



# Liverpool John Lennon Airport

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## Liverpool John Lennon Airport Consultative Committee

<b>Date:</b>	Friday, 19 July 2024
<b>Time:</b>	10.30 a.m.
<b>Venue:</b>	Hampton by Hilton Hotel, Liverpool Airport L24 1YD

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

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### AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **ELECTION OF CHAIR**

Nominations for Chair will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

4. **CHAIR'S ANNOUNCEMENTS**
5. **MINUTES (Pages 1 - 18)**

To approve the minutes of the meeting of the Consultative Committee held on 19 April 2024 and to receive the minutes of the Noise Monitoring Sub-Committee held on 26 April 2024.

6. **MEMBERSHIP**

To note any changes in membership since the last meeting and consider 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. QUARTERLY BUSINESS REPORT (Pages 19 - 22)**

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

## **9. CUSTOMER SERVICES UPDATE (Pages 23 - 26)**

Update from Christina Smith, Customer Services Executive.

## **10. AIRSPACE CHANGE PROCESS**

Update by Andrew Dutton, Head of Environment.

## **11. AIRPORT TRANSPORT FORUM**

Feedback on recent meetings by our representative Steve Pearse.

## **12. TOPICAL ITEM**

Colin Wainwright, Operations Standards & Performance Manager, will speak about his role at the airport and also about how operations at the airport have been progressing since the arrival of Jet2 and the significant increase in the numbers of passengers.

## **13. CONSTITUTION (Pages 27 - 36)**

To note the changes in the Constitution shown as highlighted and struck through in the attached version.

## **14. ANNUAL WORK PROGRAMME (Pages 37 - 38)**

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 17 July 2024) so they can be considered. The Chairman will make the final decision whether to take items.

**17. DATE OF NEXT MEETING**

The next scheduled meeting is Friday 18 October 2024 at 10.30 am.

**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**

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## LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 19 April 2024

### **PRESENT:**

Councillor Bob Swann, Chair  
Chris Ellams, Helsby Council  
Councillor Doreen Knight, Liverpool Council  
Councillor Keith Laird, St Helen's Council  
Simon Osborne, National Trust  
Councillor Steve Parish, Warrington Council  
Steve Pearse, Friends of Liverpool Airport  
Alex Naughton, LCRCA  
Councillor Joe McNamara, Hale Council  
Councillor Andy Walker, Lancashire Council  
Councillor Graham Wood, Frodsham Council  
Councillor Bill Woolfall, Halton Council  
Liverpool John Lennon Airport  
Robin Tudor, Head of Public Relations  
Andrew Dutton, Head of Environment and Sustainability  
Paul Winfield, Aviation Director  
Secretariat  
Mike Jones, Secretary

### 20 **APOLOGIES**

Apologies for absence were received from:  
Councillor Victoria Berry, Halewood Council;  
Councillor Tony Brennan, Knowsley Council;  
Zafer Ceri, LAGAUA;  
Norman Elias, Passenger rep  
Councillor Lynn Gibbon, Cheshire West and Chester Council  
Councillor Liz Grey, Wirral Council  
Jordi Morell. Independent Passenger Rep

### 21 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

### 22 **MINUTES**

Members considered the minutes from the previous meeting. It was noted that the minutes of the Noise Monitoring of 19 January 2024 had already been received at the previous Consultative Committee. It was also noted that in item 11 of the Consultative Committee

minutes, easyJet had actually based 7 aircraft at the airport rather than 5 and that Ryanair were basing 5.

**Resolved:**

**That subject to it being noted that in item 11, easyJet have actually based 7 aircraft at the airport rather than 5, the minutes of the Liverpool Airport Consultative Committee meeting held on 16 February 2024 be agreed as a correct record.**

23 **MEMBERSHIP**

The Secretary detailed changes in membership since the last meeting, which were that Liverpool Chamber of Commerce have appointed Olivia Hughes as their new representative.

24 **PUBLIC QUESTION TIME**

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

25 **QUARTERLY BUSINESS REPORT**

The Head of Public Relations presented the quarterly report for the period 1 January to 31 March 2024. There had been an overall 17% increase in passenger numbers compared to the same period in 2023 but still 12% down on 2019. Highlights of the report included:

- EasyJet had a 39% increase in passengers mainly due to an increase in winter capacity and an 76% load factor.
- Ryanair had increased passengers by 3% despite a reduction in routes.
- Wizzair had a 12% reduction in passenger numbers.
- Loganair had reduced routes to just the Isle of Man and saw a consequent 14% reduction in passenger numbers.
- Aer Lingus had an increased load factor of 79%.
- Play suspended their Reykjavik route in January as they have done previously, resulting in fewer passenger numbers. Their focus was on football related flights.
- Lufthansa had suspended their service to Frankfurt.
- Jet2 made a positive start to operations from Liverpool with flights to nine destinations and load factors of 99%.
- General Aviation had reduced 38% over the period compared to 2023.
- Jet2 had a large launch event which resulted in considerable press coverage. Their focus for promotion was on outbound flights.
- A new 'Welcome Kiosk' is due to be installed in July aimed at giving arriving visitors transport and tourism information.

Members questioned the level of connecting flights via Dublin to the USA with the airport hoping that potential future improved schedules would connect with more US flights.

The report was noted.

26 **CUSTOMER SERVICES UPDATE**

The Head of Public Relations presented the Customer Services Update. There were no major changes to report since the previous quarter. He noted that easyJet had changed to DHL as their handling agent and moved up the ranking of performance levels. Also, car park feedback complaints around technology had reduced following the installation of a new system.

The Update was noted.

27 **AIRSPACE CHANGE PROCESS**

The Head of Environment and Sustainability at the Airport gave the background and an update on the process for Airspace Change which the Airport was progressing. It was working alongside other organisation in the Manchester Terminal Manoeuvring Area, which included the airports of Manchester, Blackpool, East Midlands and Leeds-Bradford and also the National Air Traffic Control En Route Limited. Together, they had all reached a stage where there were some proposals for co-ordinating air traffic which required simulation testing. The testing had been set for June 2024.

The Update was noted.

28 **AIRPORT TRANSPORT FORUM**

The representative of the Friends Of Liverpool Airport provided an update on the agenda for the meeting of the Air Transport Forum that was scheduled for 26 April 2024. Items included:

- bus reform,
- climate action plan,
- local nature recovery strategy,
- spacial recovery strategy,
- Welcome kiosk;

It was noted that night access to the airport by public transport remained an unresolved issue.

29 **TOPICAL ITEM**

The Aviation Director provided an update on airline developments and new business.

He explained that passenger numbers had reduced during the covid pandemic from 5 million to 1 million per year, but there had been a steady increase since then, and numbers were predicted to return to pre-covid level by April 2025. He explained that of the 70 routes from Liverpool the busiest were Dublin, Belfast and the European holiday resorts. Performance was rated by occupancy with 81% average which had increased since Covid. Liverpool Airport was the fastest growing airport in the UK by passenger increases. For the business, retail provided 70% of revenue, and there were several aircraft now based here -

Ryanair had 5, EasyJet 7, Jet2.com 4 with a fifth planned. Jet 2 now had a business base and had an anticipated capacity of 800,000 passengers to 11 destinations overlapping with easyJet.

Members questioned the routes and any prospective target areas. They were informed that the removal by Lufthansa of the route to the hub airport Frankfurt was a blow but there was focus to develop routes to France, Croatia, Morocco and Germany.

30 **ANNUAL WORK PROGRAMME**

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

31 **CORRESPONDENCE**

The Chair informed the Committee that the weekly News Bulletin from the UK organisation of Consultative Committees (UKACCS) would be circulated to them.

32 **ISSUES FOR DISCUSSION WITH NOTICE**

There were no issues notified for discussion.

33 **CHAIR'S ANNOUNCEMENTS**

The Chair announced that he would be stepping down for health reasons. He had been glad to serve the Committee and get to know the members involved. Norman Elias would step in as Deputy Chair until a replacement was elected at the next meeting.

Members and the Airport representatives thanked him for his service and wished him well.

34 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 12 July 2024 at 10.30 am. The venue would be either the meeting room, Hampton by Hilton Hotel, Liverpool Airport, or a new Airport meeting room if it was available. Hybrid facilities may be possible in the new meeting room.

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## NOISE MONITORING SUB-COMMITTEE

Friday, 26 April 2024

### **Present:**

Norman Elias, Chair and Passenger Rep

Councillor Lynn Gibbon, Cheshire West and Chester Council

Councillor Doreen Knight, Liverpool Council

Councillor Keith Laird, St Helen's Council

David King-Hele, Environmental Health, Wirral Council

Isobel Mason, Environmental Health, Halton Council

Joe McNamara, Hale Council

Ian Rushworth, Environmental Health, Liverpool Council

Neil Traynor, Environmental Health, St Helen's Council

Councillor Bill Woolfall, Halton Council

### **Liverpool John Lennon Airport**

Andrew Dutton, Head of Environment and Sustainability

Colin Barnes, Environment and Safeguarding Manager

### **Secretariat**

Joe D'Henin, Secretary

## 1 **APOLOGIES**

Apologies for absence had been received from:

- Councillor Liz Grey, Wirral Council
- Martin Doyle, Cheshire West and Chester
- Councillor Tony Brennan, Knowsley Council

## 2 **DECLARATION OF INTERESTS**

There were no declarations of interests.

## 3 **APPOINTMENT OF CHAIR**

The Secretary invited members of the Noise Monitoring Sub-Committee to appoint a Chair for the forthcoming year.

Norman Elias was nominated by Cllr Bill Woolfall, seconded by Cllr Keith Laird. As no further nominations were received, it was:

**Resolved – That Norman Elias be appointed Chair of the Noise Monitoring Sub Committee for the period April 2023 - April 2024.**

#### 4 **APPOINTMENT OF VICE-CHAIR**

The Chair invited nominations to be Vice Chair of the Sub-Committee for the forthcoming year.

As there were no nominations received, the item was deferred to the next meeting and highlighted at the Consultative Committee.

#### 5 **CHANGES IN MEMBERSHIP**

The secretary reported that since the last meeting, the membership of the Sub-Committee had been amended so that Councillors were now drawn exclusively from the Consultative Committee whilst Technical officers were drawn separately from individual Councils.

The Chair reported that Bob Swann, Chair of the Consultative Committee, had resigned from Sub-Committee and Consultative Committee due to ill health. As a result, Members noted their thanks and best wishes to Bob.

