

# Liverpool John Lennon Airport Consultative Committee

**Date:** Friday, 24 November 2017

Venue: Cavern Suite, Liverpool John Lennon Airport, L24 1YD

**Time:** 10.30 am

#### **Agenda**

#### 1 Apologies

#### 2 Disclosure of Personal Interests

As in section 7.6 of the Constitution, If a Member has a personal interest in a matter on the agenda or likely to be discussed at the meeting, they should declare it. It is at the Chairman's discretion if the member can speak or take part in the discussion or vote on the matter.

#### 3 Chairman's Announcements

#### 4 Minutes

(Pages 5 - 16)

To approve the Minutes of the meeting held on 22 September 2017, attached.

#### 5 Minutes of Sub-Committees

(Pages 17 - 50)

To receive the Minutes of the Noise Monitoring Sub-Committee held on 27 October 2017.

#### 6 Membership

To note any changes in membership since the last meeting, and any issues of non-attendance, including:

For Liverpool LEP, the representative does not work on Fridays, and has changed role. She was content that Alex Naughton, Merseytravel, can feed into the Combined Authority and the LEP.

#### 7 Public question time

A member of the public may, if present in person at the meeting, address a question to the Chairman. Any such question must relate to the business and responsibilities of the Committee.

Wherever possible 3 clear working days notice of any question should be given to the Secretary. The Chairman may exercise discretion if such notice has not been given. The questions shall be dealt with at the beginning of the meeting or immediately prior to any particular item on the agenda to which they relate.

The Chairman or other appropriate member of the Committee shall respond and 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. If necessary, an item shall be placed on the agenda of the next appropriate Committee or Sub-Committee meeting in order to deal with issues raised by the question.

The time allocated to questions at any meeting shall not exceed 30 minutes and the Chairman shall have discretion to vary any of these procedures if it helps the effective conduct of the business of the meeting.

#### 8 Airspace Change

Verbal update from DfT consultation which ended 25 May.

#### 9 ENR Noise Action Plan

Verbal update on the renewal of the Plan following modelling work in early summer.

#### 10 Quarterly Report

(Pages 51 - 54)

To receive the Quarterly Report by the Airport Company.

#### 11 Annual Work Programme

(Pages 55 - 56)

To note the Committee's Annual Work Programme, attached.

#### 12 Correspondence

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

#### 13 Any Other Business

#### 14 Date of next meeting

The next meeting of the Liverpool John Lennon Airport Consultative Committee is the Annual General Meeting scheduled for Friday 16 February 2018 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

#### 15 Exclusion of the 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.

### 16 Any Other Business to be discussed in the absence of the Press and Public

#### For further information, please contact:

Mike A Jones, Assistant Secretary, Tel. 01244 975996 HQ, 59 Nicholas Street, Chester CH1 2NP. Email: mikea.jones@Cheshirewestandchester.gov.uk

Date of Publication: 17 November 2017

Please park in the Multi-storey Short Stay Car Park opposite to the Terminal Building.

<sup>\*</sup> The Cavern Suite is on the first floor of the terminal building, beyond the statue of John Lennon.



#### LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE

22 SEPTEMBER 2017 (10.30 am - 12.35 pm)

#### PRESENT:

Councillor Bob Swann, Chairman of Consultative Committee

Councillor Keith Deakin, St Helen's Metropolitan Borough Council

Normal Elias, passenger representative

Councillor Edna Finneran, Halewood Town Council

Cedric Green, North Cheshire Rail Users' Group

Keith Levin, Liverpool Airport General Aviation Users Association

Jordi Morell, West Cheshire and North Wales Chamber of Commerce

Marshall Morris, Deputy Chairman

Alex Naughton, Merseytravel

Councillor Brian O'Hare, Knowsley Metropolitan Borough Council

Councillor Michael Roche, Sefton Metropolitan Borough Council

Angus Tilston MBE, Wirral Transport Users Association

Others

Robin Tudor, Head of Public Relations, Liverpool Airport

Becky Lucy, Human Resources and Community Department

Mike A Jones, Assistant Secretary

#### 32 APOLOGIES

Apologies have been received from:

Cllr Ron Abbey, Wirral Metropolitan Borough Council;

Cllr Caroline Ashton, Frodsham Town Council;

Michelle Cameron, Liverpool Chamber of Commerce;

Cllr Chris Ellams, Helsby Parish Council;

Cllr Michael Green, Lancashire County Council;

Cllr Stan Hill, Halton Borough Council;

Cllr Evelyn Hudson, Hale Parish Council;

Simon Osborne, National Trust;

Cllr Ralph Oultram, Cheshire West and Chester Borough Council;

Cllr Steve Parish, Warrington Council;

Steve Pearse, FOLA:

Tony Rice, disabled persons representative:

Cllr Colin Rowan, Halebank Parish Council; and

Cllr Jeremy Wolfson, Liverpool City Council.

#### 33 DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interests.

#### 34 CHAIRMAN'S ANNOUNCEMENTS

The Chairman informed the Committee that the Consultative Committee's previous website (LJLACC.org.uk) was being used by 'Liverpool Airport Community Club'. He was concerned at the potential confusion but pleased that the website looked professional, interesting and supportive of the Airport, and once contact details were added we could ask for a link to the Committee's current pages which were on the Airport website.

#### **DECIDED: That**

the Assistant Secretary monitor the UKACCS.org.uk website for contact details and add ask the author to add a link to the Committee's new webpages.

#### 35 MINUTES

**DECIDED: That** 

the minutes of the meeting of the Consultative Committee held on 26 May 2017 be approved as a correct record and signed by the Chairman.

#### 36 MINUTES OF SUB-COMMITTEES

The Chairman of the Noise Monitoring Sub-Committee noted that there were a cluster of complaints about night flights and military aircraft on the recent log of noise complaints, and there was one regular complainant from Hale village who generated about 30% of complaints.

#### **DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee on 21 July 2017 be received.

#### 37 MEMBERSHIP

Membership changes detailed on the agenda were noted.

The Assistant Secretary detailed the following instances of non-attendance which required reporting under the Constitution:

- For Wirral Older People's Parliament, the main representative did not attend because of transport difficulties and had not yet turned up when lifts were arranged, and the Deputy could not attend on Fridays but had offered to share with the Parliament any relevant information.
- For Cheshire West and Chester Council the officers on the Noise Monitoring Sub-Committee had experienced difficulty because of increased workloads, staff holidays and sickness, but would continue to try and attend.

#### **DECIDED: That**

- (1) the following changes in membership listed on the agenda be noted:
  - Councillor Phillip Brightmore replaced Councillor Bernie Mooney and Ron Abbey for Wirral Council
  - Councillor Edna Finneran replaced Councillors Steve Ball and Allan Harvey for Halewood Parish Council.
  - Councillor Michael Green replaced Councillors Terry Aldridge and Cynthia Dereli for Lancashire County Council.
  - Councillor Steve Parish was reappointed as representative for Warrington Borough Council.
  - Councillor Michael Roche was reappointed as representative for Sefton Council.

the non-attendance of Wirral Older People's Parliament on the Committee, and Cheshire West and Chester Council on the Noise Monitoring Sub-Committee, be monitored and the situation be kept under review with reminders sent for each meeting.

