



Liverpool John Lennon Airport Consultative Committee

Date:	Friday, 29 September 2023
Time:	10.30 a.m.
Venue:	Cavern Suite - Liverpool Airport L24 1YD

Contact Officer: Mike Jones, Secretary
Tel: 0151 691 8363
e-mail: MichaelJones1@wirral.gov.uk
Website: www.wirral.gov.uk

AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIRMAN'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 24)**

To approve the minutes of the meeting of the Consultive Committee held on 26 May 2023 and to receive the minutes of the Noise Monitoring Sub-Committee held on 28 July 2023.

5. **MEMBERSHIP**

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

6. **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.

7. QUARTERLY BUSINESS REPORT (Pages 25 - 30)

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

8. CUSTOMER SERVICES UPDATE (Pages 31 - 38)

Update from Christina Smith, Customer Services Executive.

9. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment.

10. AIRPORT TRANSPORT FORUM

Feedback on recent meetings by our representative Steve Pearse.

11. TOPICAL ITEM

An update on airport maintenance, including runway clearing, by Dave Batt, Head of Technical Services and Capital Planning.

12. DECARBONISATION PLAN

13. NOISE MONITORING SUB-COMMITTEE MEMBERSHIP (Pages 39 - 40)

To review the membership of the Noise Monitoring Sub-Committee.

14. ANNUAL WORK PROGRAMME (Pages 41 - 42)

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. 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 27 September 2023) so they can be considered. The Chairman will make the final decision whether to take items.

17. ANY OTHER BUSINESS

18. EXCLUSION OF PRESS AND PUBLIC

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.

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

20. DATE OF NEXT MEETING

The next scheduled meeting is Friday 17 November 2023 at 10.30 am.

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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 26 May 2023

PRESENT:

Bob Swann, Chair

Norman Elias, passenger rep and deputy chair

Councillor Tony Brennan, Knowsley Council

Councillor Keith Laird, St Helens Council

Jordi Morell, West Chester BID

Alex Naughton, LCRCA

Simon Osborne, National Trust

Councillor Steve Parish, Warrington Council

Steve Pearse, Friends Of Liverpool Airport

Tony Rice, Independent disability consultant

Councillor Graham Wood, Frodsham Council

Councillor Bill Woolfall, Halton Council

Liverpool Airport

Andrew Dutton Head of Environment

Jonny Ford, Business Development Manager

Christina Smith, Customer Services

Robin Tudor, Head of PR and Comms

Secretariat

Mike Jones (Sec)

1 **APOLOGIES**

Apologies for absence were received from:

Councillor Chris Ellams, Helsby Council

Conor Williams, Liverpool Chamber of Commerce

2 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

3 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

4 **MINUTES**

It was noted that the minutes from the previous meeting of the Noise Monitoring Sub-Committee had yet to be finalised.

Resolved: That

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 17 February 2023 be agreed as a correct record; and**
- (2) it be noted that the receiving of the minutes of the Noise Monitoring Sub-Committee meeting held on 21 April 2023 would be deferred to a future meeting.**

5 MEMBERSHIP

The Secretary informed the Committee that it had been discovered that there was no place on the Noise Monitoring Sub-Committee for the Disabled Persons Representative. The error originated a few years ago when it was practice for the Vice-Chair of the Consultative Committee to be the Chair of the Sub-Committee, but they were independently elected now.

6 PUBLIC QUESTION TIME

There were no questions had been submitted in advance.

7 QUARTERLY BUSINESS REPORT

Robin Tudor shared information from the Quarterly Business Report for the period 1 January to 31 March 2023 which was within the Airport's 'Winter' period.

Key points included:

- There were 780,000 passengers in the quarter which was an increase from the previous year but still 25% down on pre-covid levels.
- There were positive announcements for the near future – easyJet, Ryanair and Lufthansa were increasing capacity but still expected to be about 85% of 2019 levels at end of year.
- Aer Lingus were to start flying to Dublin twice a day for six days a week. which would connect to their long-haul services including clearing US immigration. Also, Jet2.com and Jet2 Holidays made a decision to operate from the Airport for first time at Summer 2024 with 54 flights a week.
- The Eurovision Song Contest had been huge success for Liverpool and saw increased airport use, with branding, a dedicated welcome desk, charter flights and increased bus services.

Members queried where the new airlines were being sited and would they do their own baggage handling. Robin explained that this would be clarified in due course and that the airport was confident it had sufficient space to accommodate the additional business as this would take passenger numbers back to pre-pandemic levels, which the infrastructure could accommodate

again, though it was likely that some short term improvements would be made to expand part of the Arrivals area.

It was noted that the Liverpool City Region was looking at the legacy of the Eurovision event, consider the viability of similar events in the future.

Resolved – That the report be noted.

8 **CUSTOMER SERVICES UPDATE**

Christina Smith talked through the analysis of contacts with Customer Services. Between 0.5% and 0.75% of passengers contacted the services. It was evident post-covid that people appreciated an online chat option which Liverpool did not have, but they were working on starting one from June. It may remove about 8% of enquiries. Negative comments were decreasing over time. Passengers with accessibility issues were about 2% of the total, with about 85% pre-booking assistance, which was higher than most airports.

Members commented on how well respected the Airport was for dealing with disabilities although a longer period of free parking would benefit more people with disabilities. Members asked for feedback on this recurring issue as there did not seem to be a financial or capacity issue limiting it. It was noted that terminology was changing on the website from 'passengers with Reduced Mobility' to 'accessibility'.

Resolved – That the report be noted, and a response on free parking times be brought to a future meeting.

9 **AIRSPACE CHANGE PROCESS**

Andrew Dutton updated the Committee on the Airspace Change Proposal (ACP) which was seeking to migrate the Liverpool John Lennon Airport (LJLA) procedures for the way aircraft arrive and depart LJLA from those based on land based to satellite-based navigation whilst seeking to systemise the way the airspace is used within the Manchester Terminal Manoeuvring Area (MTMA) overall.

Prior to the LJLA ACP being paused, due to the Covid pandemic, LJLA had reach Stage 4A of the process CAP1616, after submitting the consultation report to the Civil Aviation Authority (CAA). Now the ACP process was restarting, LJLA was revisiting Stage 2 of CAP1616 to review what had changed since the ACP was paused in November 2020. As part of the Stage 2 Engagement, there were two virtual presentations/meetings which were attended by about 100 people in total and two face to face with about 10 attending. Responses would be considered and resubmitted to the Civil Aviation Authority with the aim of implementation of any resulting option by 2028.

The revisiting of Stage 2 was to consider additional options to those already considered as part of the original Stage 2 in 2019. The new options would be in the form of an addendum that would accompany the original Stage 2 submission that successful passed through the Gateway in 2019.

10 **AIRPORT TRANSPORT FORUM**

Robin Tudor gave an update from the meetings of the Airport Transport Forum, which considers the surface access to the airport.

It had met since the last Committee meeting and discussed a study from the Combined Authority (CA) looking at improving surface access to South Parkway, the closest railway station to the Airport, and Liverpool city centre. The CA had been seeking views on priorities for limited funds. Both dedicated access to Liverpool South Parkway and the city centre were seen as equally important.

Also discussed was access for employees by public transport, a presentation from CA on bus reform proposals, and a consultation looking at the two proposals around franchising bus operations.

Members added that the refurbishment of Chester Railway Station was going ahead and suggested that early morning cross river links, for staff and passengers, be raised for discussion.

11 **TOPICAL ITEM**

Jonny Ford, Aviation Development Manager, informed the Committee about the Airport's business. The recovery from the Covid pandemic reached about 85% of pre-pandemic level in April. He also informed them that business development was continuous and it could take a decade to secure a new airline to start operating from Liverpool, but there had been a run of successes and positive feedback - easyJet based a 7th aircraft here and were promoting new routes, and the Aer Lingus link to North America via the Dublin hub opened up new destinations. Also the leisure tour operator Jet 2 was a new market (package holidays) for the airport.

12 **UKACCS (UNITED KINGDOM AIRPORT CONSULTATIVE COMMITTEES) CONFERENCE**

The notes and key documents from the 2022 conference of the UK Airport Consultative Committees (UKACCs) were shared with the Committee for their information.

13 **ANNUAL WORK PROGRAMME**

Resolved –

That the annual work programme be noted.

14 **CORRESPONDENCE**

There was no correspondence to note.

15 **ISSUES FOR DISCUSSION WITH NOTICE**

There were no items notified for discussion.

16 **ANY OTHER BUSINESS**

There was no other business to discuss.

17 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 29 September 2023 at 10.30 am at the Cavern Suite, Liverpool Airport.

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NOISE MONITORING SUB-COMMITTEE

Friday, 28 July 2023

Present:

Norman Elias, Chair
Councillor Kimberley Berry, Liverpool Council.
Helen Bradshawe, Knowsley Council
Ian Rushforth, Liverpool Council
David King-Hele, Wirral Council
Bob Swann, Chair of Consultative Committee

Liverpool John Lennon Airport

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

Secretariat

Mike Jones (Secretary)

20 **APOLOGIES**

Apologies for absence had been received from:
Martin Chan, St Helen's Council
Martin Doyle, Cheshire West and Chester Council
Ian Gaskell, Knowsley Council

21 **DECLARATION OF INTERESTS**

There were no declarations of interests.

22 **CHANGES IN MEMBERSHIP**

The Secretary informed the Committee that it had been discovered that there was no place on the Noise Monitoring Sub-Committee for the Disabled Persons Representative. The error originated a few years ago when it was practice for the Vice-Chair of the Consultative Committee to be the Chair of the Sub-Committee, but they were independently elected now.

The Chair noted that the Disabled Persons Representative, Tony Rice, had been a respected member who made valuable contributions.

The Secretary also noted that there had been elections in many Council areas since the last meeting and there may be changes before the next meeting.

23 **ELECTION OF VICE CHAIRMAN**

The Chair invited members of the Noise Monitoring Sub-Committee to appoint a Vice Chair for the next business year.

No nominations were forthcoming so the matter would be deferred until the next meeting and would be informed about the need for nominations in advance.

24 **MINUTES OF LAST MEETING**

Resolved - that the minutes of the meeting of the Noise Monitoring Sub-Committee held on 21 April 2023 be agreed as an accurate record.

25 **NOISE COMPLAINTS LOG**

Colin Barnes, Environment and Safeguarding Manager, introduced the Noise Log for the period 1 April 2023 to 30 June 2023. He went through the slides, which are attached, giving details of aircraft movements for runway 09 (towards the east) and runway 27 (towards the west); numbers of movements and passenger numbers; night time movements; movements by airline; proportionate runway use (usually 70/30) complaints per day, with 14 maximum connected with runway 09; numbers per complainant, with average four or five per person; local authority areas of complaints, with 107 from 9 people being highest, from Cheshire West and Chester; main complaint geographical areas; reason for complaints with the most numerous split between general complaints, departing runway 27 and departing runway 09; comparison to last year; complaints vs aircraft movements; complaints vs runway use with higher when depart on runway 09; complaints per runway use, where there were more when runway 09 was used for a number of days; and ground engine tests, though there were no complaints over regarding engine testing.

There were over 100 complaints which was markedly up from 30 in the same period in 2022. Members queried the detail on some complaints, noting redactions and bad language, but were informed that complaints were considered even with such factors. They noted the possible reasons for the large increase in complaints, was there are more aircraft movements as the aviation industry recovers from the pandemic travel restrictions, as well as more people working from home and people moving into the area during the period of less aircraft movements.

A new draft example 'dashboard' display of the statistics was presented which could be used to analyse many different factors and was being considered for use in the committee and potentially wider. However, there was wider concern about privacy and the perception of being able to identify individuals needs to be resolved.

26 **NOISE ACTION PLAN**

Andrew Dutton provided an update on the Noise Action Plan. The Plan originated from the EU Environmental Noise Directive but had been transposed into English legislation as the Environmental Noise Regulations 2006 (ENR). ENR relates to major noise generators including roads, railways, and industry as well as airports.