#### 6 **MINUTES OF LAST MEETING**

**Resolved – That the minutes of the meeting of the Noise Monitoring Sub-Committee held on Friday 19 January 2024 be approved as an accurate record.**

#### 7 **NOISE COMPLAINTS LOG**

Colin Barnes, Environment and Safeguarding Advisor, introduced the Noise Log for the period 1st January 2024 to 31st March 2024 with a comparison of aircraft movements over a 24-month period from April 2022 to April 2024. Details of aircraft movements alongside an explanation of runway orientation and how this influenced the approach and departure routes.

An outline of the appended slides was reported, providing a breakdown of the 88 complaints received during the period. The slides analysed complaints by date, complainants, area, reasons for complaints (including flight routes and runways used) and a comparison with the previous year. It was noted that March saw the highest number of complaints during the period, with 53 complaints reported from 10 individuals. The highest number of complaints on any single day during the period was 14 complaints on the 29 March 2024, whilst Halton seen the highest number of complaints with 53 complaints during the period.

Members of the Sub Committee discussed the rationale for selecting runways which related to environmental conditions (predominately wind direction). Wind direction must be taken into account as it helped provide lift on take-off and control the speed on landing. Members also discussed complaints from

aircraft movements which had operated under the normal parameters. The Head of Environment and Sustainability outlined that these were internationally set and safety driven parameters relating to height and distance from runways for take offs and landings which could only be deviated from in airports in mountainous regions or city airports surrounding high buildings that created physical obstacles.

## 8 **AIRSPACE CHANGE**

Change Process (ACP). It was reported that Liverpool Airport started the process in February 2018, and had proceeded to stage 4 of the 7 detailed stages, having consulted on potential proposals between January -April 2020. The Process was paused in November 2020 and the Liverpool Airport reverted back to stage 2 in order to work in harmony (synchronise) with the other airports in the Manchester Terminal Manoeuvring Area (MTMA) – Liverpool, Manchester, Leeds Bradford, East Midlands and the upper airspace Air Traffic Control (NATS NERL) as part of the national airspace masterplan. It was further reported that a three-week simulation was to take place in June 2024 to review how the proposed routes worked in practice between the airports in the MTMA. Following the result of the simulation exercise, the airports in the MTMA will seek to move forwards to have a co-ordinated further consultation probably in later summer 2025 if Gateway 3 was passed by the Civil Aviation Authority.

Members sought further clarity on the timeline for next steps. The Head of Environment and Sustainability indicated that the completion and implementation of the airspace change programme would likely be in 2028, pending outcomes of the future detailed steps. A full timeline was requested, this will be presented at the next NMSC when there would be a little more certainty after the simulations.

## 9 **DATE OF NEXT MEETING**

It was reported that the date of the next meeting was scheduled for Friday 13 September 2024 at 10.30 am on Microsoft Teams and would cover the noise complaints log for April to June 2024.

## 10 **ANY OTHER BUSINESS**

### **Noise Action Plan**

The Head of Environment and Sustainability provided an update on the Noise Action Plan. The previously discussed Noise Action Plan was submitted to DEFRA several months ago and DEFRA had requested amendments which were to be undertaken relating to a forecast of future noise exposure from 2021 to 2026. Due to the impact of the pandemic travel restrictions, 2021 data

was not representative and comparison with 2026 painted an unrealistic comparison. The committee were informed of the proposed changes before the submission to DEFRA, and how these would be caveated.

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# Noise Monitoring Sub Committee

26<sup>th</sup> April 2024



1

# Aircraft Movements

January to March 2024



2

# Runway Orientation



3

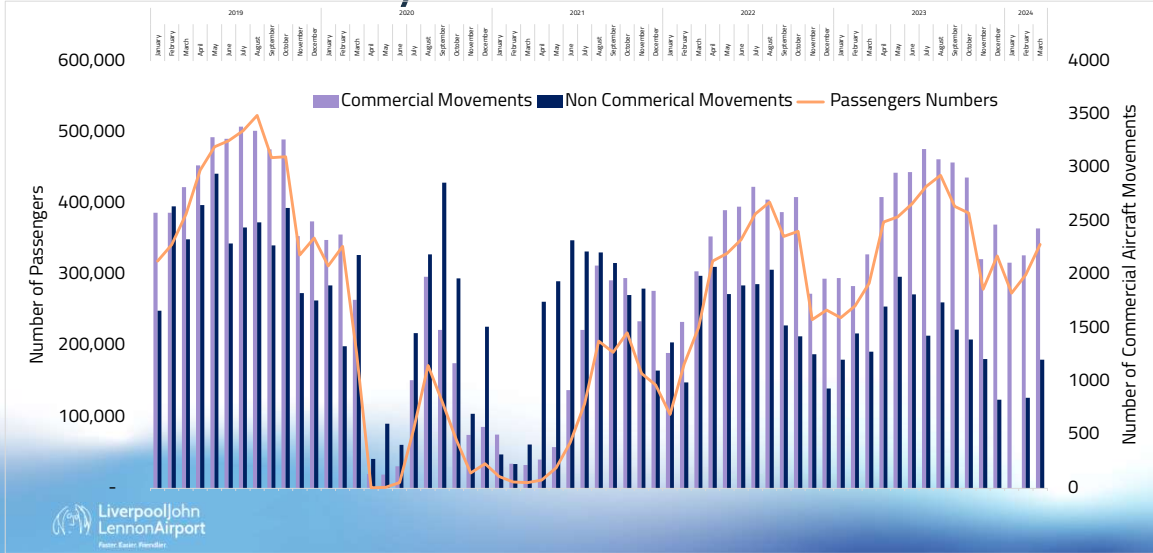
## Rolling 24 months movements April 2022 to March 2024

Month	Total	Cargo	Charter	Diverted	GA	Positioning	Scheduled	Unknown	Commercial
<b>2022</b>									
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
<b>2023</b>									
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
Jul	4,606	61	21	5	1,426	39	3,054		3,175
Aug	4,819	4	10	2	1,738	39	3,026		3,079
Sep	4,543	31	12	6	1,484	31	2,975	4	3,049
Oct	4,396	13	24	3	1,390	58	2,908		3,003
Nov	3,424	19	20	4	1,209	25	2,146	1	2,210
Dec	3,394	7	33	1	827	46	2,480		2,566
<b>2024</b>									
Jan	3,012	19	13		846	23	2,111		2,166
Feb	3,443	5	21		1,203	33	2,181		2,240
Mar	3,903	14	34		1,374	48	2,433		2,529



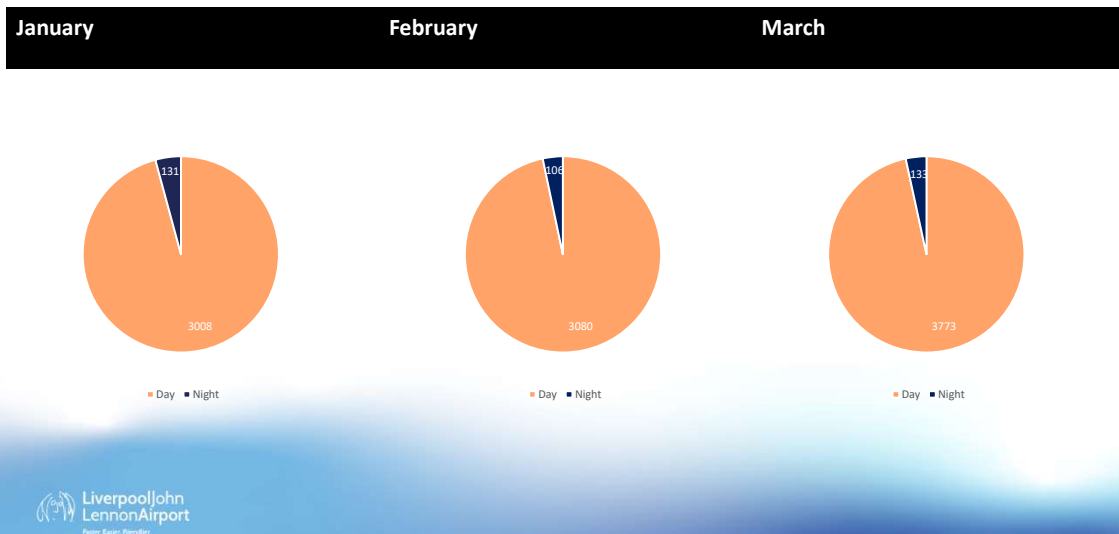
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## Rolling 54 months movements & passengers numbers January 2019 to March 2024



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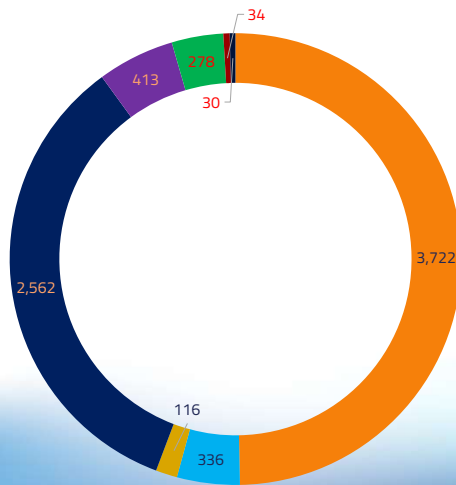
## Movements by Day or Night (23:30 to 06:00) January to March 2024



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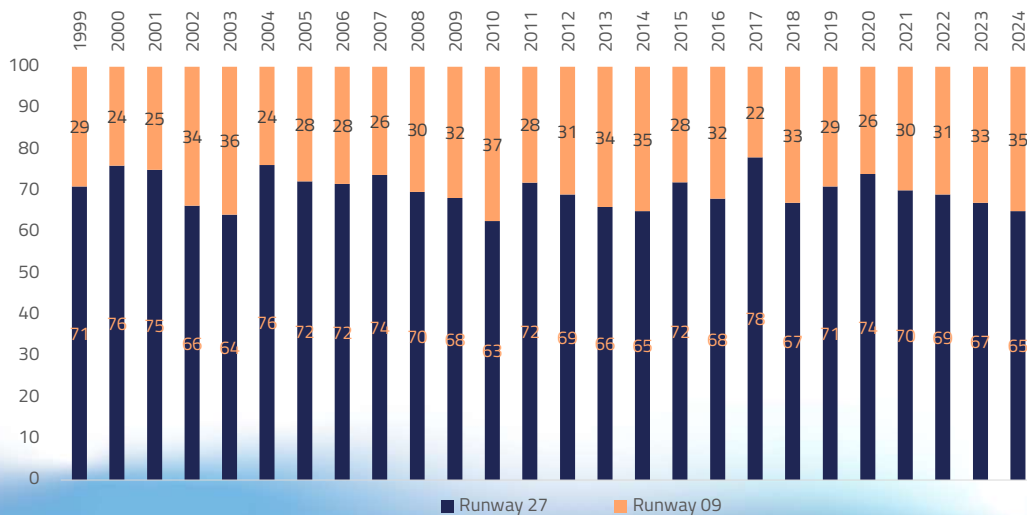
### Movements by Airline October to December 2023