#### 38 PUBLIC QUESTION TIME

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

#### 39 LJLA COMMUNITY PLAN

Becky Lucy, from the Airport's Human Resources and Community Department, gave a presentation, attached to these minutes, on the Airport's Community Plan which had been launched in October 2016. It had several strands, including education, environment, employment and fundraising. Highlights included:

- All three of 2016's fire and Rescue Cadets had secured employment.
- 26 people had been offered training opportunities for 6 to 8 weeks in various departments to help with their employability.
- For students there were: student placements; work experience for up to ten students at a time; and apprenticeships, with 9 having been offered.
- The Airport worked with the Enterprise South Liverpool Academy, helping GCSE students by mentoring and reading, and with a one -day programme of preparation for the job market.
- They had helped with the South Liverpool Foodbank, including Christmas and Easter collections.
- Bee keeping, local area clean-ups and energy reduction.
- A new community initiative starting in October 2017 as a volunteer programme
  to help local individuals build confidence and experience through social
  inclusion and exposure to the aviation industry. The volunteers had a presence
  in the terminal as customer contact and assistance, and helped with fundraising
  and events.
- Alder Hey Hospital was the nominated charity until 2018 and there was an aim to raise £200,000 over two years from October 2016. A partnership with Blue Air to help the fund raising was to start in 2017.

Members questioned Becky on the Plan, and how other charities and communities could be involved. South Liverpool was the focus initially, with a wider range between now and 2019.

#### **DECIDED: That**

the LJLA Community Plan update be noted.

#### 40 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering April to June 2017. Overall, there had been a 4% growth in passenger numbers compared to the previous year and the Airport was confident at achieving five million passengers in the calendar year. August had been the busiest month for six years.

Key points (with increases given in comparison with the equivalent period in the previous year) included:

- → EasyJet had seen a 1.4% increase in passenger volumes;
- → Ryanair had introduced new routes which had performed strongly, giving 11% growth overall. None of the recent flight cancellations were connected with Liverpool:
- → Flybe had announced that flights to Belfast City would again be daily;
- → Wizz Air had seen 32% growth and had introduced a larger A321 aircraft to Budapest and Warsaw routes;
- → Blue Air had achieved a 194% increase in passenger numbers, and were looking at other opportunities to utilise the aircraft based here, including charter flights such as for football matches;
- → TUI was performing well and the Airport was working with local travel agents to encourage them to book flights from Liverpool for their customers before considering other airports;
- → The extension of the perimeter fence to the East of the runway was expected to advance shortly following finalising of the wayleave agreement with Scottish Power:
- → The ASQ passenger opinion survey results showed that the Airport was ranked in the top 10 of the 18 monitored airports in 12 of 13 categories and within the top 5 in 7. It outranked Manchester in 12. There were plans to increase the area of the UK Border Force checks, refurbish the arrivals toilets and discuss improvements with the cleaning provider which should all increase the ratings, though it was pointed out that changes at other airports could affect the rankings too;
- → The Airport's draft Master Plan had been through a consultation stage and the comments were being considered;
- → The Airport had completed the latest £3million phase of improvements to the departures area with new shops, bars and restaurants;
- → The Airport would be responding to the Government's call for evidence for its Aviation Strategy;
- → easyJet had announced that it would commence flights to Venice from 31 October, taking their routes from Liverpool to 29;
- → Electrical retailer Dixon's Travel had opened a store in the departure lounge;
- → A quiet space for patients flying back to the Isle of Man had been opened, adjoining the multi faith prayer area.
- → The Airport Transport Forum had met in April. Figures from the CAA showed that public transport usage by passengers had dropped to 18% from 19%. The target for 2020 was 22.4%. However, staff arriving alone in cars had decreased from 76% to 65% and already in line with the target set for 2020.
- → The Rhino sculpture from Chester which had been at the airport since the year 2010 has been relocated to the Lache Primary School in Chester.

Members discussed the report and related issues, such as the toll bridge which was scheduled to open in 2017. The Airport had been aware that the new bridge was needed to ease congestion, and tolls were needed to pay for it. They were also aware that for many passengers from South of the Mersey the tolls would be less than the cost of driving on to Manchester Airport, and avoided the congestion that was often on that route, and would give improved journey reliability to Liverpool Airport which would be much welcomed.

#### **DECIDED: That**

the quarterly report be received.

### 41 ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCS)

The Chairman had attended the annual national meeting of Airport Consultative Committee's in June and introduced his report which was a supplement to the agenda. The meeting had been split over two days, with the first day being 'internal' business. It enabled delegates to talk without other organisations present, and delegates were freer in their comments.

There had been challenges from other organisations to how representative the Committees were. As a result the CAA had set up a Community Discussion Forum, which the Chairman had attended. He had been disappointed that the first hour had been diverted by a discussion on gender balance, and that the CAA expected all delegates to travel to their office in central London. There was another meeting in October, focussing on Noise Abatement, and the Chairman would attend.

Liverpool Airport had received an accolade from the UKACCS meeting regarding its implementation of the voluntary Hidden Disabilities Strategy.

There were a lot of consultations happening, and the Chairman thought that the Committee needed to consider how best to respond to them and whether any extra or special meetings were needed to determine the response. This could be considered at the next Committee meeting. It was suggested that any individual responses by member organisations could be collated to a combined response.

#### **DECIDED: That**

the report on the annual meeting of Airport Consultative Committees be noted.

#### 42 ANNUAL WORK PROGRAMME

There were two items on the Work programme which had not been included on the agenda, and these would be addressed at the next meeting.

#### **DECIDED: That**

the Work programme be noted.

#### 43 CORRESPONDENCE

There was no correspondence to report.

The Chairman informed members that the national body UKACCS sent a weekly update of press releases and articles for information. He asked the Assistant Secretary to see if this could be shared with members.

#### 44 ANY OTHER BUSINESS

Cedric Green, representative for the North Cheshire Rail Users Group, raised the issue of Transpennine rail services no longer using Liverpool South Parkway next year, so not having a good link to the Airport, compared to Manchester Airport which had direct connections to the rail network. Alex Naughton, Merseytravel, explained that the issue had been tackled but there was no apparent reasonable solution, as it required extra staff and rolling stock. The issue has also been raised at the Air Transport Forum.

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The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 24 November 2017 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD.

