, ICCAN
Laura Bootland, Assistant Secretary

50 Apologies have been received from:

Councillor Caroline Ashton, Frodsham Town Council
Councillor Tony Brennan, Knowsley Metropolitan Borough Council
Michelle Cameron, Liverpool and Sefton Chamber of Commerce
Claire Delahunty, Liverpool Local Enterprise Partnership
Cedric Green, North Cheshire Rail Users Group
Councillor Michael Green, Lancashire County Council
Councillor Allan Harvey, Halewood Town Council
Geoffrey Dormand/Therese Irving Wirral Older People's Parliament
Councillor Susan Murphy, St. Helens Metropolitan
Simon Osborne, The National Trust
Steve Pearse, Friends of Liverpool Airport
Councillor Mary Rasmussen, Liverpool City Council
Tony Rice, Disabled Persons
Councillor Lynn Riley, Cheshire West and Chester Council
Councillor Colin Rowan/Kieran Reed Halebank Parish Council
Councillor Malcolm Spargo, Hale Parish Council

51 DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interests.

52 CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

53 MINUTES

DECIDED: That

the minutes of the meeting of the Consultative Committee held on 20th September 2019 be approved as a correct record and signed by the Chairman.

54 MINUTES OF SUB-COMMITTEES

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 25th October 2019 be received.

55 MEMBERSHIP

It was reported that Jordi Morell was now a member of the Committee as an Independent Passenger Representative. He had previously attended on behalf of the West Cheshire and North Wales Chamber of Commerce.

56 PUBLIC QUESTION TIME

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

57 WORK OF THE INDEPENDENT COMMISSION ON CIVIL AVIATION NOISE (ICCAN)

Rupert Basham and Stephen Cooke were in attendance at the meeting to outline the work of the Independent Commission on Civil Aviation Noise (ICCAN).

The Committee receive a presentation which highlighted how ICCAN is structured, in particular that there are 5 commissioners with Robert Light as the Head Commissioner. The aim of ICCAN is to improve public trust and confidence in the management of aviation noise.

The Committee were informed about the strategic objectives of ICCAN:

- To increase trust, transparency, and clarity in the aviation noise debate
- To promote consistency, responsibility and accountability within the industry and beyond
- To establish ICCAN's expertise, authority and credibility.

A corporate strategy underpins the objectives and sets out how they will be delivered and can be found on ICCANs website. https://iccan.gov.uk/wp-content/uploads/2019_07_25_ICCAN_Corporate_Strategy-2019_2021.pdf

The Committee were advised that the Commission is there to assist Airports with issues such as climate change and emissions, aviation noise going forward and to provide information on best practice to Airports for dealing with noise complaints and issues. ICCAN can also assist Airports with the Airspace Change Process.

The Committee discussed the following issues:

- Carbon emissions and what the industry is doing such as aircraft fleet replacement.

- The type of aviation covered and not covered by ICCAN, for example military aircraft are not within ICCAN's remit.

DECIDED: That

The committee noted the work of ICCAN and thanked Rupert and Stephen for their attendance.

58 CUSTOMER SERVICES UPDATE

Christina Smith provided a handout of the customer services statistics for September- November 2019. The total number of passenger engagements continued to be lower overall in comparison to the previous year.

Complaints reduced in September and rose in October. It was identified that this was due to a temporary issue with the car parking booking site.

Compliments received related to the airport being faster in terms of queue times and also users of the hidden disability lanyard.

The 10 'Happy or Not' feedback terminals had remained in the same locations as the last quarter and feedback had continued to be reviewed. The terminals were receiving on average 3,500 hits within each 24hour period and the feedback was proving useful to assisting how the airport operates.

The Committee were pleased to note that Airport staff had taken part in a shoreline litter pick as part of the 'Donate a Day' initiative. The Committee were also reassured that airport staff had been trained in the use of defibrillators.

DECIDED: That

the customer service update be noted.

59 QUARTERLY BUSINESS REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering July to September 2019. Overall, there had been a 1.7% reduction in passenger numbers compared to the previous year at this point. The overall decrease in passenger numbers was attributed to the loss of Blue Air's based aircraft.

Key points in the update for the 3rd quarter of 2019 included:

- EasyJet had carried 700,000 passengers;
- Ryanair carried 600,000 passengers with a load factor of 90% which was +1% compared to 2018. Their new routes, Copenhagen, Corfu and Paphos were performing well;
- Flybe carried 30,000 passengers;
- Wizz Air continued to grow passenger numbers following the introduction of new services;
- Blue Air continued to perform strongly on the Bacau and Bucharest routes with a load factor of 90%, + 9% compared to 2018;
- Wideroe Bergen continues to perform very well, with load factor increasing 33%

- The number of movements relating to General and Business Aviation had decreased by 4% but with a greater degree of larger aircraft;
- Vehicle crime remained low in the Airport car parks with a crime rate of 0.001;%
- The Runway End Safety Area now had the extended fence line completed and the Instrument Landing System installation was ongoing but due to be operational by 13th December;
- The latest Airport Transport Forum had discussed a number of issues relating to the Airport Surface Access Strategy which was currently being revised;
- The Airport had recently taken part in a number of 'Donate a Day' activities as part of the Airports People and Community Strategy;
- In October the Airport had hosted a business networking event organised by Downtown Liverpool in Business entitled 'Trains, Planes Automobiles' and a Question and Answer session took place involving the CEO of the Liverpool City Region Combined Authority;
- The Committee noted a number of press releases that had been released during the first quarter.

DECIDED: That

the quarterly report be received.

60 AIRSPACE CHANGE PROCESS - UPDATE

Andrew Dutton, Head of Environment provided the Committee with an update on the Airspace Change Process.

The Committee were reminded that the Airport was now on stage 3 of the process which involved the public consultation. The Consultation is planned to commence on the on 13th January 2020.

The Committee were reminded that the Civil Aviation Authority Airspace Change Portal had full details of the consultation.

The Committee were encouraged to feed into this process and encouraged members to get in touch with Andrew Dutton if they wanted to be involved or had recommendations for groups or organisations the Airport should be including.

DECIDED: That

the Committee noted the update.

61 ANNUAL WORK PROGRAMME

Members noted the Committee's work programme.

DECIDED: That

The Committee's Work Programme be noted.

62 CORRESPONDENCE

There was no correspondence to report.

63 ANY OTHER BUSINESS

There was no urgent business.

64 DATE OF NEXT MEETING

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 21st February at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD

Chairman

Date