Liverpool Airport was the responsible authority for mapping aircraft noise at LJLA every five years. The last modelling being 2021, the noise contours were significantly smaller than previous years (2006, 2011 and 2016) because the airline industry had not yet recovered from the Covid pandemic. The maps and noise contours were displayed. It was noted that measurements were weighted to night-time when people were thought to be disturbed more. The revised Action Plan noted the improvements that would occur as the airline's fleet improvements as aircraft were replaced by more efficient and quieter models. Particularly noisy aircraft would be restricted unless they were being used in an emergency at night between 2024 and 2026. The Sound Insulation Grant Scheme was to be enhanced and there would be a formal annual workshop with airlines about noise performance and incremental improvements.

27 **AIRSPACE CHANGE**

Andrew Dutton gave a brief update about the airspace change process. It had originally started in January 2018 and reached stage 4a in the 7-stage CAP1616 process, before being paused during the Covid-19 pandemic. During the time the LJLA ACP was paused, Airspace Co-Ordination Group (ACOG) had been formed to co-ordinate/facilitate where multiple Airspace Change Proposals (ACP) interact and the National Airspace Master plan has been developed so LJLA, so LJLA made the decision to revisit Stage 2A as part of the LJLA ACP restart. The members confirmed that they had received the Stage 2 engagement invite, and Andrew Dutton made adjustments after the engagement sessions and the subsequent feedback. The submission documents were being prepared and would be submitted to the CAA as the regulator for a September Gateway.

The members were reminded that if successful the implementation would be in the 2027/28 Winter. Implementation is Stage 6 of the 7-Stage CAP1616 process, the final Stage 7 is a post implementation review (PIR) which was undertaken 12 months after the implementation.

28 **DATE OF NEXT MEETING**

The next meeting of the Sub-Committee was 20 October 2023 at 10.30 am on Microsoft Teams.

29 **ANY OTHER BUSINESS**

There was no other business.

Noise Monitoring Sub Committee

28th July 2023



LiverpoolJohn
LennonAirport
Faster. Easier. Friendlier.



Environment

1

Aircraft Movements

April to July 2023



LiverpoolJohn
LennonAirport
Faster. Easier. Friendlier.

2

Runway Orientation



3

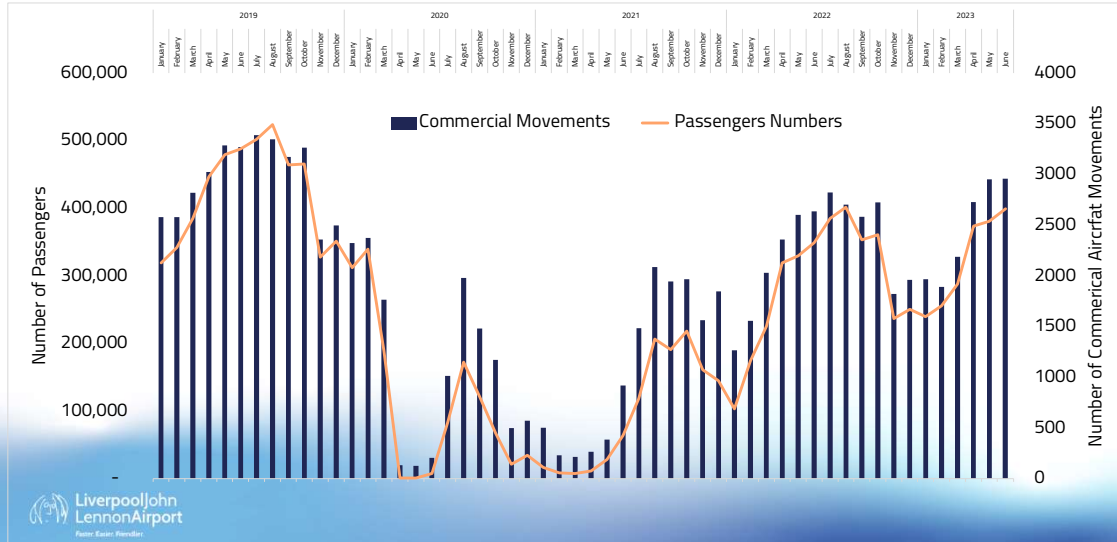
Rolling 24 months movements July 2021 to June 2023

Month	Total	Cargo	Charter	Diverted	GA	Positioning	Scheduled	Unknown	Commercial
2021									
Jul	3,308	6	15		1,826	28	1,433		1,482
Aug	3,953		23		1,871	29	2,030		2,082
Sep	3,736	6	17		1,788	25	1,900		1,948
Oct	3,511	10	28		1,544	33	1,896		1,967
Nov	3,201	19	22		1,641	27	1,492		1,560
Dec	2,839	34	23	1	990	44	1,746	1	1,847
2022									
Jan	2,629	58	16		1,363	10	1,182		1,266
Feb	2,546	39	27	1	990	32	1,457		1,555
Mar	4,018	8	34		1,989	33	1,954		2,029
Apr	4,431	10	67		2,073	43	2,238		2,358
May	4,417	1	78		1,816	95	2,427		2,601
Jun	4,534	78	4		1,899	23	2,530		2,635
Jul	4,732	80	30		1,911	45	2,666		2,821
Aug	4,747	14	17		2,045	27	2,644		2,702
Sep	4,107	12	25		1,524	20	2,526		2,583
Oct	4,146	8	39		1,422	54	2,623		2,724
Nov	3,099	60	13	24	1,255	37	1,710		1,820
2023									
Jan	3,176	45	19	7	1,202	29	1,874		1,967
Feb	3,341	47	20	1	1,449	31	1,793		1,891
Mar	3,474	34	19	7	1,278	35	2,101		2,189
Apr	4,430	26	31	3	1,701	44	2,625		2,726
May	4,939	46	26	6	1,980	41	2,840		2,953
Jun	4,793	31	6	6	1,815	14	2,908	13	2,959



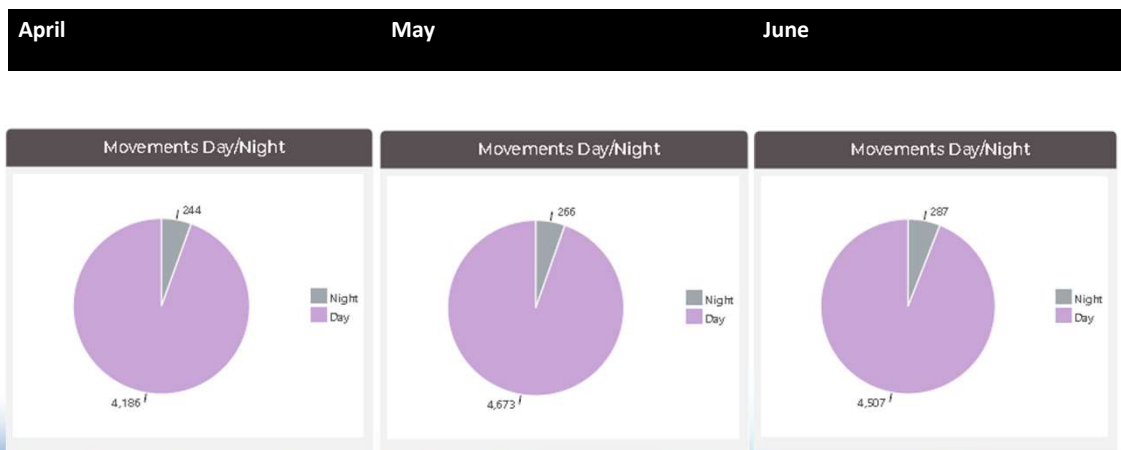
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Rolling 54 months movements & passengers numbers January 2019 to June 2023

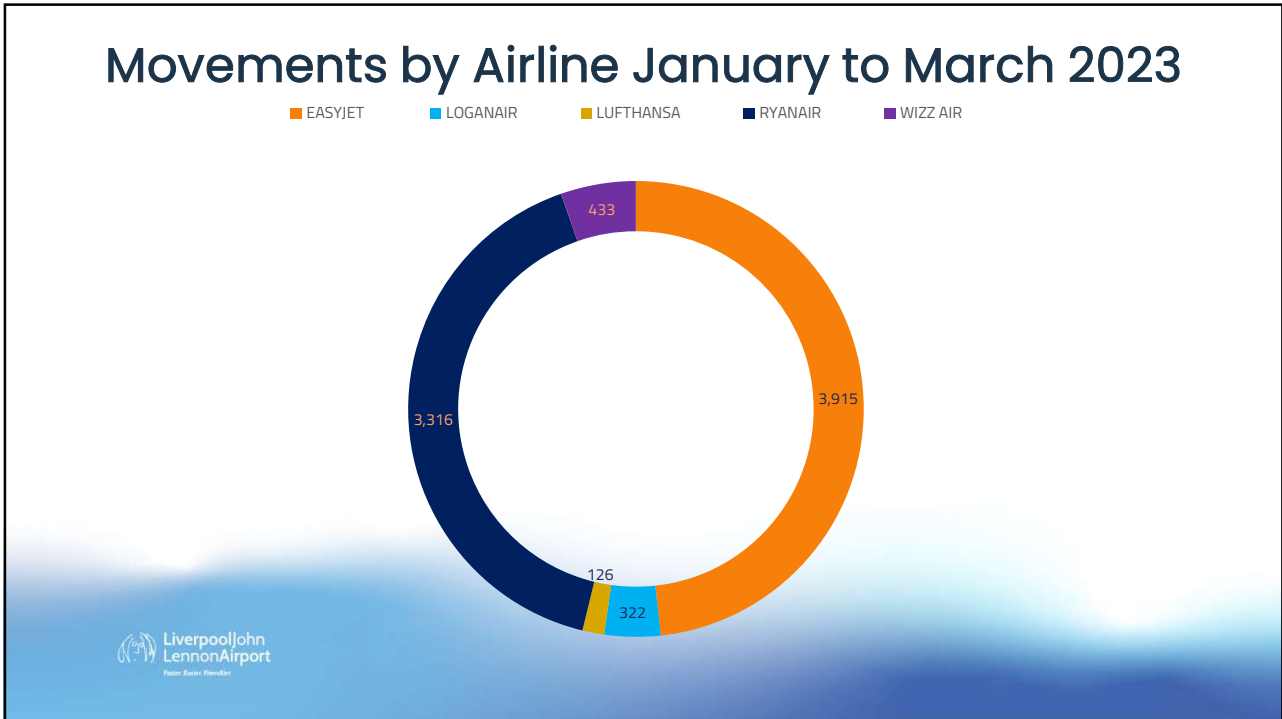


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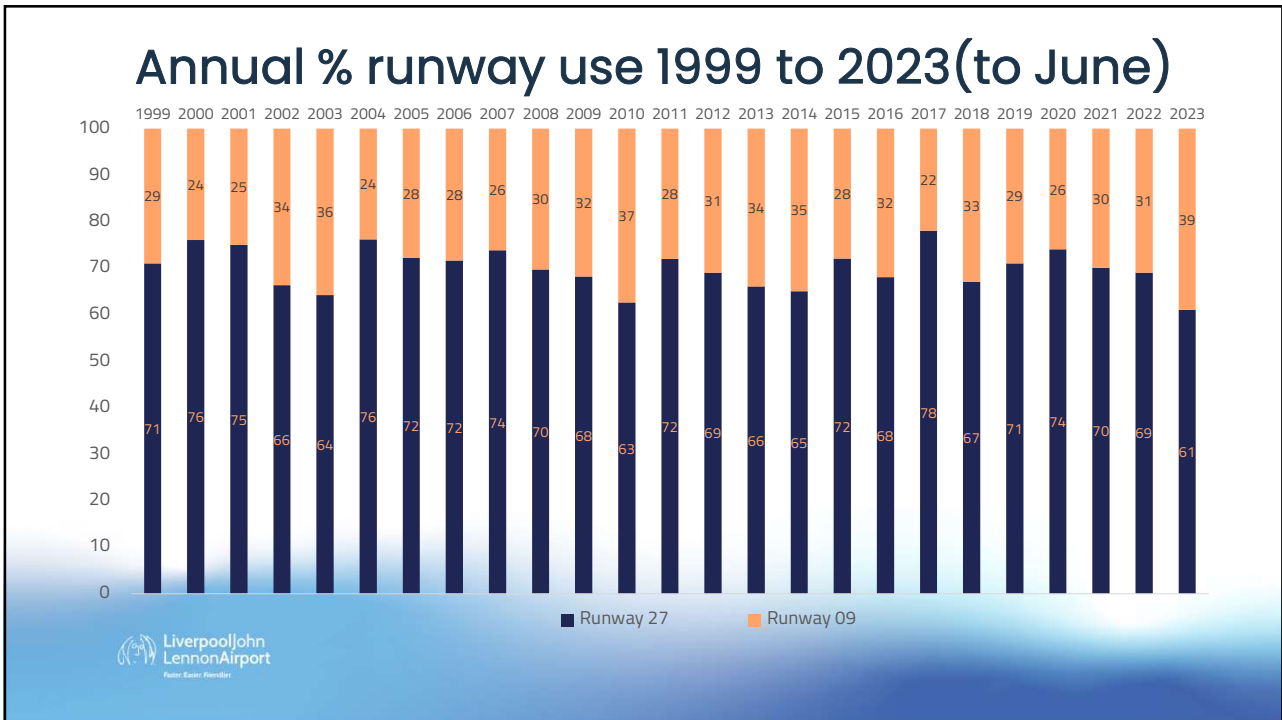
Movements by Day or Night (23:30 to 06:00) April to June 2023