Chairman	 
Date	

#### Minute No. 39



### HR and Community

HR



#### **Training and Development**

Leadership Development

**Reward and Recognition** 

Extra Mile

Health and Well-Being

Medicash



Community



#### 3 E's

Education Environment Employment

### Fundraising #LJLALoves

Alder Hey

The A-Team



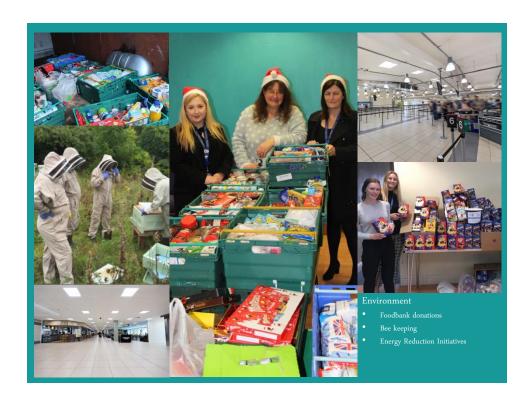


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Introducing...





LIVERPOOL JOHN LENNON AIRPORT

www.liverpoolairport.com/careers/volunteers



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#### NOISE MONITORING SUB-COMMITTEE

27 OCTOBER 2017 (10.30 am - 11.55 am)

PRESENT: Marshall Morris, Chairman

Normal Elias, passenger representative

Councillor Tricia O'Brien, Cressington Ward, Liverpool City Council

Ian Rushforth, Environmental Health, Liverpool City Council

Bob Swann, LJLACC Chairman

Angus Tilston MBE, Wirral Transport Users Association Toby Zorn, Environmental Health, Wirral Borough Council

Alan Ashcroft, ARCH under the Bridge

Bob Swan, LJLACC Chairman Liverpool John Lennon Airport

Andrew Dutton, Head of Environment Colin Barnes, Environmental Advisor

Secretariat

Mike A Jones, Assistant Secretary Kerry Twist, Assistant Secretary

#### 17 APOLOGIES

Apologies had been received from:

Larry Dack, Speke Estate Cllr Evelyn Hudson, Hale Parish Council Ian Gaskill, Environmental Health, Knowsley Metropolitan Borough Council Cllr Jeremy Wolfson, Liverpool City Council Cllr Gary Wright, Hale Parish Council

#### 18 CHANGES IN MEMBERSHIP

Mark Swanton, Environmental Apprentice, was introduced to the members.

#### 19 MINUTES OF LAST MEETING

**DECIDED: That** 

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 21 July 2017 be agreed as a correct record.

#### 20 NOISE COMPLAINTS LOG

The Sub-Committee considered the Noise Complaints Log, which detailed every complaint received and the response to it, for the period 1 July 2017 to 30 September 2017. Colin Barnes gave a presentation to members on the Noise Log which included analysis of the number of noise complaints received by date, number of complainants, administrative area and the total number of complaints compared to the previous year. He also detailed the number of test runs. The presentation is attached to these minutes.

During the period a total of 67 complaints had been received, with the highest proportion (36, or 54%) from the Warrington area. It was noted that the complaints came from the same property based in Westbrook. It was noted that the

complainants were using an App such as Flight Radar. Andrew Dutton explained that they had offered to go out to the property to try and resolve the issue. Complaints from this address will be monitored by the team before taking further action but will still be shown in the Noise Log.

Members discussed the contents of the Noise Log.

Bob Swann informed the members about a letter that has been sent out from the Department for Transport regarding the outcomes of the consultation on modernising UK airspace and noise monitoring. The letter has now been circulated to members.

#### **DECIDED: That**

the Noise Complaints Log for 1 July 2017 to 30 September 2017 be noted.

#### 21 AIRSPACE CHANGE

#### **GNSS Centre Line (PIR)**

Andrew Dutton informed members about the Global Navigation Satellite System (GNSS) Centreline Post Implementation Review (PIR). The new procedure was implemented on 21 July 2016 and the airport was required to begin the review. Andrew explained that a noise monitoring report was done before the airspace was changed for the GNSS and has since been done after implementation.

The GNSS introduction was an alternative to the existing ground-based Instrument Landing System (ILS), it will be used as a backup procedure.

Andrew Dutton asked the members for any feedback to be submitted. If there were any positive or negative comment, they should be sent to the airport's Environment Team as soon as practical (before 4 December 2017)

#### FASI-N (previously PLAS) Update

Andrew Dutton gave an update on FASI-N and presented the Need for Change video which outlined the need to make the improvements.

It was envisaged that by 2020 the majority of the land based navigation will be switched off. This was one of the reasons the airborne navigation was seen to switch to satellite navigation for STARS & SIPS in and out of LJLA.

The CAP 725 airspace change process guidance document was to be updated by the CAA in December 2017, which will introduce more rigorous guidelines, 7 steps to a 108 week process. The airport company wanted members of the organisation to participate in the design process prior to consultation. Andrew asked for them to nominate individuals or groups. The airport has written to MP, MEP, Chief Exec, Planning Officers and Welsh Assembly members to explain it was coming and to nominate colleagues to participate.

#### 22 MASTER PLAN FEEDBACK

Andrew Dutton shared the Interim Consultation Summary with the members; the slides are attached to these minutes. 56% of the respondents had agreed with the Airport's vision and objectives. The majority of those who participated were between 36 – 70 years old and from the local area.

Andrew asked for the members for any comments to be submitted.

#### 23 ANY OTHER BUSINESS

#### **Noise Action Plan**

Andrew Dutton informed the members with a brief presentation about the Noise Action Plan. This was a requirement of the Environmental Noise Regulations 2006 and worked on a 5 year rolling cycle. All Civil Airports in England were required to produce Noise Action Plans by August 2018, and the Department for Environment, Food and Rural Affairs was to publish the data in January 2019. A data pack, attached to these minutes, outlined what needed to be included in the plan and the areas that it covered.

#### 24 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee is scheduled for Friday 26 January 2018 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman	 •
Date	

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#FlyLPL liverpoolairport.com



### Liverpool John Lennon Airport Rolling 12 Months Movements August 2016 to September 2017

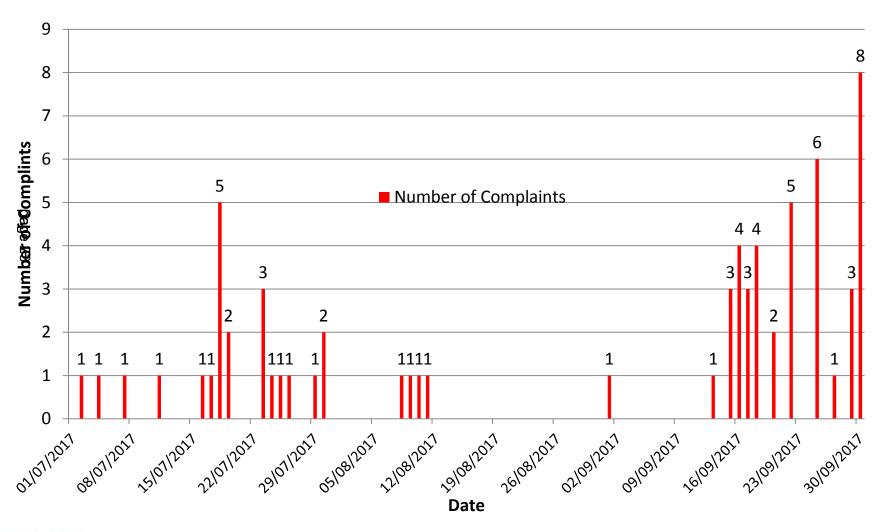
			Club	Commercial	Non Commercial	Other	Total
	2016	August	2,408	3,699	105	206	6,418
		September	2,186	3,403	146	148	5,883
		October	2,370	3,301	135	144	5,950
		November	1,968	2,570	92	101	4,731
pae		December	1,567	2,769	102	74	4,512
ррөдө	2017	January	1,039	2,552	95	119	3,805
		February	1,610	2,395	107	101	4,213
		March	2,125	2,752	110	113	5,100
		April	2,327	3,141	122	111	5,701
		May	2,548	3,358	207	108	6,221
		June	1,833	3,166	141	141	5,281
		July	2,414	3,402	160	83	6,059
		August	2,330	3,425	143	127	6,025
		September	1,784	3,227	123	74	5,208







