

Liverpool John Lennon Airport Consultative Committee

Date : Friday, 22 November 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 20th September 2019.

5 Minutes of Sub-Committees

(Pages 11 - 14)

To receive the Minutes of the Noise Monitoring Sub-Committee held on 25th October 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 Work of the Independent Commission on Civil Aviation Noise (ICCAN)

Rupert Basham, Engagement Lead, ICCAN, will be in attendance to speak to the Committee about the work of ICCAN.

9 Customer Services Update

Update from Christina Smith, Customer Services Executive.

10 Quarterly Business Report

(Pages 15 - 18)

To receive the Quarterly Report by the Airport Company.

11 Airspace Change Process - Update

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

12 Annual Work Programme

(Pages 19 - 20)

To note the Committee's Annual Work Programme.

13 Correspondence

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

14 Any Other Business

15 Date of next meeting

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 21st February 2020 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

16 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.

17 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
HQ, 59 Nicholas Street, Chester CH1 2NP. Email:
laura.bootland@Cheshirewestandchester.gov.uk

Date of Publication: 14th November 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
 Cedric Green, North Cheshire Rail Users Group
 Alex Naughton, Merseytravel
 Tony Rice, Disabled Persons Representative
 Norman Elias, Passenger Representative
 Councillor Allan Harvey, Halewood Town Council
 Councillor Stan Hill, Halton Borough Council
 Jordi Morrell, Chester and North Wales Chamber of Commerce
 Keith Levin, Liverpool Airport General Aviation Users Association
 Councillor Micheal Green, Lancashire County Council
 Councillor Steve Parish, Warrington Borough Council
 Councillor Malcolm Spargo, Hale Parish Council

Others

Robin Tudor, Head of Public Relations, Liverpool John Lennon Airport
 Christina Smith, Customer Services Executive
 Steve Rotherham, Liverpool Metro Mayor
 Emma Lawrence, Assistant Secretary

35 APOLOGIES

Apologies were received from:

Councillor Tony Brennan, Knowsley Council
 Councillor Mary Rasmussen, Liverpool City Council
 Councillor Julie McManus, Wirral Council
 Councillor Chris Ellams, Helsby Parish Council
 Councillor David Baines, St Helens Council
 Councillor Lynn Riley, Cheshire West and Chester Council
 Caroline Ashton, Frodsham Town Council
 Steve Pearse, Friends of Liverpool Airport
 Simon Osborne, The National Trust
 Claire Delahunty, Liverpool Local Enterprise Partnership
 Therese Irving, Wirral Older People's Parliament
 Andrew Dutton, Head of Environment, Liverpool John Lennon Airport
 Michelle Cameron, Liverpool and Sefton Chambers of Commerce

36 DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interests.

37 CHAIRMAN'S ANNOUNCEMENTS

The Committee paid respect to Angus Tilston MBE (representative of Wirral Transport Users) who sadly passed away on 6th August 2019.

Angus Tilston was a long standing member and a founding member of Wirral Transport Users and was instrumental in campaigning for stations on Wirral not to be closed.

Cedric Green said a few words in memory of Angus who will be sadly missed.

38 MINUTES

DECIDED: That

the minutes of the meeting of the Consultative Committee held on the 24 May 2019 be approved as a correct record subject to the inclusion on Councillor Michael Green on the attendance list for the meeting.

39 MEMBERSHIP

Councillor David Baines has replaced Councillor Sue Murphy (St Helens Council) however Cllr Murphy will attend as a substitute.

Councillor Lynn Riley has replaced Councillor Oultram (Cheshire West and Chester Council)

Councillor Julie McManus has replaced Councillor Ron Abbey (Wirral Borough Council)

Councillor Mary Rasmussen has replaced Councillor Jeremy Wolfson (Liverpool City Council)

Councillor Allan Harvey has replaced Councillor Edna Finneran (Halewood Town Council)

40 PUBLIC QUESTION TIME

Councillor Swann welcomed David Woolford to the meeting and advised the Committee no questions had been submitted in advance of the meeting.