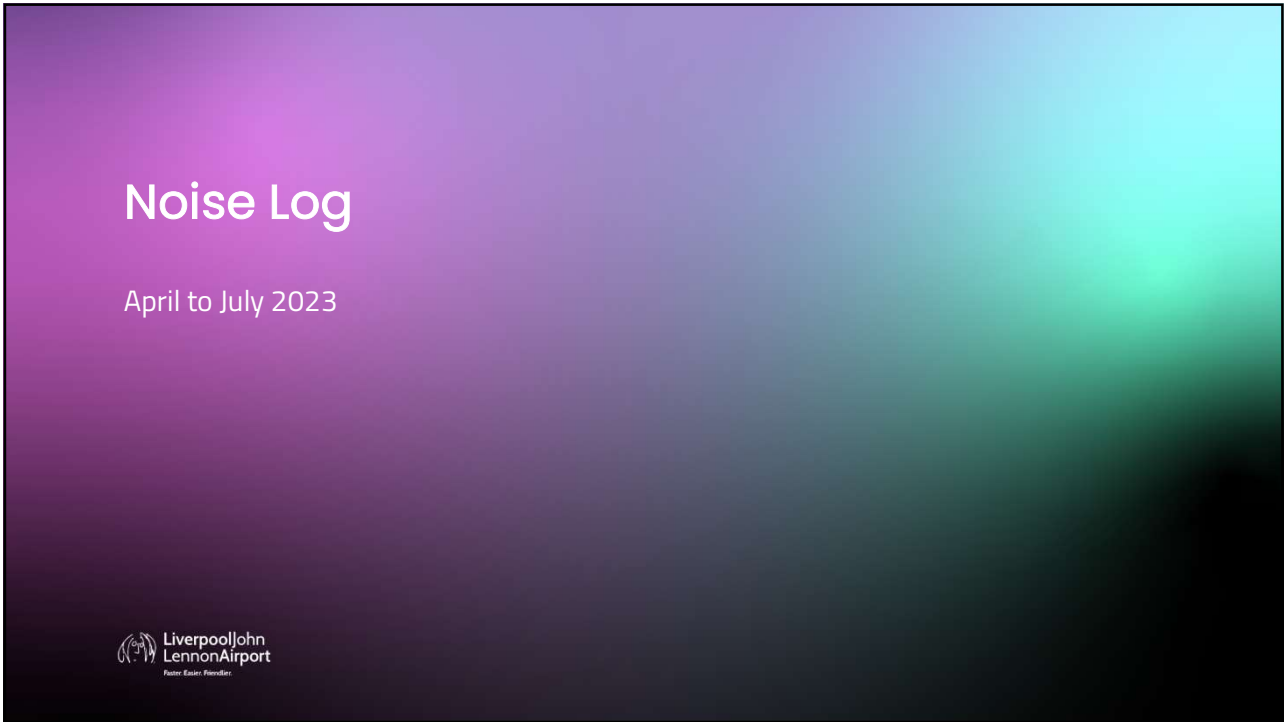
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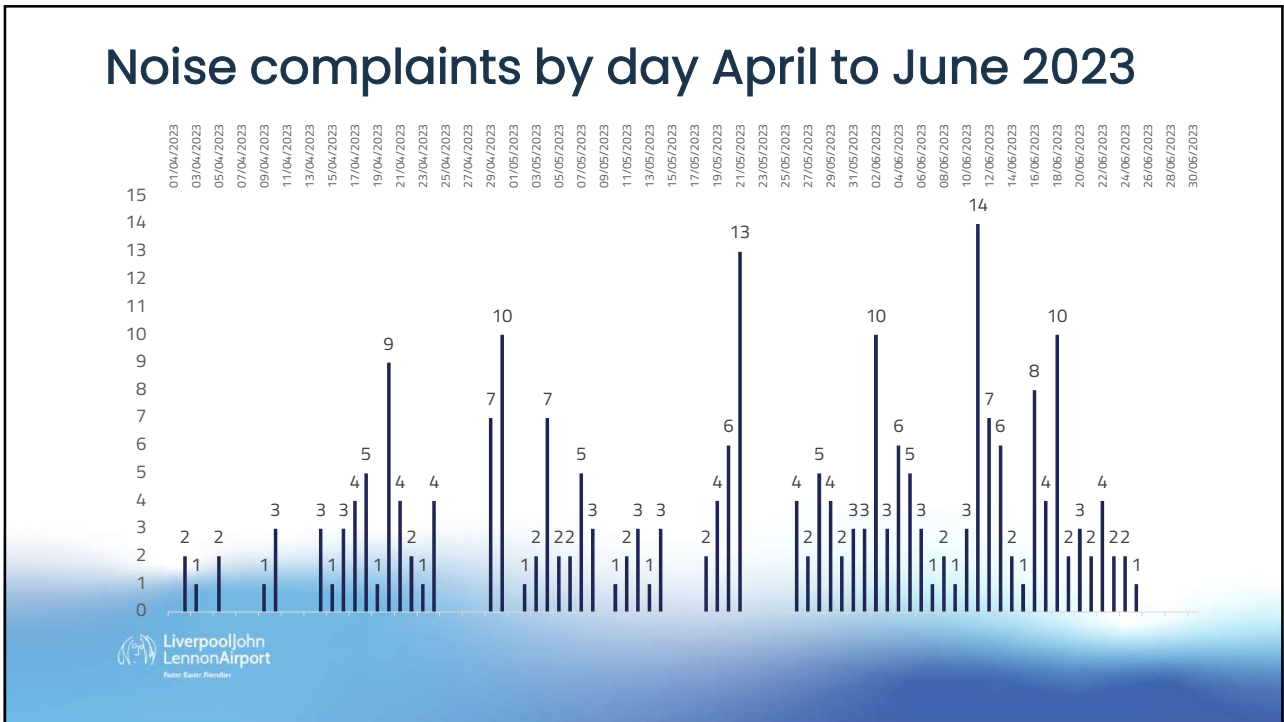
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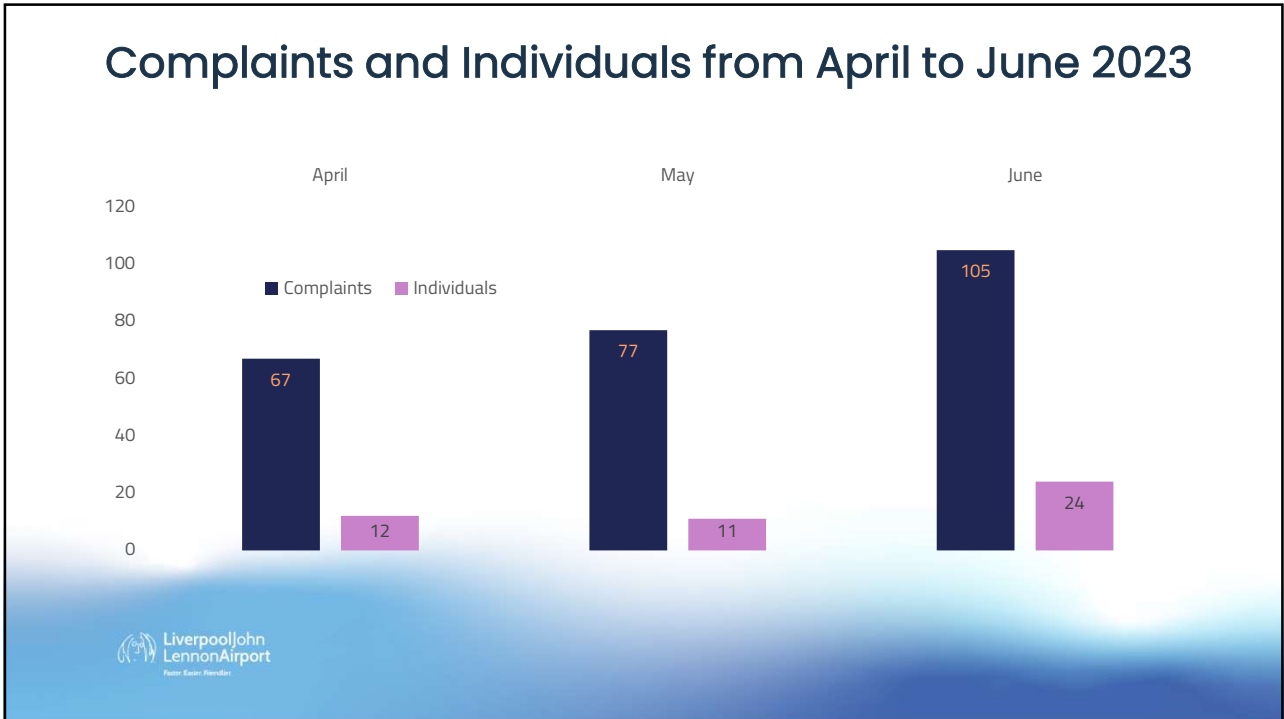
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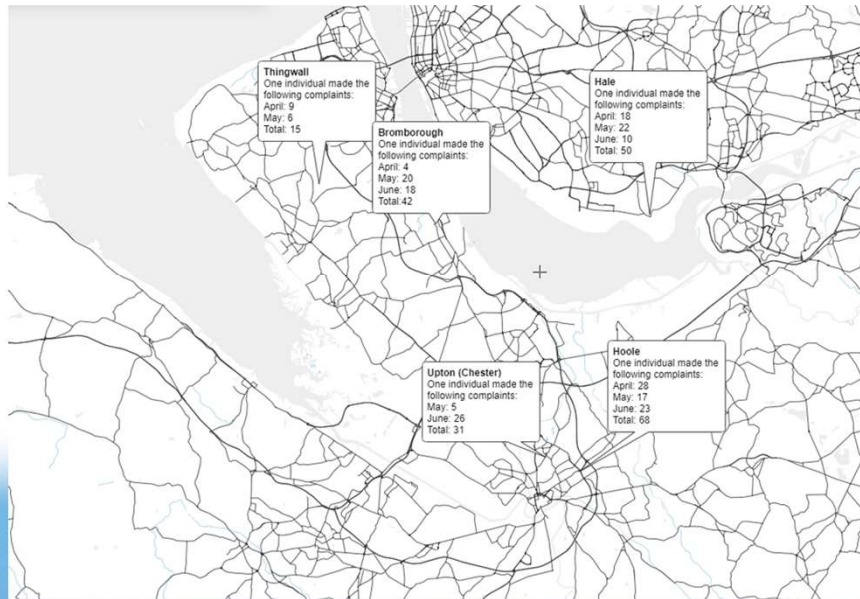