EASYJET LOGANAIR LUFTHANSA RYANAIR WIZZ AIR AER LINGUS PLC WIDEROE Play



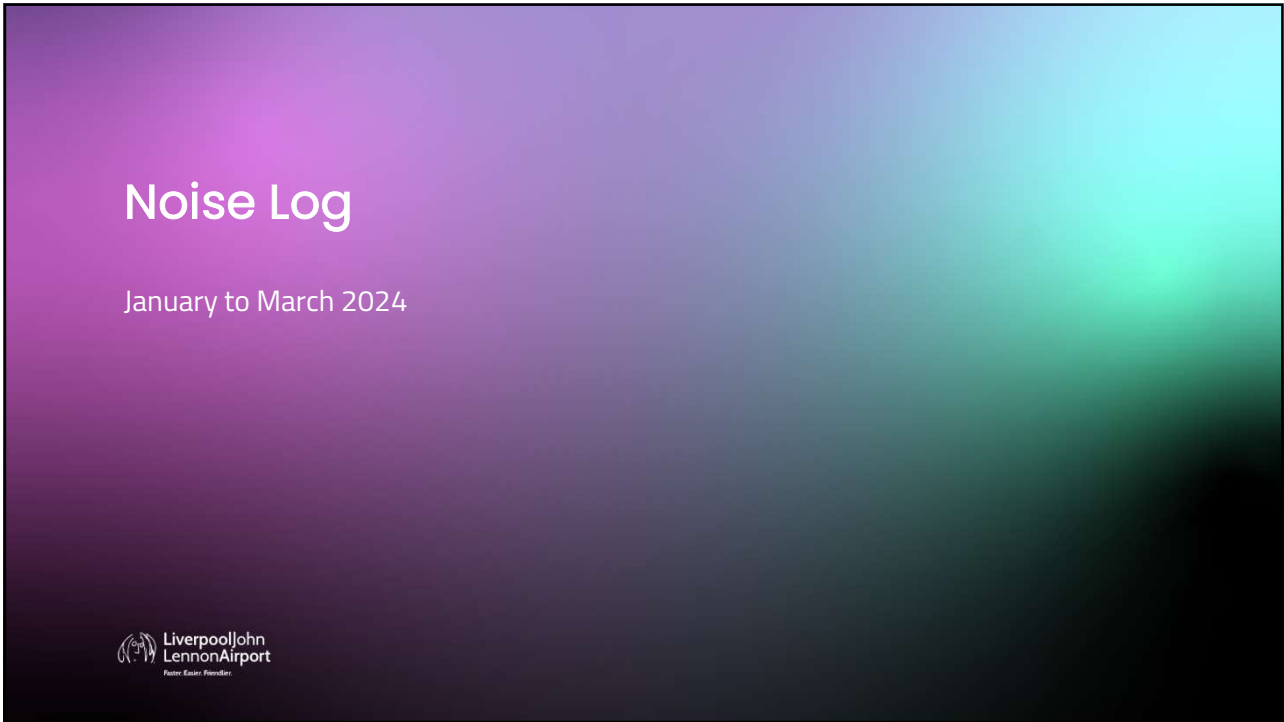
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### Annual % runway use 1999 to 2024

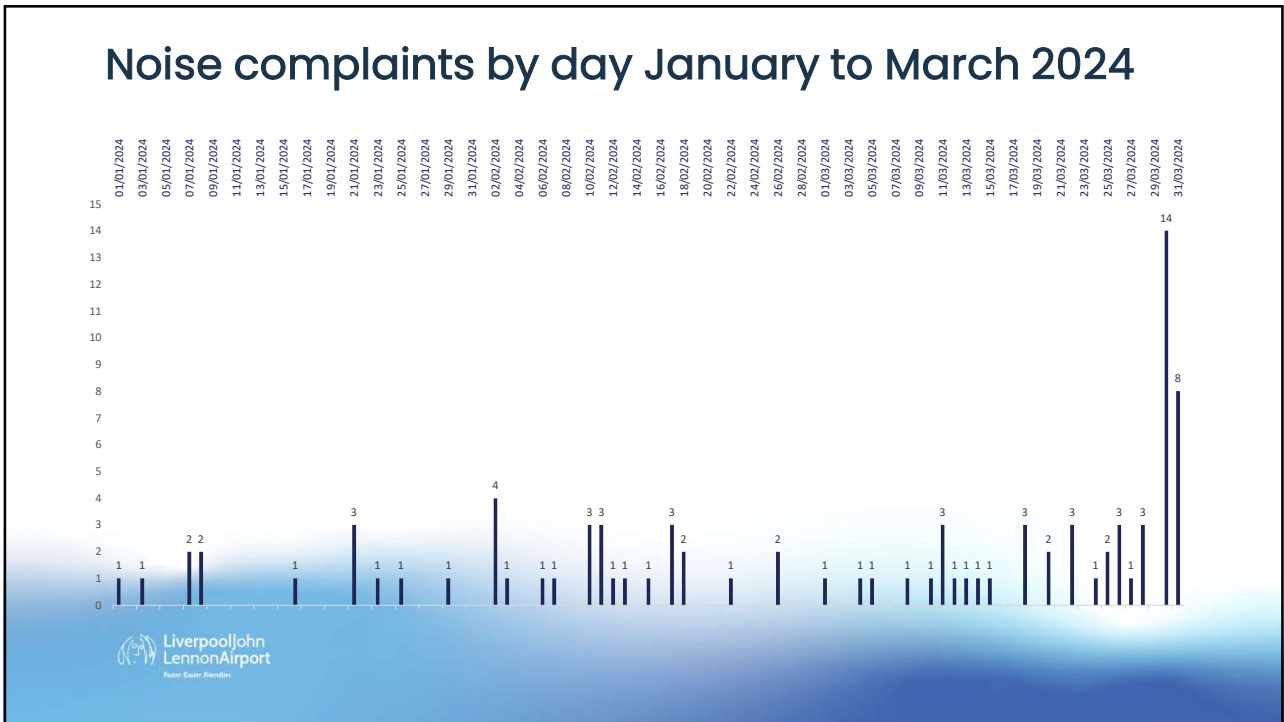


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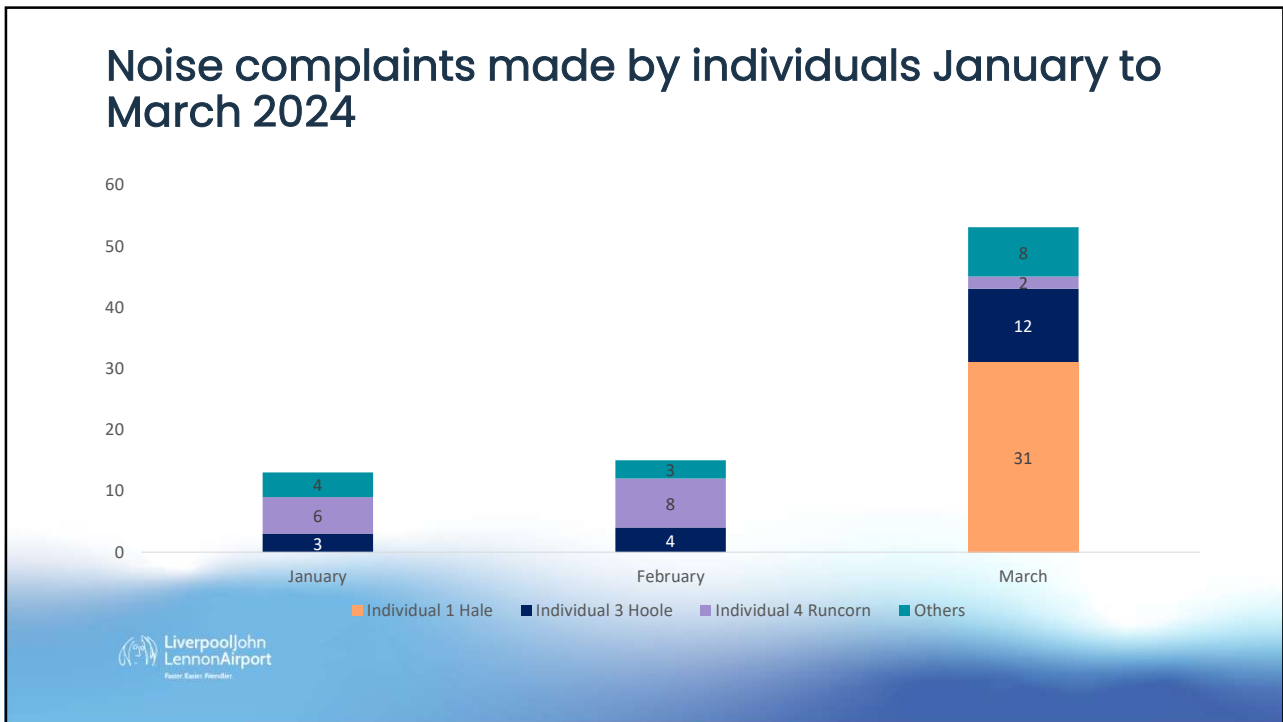