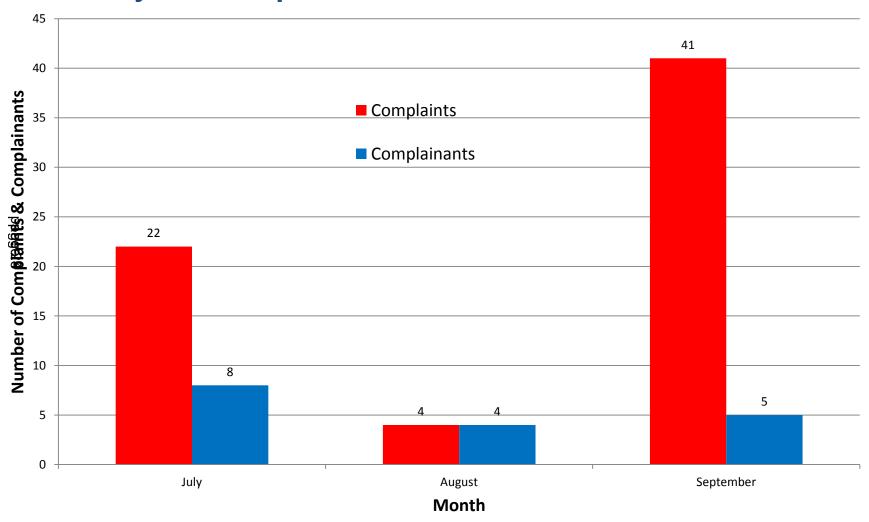
# Liverpool John Lennon Airport Noise Complaints By Day 1<sup>st</sup> July to 30<sup>th</sup> September 2017



#FlyLPL liverpoolairport.com



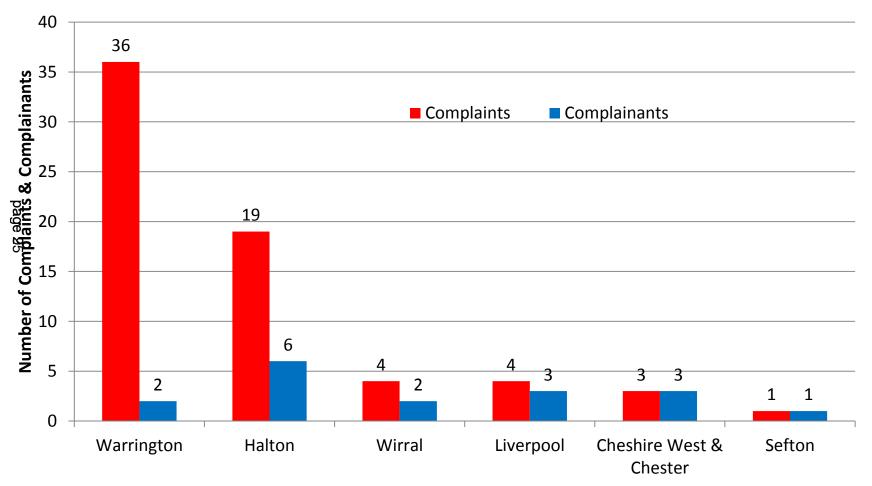
# Liverpool John Lennon Airport Complaints and Complainants for 1<sup>st</sup> July to 30<sup>th</sup> September 2017



#FlyLPL liverpoolairport.com



# Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1<sup>st</sup> July to 30<sup>th</sup> September 2017



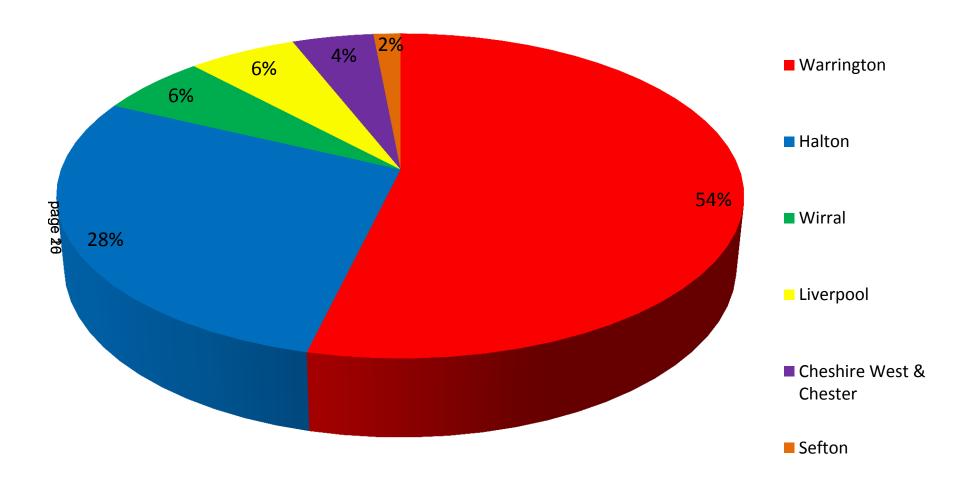
**Administrative Area** 

#FlyLPL liverpoolairport.com





# Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1<sup>st</sup> July to 30<sup>th</sup> September 2017