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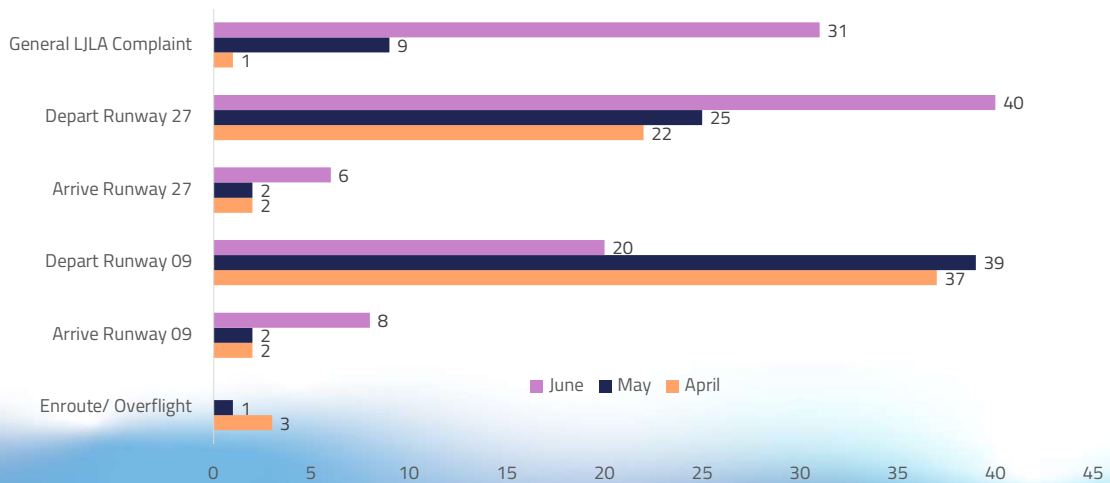
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Number of complaints from individuals April to June 2022

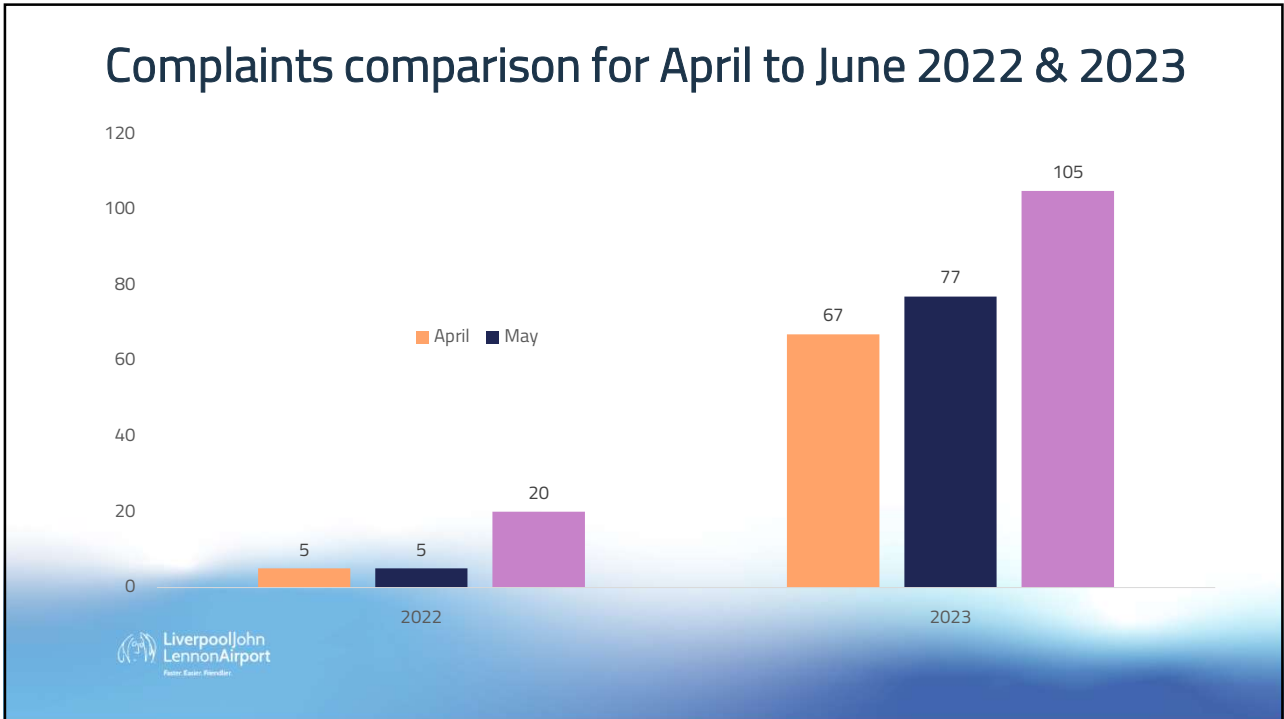


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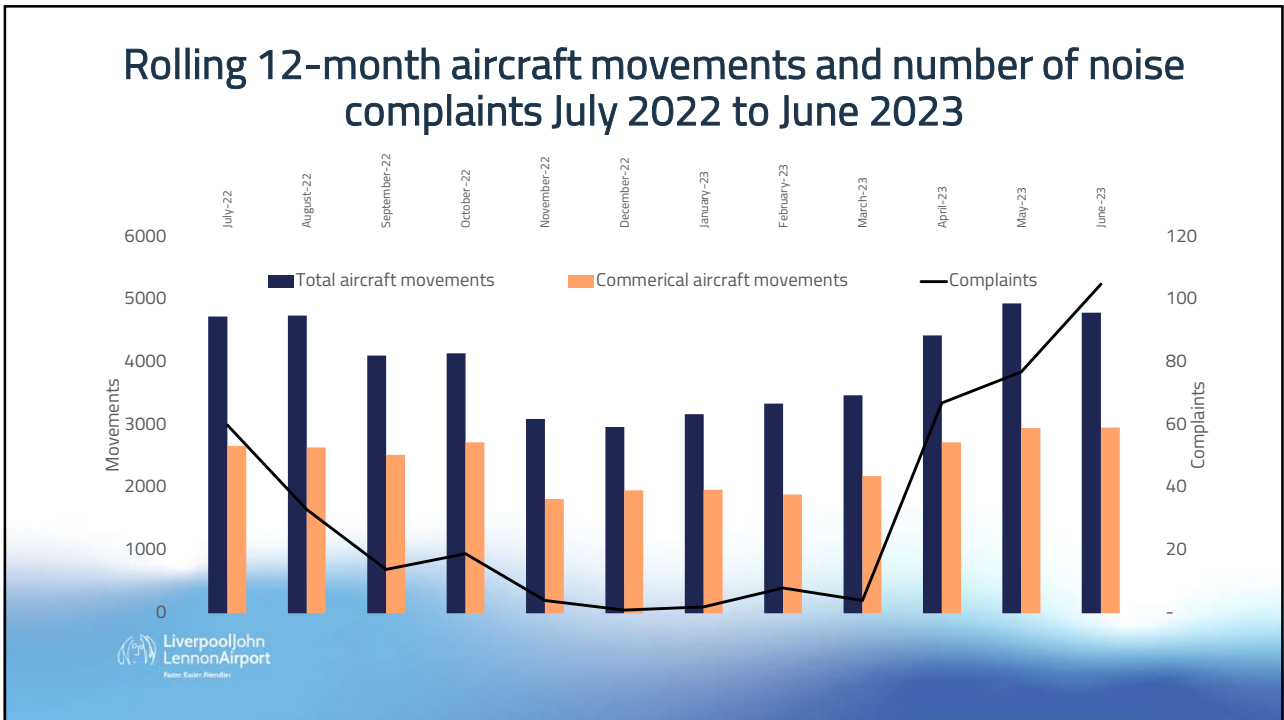
Operations that caused noise complaints from April to June 2023