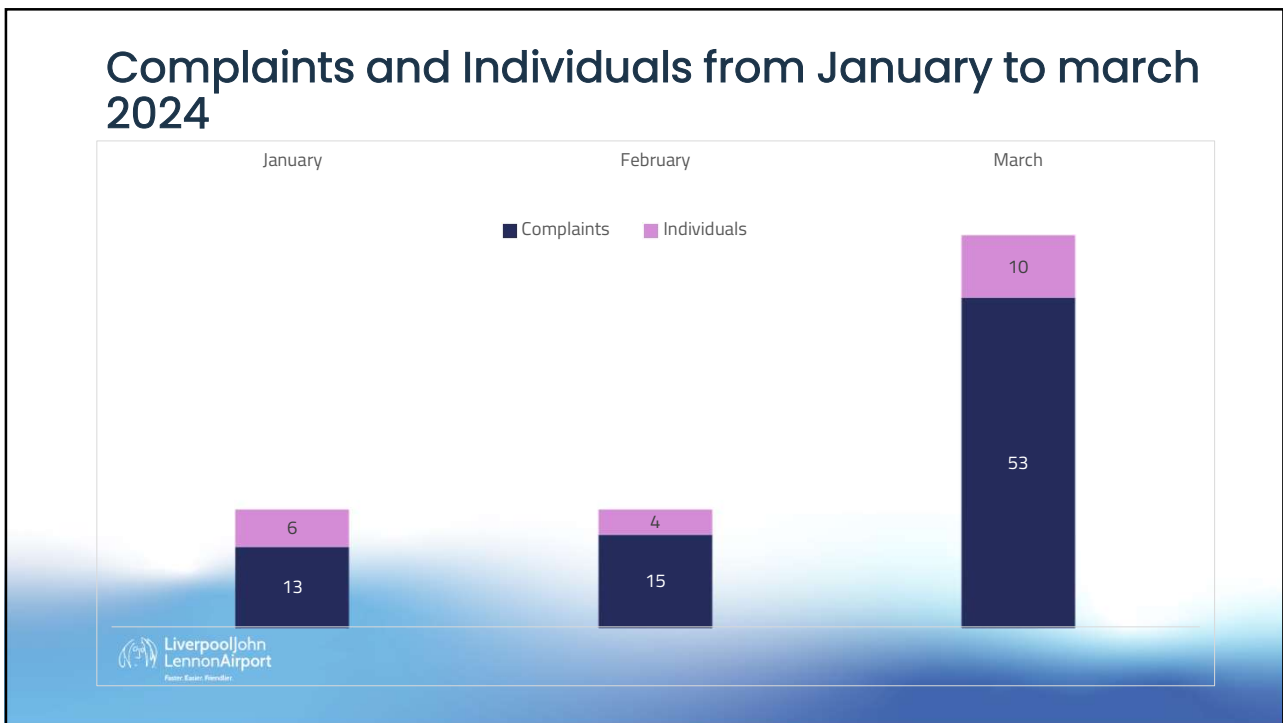
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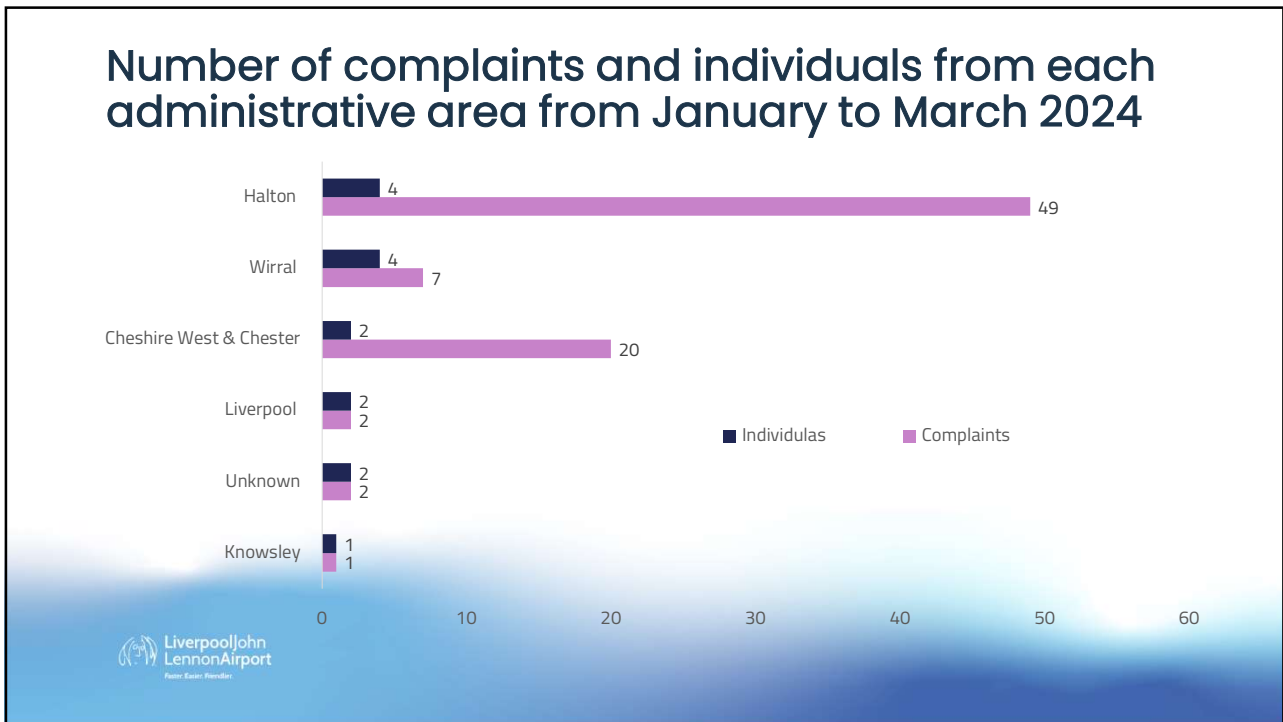
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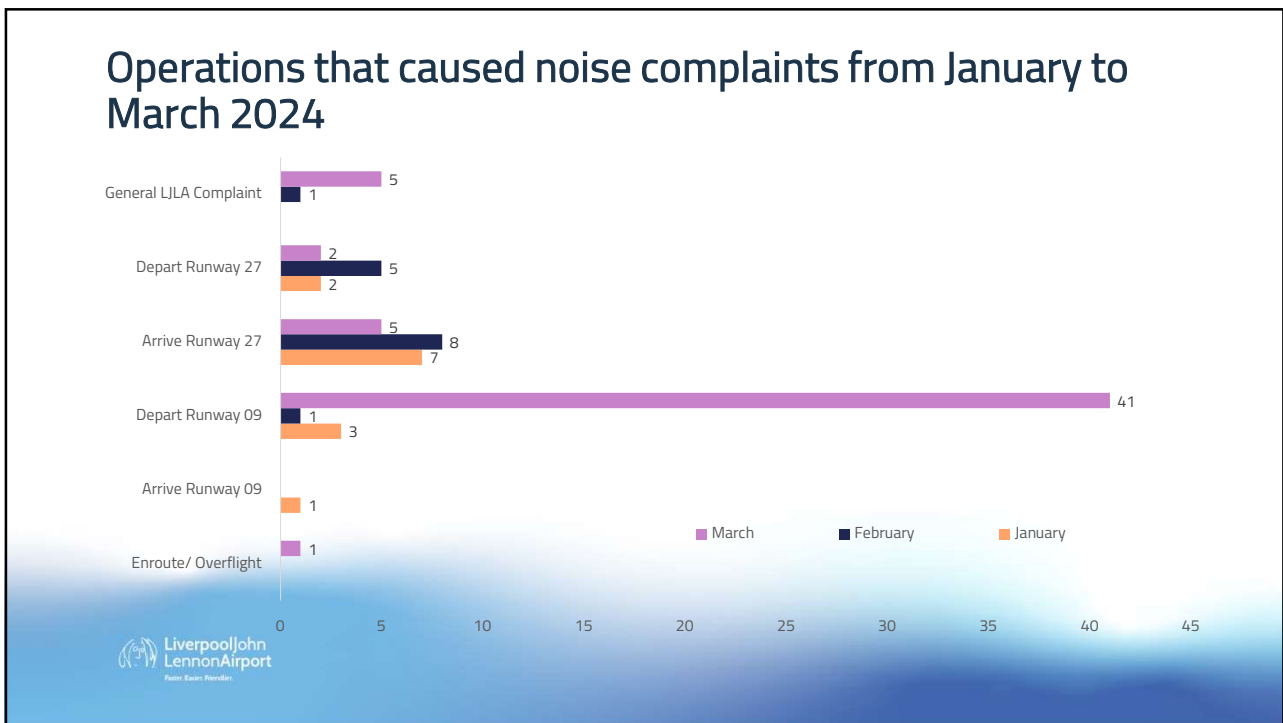
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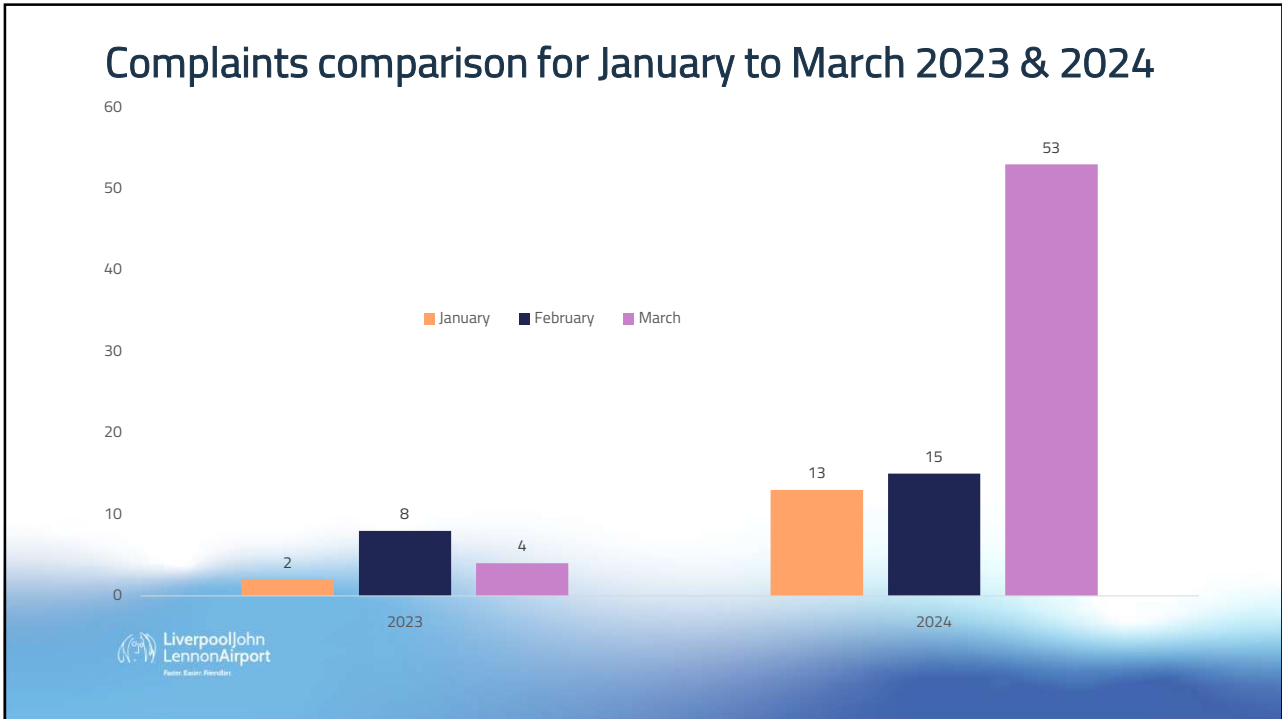
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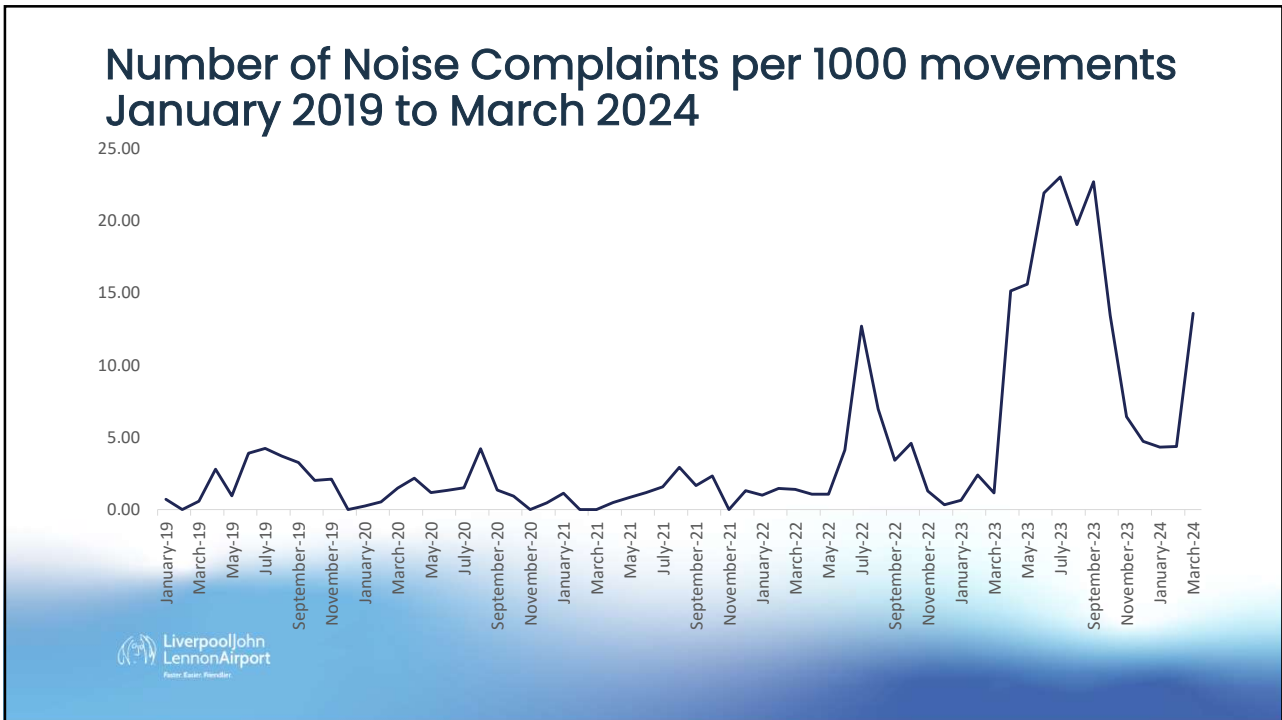