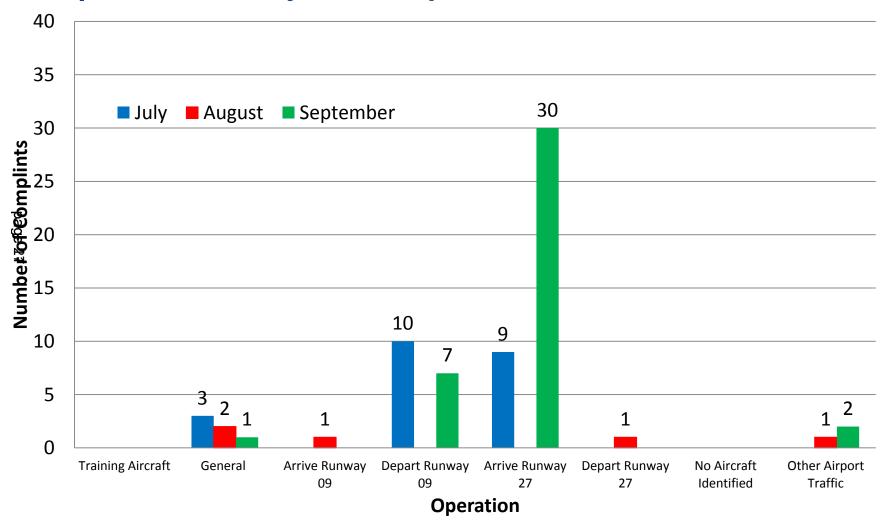








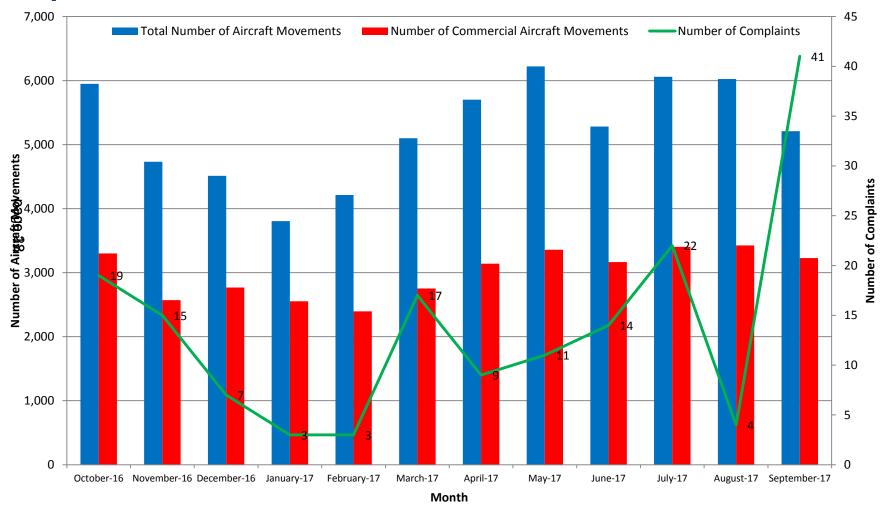
# Liverpool John Lennon Airport Operations that caused Noise Complaints for 1<sup>st</sup> July to 30<sup>th</sup> September 2017



#FlyLPL liverpoolairport.com



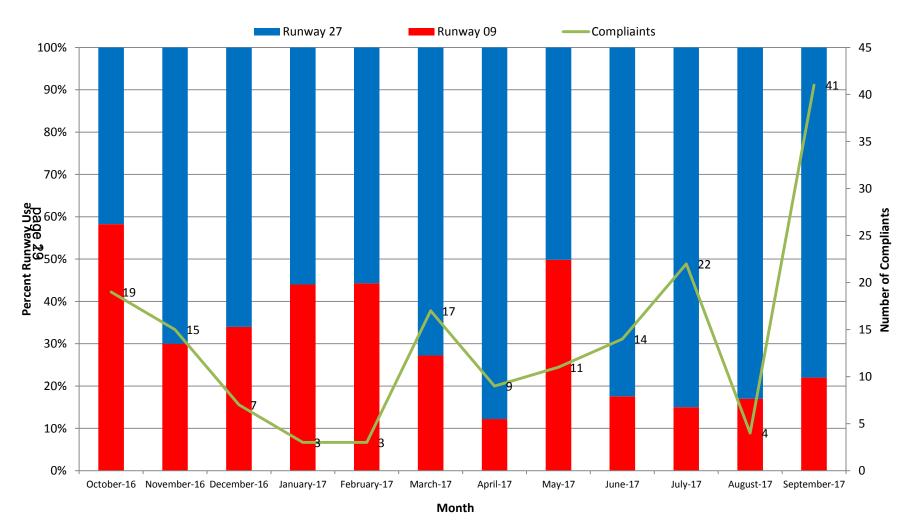
# Liverpool John Lennon Airport Rolling 12 Month Aircraft Movements and Number of Noise Complaints July 2016 to September 2017



#FlyLPL liverpoolairport.com



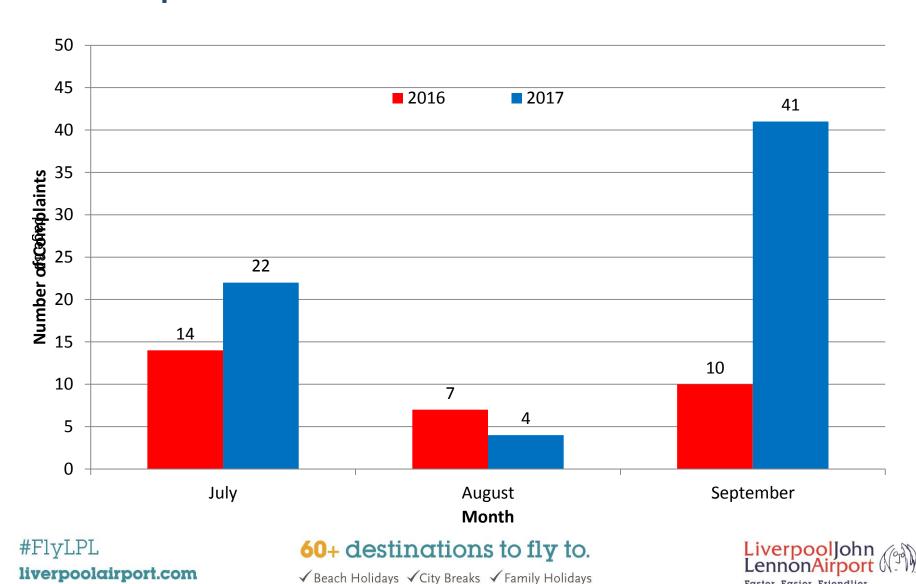
### Liverpool John Lennon Airport Rolling 12 Month Runway Use and Noise Complaints July 2016 to September 2017



#FlyLPL liverpoolairport.com

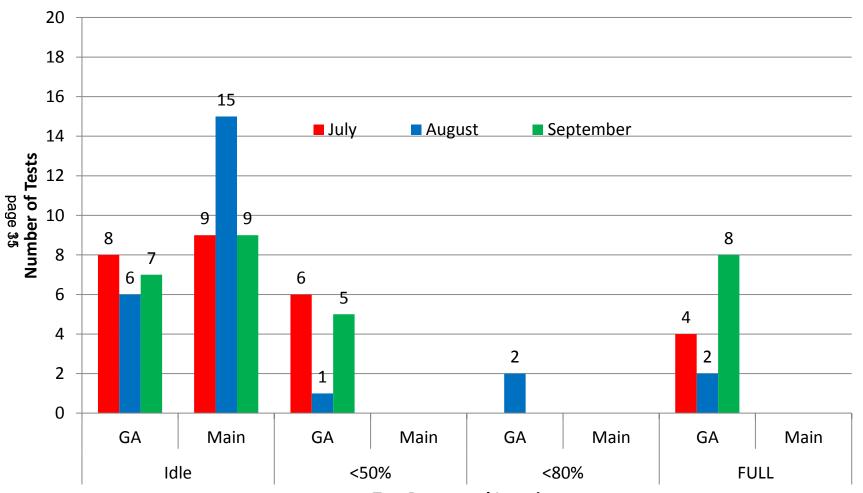


### Liverpool John Lennon Airport Complaints Comparison for 1st July to 30th September 2016 & 2017



Faster. Easier. Friendlier.

