



Liverpool John Lennon Airport Consultative Committee

Date:	Friday, 10 June 2022
Time:	10.30 a.m.
Venue:	Cavern Suite, Liverpool Airport L24 1YD and online via Microsoft Teams

Contact Officer: Mike Jones, Secretary
Tel: 0151 691 8363
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Website: www.wirral.gov.uk

AGENDA

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

To approve the minutes of the meeting of the Consultative Committee held on 18 February 2022 and to receive the minutes of the Noise Monitoring Sub-Committee held on 22 April 2022.

5. **MEMBERSHIP**

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

6. **PUBLIC QUESTION TIME**

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with

- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

7. QUARTERLY BUSINESS REPORT (Pages 25 - 28)

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

8. CUSTOMER SERVICES UPDATE (Pages 29 - 34)

Update from Christina Smith, Customer Services Executive, attached.

9. UK BORDER FORCE

Update by Andy Healey.

10. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment.

11. ANNUAL WORK PROGRAMME (Pages 35 - 36)

To note the attached Work Programme.

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. MEMBERS ISSUES FOR DISCUSSION

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 18 May) so they can be considered. The Chairman will make the final decision whether to take items.

14. DATE OF NEXT MEETING

The next scheduled meeting is Friday 16 September 2022 at 10.30 am.

15. ANY OTHER BUSINESS

16. 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.

17. 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, 18 February 2022

PRESENT:

Bob Swann, Chairman

Councillor Caroline Ashton, Frodsham Council

Councillor Andy Bowden, St Helen's Council

Councillor Tom Cardwell, Liverpool Council

Norman Elias, Passenger Rep and Vice Chair

Councillor Chris Ellams, Helsby Council

Councillor Liz Grey, Wirral Council

Councillor Michael Green, Lancashire Council

Keith Levin, LAGAUA

Jordi Morell, Independent Passenger Rep

Alex Naughton, Combined Authority

Councillor Steve Parish, Warrington Council

Steve Pearse, Friends of Liverpool Airport

Tony Rice, Disabled Persons representative

Councillor Lynn Riley, Cheshire West and Chester Council

Councillor Michael Roche, Sefton Council

Councillor Malcolm Spargo, Hale Council

Conor Williams, Liverpool Chamber of Commerce

Councillor Bill Woolfall, Halton Council

Liverpool Airport

Andrew Dutton, Head of Environment

Christina Smith, Head of Customer Services

Robin Tudor, Public Relations Manager

Secretariat

Mike Jones, Secretary

1 APOLOGIES

Apologies for absence were received from:

Michelle Cameron, Liverpool Chamber of Commerce although Conor Williams will attend on her behalf.

Councillor Helen Collinson, Wirral Council

Therese Irving and Julie Kay, Wirral Older People's Parliament

Councillor Doreen Knight, Speke Garston, Liverpool Council

Simon Osborne, National Trust

2 DECLARATION OF INTERESTS

There were no declarations of personal interests.

3 **APPOINTMENT OF CHAIR**

Nominations were invited to be Chair of the Consultative Committee until the AGM meeting in February 2023.

Norman Elias nominated Bob Swann.
Councillor Lynn Riley seconded the nomination.

There were no other nominations.

Resolved -

That Bob Swann be appointed Chairman of the Consultative Committee until the AGM meeting in February 2023.

Bob Swann took the Chairman's position.

4 **APPOINTMENT OF VICE-CHAIR**

Nominations were invited to be Vice-Chair of the Consultative Committee until the AGM meeting in February 2023.

Bob Swann nominated Norman Elias.
Steve Pearse seconded the nomination.

There were no other nominations.

Resolved -

That Norman Elias be appointed Vice-Chair of the Consultative Committee until the AGM meeting in February 2023.