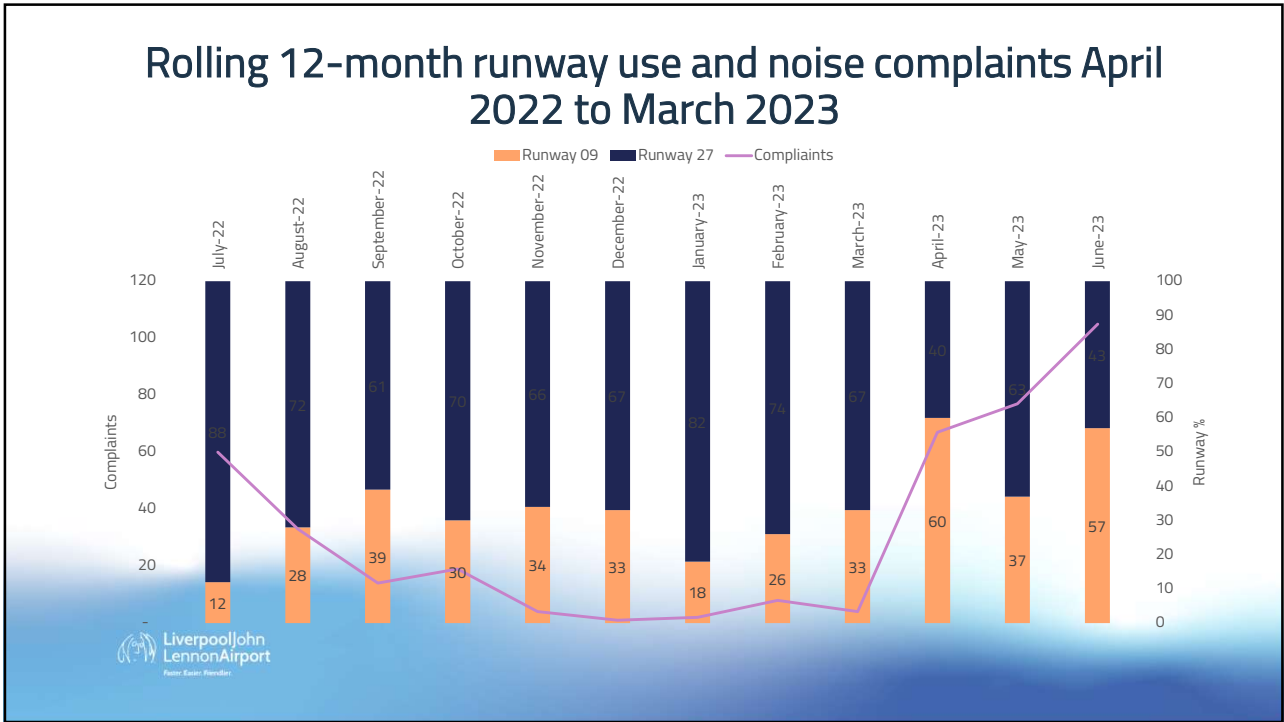
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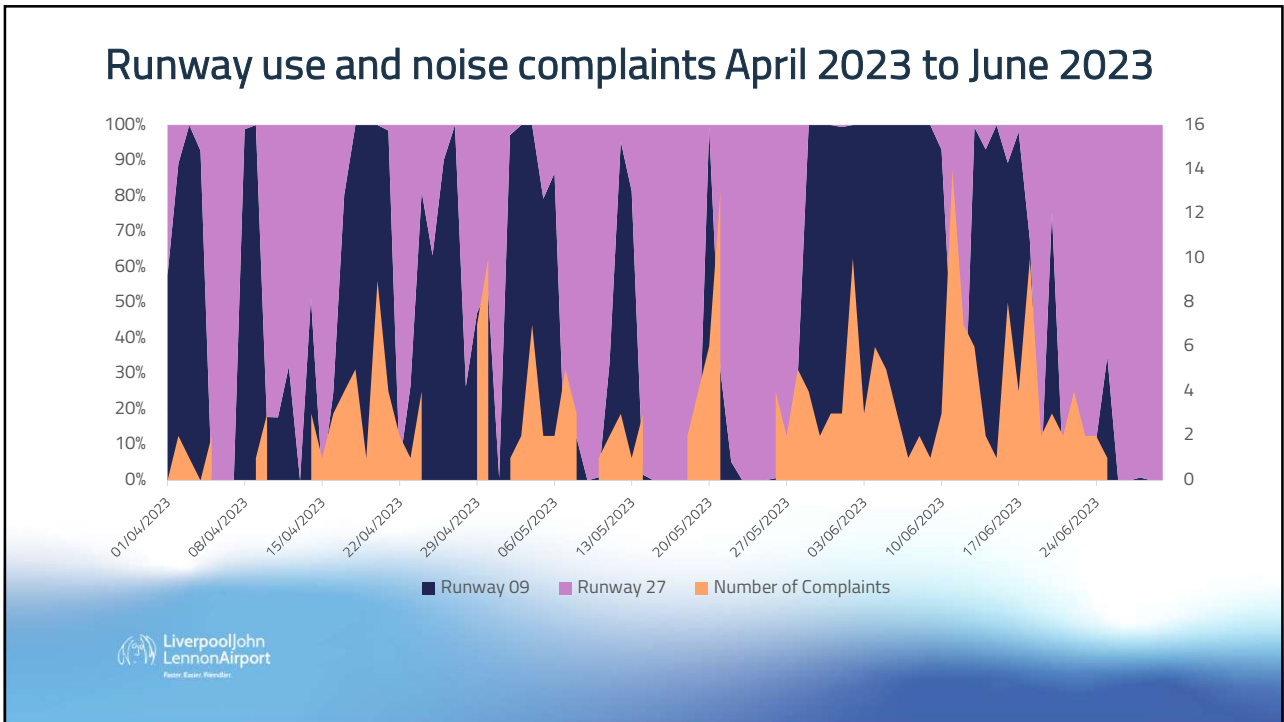
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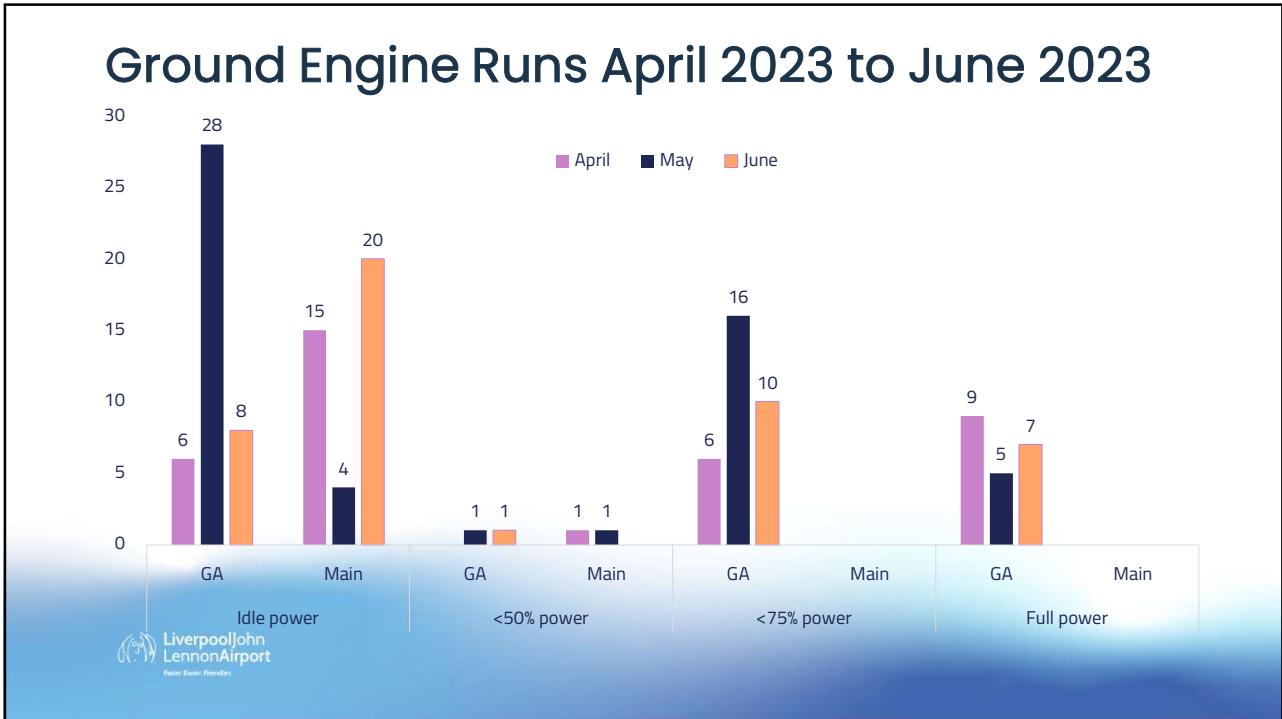
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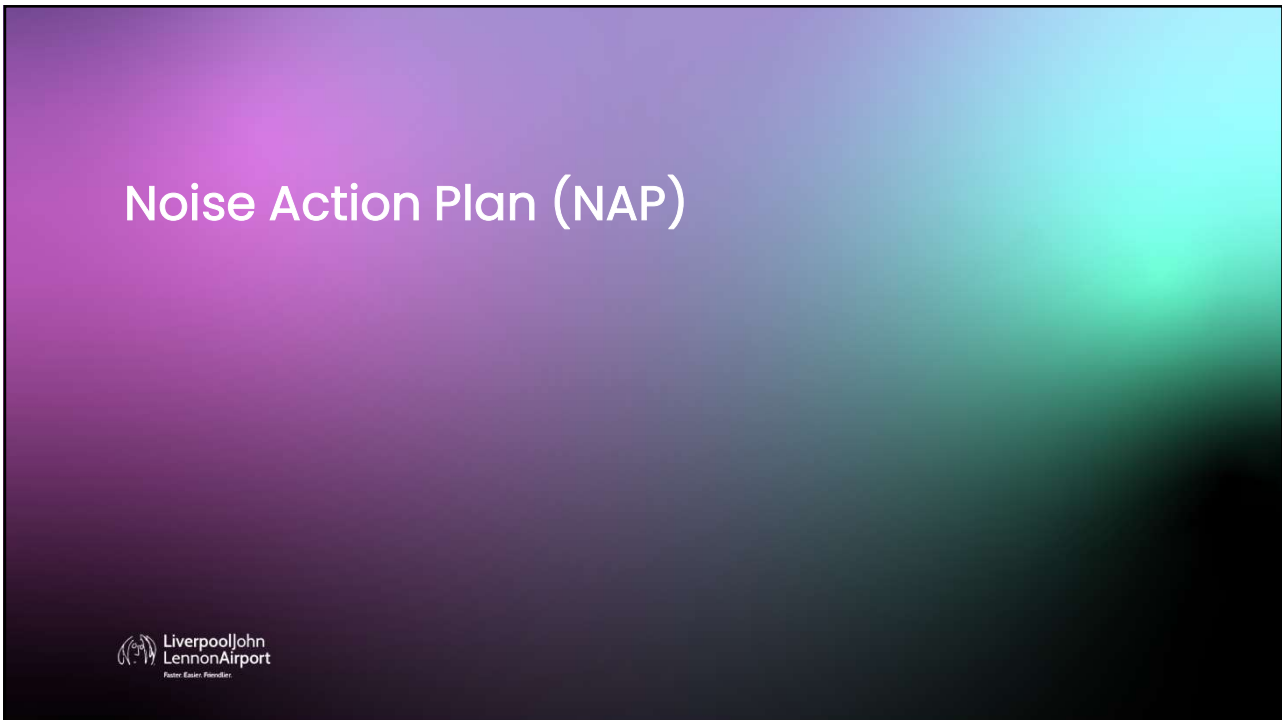
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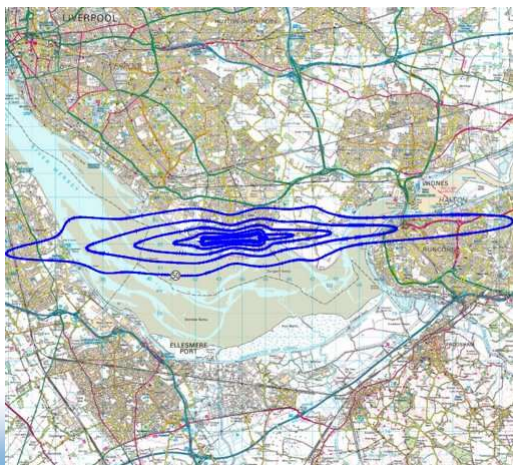
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- Environmental Noise (England) Regulations 2006 (as amended), transposed the European Environmental Noise Directive into the English legal framework.
- The regulations apply to noise from road, railway and aviation sources, as well as industrial noise.
- The Airport Operator (e.g. Liverpool John Lennon Airport (LJLA)) is the responsible authority.
- LJLA has produced noise contour maps for 2021 that have now been approved by Defra along with those from 18 other UK Airports.
- The noise contour may be compared with similar modelling exercises in 2006, 2011 and 2016 – the 2021 contours show considerably less exposure due to the pandemic travel restrictions

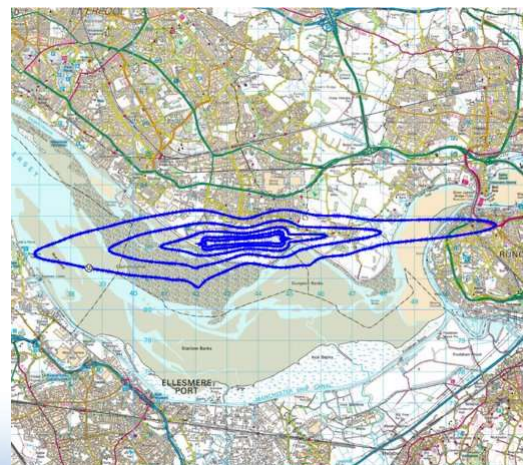
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Comparison of the L_{den} for 2016 & 2021