# Liverpool John Lennon Airport Engine Test Runs 1<sup>st</sup> July to 30<sup>th</sup> September 2017



**Test Power and Location** 

#FlyLPL liverpoolairport.com



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# Minute No. 21

### Airspace Change @ LJLA

Noise Monitoring Sub-Committee 27<sup>th</sup> October 2017

### **GNSS Centreline PIR**

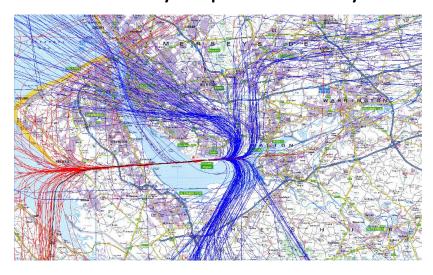
- ILS replication for back-up
- New Procedure Implemented 21<sup>st</sup> July 2016
- Post Implementation Review
- page 38 Feed-back please!!

### Runway 09 Operations

Before: Runway 09 Operations 14-28 May 2016

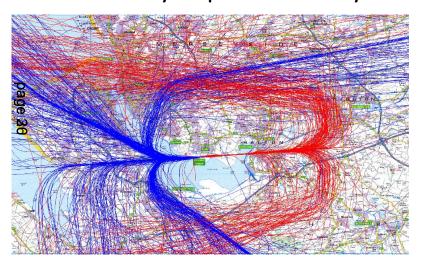


After: Runway 09 Operations 7-14 May 2017

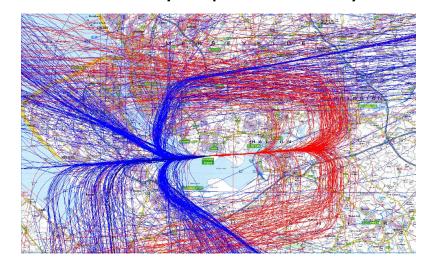


### **Runway 27 Operations**

Before: Runway 27 Operations 14-21 May 2016

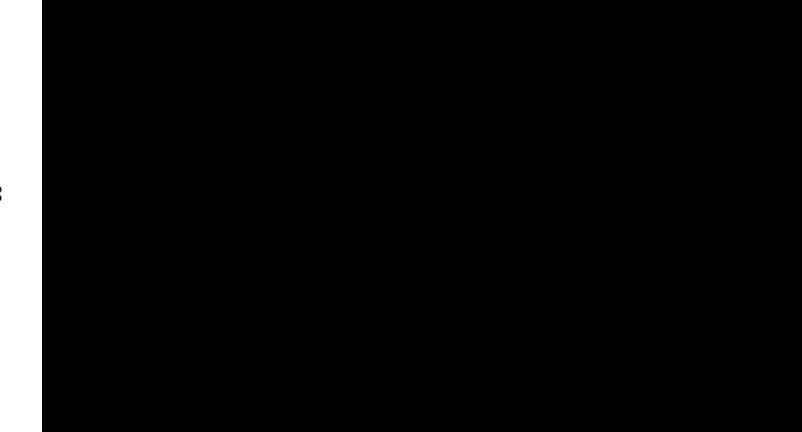


After: Runway 27 Operation 14-28 May 2017



## 2. PLAS Update

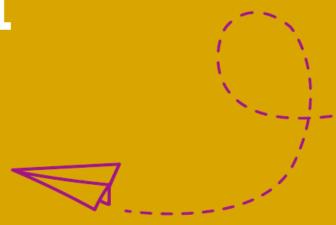
- PLAS name change to FASI-N
- Phase 1 FASI(N) IoM/Antrim Systemisation
- **DVOR** Rationalisation
- page 3 MTMA proposed synchronisation
  - CAP 725 replaced in Dec17
  - Seeking participant stakeholder
  - 108 week process



# Liverpool John Lennon Airport

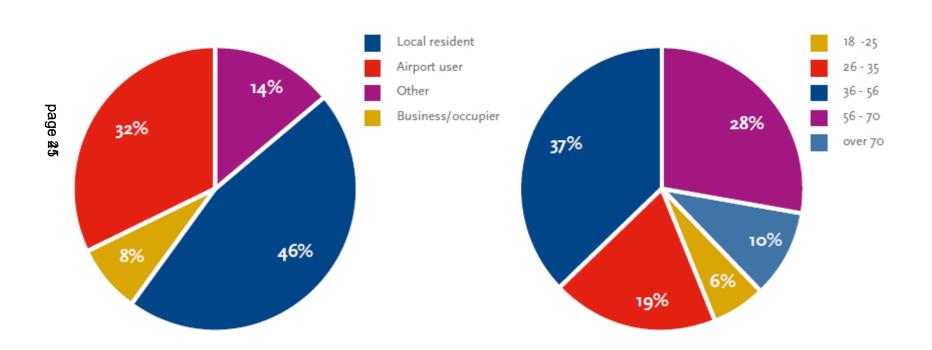
## Master Plan to 2050

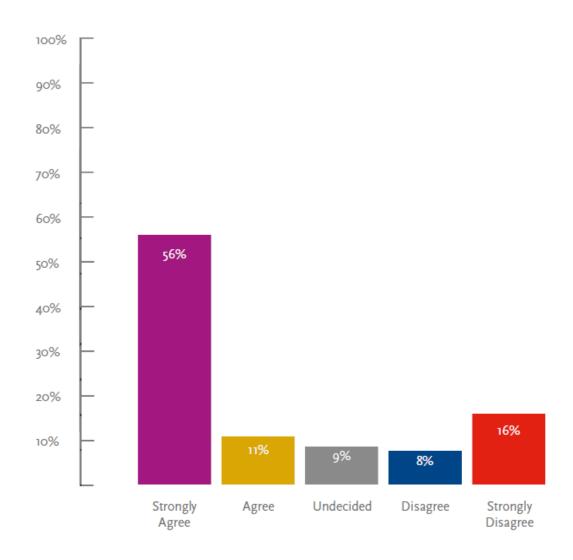
Interim Consultation Summary
October 2017





## Who participated





## Feedback or Questions to:

More details:

https://www.liverpoolairport.com/about-ljla/liverpool-john-lennon-airport-master-plan-to-2050/

Andrew Dutton
Head of Environment

Address Admin Office, LJLA, Liverpool L24 1YD

Tel. № 0151 907 1636

Email: adutton@liverpoolairport.com

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# Airport Noise Action Planning Data Pack 2017