41 ATTENDANCE OF THE LIVERPOOL METRO MAYOR

Steve Rotherham, Liverpool Metropolitan Mayor was in attendance to address the Committee regarding the aspirations for the Liverpool City Region. The Chairman welcomed Mr. Rotherham to the meeting.

Mr. Rotherham gave the Committee a brief introduction to the Liverpool City Region Combined Authority following its creation in April 2014.

The Committee were then updated on the following key areas of work:

- New and improved rolling stock, in particular the new trains for Merseyrail
- Platform accessibility improvements at rail stations
- Exploring options for the bus network and ferries
- Walking and Cycling
- LJLA Connectivity

Prior to the meeting, committee members were invited to submit questions to Mr. Rotherham via the Chairman. The following questions were addressed:

Question 1 from Cedric Green, North Cheshire Rail Users Group (NCRUG):

How do you think that the connectivity for the Airport could realistically be improved upon in the near future, both in terms of connectivity to the City Centre by bus and to the wider City Region and beyond by rail?

He referred to Liverpool South Parkway Station and how this is considered to be the Airport station even though the link between the two is via a bus service. The NCRUG considered that no meaningful improvement to the existing link is possible without very considerable capital expenditure

Question 2 from Councillor Malcolm Spargo, Hale Parish Council

In September 2018, Arriva combined the 82A Liverpool One to Runcorn, with the 500 Express Bus service Liverpool One to Liverpool John Lennon Airport (LJLA). There had been a number of new problems encountered by bus users since this change was introduced including a lack of seating at peak times and Airport passengers have lost a fast direct service due to it now being a stopping service.

The Mayor continued discussions around the connectivity of the airport and the need to improve and enhance the offer both into the Airport and the City from neighbouring areas, focusing on the customer experience when arriving at Liverpool John Lennon Airport.

The Committee went on to discuss the experience from the perspective of disabled traveller and the importance at looking holistically at the customer experience.

The Chairman thanked the Mayor, Steve Rotherham for attending the meeting.

DECIDED: that

the Committee noted the update and thanked the Metro Mayor for attending the meeting.

42 CUSTOMER SERVICES UPDATE

Christina Smith, Customer Services Executive, LJLA , provided an update of the customer services statistics for June-August 2019.

One positive change that the team had seen was the increase in compliments for the 3 months June – August compared with the same period in 2018. There had been a number of compliments from users who had used the hidden disability lanyards; the general feedback from users was that this new system contributed towards their experience in a positive way making users feel empowered. LJLA are now linking in with neighbouring airports to share best practice.

Customer Services Charters goals remained constant across the quarter, with 99% of all customers contact resolved within 7 working days. Customer satisfaction ranking was showing at 91% with a 38% response rate.

The Committee were updated on the Civil Aviation Authority (CAA) Consumer Survey which was published in June. The link to the survey is provided below, should members wish to read the full report: -

http://publicapps.caa.co.uk/docs/33/CAP1831%20ComRes_CAA_UKACR_Wave%207_full%20report_v2.pdf

The 'Happy or Not' terminal locations were still being monitored. On average the terminals were receiving around 3,500 hits within a 24hr period. Feedback from Airport staff indicated that the terminals were helping the team to make improvements to how they operated.

From the 5th August the Customer Services Team had reported into the Airport Operations and the Team would now be terminal based. It was reported that this had helped the team react more efficiently to any issues as they arise. In addition, the Customer Service Executive role had now changed to encompass accessibility under the title of Customer Services and Accessibility Executive.

The Committee was advised that the Liverpool John Lennon Airport Accessibility Liaison Committee had met for the first time in June, and was due to meet again in October. Tony Rice sits on this Committee and agreed to provide feedback at the next meeting on the 4th October in regard to exploring passenger journey from the perspective of the different groups.