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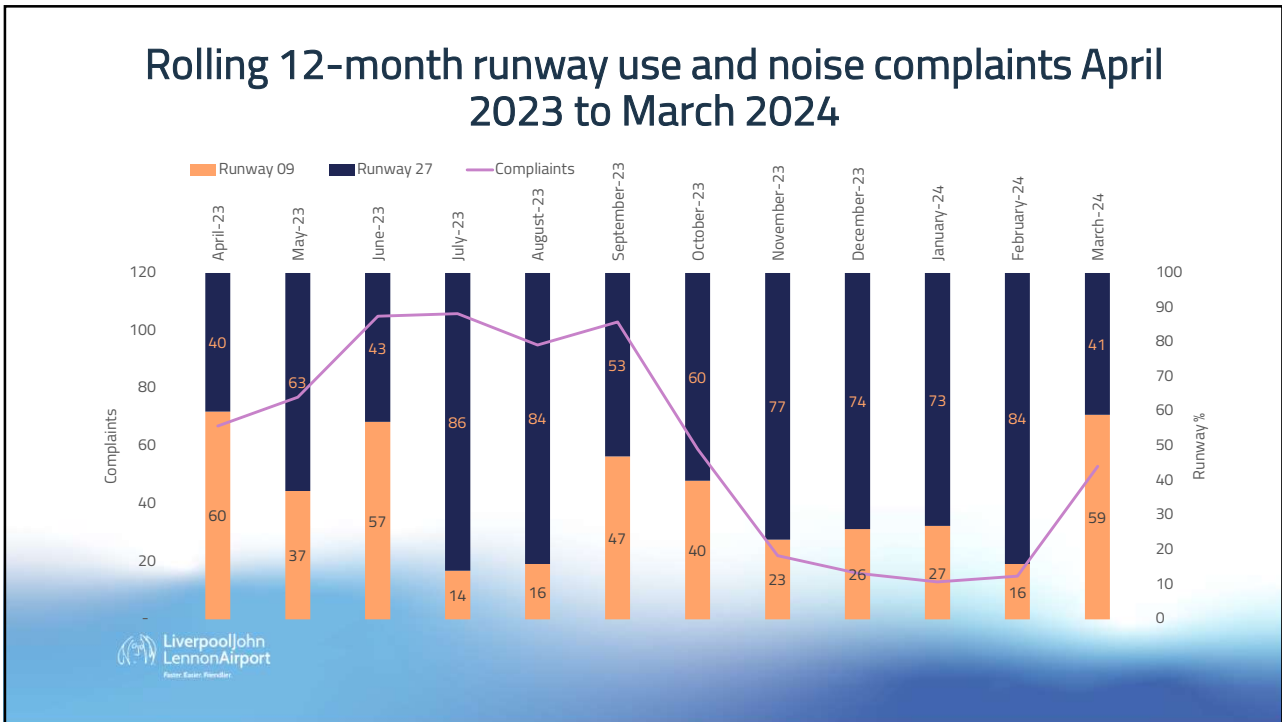
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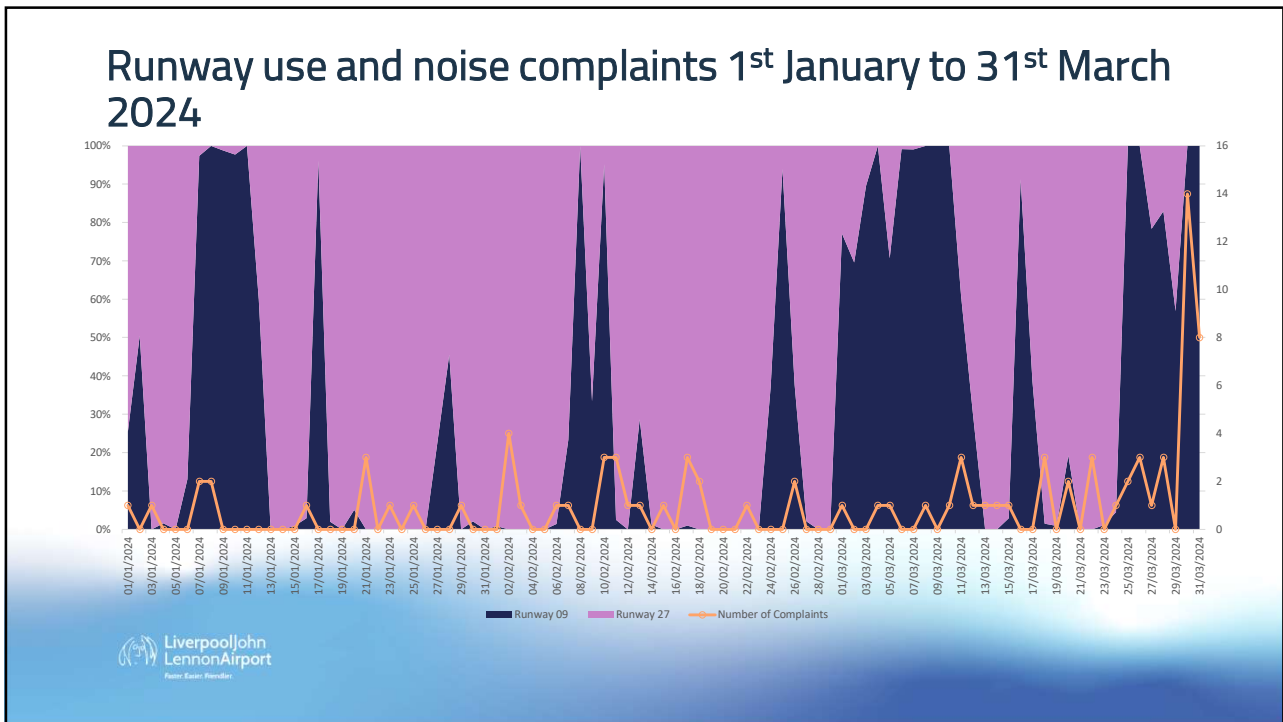
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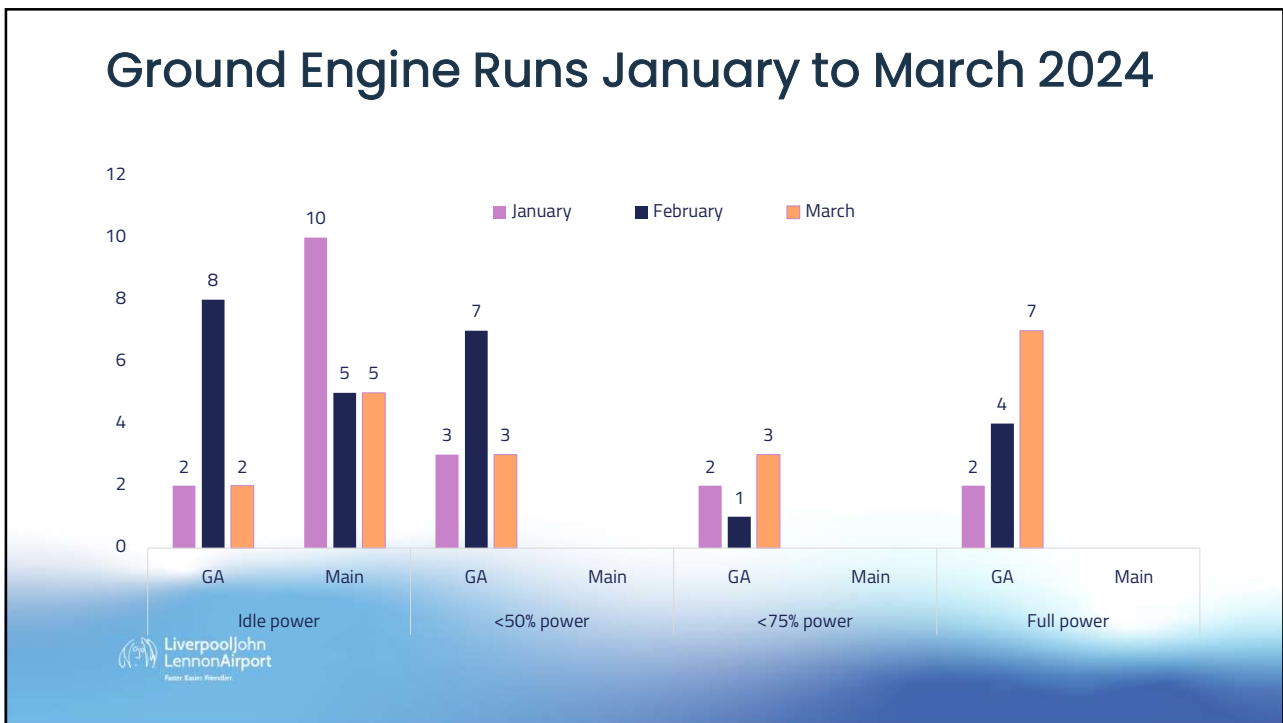
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## QUARTERLY BUSINESS REPORT