Aircraft Noise Contours - L_{den} 2016
50 to 75 dB L_{den} in 5 dB Steps



Aircraft Noise Contours - L_{den} 2021
50 to 75 dB L_{den} in 5 dB Steps



22

Estimated People & 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

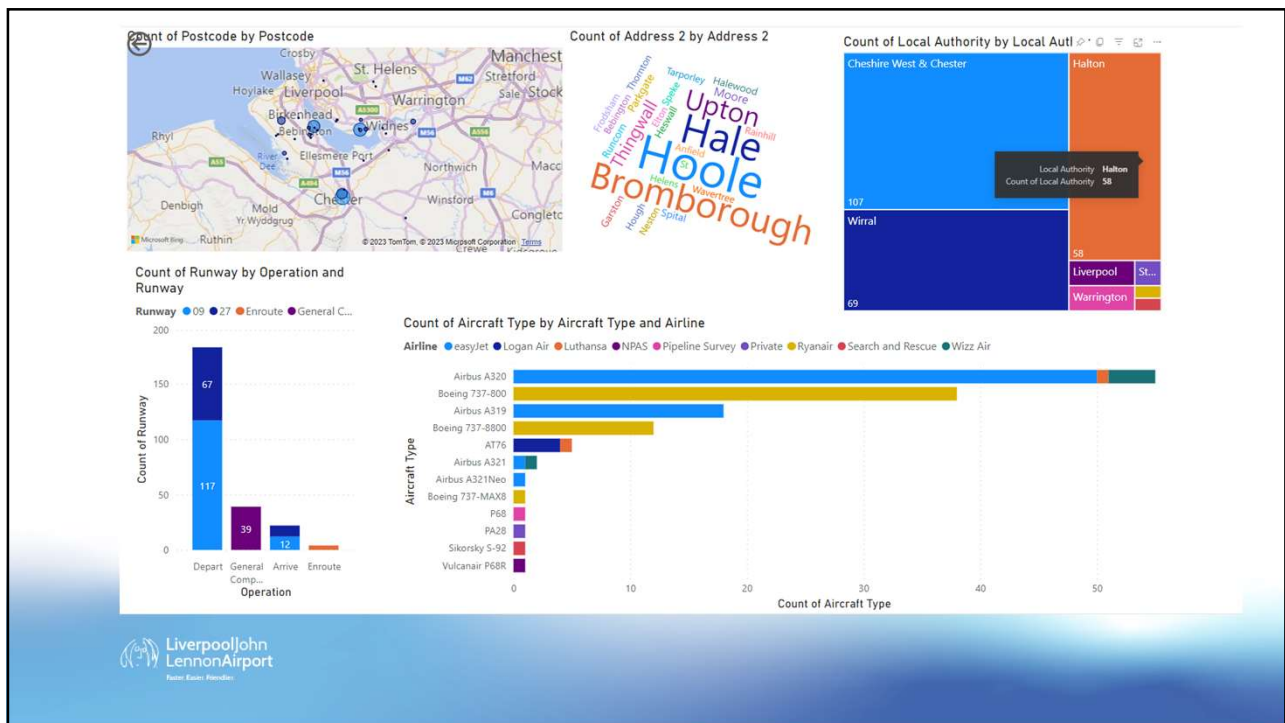
What will change in the Noise Action Plan

- Airline fleet improvements
- QC4 phase out between 2024 & 2027/8
- SIGS enhancement
- Formal annual workshop with airlines

Dashboard



27



28

QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

Passenger traffic at the Airport has continued to recover post covid, with numbers for the second quarter 16% up on the same period last year as shown in the table below, but still down by almost a fifth of what it was pre-covid in 2019.

Month	2023	2022	Variance v 2022 (%)	2019	Variance v 2019 (%)
April	374,089	319,007	+17	442,955	-16
May	380,903	329,385	+16	474,348	-20
June	398,840	349,074	+14	482,790	-18
Totals	1,153,832	997,466	+16	1,400,093	-18

This highlights that it is still likely to take until early next year for the Airport to fully recover, however with over 12 months of restriction free travel, consumer confidence has continued to return despite queue and cancellation issues last year at other airports and heatwaves across Europe during parts of this summer.

The summer season commenced at the end of March and as the recovery continued, passenger figures have been the highest since the impact of the covid pandemic on aviation at the start of 2020.

easyJet has seen a good level of growth this Summer with the introduction of a seventh based aircraft for the Summer season, leading to overall growth on a monthly basis. Leisure routes have performed very strongly for easyJet during the summer months, with their domestic traffic seeing lower carryings compared with pre-covid times. Routes such as Dalaman and Antalya saw notably high performance, as the easyJet holidays brand has proven popular. The end of the Summer season will see a high level of growth moving into the Winter season with two new routes to Hurgada in Egypt for the first time and flights to Lyon.

Similarly, Ryanair has seen high levels of growth for the summer season with the re-introduction of a fourth based aircraft. Routes have proven popular across the board with 31 routes operated. New services to Madrid and Ibiza have proven very strong performers. Dublin has seen significant growth with over 50,000 passengers travelling to the Irish capital in August alone.

Performance with Loganair has been challenging. The route to Derry has been reduced to 3x weekly from a maximum of 10x weekly in 2021, largely due to Ryanair competition in Manchester. This coupled with poorer than pre-covid levels of demand on the Isle of Man has seen a decrease in passengers of over 30% versus 2022.

Load Factors have been extremely high with Wizz Air during the Summer, with 9 routes operated on the network. Service to Varna was discontinued in September primarily owing to the long sector length and lower than anticipated yield. Routes to Bucharest and Iasi have performed strongly and therefore have seen frequency increases for the winter.

The Lufthansa route to Frankfurt has increased during the summer to 6 times weekly (from 4) and encouragingly load factors have continued to improve year on year. Levels of connectivity are good, which given the schedule remains mainly European and the airline has put its Summer 2024 schedule on sale from Liverpool.

Aer Lingus, the Oneworld operator, began a new 11 times weekly service during Summer and the route has performed admirably. Load Factors have performed above expectations and we have seen high levels of connecting traffic to North America. This route is also on sale for Summer 2024.

The Norwegian regional airline Wideroe returned to operations in Liverpool during August after a 3 year hiatus owing to Covid. The airline has resumed operations with good performance and it is hoped that the additional capacity at Anfield will drive further demand, with football related traffic a key part of their business.

The Play Airlines route to Reykjavik finished its first season with a planned pause during the Summer. Its first foray into the Liverpool market between August and May has proven successful with 20% of passengers connecting onwards to North America. The route resumed on September 1st and pre bookings look strong for the rest of the year.

After a very positive reaction to their Summer 2024 launch from customers and independent travel agents, Jet2.com and Jet2Holidays UK's have put their Winter Sun programme on sale from Liverpool for Winter 24/25, with a choice of eight Winter Sun destinations, offering customers and independent travel agents in the region lots of choice and flexibility. The early release of the programme means Jet2.com and Jet2holidays are the first airline and tour operator to put Winter 24/25 on sale, with multiple weekly flights operating from 18th November 2024 to 29th March 2025.

The Jet2.com Winter Sun destinations now on sale from Liverpool include the Canary Islands (Tenerife, Lanzarote, Gran Canaria and Fuerteventura), Spain (Alicante), Portugal (Madeira), Turkey (Antalya) and Cyprus (Paphos). The programme represents over 20 departing weekly flights from Liverpool during peak periods.

The airport is currently looking at plans to develop parts of the terminal to accommodate the new Jet2 business with details to follow as these plans firm up.

General and Business Aviation

Month	2023 Movements	2022 Movements	Variance v 2022 (%)	2019 Movements	Variance v 2019 (%)
April	1,701	2,074	-18	2,179	-22
May	1,980	1,818	+9	2,510	-21
June	1,811	1,899	-5	2,004	-10
Annual Totals	5,492	5,791	-5	6,693	-18

As can be seen from the table above, general aviation monthly movements once again fluctuated higher and lower than the same period last year and are down by 5% overall and 18% below pre-pandemic levels.

It is likely that some of this reduction in traffic post covid is due to some reduction in demand for private business related travel with Zoom/Teams calls replacing some of the need to travel.

Freight

Between April and June 2023, the airport handled 110 dedicated cargo flights which was a 23% increase on the same point in the prior year. Over 83,000 kilos of freight were handled. There has been a reduction in the volume of automotive business with reduced output of production lines in the local region. However, increased flights have been on behalf of business situated outside the Liverpool City Region and related to the construction business.

2.0 Other Matters

LJLA named best in the UK in Which? survey

Liverpool John Lennon Airport has been named the UK's best airport in the 2023 Which? annual survey.

Which? surveyed almost 4,000 people about their experiences at airports in the last twelve months and invited them to rate the airports across eleven categories, including seating, staff, toilets and queues at check in, bag drop, passport control and security.

Liverpool topped the table, with a customer score of 82 per cent and has also earned Which? Recommended Provider status for the second consecutive year.

Customers praised their experience at the airport as "first class" and gave it five stars for check-in and security queues, indicating a hassle-free experience. It also scored four stars for staff, with multiple respondents praising them as both "friendly" and "helpful". It also achieved four stars for baggage reclaim and queues at bag drop and passport control. One traveller said it was a "well run, efficient airport" while another lauded it as their "preferred" airport.

‘Very Good’ top CAA rating for passenger accessibility

The latest report from the Civil Aviation Authority (CAA) on Airport services for disabled and less mobile passengers, has scored Liverpool with the top ‘Very Good’ rating for the last 12 months.

The aviation regulator’s Airport Accessibility Report, which assesses 26 of the largest UK airports, details each airport’s efforts in providing disabled and less mobile passengers with the standard of service to which they are entitled. LJLA has been rated as offering the highest ‘Very Good’ service in each of the four quarterly reporting periods between April 2022 to March 2023.

The Airport has been working hard focussing on the needs of those passengers often deterred from travelling by air due to a range of disabilities, helping to make air travel accessible to all.

This latest accolade reflects the work that has been carried out by the Airport in partnership with a host of disability organisations who provide advice and support, including many that specialise in hidden disabilities.

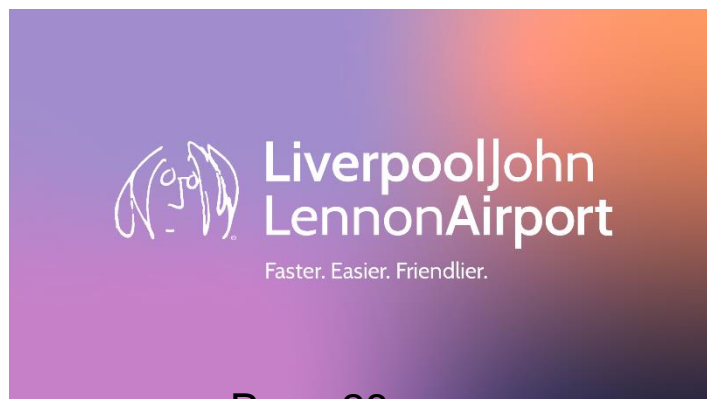
Celebrating 90 years of operations

On 1st July, the Airport celebrated its 90th anniversary, having first officially opened on 1st July 1933 and to celebrate, a number of activities took place across the Airport throughout the day.

Celebrations included the placing of a time capsule in the terminal, to be opened in 2058 on the Airport’s 125th Anniversary, a big birthday cake in the Departure Lounge with cupcakes for passengers to enjoy, whilst listening to a birthday DJ who played popular songs throughout the day. Birthday messages from a host of local well known faces and business organisations also appeared on social media too.

Brand refresh launched

At the end of July, the airport launched a refresh of its brand which has now started to be rolled out across all aspects of the business as the airport looks to the future following a number of important business growth announcements over the past year.



The airport logo, which includes the famous John Lennon self-caricature, has undergone a subtle transformation with the illustration moving from the right to the left so that it is now at the forefront of the brand, with updated typography to make it appropriate for digital use and modernised with a block colour, rather than the red and blue of old.

The Liverpool John Lennon Airport name and the Faster, Easier, Friendlier strapline remain, as the airport continues to give passengers a seamless experience and the refresh brings new colour concepts into it including a free-flowing colour scheme called The Aura, that is a visual representation of the Faster, Easier, Friendlier experience.