Christina went on to update the Committee on the CAA Accessibility Rankings and informed the Committee that Liverpool John Lennon Airport had dropped from Very Good to Good. Following publication of the results LJLA has set a number of challenges to improve on this rating.

The Committee went on to discuss the possibilities of having a pay point terminal installed at the airport for the Mersey Gateway Bridge. Robin Tudor updated the Committee on the current plans and advised that this was being discussed with the Board and potential locations within the Airport were being identified.

The Chair thanked Christina Smith for the update.

DECIDED: That

- (i) the committee noted the Customer Service Report for June – August 2019; and
- (ii) agreed a copy of the report to be circulated with the minutes.

43 QUARTERLY BUSINESS REPORT

The Committee considered the Quarterly Business report prepared by Robin Tudor, Head of Public Relations, Liverpool John Lennon Airport.

The Committee were updated on the recent announcement that Ancala, the independent infrastructure investment manager, on 17th September had completed the purchase of 35% of Liverpool John Lennon airport from Peel. Peel still retained 45% with Liverpool City Council retaining 10%. This will be a joint venture and the

partners will work together to make LJLA the first choice for passengers across the region, delivering new routes and services.

The Committee were also provided with an update on the Airlines highlights for the second quarter of 2019, followed by an update on the OAG Flight Punctuality Report. Liverpool John Lennon Airport had been awarded the UK's only 5 star airport rating by the world's leading air travel intelligence company, OAG for flight punctuality.

Another positive news story was the Champions League Final in Madrid, at the end of May/beginning of June the Airport handled between 7000- 8000 football fans travelling to Madrid from LJLA. All flights outbound and inbound operated successfully whilst maintaining the high standard of passenger experience that the airport is known for. This was good example of team effort by the staff at the Airport.

The Committee were advised about the Welcome Project at the Airport which had recently completed its first phase of passenger improvements. This aimed at further enhancing the experience for passengers arriving at the Airport.

Lastly Robin updated the Committee on the current position in relation to the Airport Surface Access Strategy (ASAS) and advised that BLACC had been appointed to oversee the revision and update on this strategy. BLACC will be meeting with various stakeholders on the next couple of weeks to collate the views on ATF and ASAS progress to date.

The Committee then went on to discuss the issue of fly tipping around Baileys Lane. Discussions were taking place with colleagues at the Airport and partners to see what preventative measures can be taken to tackle the issue. Robin would continue to press on with this matter and keep the Committee updated.

The Chair thanked Robin Tudor for the update.

DECIDED: That

The Committee noted the update.

44 AIRSPACE CHANGE PROCESS

Robin Tudor provided the Committee with an update on the Airspace Change Process.

The Committee were presented with a short presentation and reminded that LJLA started this process on February 2018 and they were now on stage 3 of the process which involved the public consultation. The Consultation is planned to commence on the on 29th November.

Robin asked that the Committee 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

45 UKACC NATIONAL CONFERENCE 2019

The Committee considered the notes of annual meeting of the Liaison Group of UK Airport Consultative Committee (UKACCs) held on 12th and 13th June 2019.

DECIDED: That

- I. the Committee noted the minutes of the 43rd Annual Meeting of the UKACCs.

46 ANNUAL WORK PROGRAMME

The Committee considered the Liverpool Airport Consultative Committee Annual work programme.

DECIDED: That

the Committee noted the 2019-2020 Work Programme

47 CORRESPONDENCE

There was no correspondence to report.

48 ANY OTHER BUSINESS

There was no other business.

