

## LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 17 November 2023

**PRESENT:**

Bob Swann, Chair  
Councillor Victoria Berry, Halewood Council  
Zafer Ceri, LAGAUA  
Councillor Liz Grey, Wirral Council  
Jordi Morell, Independent Passenger rep)  
Steve Pearse, FOLA  
Councillor Keith Laird, St Helens Council  
Councillor Steve Parish, Warrington Council  
Alex Naughton, Liverpool Combined Authority  
Councillor Andy Walker, Lancashire Council  
Councillor Bill Woolfall, Halton  
Liverpool John Lennon Airport  
Lucy O'Shaughnessy, Commercial manager  
Robin Tudor, Head of Public Relations  
Secretariat  
Mike Jones, Secretary

36 **APOLOGIES**

Apologies for absence were received from:  
Councillor Tony Brennan, Knowsley Council  
Norman Elias, Vice Chair  
Councillor Chris Ellams, Helsby Council  
Councillor Lyn Gibbon, CWaC  
Councillor Phil Hart Sefton Council  
Keith Levin, LAGAUA  
Simon Osborne, National Trust  
Tony Rice, Disabled Persons rep  
Councillor Doreen Knight, Liverpool Council

37 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

38 **CHAIRMAN'S ANNOUNCEMENTS**

The Chair announced that the annual meeting of Consultative Committees was taking place on 23 and 24 November and requested any suggestions for topics to raise there.

## 39 MINUTES

It was noted that the minutes of the Noise Monitoring Sub-Committee held on 20 October 2023 were yet to be finalised and would come to a future Committee for noting.

Amendments the previous Consultative Committee minutes were noted:

1. Keith Levin had pointed out that he attended the last meeting but had not been captured in the minutes.
2. It had been agreed that aside from on the Noise Monitoring Sub-Committee, technical experts such as Environmental Health Officers, all the lay members would come from the membership of the Consultative Committee.
3. Victoria Berry was a Councillor for Halewood Council not Hale.
4. Under apologies I should read Councillor Tony Brennan not Tony Bennett.

**Resolved: That, subject to the changes noted above, the minutes of the Liverpool Airport Consultative Committee meeting held on 29 September 2023 be agreed as a correct record, and the minutes of the Noise Monitoring Sub-Committee meeting on 20 October 2023 be brought to a future meeting for noting.**

## 40 MEMBERSHIP

The Secretary informed the Committee of changes in membership since the last meeting, which included:

- For Liverpool Airport General Aviation Users Association (LAGAUA), Keith Levin was retiring after 51 years of flying and had handed representation over to his colleague Zafer Ceri.
- For Lancashire Council, Councillor Andy Walker has replaced Councillor Aidy Riggott.

The Chair paid tribute to Keith Levin as being an active participant who had engaged with the Committee over many years. He would be sadly missed.

## 41 PUBLIC QUESTION TIME

There were no questions from the member of the public present and none had been submitted in advance.

## 42 QUARTERLY BUSINESS REPORT

The Head of Public Relations talked through the Quarterly Business Report for the period 1 July to 30 September 2023. There had been an overall 11%

increase in passenger numbers compared to the same period in 2022 but still 14% down on 2019. Highlights of the report included:

- EasyJet had based their seventh aircraft at the Airport and were working on growth with a new route to Egypt and planning a route to Tunisia from April 2024.
- Ryanair had based their fourth aircraft at Liverpool with new routes.
- Aer Lingus were performing well on new route which allowed connectivity to America.
- Loganair had dropped a service which reduced their passenger figures.
- Lufthansa had dropped their frequencies of flights for the Winter, with higher frequencies to return again in Summer.
- Wizz air was dropping some routes and starting others.
- Play and Wideroe were continuing their Winter schedules of twice weekly routes.
- Jet2 had announced their Summer 2025 schedule and were due to start operations from the airport by the end of March 2024, with required building works commencing.
- There was a planned Recruitment Day on 11 January 2024 and any assistance or advertising would be welcomed.
- General Aviation figures were reduced, partly down from a trend to a reduction in executive business travel. Freight travel was all linked to the automotive industry.
- New retail developments were underway in the Departure Lounge.
- New security equipment was being installed, as required by Department for Transport, which would allow up to 2 litres of liquid per passenger in hand luggage and also electronic devices not being required to be taken out of bags.
- There was an ongoing issue on local roads close to the airport with people parking or being dropped off there.

Members queried the aircraft movements quoted in the report and requested that commercial aviation be included as well as general aviation and business travel.

**Resolved: that the report be noted.**

#### 43 CUSTOMER SERVICES UPDATE

The Head of Public Relations introduced the report on Customer Services and Accessibility for the period July to September 2023. The staff had seen the benefit of introducing a chatbot to reduce the volume of calls that staff were required to answer as it dealt with about 40% of them. In terms of reasons, over half of complaints related to car parking, followed by baggage handling times which were not the responsibility of the airport. It was noted that easyJet had appointed an alternative baggage handler. Updated car park exit machines had been installed which allowed card payments and ticketless

working if people prebooked. Accessibility numbers had increased in line with passenger numbers.

Members discussed the drop-off timing allowance and were advised that passengers were advised not to invite people to collect them until they were ready to be collected so that any delay in baggage handling would not cause a higher parking fee by extending the waiting time. It was requested that drop off complaints be separated to allow analysis to see if it is regarded as an issue.