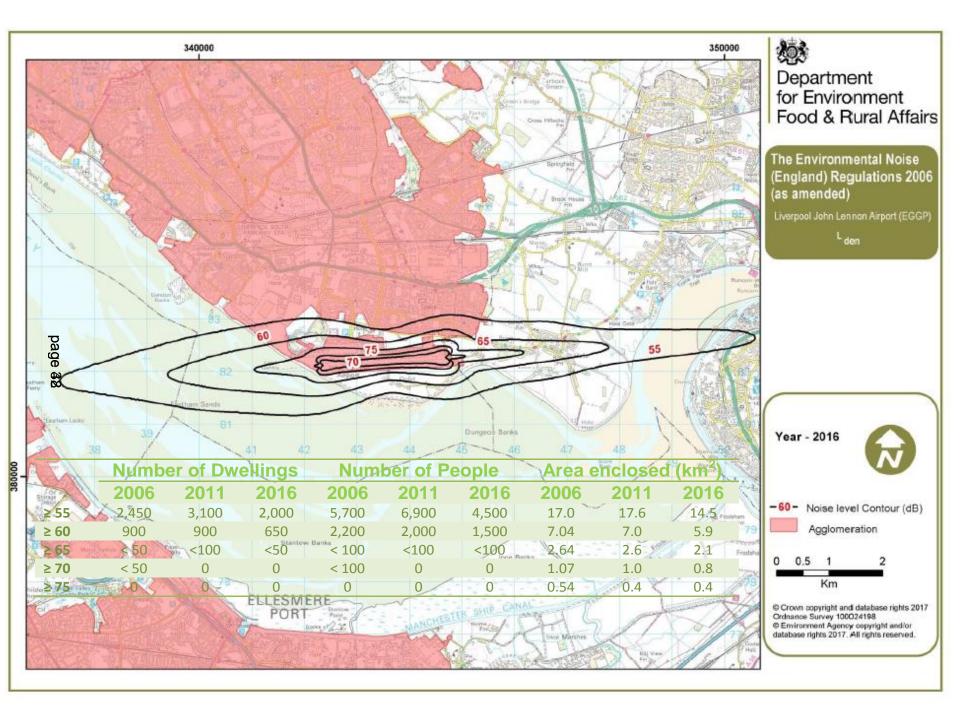
**Liverpool John Lennon Airport (EGGP)** 

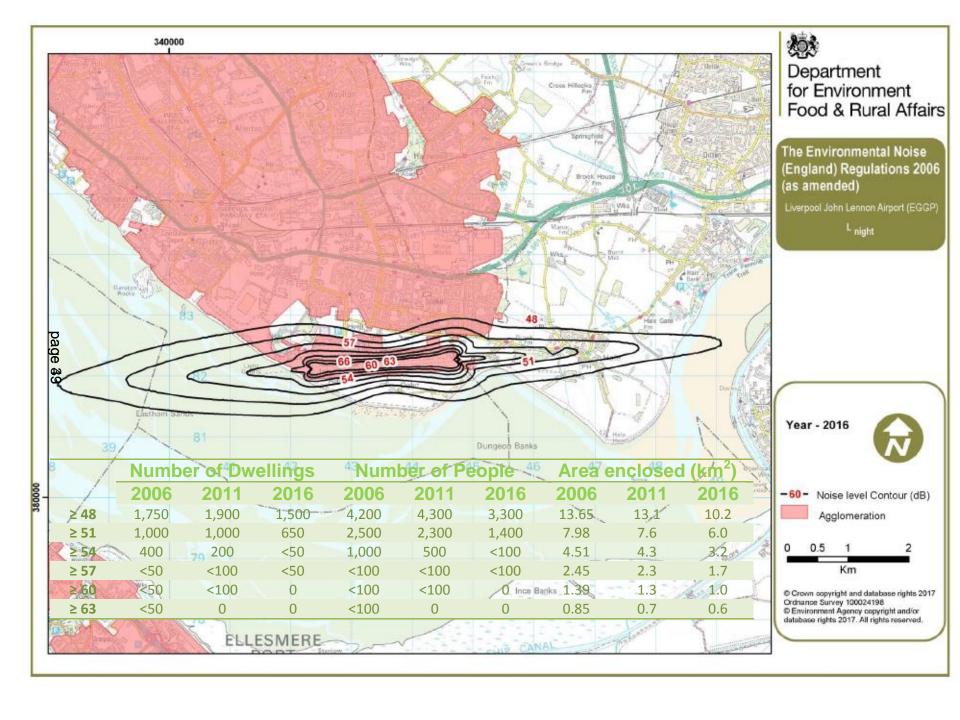
## **Environmental Noise Regulations 2006**

- Civil Airports in England have duty to produce
   Noise Action Plans EU Directive 2002/49/EC
- Directive operates 5 year cycle
- **2006, 2011 & 2016**
- Deadline August 2018 for publication January 2019 (R3)

### What needs to be included in an Action Plan?

- A summary of the results of the noise mapping
- Identification of problems & situations that need to be improved
- Record of Public Consultation
- Any noise reduction measures already inplace
- Long term strategy
- Future actions in the next 5 years
- Financial information
- Provisions envisaged to evaluate the action plan





## Feedback or Questions to:

Andrew Dutton
Head of Environment

Address Admin Office, LJLA, Liverpool L24 1YD

Tel. № 0151 907 1637

Email: adutton@liverpoolairport.com

#### **QUARTERLY BUSINESS REPORT**

#### 1.0 <u>Liverpool John Lennon Airport - Traffic Statistics</u>

#### **Scheduled Passenger Traffic Performance**

Passenger numbers have seen a 3.6% growth, carrying 1.47m passengers in Q3 of 2017.

Month	2017	2016	Variance (%)
July	498,219	483,185	3.1
August	517,209	503,377	2.7
September	457,629	435,882	5.0
Q1 Totals	1,473,057	1,422,444	3.6

For the Third quarter of 2017, airline highlights include:

easyJet's focused management of their UK capacity has resulted in a year on year increase in load factor by +2.4% to 92% in the period. In this period easyJet also announced they will place an 8<sup>th</sup> based aircraft at Liverpool as well as increasing the size of two other based aircraft from A319 to A320 from Summer 2018. New routes will be announced before Christmas.

**Ryanair** continues to see strong performance on their routes to Marrakech and Prague. Passengers are +9% versus the same period last year, with loads strengthening by +1.6%.

**Flybe** Load factors in the period versus last year are +11%. The increased capacity to Belfast City has performed well in this period, with average load factors operating above prior year.

**Wizz Air** Continues to increase capacity on Budapest and Warsaw with the introduction of the A321. Passengers are 49% up year on year and load factors remain in-line with the prior year, averaging at 90%.

**Blue** Air have seen 71,000 passengers travel with them from LPL in Q3, up 157% versus the prior year. Blue Air will continue services to Rome, Milan & Alicante through Summer 2018 in addition to their Romanian routes, with additional new services to be announced in the coming months.