Press releases

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

25 May	Jet2.com and Jet2holidays follow successful launch by putting first ever Winter Sun programme on sale from Liverpool John Lennon Airport
31 May	Penderyn Welsh Whisky lands at LJLA
30 June	LJLA celebrates 90 years of operations
6 July	easyJet launches two new routes from Liverpool this winter
20 July	LJLA receives 'Very Good' top CAA rating for passenger accessibility
21 July	LJLA expects 635,000 passengers over the Summer school holidays
31 July	LJLA launches a brand refresh as it looks to the future
30 August	LJLA named best in the UK in Which? survey

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Customer Services and Accessibility Report April to June 2023

Customer contact

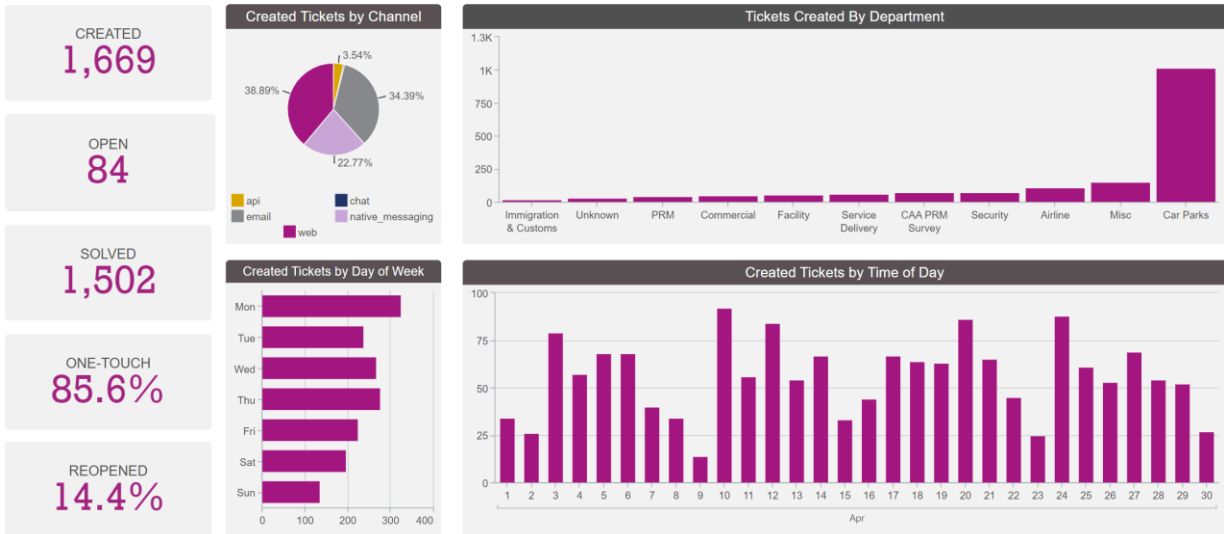
Total customer contact by month through the customer service platform:

April

A decrease from 1,719 from March. 0.45% of total passengers made direct contact across social media, email and web form

Monthly Tickets

2023-04-01 - 2023-04-30



May

An increase in direct contact with more passengers travelling with 3 Bank Holidays including the Coronation. 0.45% of total passengers made contact.

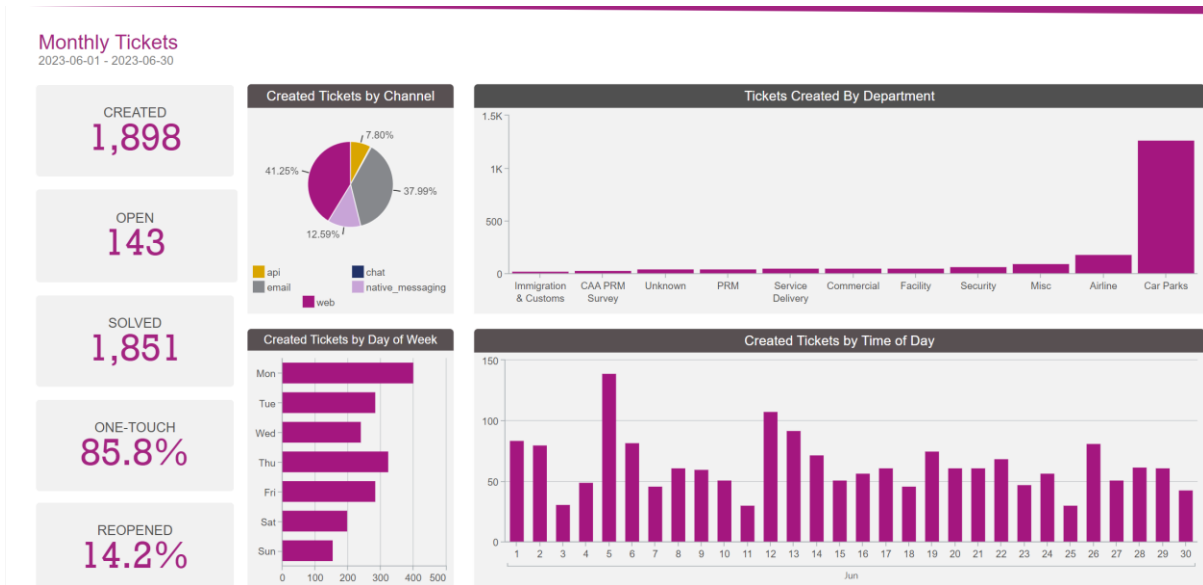
Monthly Tickets

2023-05-01 - 2023-05-31



June

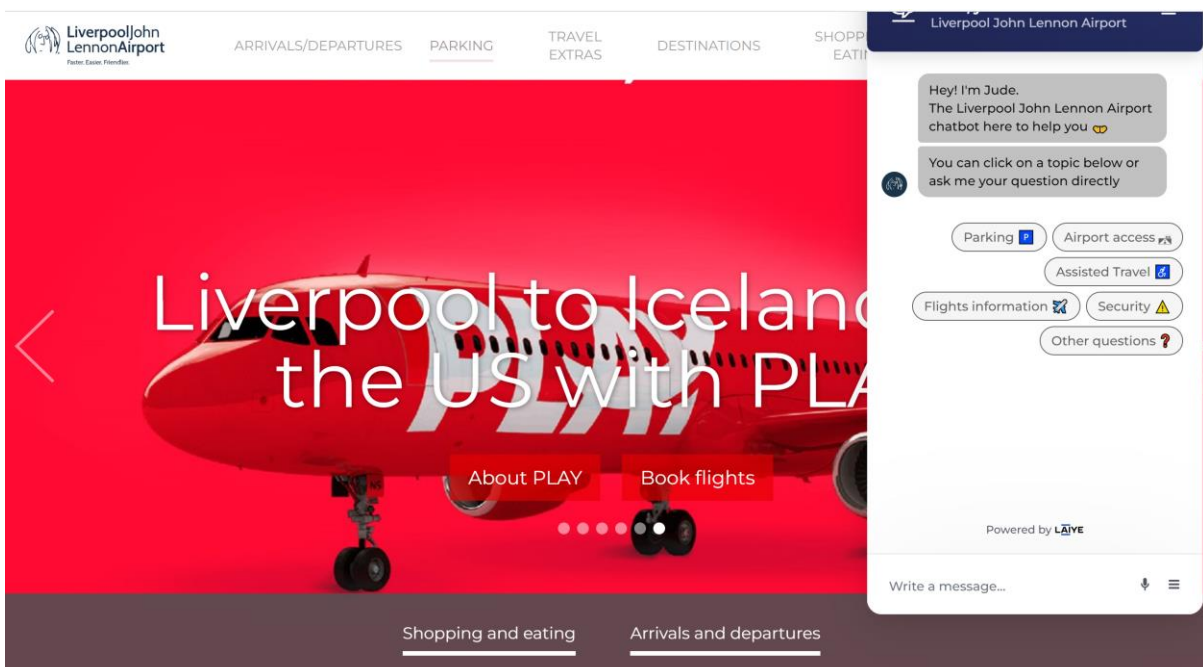
An increase in customer contact as we approach the start of the summer getaway. 0.47% of total passengers made contact.



Chatbot

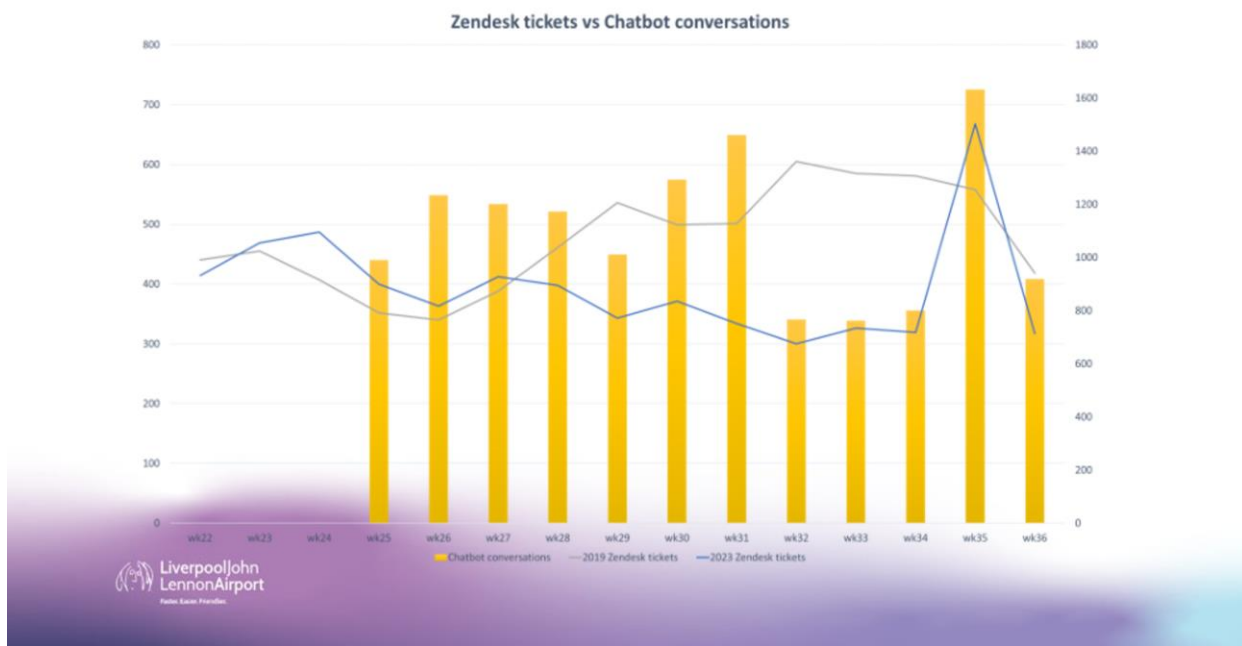
We have been working with RedK and Laiye to develop the Chat function to provide an additional channel to assist with frequently asked questions

Jude the chat bot went live in June and is assisting website visitors with queries, 24/7



How Jude has influenced customer feedback:

CUSTOMER SERVICE



Negative feedback by department

Department	April 2023	May 2023	June 2023
	Complaint Tickets	Complaint Tickets	Complaint Tickets
Airline	10	37	70
Car Parks	33	47	49
Commercial	7	7	11
Facility	3	7	8
Immigration & Customs	2	1	2
Misc	4	10	5
PRM	8	4	5
Security	11	25	23
Service Delivery	1		
Total	79	138	173

Apr 0.02% of passengers, May 0.03% of passengers, Jun 0.04% of total passengers. Main issues are:

- Airline – Baggage delivery
- Car parks – 3rd party bookings with no flexibility built in
- Commercial – Increase retail offering
- Security – Liquid restrictions

Total contacts across all areas of the business

Department	April 2023	May 2023	June 2023
	Ticke	Ticke	Ticke
	11	5	5
Airline	109	172	184
CAA PRM Survey	71	47	26
Car Parks	1012	1087	1268
Commercial	51	51	54
Facility	54	58	54
Immigration & Customs	16	25	21
Misc	149	95	91
PRM	42	50	45
Security	74	76	66
Service Delivery	60	39	49
Total	1649	1705	1863

Happy or Not

Now in key locations throughout the terminal



Happy Or Not Wk 36			
Area of Experience	NPS	Positivity %	Response rate
Check-in Experience	61	85%	1502
Security Experience	63	85%	3721
Departure Experience	32	71%	1719
Baggage Experience	44	77%	3453
Arrivals Experience	44	78%	1533
Overall Airport Experience	49	79%	11928