### 1.0 Airport update

#### **Commercial passenger traffic**

The second quarter showed significant growth over the same period last year, with 25% growth over the 2023 figures. Additionally, the airport surpassed its pre-covid figures delivering a compound 3% growth for Q2, largely driven by additional based aircraft from Ryanair and Jet2.com

Month	2024	2023	Variance v 2023 (%)	2019	Variance v 2019 (%)
April	430,200	374,019	15%	442,955	-3%
May	511,030	380,072	34%	472,842	+8%
June	507,123	398,075	27%	482,762	+5%
<b>Totals</b>	<b>1,448,353</b>	<b>1,152,166</b>	<b>25%</b>	<b>1,398,559</b>	<b>3%</b>

easyJet passengers increased by 10% on the prior year with increased utilisation of its based aircraft capacity, which currently stands at 7 aircraft, 5x A320 and 2x A319. In a positive quarter, easyJet has also announced 6 new routes for Winter 2024, Prague, Berlin, Malta, Fuerteventura, Marrakesh and Derry.

Ryanair traffic grew 11% in the quarter, largely owing to the addition of a 5<sup>th</sup> based B737 in Liverpool. New routes to Corfu and Paphos commenced, whilst a new service to Budapest has been announced for Winter 2024/25.

Jet2.com carried 186k passengers during Q2 at Liverpool, during its first full 3 months of trading. 20 routes have commenced, with an additional 3 routes having been announced for the Winter season, namely, Prague, Krakow and Reykjavik.

Wizz Air carried over 86,000 passengers operating to 6 routes, Gdansk, Warsaw, Budapest, Katowice, Iasi and Bucharest.

Aer Lingus traffic increased by 93% year on year, with its 11x weekly offering to Dublin and connecting services to North America. The route did not commence until April 27<sup>th</sup> 2023, which drove the high year on year variation, however the load factor outlook remains positive.

Loganair passenger numbers were 4% below prior year for the period owing to the discontinuation of service to Derry. Performance on its sole route to the Isle of Man remains steady and ahead of last year in terms of overall volume and load factor.

Other airlines operating scheduled routes during the period are Aurigny Air to Guernsey which started its 3x weekly schedule, whilst Romanian operator Dan Air, operated a weekly service to Bacau.

The Icelandic carrier, Play, operated a limited schedule during April but will return in September with a 2x weekly service.

A new airline, Sun Express, has been confirmed for Summer 2025, operating a 3x weekly service to Antalya.

### **Scheduled aircraft movements**

In terms of scheduled aircraft movements, these figures again follow similar trends and levels of growth to passenger numbers when compared to 2023 and likewise comparisons with pre-covid levels with movements for the quarter surpassing pre-covid levels.

<b>Month</b>	<b>2024</b>	<b>2023</b>	<b>Variance v 2023 (%)</b>	<b>2019</b>	<b>Variance v 2019 (%)</b>
April	2,954	2,625	+13	2,942	0
May	3,511	2,840	+24%	3,152	+11%
June	3,338	2,914	+15%	3,094	+8%
<b>Totals</b>	<b>9,803</b>	<b>8,379</b>	<b>+17</b>	<b>8,467</b>	<b>+6%</b>

### **General and Business Aviation**

General & Business Aviation movements were just over 4,500, tracking below prior year largely owing to less movements from Keen Air based aircraft.

<b>Month</b>	<b>2024</b>	<b>2023</b>	<b>Variance v 2023 (%)</b>	<b>2019</b>	<b>Variance v 2019 (%)</b>
April	1,343	1,701	-22%	2,179	-39%
May	1,636	1,978	-18%	2,510	-35%
June	1,594	1,811	-12%	2,004	-21%
<b>Totals</b>	<b>4,573</b>	<b>5,499</b>	<b>-17</b>	<b>5,530</b>	<b>-31%</b>

### **Freight**

Freight – 25 cargo movements with movements to and from 19 destinations within Europe



## **2.0 Other Matters**

### **Which? Travel Brand of the year nomination**

At the end of May the Airport attended the prestigious Which? Awards in London, having been nominated for the Which? Travel Brand of the year. LJLA was up against major national travel brands including Jet2, Premier Inn, Brittany Ferries and the Landmark Trust and whilst unfortunately it didn't win, just to be nominated alongside these major UK brands was an achievement in itself and something the airport is hugely proud of.

The winner was Jet2 for the third year in a row, so there was the consolation of the top UK travel brand now operating from Liverpool and benefiting the airport's passengers.

### **Partnering with Hugh Baird college**

In May the airport accompanied by a number of the FoLA volunteer Airport Tour Guides attended Hugh Baird College in Bootle to receive an excellent presentation by students on the college's Travel and Tourism course, who had worked on a project to look at how the airport tours could be developed.

The course helps to prepare students for a career in aviation with a number of former students now working for airlines and handling agents, with some based here at Liverpool Airport and the college hopes to continue to work with the airport going forward to help more young people take advantage of the career opportunities here.

### **Airport clean-up campaigns**

Earlier this year the airport carried out a litter pick along the airport approach road on Speke Hall Avenue, following an approach from the local Speke and Garston clean up campaign group affectionately know as the 'Speke Wombles'.

Staff participated in this clean-up as part the airport's Donate-A-Day initiative, giving employees time out from work to help with a local community scheme without impacting on their annual leave.

Further clean-up work in June saw 26 members of staff joined by 5 members of the Speke Wombles local community group, to undertake what has now become an annual clean up of the Oglet shoreline.

The teams managed to fill a large skip with various items of litter and rubbish that had been washed up along the shore, with a well-deserved barbeque to follow.

### **Press releases**

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

- |                        |                                                                                                             |
|------------------------|-------------------------------------------------------------------------------------------------------------|
| 11 <sup>th</sup> April | Ryanair announces 3 new routes and 1 new aircraft in Liverpool Summer '24 Schedule                          |
| 9 <sup>th</sup> May    | More sunshine flights from LJLA as SunExpress announce Turkey departures for Summer 2025                    |
| 10 <sup>th</sup> May   | easyJet celebrates flying 50 million passengers from Liverpool John Lennon Airport                          |
| 23 <sup>rd</sup> May   | Jet2.com and Jet2holidays launch expanded Winter Sun programme for 25/26 from Liverpool John Lennon Airport |
| 11 <sup>th</sup> June  | easyJet launches five new routes from Liverpool John Lennon Airport for Winter 2024                         |
| 27 <sup>th</sup> June  | easyJet announces new route to City of Derry Airport from LJLA                                              |

## Customer Services and Accessibility Report April to June 2024

Total customer contact by month through the customer service platform:

### April

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
2 041	8	2 047	83.0%	13.6%

Customer contact increased from March total of 1,362 with the start of the summer schedule corresponding with the Easter weekend and the Jet2 start up on Maundy Thursday

### May

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
2 579	0	2 533	83.6%	12.9%

Further rise in contact as the summer schedule embedded. easyJet increasing to 7 aircraft and Jet 2 increasing form 2 to 4 based aircraft. Ryanair introduced a based B737Max. May Bank Holidays and busy car park reservation period.

### June

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
537 180	16	527 497	100.0%	0.0%

A distributed denial-of-service (DDoS) spam attack generated 536,000 spam tickets in June with email cleansing taking place until 1<sup>st</sup> July. As a result of this attack we breached our Customer Services Charter by not responding to genuine contact fully within 7 working days

The team, which now consists of 3 colleagues have managed to contact the majority of customers with delayed responses working outside of the platform while the resolution was actioned.

### Compliments by month

Month	Airline	Car Parks	Commercial	Facility	Misc	PRM	Security
April	6	2		5	1	2	
May	3	1	2	14		9	2
June				6		1	1

### Negative feedback by month

Month	Airline	Car Parks	Commercial	Facility	Arrivals	Misc	PRM	Security
April	10	57	14	6	2	1	21	17
May	21	85	13	2	7	9	15	20
June	16	1782	10	5	3	1	7	14

**NB:** June car park complaints is skewed by the spam attack. Assumed figure is 82.

### Query by month

Month	Airline	Car Parks	Commercial	Facility	Arrivals	Misc	PRM	Security
April	98	157	37	29	8	124	42	62
May	79	223	38	20	7	124	71	85
June	61	118	34	18	3	63	44	71

### Airline feedback

Jet2 operations commenced 27<sup>th</sup> March, with the summer schedule for all airlines starting from Easter Sunday on 31<sup>st</sup> March. Initial increase in the number of enquiries to the airport mainly around Jet2 operations.