**TUI** Palma and Ibiza finished the Summer 2017 season on a combined 95% load factor. Services are now on sale for S18.

#### 2.0 Other Matters

#### 2.1 Car Parking

The following shows the recent car park statistics:

Total no. of transactions

 July
 179,467

 August
 147,201

 September
 155,755

Vehicle crime continues to remain at very low levels, with a crime rate of just under 0.002% for the year to date.

#### 2.2 Planning and Development Matters

Extension to airport perimeter fence

Further progress has been made with the wayleave agreement with Scottish Power now having completed their involvement. The agreement is now with Liverpool City Council waiting for final sign off.

#### 2.3 ASQ surveys

The table below shows Liverpool's placement in the benchmark group of 18 Airports for the latest Q3 2017 ASQ results (18th being the lowest place and 1st being highest). The table also compares Liverpool's placement against Manchester Airport's as requested by the Committee, red (dark grey) and green (light grey) indicating a higher or lower placement in the benchmark.

Key Driver	LPL ranking within benchmark group			MAN ranking within benchmark group						
	Q3 2017	Q2 2017	Q1 2017	Q4 2016	Q3 2016	Q3 2017	Q2 2017	Q1 2017	Q4 2016	Q3 2016
Overall satisfaction	7	6	3	5	4	15	13	15	14	10
Overall satisfaction business pax	15	1	10	11	3	18	17	18	17	17
Overall satisfaction leisure pax	7	6	5	5	4	13	12	15	12	4
Ease of way finding	2	2	1	1	3	13	12	14	14	3
Flight Information Screens	1	1	1	1	1	14	12	14	14	16
Cleanliness of washrooms/toilets	4	3	2	2	2	16	14	16	16	13
Comfort of waiting/gate areas	12	14	10	6	6	15	13	16	16	16
Cleanliness of airport terminal	8	7	5	4	5	17	14	16	16	16
Ambience of airport	4	6	4	4	3	16	17	17	17	14
Speed of baggage delivery	5	2	1	2	1	12	10	14	11	4
Arrivals passport & visa inspection	8	9	2	3	2	15	12	17	13	3
Waiting time in check in queue	2	1	1	1	1	15	10	10	8	5
Waiting time at security inspection	4	2	1	5	1	17	10	17	15	6

Whilst remaining in the top third compared to other airports for 7 of the 13 categories, results show a slight decline in performance compared to the previous quarter once again.

The Airport continues to be viewed favorably in terms of waiting times, information screens and toilet cleanliness, however other parts of the passenger experience are not at the levels that the Airport aims for.

Increased passenger numbers and some building work in progress are likely reasons, however a task force has been established to oversee a focused cleaning programme in key areas that will be completed before the end of the year in order to return scores to previous higher levels.

Work to replace more of the older carpeted areas has been undertaken too, with the flooring improved in the easyJet boarding gate areas.

The Airport continues to be rated better than Manchester Airport in all of the criteria shown.

#### 2.4 General Airport update

#### 5-star rating for flight punctuality

The Airport has been awarded a 5-star rating by the world's leading air travel intelligence company, OAG for flight punctuality. With an on-time performance of 86.7 per cent of flights running on time, the 5-star ranking represents excellent performance over a rolling 12-month period. Liverpool is the only airport in the North of England and one of just three across the UK alongside Birmingham and Cardiff, to achieve a 5 star rating.

#### Local travel agents back campaign to support LJLA

The Airport has launched a campaign for local travel agents to promote departures from Liverpool ahead of those from other airports, highlighting to the region's holidaymakers the latest opportunities to fly from their local airport. The campaign is aimed at highlighting the convenience of flying from Liverpool, particularly for local holidaymakers.

#### easyJet to base an 8th aircraft at LJLA from Summer 2018

easyJet have announced a further commitment to grow operations at Liverpool with the news that they are to base an 8th aircraft at Liverpool for Summer 2018 onwards.

This latest commitment will see easyJet base an additional 180 seat Airbus A320 at Liverpool, in addition to replacing two smaller Airbus A319's with larger A320's, taking the aircraft mix to 5 x A320's and 3 x A319's. This increase in the airline's capacity at LJLA, is expected to deliver an additional 400,000 passengers per year for the Airport.

easyJet celebrates its 20th birthday at Liverpool John Lennon Airport

easyJet recently celebrated twenty years of flying from Liverpool having commenced operations on 27th October 1997 with their first flight landing into Amsterdam from Liverpool. Since then easyJet has carried over 39 million passengers from Liverpool and flown over 300,000 flights and currently carries over 2.3 million passengers every year to and from the airport.

#### 'A-Team' community initiative launched

An 'A-Team' volunteer initiative which is part of the Airport's Community Plan has recently been launched, aimed at giving those in the local community an opportunity to sample life within an exciting Airport environment whilst enhancing the Airport experience for passengers.

The scheme is aimed at a cross section of individuals; from those who simply find enjoyment in supporting their local airport, to those who have perhaps found it difficult in the past to find employment due to a lack of experience, training or perhaps a disability. It is in many ways an extension of the work undertaken by the voluntary group, The Friends of Liverpool Airport who continue to give invaluable support to the Airport and who will be working alongside the new volunteers.

#### Airport Transport Forum (ATF)

The latest ATF meeting was held at the end of October with updates on the latest improvement works at Lime St station and feedback from the ATF Marketing Sub Group who are to look at ways to improve the marketing of airport related public transport services.

An update was also provided regarding the possible relocation of the Airport Information Desk to the arrivals area.

#### 2.5 Press Releases

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

19th September	Blue Air flights for next Summer start to go on sale	
28th September	easyJet announces expansion at Liverpool with the	
	introduction of its eighth aircraft	
11th October	LJLA launches its 'A-Team' community initiative	
23 <sup>rd</sup> October	LJLA receives 5-star rating for flight punctuality	
27th October	easyJet celebrates its 20th birthday at Liverpool John	
	Lennon Airport	
31st October	easyJet celebrates inaugural flight to Venice from LJLA	

#### **Liverpool Airport Consultative Committee**

#### **Annual Work programme**

#### 2017 - 2018

Meeting	Items	Detail
17 February 2017	Procedural items	Appointment of Sub-Committees
Annual General		and representative on Air
Meeting		Transport Forum; setting dates
		for meetings
26 May 2017	Mersey Gateway tolls	With representatives from the
		Mersey Gateway Crossings Board
	Local Department for	Feedback from consultation
	Transport event on	events including Liverpool's on 5
	Airspace Change	April
	Free car parking	Timing of free parking – feedback
		on it was offered at February
		meeting
	Tour	Tour of upgraded facilities airside
22 September 2017	UKACCS conference	Minutes from the annual
		conference
	Airport Master Plan	End of consultation was July
24 November 2017	ENR noise action plan	To be reviewed following
		modelling work in early summer.
		(see email 040917)
	Airspace Change	Update from DfT consultation
		which ended 25 May.
16 February 2018	Procedural items	Appointment of Sub-Committees
Annual General		and representative on Air
Meeting		Transport Forum; setting dates
		for meetings