What is a good NPS Score



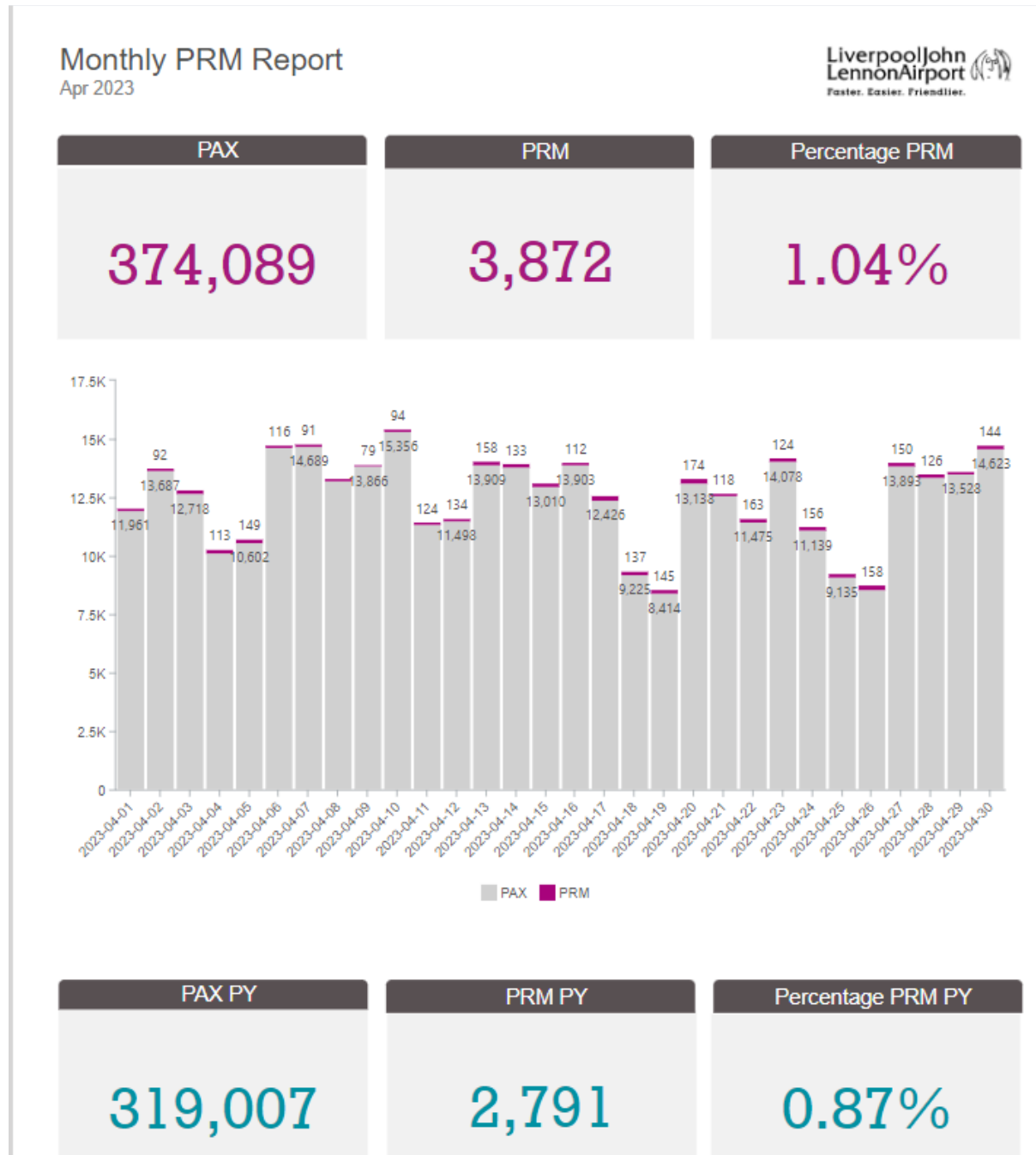
Accessibility

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

Under 2% of all passengers passing through the airport are recorded as having received assistance during the quarter.

Around 85% of all those assisted have prebooked assistance

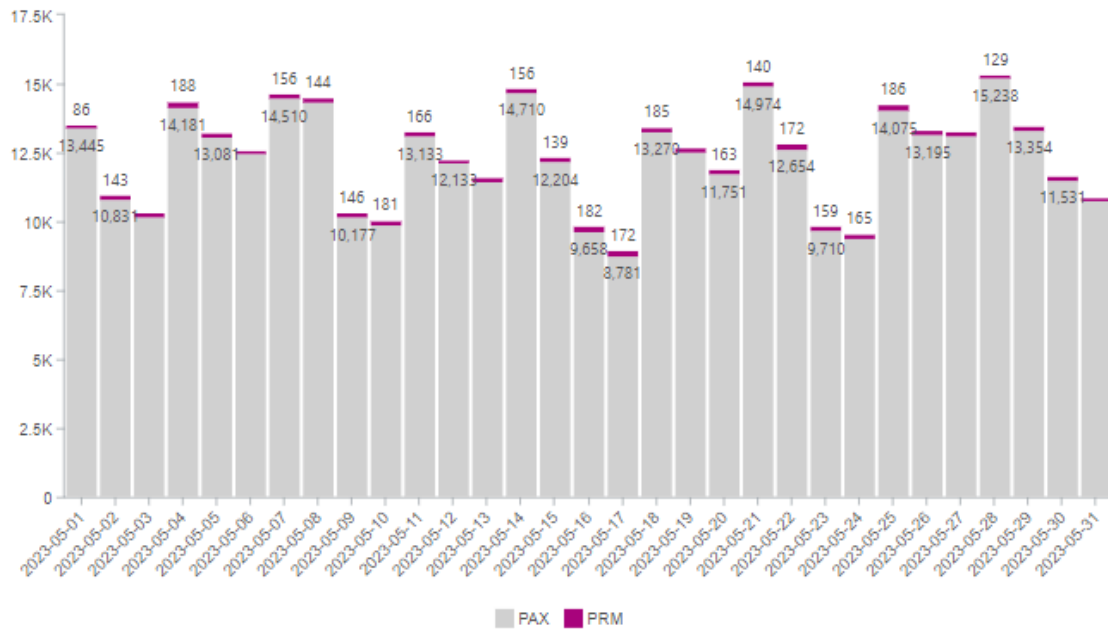
The tables show the passenger numbers daily with a comparison based on last year.



Monthly PRM Report
May 2023



PAX	PRM	Percentage PRM
380,903	4,641	1.22%



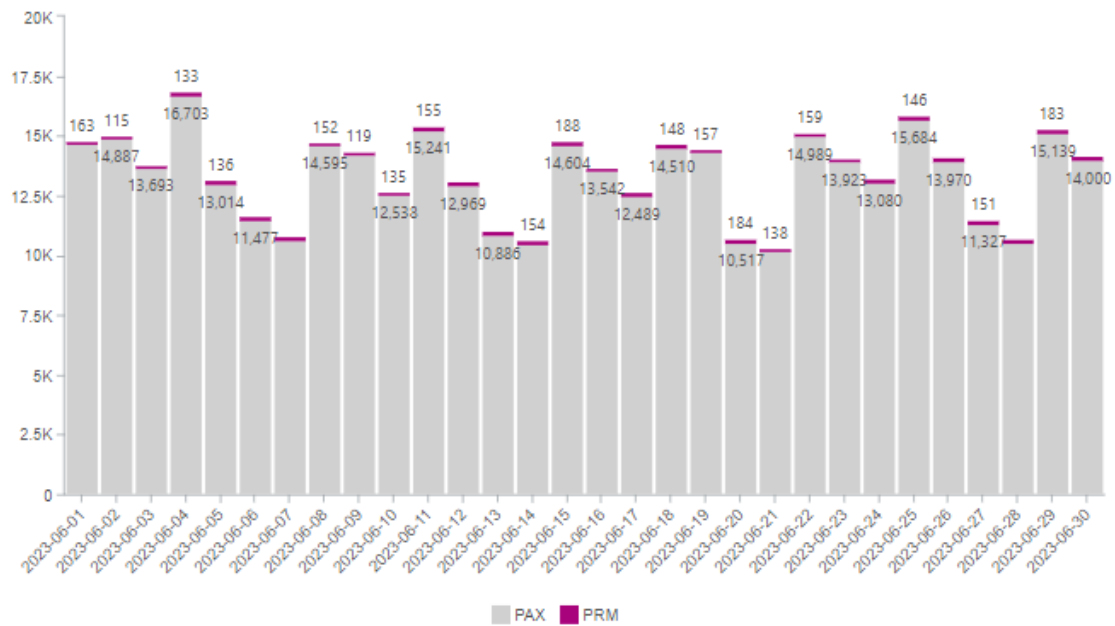
PAX PY	PRM PY	Percentage PRM PY
329,385	3,633	1.10%

Monthly PRM Report

Jun 2023



PAX	PRM	Percentage PRM
398,840	4,572	1.15%



PAX PY	PRM PY	Percentage PRM PY
349,074	3,717	1.06%

Civil Aviation Authority Compliance

The CAA have recently updated guidance on ECAC reporting required by airports following the latest rankings for 2018 – 2019.

Airport services for disabled and less mobile passengers have improved significantly over the last year, a report from the UK Civil Aviation Authority shows.

The aviation regulator’s [Airport Accessibility Report](#), which assesses 26 of the largest UK airports, details airports efforts in providing disabled and less mobile passengers the standard of service to which they are entitled.

In the year covered by the report, April 2022 to March 2023, 18 airports consistently achieved a good or very good rating.

Airport rankings

Airport	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Aberdeen	Green	Green	Green	Green
Belfast City	Green	Green	Green	Green
Belfast International	Green	Green	Green	Green
Birmingham	Red	Red	Green	Green
Bournemouth	Green	Green	Green	Green
Bristol	Red	Yellow	Yellow	Green
Cardiff	Green	Green	Green	Green
City of Derry	Green	Green	Green	Green
Cornwall Newquay	Green	Green	Green	Green
East Midlands	Green	Green	Green	Green
Edinburgh	Green	Green	Green	Green
Exeter	Green	Green	Green	Green
Glasgow	Green	Green	Green	Green
Glasgow Prestwick	Green	Green	Green	Green
Inverness	Green	Green	Green	Green
Leeds Bradford	Red	Yellow	Yellow	Green
Liverpool	Green	Green	Green	Green
London City	Green	Green	Green	Green
London Gatwick	Red	Yellow	Green	Green
London Heathrow	Red	Yellow	Yellow	Yellow
London Luton	Red	Red	Yellow	Green
London Stansted	Red	Yellow	Green	Green
Manchester	Red	Yellow	Green	Green
Newcastle	Light Green	Green	Green	Green
Norwich	Green	Green	Green	Green
Southampton	Green	Light Green	Light Green	Green

Accessibility Forum

The Accessibility Forum met in May 2023 chaired by Andy Wright

ThredCIC (Dementia); The Brain Charity; SIA (Spinal Injuries); Autism Adventures; ST Helens & Southport Spinal Injuries; Thomas Pocklington Trust: IAS Support were all represented.

Christina Smith

Customer Service and Accessibility Executive

Liverpool John Lennon Airport Noise Monitoring Sub-Committee Membership and Terms of Reference

Organisation or role	Name	Named substitute
Chair/Passenger Representative	Norman Elias	
Liverpool City Council - Cressington Ward Councillor (now Springwood Ward)	Councillor Kimberley Berry	
Liverpool City Council – Speke – Garston Ward Councillor (or alternative Councillor) (now Speke Ward)	Councillor Doreen Knight	
Speke Estate	Joanne Thompson	
Environmental Health, Knowsley Metropolitan Borough Council	Ian Gaskell	Helen Bradshawe
Environmental Health, Liverpool City Council	Dr Ian Rushforth	Paul Farrell
Environmental Health, Chester West and Chester Council	Peter Hargreaves	Martin Doyle
Environmental Health, Wirral Metropolitan Borough Council	David King	
Environmental Health, Halton Borough Council	Isobel Mason	Kate Hughes
Environmental Health, St Helens Council	Martin Chan	
Hale Parish Council	Vacant	Cllr Luke Trevaskis
Frodsham Town Council	Councillor Graham Wood	
Chair of Consultative Committee	Bob Swann	
Airport Users	Vacant	

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
National Trust	1
Speke - Garston Ward Councillor (or alternative Councillor)	1
<u>Total</u>	<u>14</u>

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	UKACCs notes	
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
(aiming at November 2023)	Lucy O'Shaughnessy, Commercial Director
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
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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