### Car park feedback

Contact mainly around booking processes from first time airport users following the increase in summer scheduled flights across all airlines

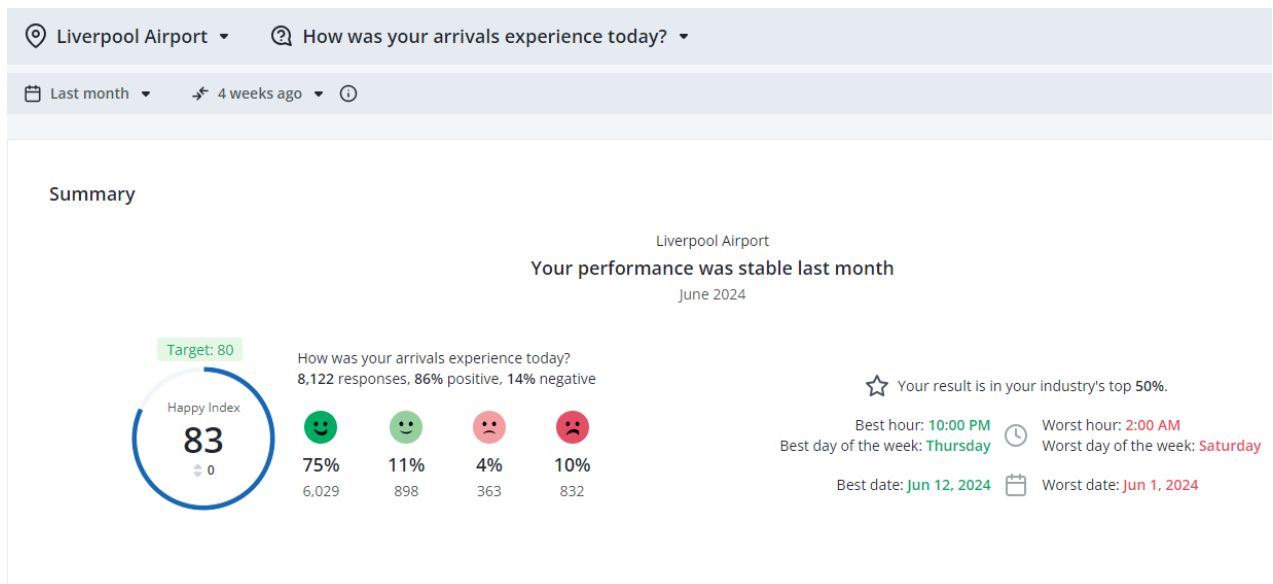
### Happy or Not

Across key locations throughout the terminal with Net Promoter adapted analytics available, 'Happy or Not' gives us an indication of how passengers are feeling while they are at key locations at the airport in real time.



Analytics provided by the 'Happy or Not' system is assisting the operations and commercial teams to measure and monitor performance.

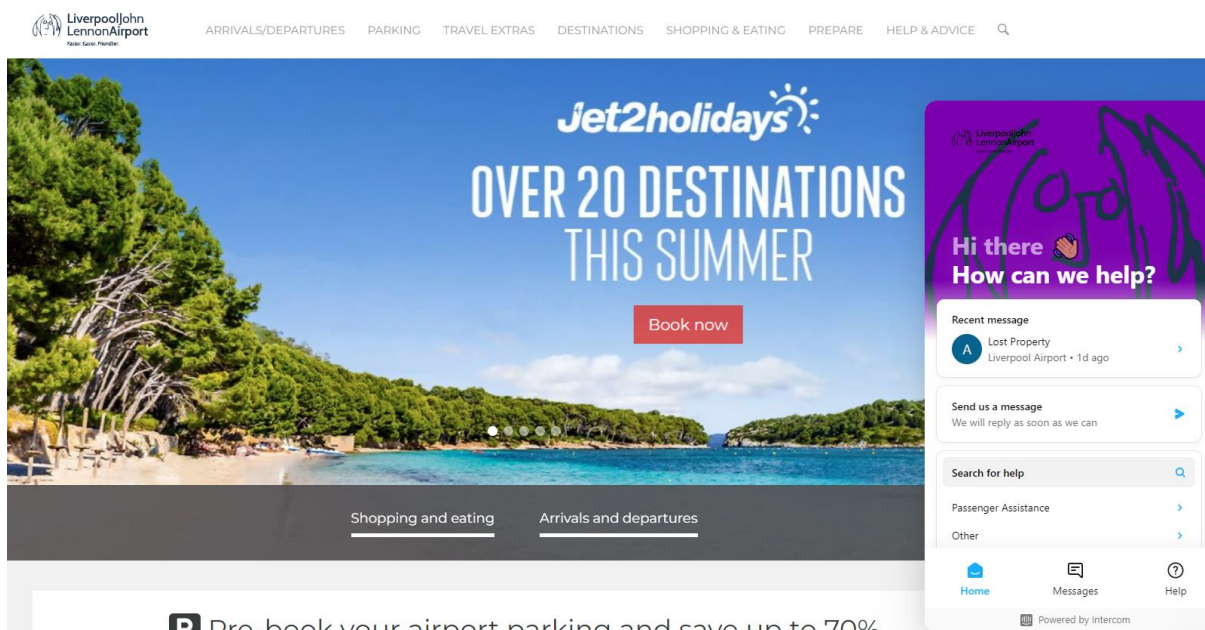
The following screenshot reflects feedback for June from passengers exiting arrivals.



### Chatbot

In April we entered into an agreement with Intercom to develop a new chat bot to add to our website to assist visitors to self-serve with general enquiries

This has recently gone live with the chat bot embedded into the existing website so that we can review content ahead of the launch of the new website in a few months time.



## Accessibility

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

Since the start of the summer schedule we have experienced significant growth in the number of assisted travellers across the three major airlines, easyJet, Ryanair and Jet2

April increase Year on year – 48% - 6,753 assisted passengers

May Increase Year on Year – 67% - 8,965

June increase Year on year – 62% - 8,696

The increase has resulted in a drop in ECAC performance targets with April to June coming in at 96.03% (under target). Target for CAA ranking as good is 97% and 98% for very good.

The targets for delivery of arrival assistance to start when an aircraft lands is 20 minutes for passengers with pre booked assistance and 45 minutes for requests on arrival

ABM our assistance partner have recruited additional customer care agents, allocators, supervisors, banksmen and drivers as well as ambilift (from 2 – 4) and additional minibuses to assist with the additional numbers. While an increase has been experienced across all UK airports, LPL is among those experiencing the biggest increases.

Passengers self assisting using hidden disability lanyards are not included in these figures and we are supplying 50 lanyards every 2 days currently. Passengers making enquiries and visiting the website are being offered a link to purchase lanyards directly from the supplier if they wish in advance of travel.

The sensory space is widely used averaging 2-3 bookings daily and is receiving some really positive feedback. Users contact us up to 48 hours before travel to make a booking, dependent on availability.

'Try before you fly' visits continue to take place weekly on request. The majority of visits are individuals or groups with invisible disabilities with the main area they want to become familiar with being the security processes.

The Accessibility Forum met on the 15<sup>th</sup> April with the regulator in attendance. Members include Warrington Disability Partnership (visual), Thred CIC (dementia), Autism Adventures, Thomas Pocklington Trust (visual impairment), SIA (spinal injuries), The Brain Charity, IAS (Ileostomy & colostomy) and Southport & Ormskirk NHS Trust (spinal injury).

**Christina Smith, Customer Services & Accessibility Executive**

LIVERPOOL JOHN LENNON AIRPORT  
CONSULTATIVE COMMITTEE

**CONSTITUTION AND STANDING ORDERS**

July 2024

# LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

## CONSTITUTION AND STANDING ORDERS

### 1. TITLE

The Committee's title is the Liverpool John Lennon Airport Consultative Committee.

### 2. TERMS OF REFERENCE

The Committee's Terms of Reference are:-

To:

- (i) advise Liverpool Airport PLC on any matter which it may refer to the Committee;
- (ii) consider any question in connection with the operation of the Airport as it affects the communities represented or the amenities of the neighbourhood;
- (iii) make suggestions to the Managing Director of Liverpool Airport PLC on any matter connected with the administration of the Airport which could further the interests of the communities represented;
- (iv) stimulate the interests of the local population in the development of the Airport; and
- (v) protect and enhance the interests of the users of the Airport.

### 3. CONSTITUTION AND MEMBERSHIP

[Note: the Civil Aviation Act 1982 governs the constitution of the Committee and this Standing Order is subject to S.35 of the Act.]

- 3.1 The Committee consists of Members appointed to represent the organisations and interests listed in Appendix 1.
- 3.2 Membership of the Committee will be reviewed by the Committee at its Annual Meeting.
- 3.3 Applications for Membership will be submitted to the Committee by the Secretary for consideration.
- 3.4 A Member may resign at any time by written notice to the Secretary who will report the resignation to the Committee.
- 3.5 A member unable to attend a meeting may nominate a substitute by notice to the Secretary at least one clear working day before the meeting, and the substitute may then vote on any matter considered at the meeting for which he or she is nominated.



- 3.6 Members who fail to attend the full Committee or Sub Committee on three consecutive occasions will be asked to submit a written statement to the Secretary explaining the reason for the absence.
- 3.7 The Secretary or the Member will report the explanation to the next meeting of the Committee for consideration as to what action should be taken in that particular case. The Secretary if instructed shall write to the Member's organisation to seek a new representative.
- 3.8 Members will be notified of the Code of Conduct upon joining and will be expected to adhere to it whilst on the Committee. The Code of Conduct is attached at Appendix 2.

#### 4. CHAIRMAN AND VICE-CHAIRMAN

- 4.1 The Committee will appoint a Chairman and Vice-Chairman at its Annual Meeting.
- 4.2 Nominations for Chairman and Vice-Chairman will be proposed and seconded by Members who will first obtain the consent of the nominee.
- 4.3 If there is more than one nomination for Chairman or Vice-Chairman, the Secretary will ballot Members present at the meeting and declare the nominee with the greater number of votes elected.
- 4.4 In the event of an equality of votes, the Secretary will decide the election by drawing lots.
- 4.5 An unsuccessful nominee for the office of Chairman will be eligible for election as Vice-Chairman.

#### 5. ROLE AND INDEPENDENCE OF THE CHAIRMAN

- 5.1 The role of the Chairman is to preside over meetings of the Committee and to represent its interests.
- 5.2 While holding office, the Chairman will not represent the organisation or interests on whose behalf he or she was appointed to the Committee and that organisation will be invited by the Secretary to appoint a substitute Member.
- 5.3 The substitute member may vote on any matter considered at a meeting which he or she is present.
- 5.4 The Chairman will not vote on any matter unless there is an equality of votes when he or she may decide the matter by a casting vote.

#### 6. MEETINGS

- 6.1 The Committee will meet not less than four times every year at such places and times as the Committee may determine.
- 6.2 The Committee will hold an Annual Meeting as the first meeting each calendar year.