5 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

6 **MINUTES**

Resolved: That

- (1) The minutes of the Liverpool Airport Consultative Committee meeting held on 26 November 2021 be agreed as a correct record; and**
- (2) The minutes of the Noise Monitoring Sub-Committee meeting held on 21 January 2022 be received and noted.**

7 **MEMBERSHIP**

The Secretary informed the Committee that:

- Liverpool City Council, who had not made any appointments to outside bodies since the pandemic began, had made appointments to both this Committee and to the Noise Monitoring Sub-Committee.
- Alan Ascott from the ARCH Under the Bridge organisation in Garston had asked to be removed from membership as he could not attend in person or via Teams.
- The Wirral Older People's Parliament had never attended meetings in their many years of membership despite being offered help and online meetings, and in spite of the rule in the Constitution that organisations would be contacted about their non-attendance, which they were several years ago.

Resolved: That

- (1) The change in membership be noted;**
- (2) ARCH under the bridge and the Wirral Older People's Parliament be removed from the membership of the meetings.**

8 APPOINTMENT OF SUB-COMMITTEES

The Committee considered the reappointment of the Noise Monitoring Sub-Committee and General Purposes Sub-Committee.

Resolved –

That in accordance with paragraph 8.5 of the Constitution the Noise Monitoring Sub-Committee and General Purposes Sub-Committee be reappointed for 2022/2023 with the Terms of Reference and membership categories as detailed in the Constitution.

9 PUBLIC QUESTION TIME

One question had been submitted for answer by the deadline:

Question from Stephanie Thompson

According to Liverpool Council's 2020 Air Quality Report (pre-pandemic), five of those monitors are at or near Speke-Garston - along the A561 and into the airport. The report detailed annual average air pollution levels seriously in excess of World Health Organisation standards:

Liverpool John Lennon Airport car park, Speke	180% over the limit
Junction of Western Avenue and Hale Road, Speke	150% over the limit
Near All Saints Church and Speke Church Road, Speke	100% over the limit
Junction of A561 (Speke Road) and Vineyard Street, Garston	400% over the limit
Junction of A561 (Aigburth Road) and Riversdale Road, Cressington	310% over the limit

A study published in December 2021 by Science Direct identified that when air pollution peaked in communities near Zurich Airport, in the week following

there were peaks in deaths from strokes and heart failure. A similar pattern to the evidence in the 9-year-old Ella Kissi-Debrah inquest.

The expansion of the airport could create a lot more traffic with an increase in deaths from air pollution in the communities nearby, as well as in those communities that are down-wind. Pollution will not be offset by electric vehicles for a long time. Forecasts suggest that electric vehicles will only account for around 30% of vehicles in 2030.

Question: Should there not be an independent professional assessment of the impacts of additional air pollution on community health in Speke-Garston?

Answer

The Airport revisited the original 2007 Airport Master Plan and published last revision in 2017 which is still valid as a vision of potential future development. In the immediate short to medium term there are no plans to expand the airport's physical infrastructure, the focus is on seeking to recover from the impact of the pandemic. Nothing has changed in a planning perspective. If the Airport was to seek to expand the infrastructure through the formal planning process an essential part of this would be an Environmental Impact Assessment which includes an air quality and health impact assessments, so it would happen.

The World Health Organisation (WHO) published its guidance in autumn 2021 and this is being considered by the UK Government. There are two current UK nitrogen dioxide (NO₂) Air Quality Standards, an hourly (200 µg/m³) and an annual (40 µg/m³) standard. The airport have monitored NO₂ in partnership with LCC for nearly 20 years, the chart attached shows the monitoring results from the 10 monitoring locations for the period 2015 to 2020, the results are all comfortably under the standard and declining.

Incidentally, please note that Zurich is a 30 million passengers airport and Liverpool Airport is currently a 1 million passenger so a comparison is difficult. The ten-monitoring locations are around the perimeter of the site not in the car park.