49 DATE OF NEXT MEETING

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 22 November at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD

Chairman

Date

NOISE MONITORING SUB-COMMITTEE**25 OCTOBER 2019
(10.30am-11.25am)****19 APOLOGIES**Apologies:

Larry Dack, Speke Estate
Cllr Mary Rasmussen, Liverpool City Council
Dr Ian Rushforth, Environmental Health Liverpool City Council
Cllr Malcolm Spargo, Hale Parish Council
Tony Rice, Disabled Persons Rep
Bob Swann, LJLACC Chairman
Jim Candlin, Environmental Health, Cheshire West and Chester Council
Ian Gaskell Environmental Health Knowsley Borough Council
David King-Hele, Environmental Health, Wirral Council

In Attendance:

Norman Elias, Chairman
Alan Ascott Arch Under the Bridge
Isobel Mason, Environmental Health, Halton Borough Council
Cllr Tricia O'Brien, Liverpool City Council

Liverpool John Lennon Airport

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

Secretariat

Laura Bootland, Assistant Secretary

20 CHANGES IN MEMBERSHIP

There were no changes in membership to report.

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

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 19th July 2019 be agreed as a correct record.

22 NOISE COMPLAINTS LOG

The Sub-Committee considered the Noise Complaints Log, which detailed the complaints received and the responses, for the period July 2019 to September 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 10,486 noise complaints had been received, although 10,440 were from one individual and 46 were from the rest of the complainants.

The Sub-Committee discussed the complaints log and the different types individual noise complaints which had been received, this included a breakdown of the different types of complaint and the source of the complaint (type of aircraft). It was noted that 10 complaints were received on one day in August 2019 and that these related to an RAF C17 Globemaster aircraft that flew past the area but did not land at the Airport.

The Committee also discussed the Ukrainian Antonov (AN12) aircraft which had been a regular visitor (cargo) over the last few months. The AN12 is an older aircraft compared to the majority of the LJLA scheduled aircraft movements, it is noisier and it is not helped by its slower speed and size for a prop aircraft. The Committee were informed that the aircraft is used to transport car manufacturing parts and it was suggested that the Airport's Aviation Development team representative could attend a future meeting to explain the importance of the service.

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

- I. the Noise Complaints Log for 1st July 2019 to 30th September 2019 be noted.
- II. that the Airport's Commercial Team be invited to the next meeting of the Sub-Committee to explain the importance of the Antonov service to the region.

23 AIRSPACE CHANGE

Andrew Dutton, Head of Environment at the Airport updated members on the process for the proposed changes to airspace at the Airport, the main initial driver being the transition from land-based navigation beacons to satellite based guidance.

The Sub-Committee were advised that the next stage would be the public consultation on the proposal and options. The intention is for the consultation going live in early January 2020, if the Stage 3 Gateway with the CAA is passed in November. The consultation would last for 12 weeks with the final considerations being put forward to the CAA for decision towards the end of summer 2020.

The Sub-Committee were advised to let Andrew Dutton know if there were any organisations that members felt should be consulted. All responses would be added to a citizen's portal on the CAA website as part of the consultation.

In response to questions from the Sub-Committee, it was confirmed that newspapers would be used to advertise the consultation.

DECIDED: That

- I. the update on airspace change be noted.

24 NOISE COMPLAINT MANAGEMENT CHALLENGES

Andrew Dutton, Head of Environment, Liverpool John Lennon Airport spoke to advise the Sub-Committee that he had sought advice from Merseyside Police in reference to the large number of complaints from a single source that is an on-going complaint and that they had begun to be unpleasant.

The Committee agreed that complaints of this nature should not be tolerated and correspondence should not entered into going forwards.

DECIDED: That

- I. The Sub-Committee agreed with the approach and the Airport would stop responding to this complainant going forwards.

25 ANY OTHER BUSINESS

There was no other business.

26 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee is scheduled for 24th January 2020 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date

This page is intentionally left blank

QUARTERLY BUSINESS REPORT

1.0 Liverpool John Lennon Airport - Traffic Statistics

Passenger Traffic Performance

Passenger numbers have decreased 1.7% compared with last year's figure for the period. 1.49m passengers used LJLA for the quarter. This overall decrease is driven by the loss of Blue Air's based aircraft.