- 6.3 If business so requires, the Secretary, after consultation with the Chairman or at the request in writing of at least five Members will call an extraordinary meeting.
- 6.4 The Secretary will circulate an agenda to every Member of the committee at least five working days before each meeting, specifying the business to be considered.
- 6.5 Urgent business may be considered without notice at the discretion of the Chairman.
- 6.6 A 'no smoking' policy will operate at all meetings of the Committee and Sub-Committee.

## 7. PROCEDURE AT MEETINGS

### 7.1 Order of Business

The normal order of business, which may be varied by the Chairman at his discretion will be:

- (i) Appointment of a Member to preside in the absence of the Chairman and Vice-Chairman.
- (ii) To approve the minutes of the previous meeting as a correct record.
- (iii) To receive any announcements from the Chairman.
- (iv) To receive any minutes of Sub-Committees.
- (v) To consider the business specified on the agenda.

### 7.2 Quorum

No business will be conducted unless at least five Members are present at a meeting.

### 7.3 Minutes

- (i) The Secretary will record the decisions of the Committee and submit them to the next meeting as minutes.
- (ii) The Committee will decide whether the minutes are a correct record of the previous meeting and the Chairman will then sign them.
- (iii) No other issues can be raised about the minutes.

### 7.4 Notice of Items for Agendas

Any items submitted to the Secretary by a Member at least eight working days before a meeting will be included on the agenda for that

meeting.

#### 7.5 Voting

- (i) All business will be decided by a majority of Members present by show of hands unless before a matter is put to the vote a majority of Members decide to hold a ballot.
- (ii) If the votes are equal, the Chairman may vote to decide the matter.
- (iii) If a Member asks for this, the Secretary will record his or her dissenting vote or abstention in the minutes.

#### 7.6 Disclosure of Personal Interests

- (i) If a Member has a personal interest (whether financial or otherwise) in any Committee business, he or she must inform the Secretary before the matter is discussed, and
- (ii) The Chairman will decide whether the Member should leave the room during discussion, speak or vote on the matter.

#### 7.7 Interpretation

Any question about the interpretation of these Standing Orders will be decided by the Chairman whose decision cannot be challenged.

### 8. SUB-COMMITTEES AND PANELS

8.1 The Committee may appoint Sub-Committees to assist the work of the Committee with such membership and powers as the Committee may decide.

8.2 These Standing Orders will apply to meetings of Sub-Committees except that:

- (i) a Sub-Committee will appoint a Chairman and Vice-Chairman at its first meeting.
- (ii) no business will be conducted unless at least three Members are present at a meeting.
- (iii) the frequency, dates and places of meetings will be at the discretion of a Sub-Committee.

8.3 The Committee may appoint Panels to consider any matter and make recommendations to the Committee.

8.4 A Panel will:-

- (i) consist of the Chairman and Vice-Chairman of the Committee and at least three other Members.

- (ii) meet as required in private unless the Committee or the Panel otherwise determine.
- (iii) otherwise determine their procedures.

8.5 The Committee will decide at its Annual meeting whether to reappoint any Sub-Committee or Panel and may alter its membership or powers or disband it at any other time. Current Sub-Committees are detailed in paragraphs 12 and 13, below.

## 9. URGENT BUSINESS

9.1 With the prior approval of the Chairman, the Secretary may take any action on an urgent matter which cannot await the next meeting of a Committee or Sub-Committee.

9.2 The action taken will be reported to the next meeting of the Committee or Sub-Committee.

## 10. INFORMATION FOR THE PUBLIC

10.1 In order to secure the widest possible public interest in the business of the Committee:

- (i) the Secretary will circulate agendas and reports to the press and interested bodies when they are distributed to Members of the Committee and its Sub-Committees.
- (ii) the public and the press will be encouraged to attend meetings of the Committee and Sub-Committees.
- (iii) the Secretary with the prior approval of a Chairman of the Committee may issue press releases at any time about the business of the committee.
- (v) a register of attendance will be available which the public and press will be invited to sign.

### 10.2 Public Questions

- (i) A member of the public may, if present in person at the meeting, address a question to the Chairman of the Committee or Sub-Committee. Any such question must relate to the business and responsibilities of the (Sub) Committee.
- (ii) 3 clear working days notice of questions must be given to the Secretary. Questions will be dealt with at the beginning of the meeting, or immediately prior to any particular item on the agenda to which they relate. The 3 day rule is flexible only at the discretion of the Chairman of the Committee.
- (iii) The Chairman or other appropriate member of the Committee shall respond. Supplementary question(s) will be permitted. A

written response may be given if it is not possible to provide the necessary information at the meeting.

- (iv) If necessary, an item shall be placed on the agenda of the next appropriate (Sub) Committee meeting in order to deal with issues raised in the questions procedure.
- (v) The time allocated to questions at any meeting shall not exceed 30 minutes. The Chairman shall have discretion to vary any of these procedures, if it helps the effective conduct of the business of the meeting.

## 11 CONFIDENTIALITY OF ITEMS OF BUSINESS CONSIDERED BY THE COMMITTEE OR ITS SUB-COMMITTEES OR PANELS

An item of business which in the opinion of the Secretary is confidential in nature shall not be circulated to the Press or public, and shall be included at the end of the agenda to enable it to be dealt with by the Committee or Sub-Committee in the absence of the Press and public. Decisions about confidentiality shall be made by the Secretary in consultation with the Chairman (or Vice-Chairman in his/her absence) and the Managing Director of the Airport.

## 12 NOISE MONITORING SUB-COMMITTEE

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

- “(1) To be a technical sub-committee of the Liverpool Airport Consultative Committee.
- (2) To meet when required (but at least quarterly).
- (3) To act within the technical role identified within the Section 106 Agreement (dated 13 November 2000 between the Airport Company and Liverpool City Council), in particular to consider and progress issues related to the Airport’s proposed:-
  - Quiet Operations Policy
  - Noise Monitoring and Track Keeping System
  - Preferred Noise Routes
  - Sound Insulation Grant Scheme
  - Quota Count System
- (4) To ensure that the reports required to be prepared each year for the Consultative Committee are submitted in accordance with the S106 Agreement, and to advise the Committee as necessary on Noise and Environmental issues.”

### Membership

Chairman of LJLACC (ex-officio)	1
Environmental Health, Liverpool City Council	1
LJLACC Member Liverpool City Council	1
Env. Health, Halton	1
LJLACC Member Halton MBC	1
Env. Health, Cheshire West and Chester	1

LJLACC Member Cheshire West and Chester	1
Env. Health, Knowsley	1
LJLACC Member Knowsley MBC	1
Env. Health, Wirral	1
LJLACC Member Wirral MBC	1
Env. Health, St. Helens	1
LJLACC Member St Helens MBC	1
Hale Parish Council	1
Airport Users/ Passengers' Representative	1
<b><u>Total</u></b>	<b><u>16</u></b>

### 13 GENERAL PURPOSES SUB-COMMITTEE

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

“To meet when required:

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

Membership – to be decided by Chair, Vice Chair, Secretariat and Airport so they are appropriate for the subject of the meeting but likely to include frequent attenders, long standing members and effective contributors.

Chairman and Vice-Chairman (ex-officio)	2
Disabled Persons	1
Liverpool City Council	1
Hale Parish Council	1
Passenger Representative	1
Friends of Liverpool Airport	1
West Cheshire BID	1
General Aviation (LAGAUA)	1
<b><u>Total</u></b>	<b><u>9</u></b>

Meetings frequency: ad hoc

**MEMBERSHIP OF THE CONSULTATIVE COMMITTEE**

Chairman	1
Vice-Chairman	1
Cheshire West and Chester Council	1
Halton Borough Council	1
Lancashire County Council	1
Liverpool City Council	1
Knowsley Metropolitan Borough Council	1
St Helens Metropolitan Borough Council	1
Sefton Metropolitan Borough Council	1
Wirral Metropolitan Borough Council	1
Hale Parish Council	1
Halewood Town Council	1
Wirral Older People's Parliament	1
Up to three other representatives of groups such as freight operators, concessionaires, or airline companies etc, to be determined by Liverpool Airport PLC (currently just <b>Passenger</b> <b>Representative</b> – others removed 16.02.18)	1
West Cheshire and North Wales Chamber of Commerce	1
<b>West Cheshire BID</b>	<b>1</b>
Friends of Liverpool Airport (FOLA)	1
National Trust	1
Merseytravel	1
Halebank Parish Council	1
Helsby Parish Council	1
Frodsham Town Council	1
Disabled Persons	1
Liverpool Chamber of Commerce & Industry	1
Liverpool Local Enterprise Partnership (LEP)	1
Warrington Borough Council	1
Liverpool Airport General Aviation Users Association (LAGAUA)	1
<b>Total Membership</b>	<b>27</b>

## **Code of Conduct for members**

(from CAA Guidelines to Consultative Committee, April 2014)

**Respect:** Committee members should treat each other with respect and courtesy at all times.

**Commitment:** Committee members should dedicate sufficient time to prepare for and attend meetings, including seeking advice and views from others in their organisation where appropriate.

**Conflicts of Interest:** Members should identify and declare any conflicts of interest (actual, potential or perceived), particularly where members do not represent an organisation.

**Participation:** Members should participate fully in meetings. They should listen to what others have to say and keep an open mind while contributing constructively to discussions. Actions assigned to members should be fulfilled in a timely manner and progress reported back at the next meeting.

**Openness and Accountability:** Members should be open and accountable to each other and the organisations and communities they represent about their work on the committee.

**Confidentiality:** Members should respect the status of any confidential issues they discuss.



## Liverpool Airport Consultative Committee

### Annual Work programme 2024 - 2025

Meeting	Items	Detail
16 February 2024 Annual General Meeting	Procedural items UKACCs notes	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
19 April 2024		
12 July 2024	Update on meeting venue	
18 October 2024	Airside tour?	
17 January 2025	Procedural items UKACCs notes ESG report	

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Christina Smith
Airspace Change update	Andrew Dutton
Environment, Social and Governance (ESG) (annual from February 2024)	Robin Tudor
Airport Transport Forum update (quarterly)	Steve Pearse

Additional items	Presenter
Border Force	Senior Officer, Border Force
LCR Transport fund or Local Transport Plan consultation (possibly Autumn 2024)	Alex Naughton, Combined Authority
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, 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
Jet2 establishing an office and base at the airport (once completed so after Summer 2024)	Dave Batt, Head of Technical Services and Capital Planning
LCR Visitor Economy Partnership	Alex Naughton, Combined Authority

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