**Resolved: that the report be noted.**

#### 44 **AIRSPACE CHANGE PROCESS**

The Head of Public Relations reported on the seven stage Airspace Change Process(ACP). This was started in February 2018 to change airspace usage from ground based navigation to satellite based. It was to allow more efficiency and straighter routes, but all airports needed to liaise with surrounding airports.

The airport is following the CAA guidance in CAP1616 which is a 7-stage process – Liverpool John Lennon Airport (LJLA) reached stage 4 before pausing the ACP in November 2020 due to covid.

When the Airspace Change Process restarted 2 years later, the airport was required to explore additional options as there was now a National Master Plan, an Airspace Change Organising Group and neighbouring ACP sponsors designs had matured in the Manchester Terminal Movement Area (MTMA). The additional MTMA option was considered as part of an Addendum to the original Stage 2. The Addendum was submitted to the CAA in August 2023 for the September Stage 2 Gateway and LJLA was informed the Addendum had passed the Gateway in October 2023.

The MTMA was a cluster of five ACP sponsors (Liverpool, Manchester, Leeds Bradford, East Midlands airports and NATS/NERL) who are working together to integrate our individual respective designs into a potential holistic solution that works for the region overall.

The target date for the MTMA consultation remained summer 2025, with implementation expected in the 2027/28 Winter if the submission was successful.

**Resolved: that the update be noted.**

## 45 AIRPORT TRANSPORT FORUM

At the most recent meeting of the Forum, there were discussions on a range of topics, which included:

- The need to extend hours of public transport, especially at night to help passengers and staff with night-time flights, as arrivals were scheduled past 2am and some departures started before 6am. Members pointed out that demand was not consistent as people travelled from different areas to get to the airport. Some airlines in other areas had a bespoke service to collect people.
- Changes to bus franchises required a 3-year notice to terminate a partnership.
- There was a Local Transport Plan update.
- The roll out of new train units continued.
- There should be an hourly rail service to Chester once again in the December 2023 timetable.
- Avanti had taken delivery of new rail units to be introduced on the West Coast mainline to give a second service to London from Liverpool stopping at Liverpool South Parkway.

**Resolved: that the update be noted.**

## 46 TOPICAL ITEM

The Commercial Director spoke to the Committee about the commercial operations, which covered 'everything that made money but was not a plane' and was dealt with by 3 staff. The work included: Food, beverages and car parks. 74% of income was non-aeronautical and was where growth came from, with car parking generating the highest revenue, then duty free, then food/beverage and lounges. There had been fundamental changes after the Covid pandemic and Brexit which changed the rules on duty free shopping and taxes which make non-food (such as technology and clothing) less attractive to vendors. There was a three-year programme for developing the departure lounge to increase their capacity and some units would be relocating.

Members asked about the business model involved and about the infrastructure required for electric vehicles.

## 47 HYBRID MEETINGS

The Chair opened this item, which was the result of a request at the previous meeting to have hybrid meetings voted upon. The Chair explained that the Consultative Committee followed the local government processes which were bound by legislation, including the rules that virtual meetings were allowed during the Covid pandemic but were ended afterwards despite opposition to the change back. The Chair had experienced that large meetings – above

about 8 people - were not productive online, for several reasons including that there were issues with technology failing; the cost of equipment; Councillors receive an allowance and expenses to attend outside body meetings and were expected to attend and could time off from employment for public duties; it does not allow informal interaction amongst delegates; you can only see a limited number of people; delegates can log in, turn off their camera and go away from the meeting without anyone knowing; extra staff may be needed to operate the equipment; it can be distracting. He acknowledged that the Noise Monitoring Sub-Committee had successfully operated as an online meeting but that was smaller.

The Liverpool Combined Authority representative who raised the issue informed the Committee that some people had raised the issue through his organisation to allow greater participation amongst a wider group of people and that he was seeking a vote on the issue, ideally on an annual basis for the ensuing year. He accepted the technical difficulties that can cause problems.

Other members added comments including that they had to leave their employment to travel to the meeting when they could have just taken the meeting time itself off; it was harder for people who were not retired to attend; joining online was more accessible and not allowing it may be discriminatory; it allowed people to attend who were ill; Councils still use it successfully for some meetings; other Consultative Committees use it; investment was required for it to work properly; people who could not attend do not get to input to debates; it allows participation from people further away; it is more inclusive and not excluding; for a large meeting, the room needed to be set out properly, such as in a u-shape; it can be done on a delegates phone; some technology produces transcripts; reconsidering regularly allowed for changes in circumstances; it should not be used unnecessarily; the Committee was moving to a new venue for six months and some cost analysis would be useful.

Members then took an indicative vote to see how many were in favour of allowing hybrid meetings in principle. Nine were in favour, two against.

The Head of Public Relations would speak to colleagues about the new facility although this was the only airport meeting where it had been raised, and he noted that it would be easier all online or all in person.

## 48 **ANNUAL WORK PROGRAMME**

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

49 **CORRESPONDENCE**

There was no correspondence to note since the last meeting.

50 **ISSUES FOR DISCUSSION WITH NOTICE**

No issues had been submitted.

51 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 16 February 2024 at 10.30 am.

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