Month	2019	2018	Variance (%)
July	501,847	495,606	+1.3
August	523,723	535,166	-2.1
September	464,167	483,636	-4.0
Q3 Totals	1,489,767	1,514,408	-1.7

For the third quarter of 2019, airline highlights include:

easyJet carried +700,000 passengers in Q3.

Ryanair carried +600,000 passengers in the period with a load factor of 90%, +1% up compared to 2018. Their new routes Copenhagen, Corfu and Paphos continue performing well.

Flybe carried +30,000 passengers in Q3.

Wizz Air continues to grow passenger numbers. With +100,000 passengers during Q3, up 92% compared with last year with 4 new routes: Cluj Napoca, Varna, Bucharest and Iasi.

Blue Air continue to perform very strongly on Bacau and Bucharest, with a Load Factor of 90%, +9% compared to 2018

Wideroe Bergen continues to perform very well, with Load Factor increasing 33%.

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 (%)
July	2,441	2,537	-3.8
August	2,489	2,368	+5.1
September	2,274	2,495	-8.9
Q2 Totals	7,204	7,400	-2.6

2.0 Other Matters

2.1 Car Parking

The following shows the recent car park statistics:

	Total no. of transactions
July	166,385
August	167,519
September	167,463

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 fence line is now complete with a compliant Runway End Safety Area due by 30th November.

The Instrument Landing System installation is ongoing and this is due to be fully operational by 13th December.

A number of residents along Baileys Lane have expressed concerns to the Airport and also to Halton Borough Council about the increased level of traffic along Baileys lane following the reopening of the road in order for vehicles to access the Oglet and also for employees accessing Air Traffic Control. This was specifically highlighted at the Airport's Annual 'drop-in' event held at Hale Village Hall in September.

The Airport will continue to monitor the situation.

2.3 General Airport update

Airport Transport Forum (ATF)

The latest ATF meeting was held in October with a single item agenda to discuss in a workshop format, a number of issues relating to the Airport Surface Access Strategy (ASAS), which is currently being revised and updated by consultants on behalf of the Airport.

We hope to have a draft of the ASAS to present to the ATF at the next meeting at the end of January. A copy of the final document will be circulated to the LACC too.

LJLA 'Donate-a-day' scheme

As part of the Airport's People & Community strategies and following feedback from the Airport's annual employee survey, a 'Donate-a-Day' colleague volunteering scheme has been launched.

This scheme started in September, since which time Liverpool Airport colleagues have donated over 270 hours to their local community through Donate-A-Day.

Schemes to date have included a shoreline clean-up at the Oglet, the sorting and delivery of hundreds of crates of foodbank donations through Fareshare Merseyside and a day spent creating Halloween themed arts & crafts with the children in Alder Hey Hospital.

Donate-a-day initiatives for the coming months include an Alder Hey Christmas Arts & Crafts event helping patients with Christmas crafts and a Speke Veteran's Launchpad event with airport employees volunteering to help re-paint and decorate the accommodation used to support Armed Forces veterans of all ages and their partners.

Downtown Liverpool event hosted at LJLA

In October the Airport hosted a business networking event organised by Downtown Liverpool in Business entitled 'Trains, Planes and Automobiles' with CEO of the Liverpool City Region Combined Authority Frank Rogers, the chairman of Merseytravel Councillor Liam Robinson and the CEO of the Airport John Irving participating in a question and answer session on a variety of local transport issues

2.4 Press Releases

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

29 th October	Lauda starts new route from Liverpool to Vienna - visit Vienna, the most livable city in the world
1 st November	New easyJet route to Tenerife takes off from Liverpool John Lennon Airport

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
	Work of the Independent Commission on Civil Aviation Noise (ICCAN)	Verbal item on the work of ICCAN. Rupert Basham will be in attendance.
21 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