The Chair commented that there were no times or dates on the data so it was difficult to identify the period to which it related, and through 2020 the Airport had not been operating for a large proportion of the time so there was a reduction in air traffic overflying Liverpool and vehicles in the wider community. He wished to see an additional report in the future on this. He also commented that the local Transport Plan showed that the main road was at maximum capacity so most pollution would be from car transport. He wanted to revisit the issue in the work plan.

10 **QUARTERLY BUSINESS REPORT**

Robin Tudor shared information from the Quarterly Business Report. Key points included:

- 13% reduction in passenger numbers compared to 2020 and 77% on 2019.
- Restrictions had been slowly lifting but the Omicron variant of the Covid-19 virus had hit confidence. Nearly all restrictions had been lifted since and there were signs of recovery such as a busy car park and new routes announced including Brussels, the 17th European capital with a route direct to Liverpool.
- Lufthansa had announced a new route to Frankfurt with onward global connections.
- easyJet's recovery included 22,500 extra seats on Liverpool flights, the highest share of this recent growth in the UK.
- General and business aviation were down a 1/3 on pre-pandemic.
- Recruitment Day had demonstrated the role of the airport in the local economy and helped services fill over 200 vacancies. Over 750 people turned up to apply.
- Liverpool was the best performing airport in England for on-time performance with over 90% in 2021.
- Air Transport Forum had met, with Steve Pearse as the representative of the Consultative Committee attending.

Resolved:

That the report be noted.

11 **CUSTOMER SERVICES UPDATE**

Christina Smith talked through the analysis of contacts with Customer Services which had been classed into one of four categories (amendments, complaints, compliments and general questions). Contacts were around 0.3% of passengers and top reason of contact remained as travel restriction enquiries then car parking. Compliments were mainly for the assistance team. Accessibility Forums had restarted.

Resolved:

That the report be noted.

12 **AIRSPACE CHANGE PROCESS**

Andrew Dutton provided an update on the Liverpool Airport (LJLA) Airspace Change Proposal (ACP) - there had been little change since the last meeting.

The aim of the ACP was to modernise airspace to remove reliance on ground-based navigation to satellite-based technology. The seven-stage process, CAP 1616, started in Feb 2018 for LJLA and had been paused at stage 4 once the report on the public consultation (Jan-Apr 20) was submitted to the Civil Aviation Authority.

Since LJLA paused its ACP, a new institution has been developed called Airspace Change Organising Group (ACOG) with the obligation of co-ordinating the national airspace change program. LJLA was working with ACOG to find the best way for the LJLA ACP to be integrated into the national Airspace Change Master Plan.

13 **UKACCS ANNUAL CONFERENCE**

The Secretary presented notes from the annual meeting of the national conference of Airport Consultative Committees (UKACCS).

Resolved:

That the notes of the UKACCS annual conference 2021 be received.

14 **ANNUAL WORK PROGRAMME**

The Chair presented the annual work programme, which included a large number of potential items which would be selected for meetings for relevance and availability.

Resolved:

That the work programme for 2022/23 be noted.

15 **CONSTITUTION**

The Secretary presented the Committee's Constitution which included several minor amendments since the last revision in 2018.

Resolved:

That the 2022 edition of the Constitution be approved.

16 **CORRESPONDENCE**

The Secretary informed the Committee that a survey questionnaire had been received from UKACCS for the Chair with questions exploring such topics such as independence, guidance and funding.

17 **DATE OF NEXT MEETING**

Resolved –

That the next meetings for the Noise Monitoring Sub-Committee (NMSC) and the Liverpool John Lennon Airport Consultative Committee (LJLACC) be as follows and be circulated to Members:

NMSC	LJLACC
22 Apr 2022	20 May 2022
15 July 2022	16 September 2022
21 October 2022	25 November 2022 (post meeting note – this was changed to 18 November due to a clash of meetings)
20 January 2023	17 February 2023

18 **MEMBERS ISSUES FOR DISCUSSION**

There were no additional items for discussion notified to the Secretary.

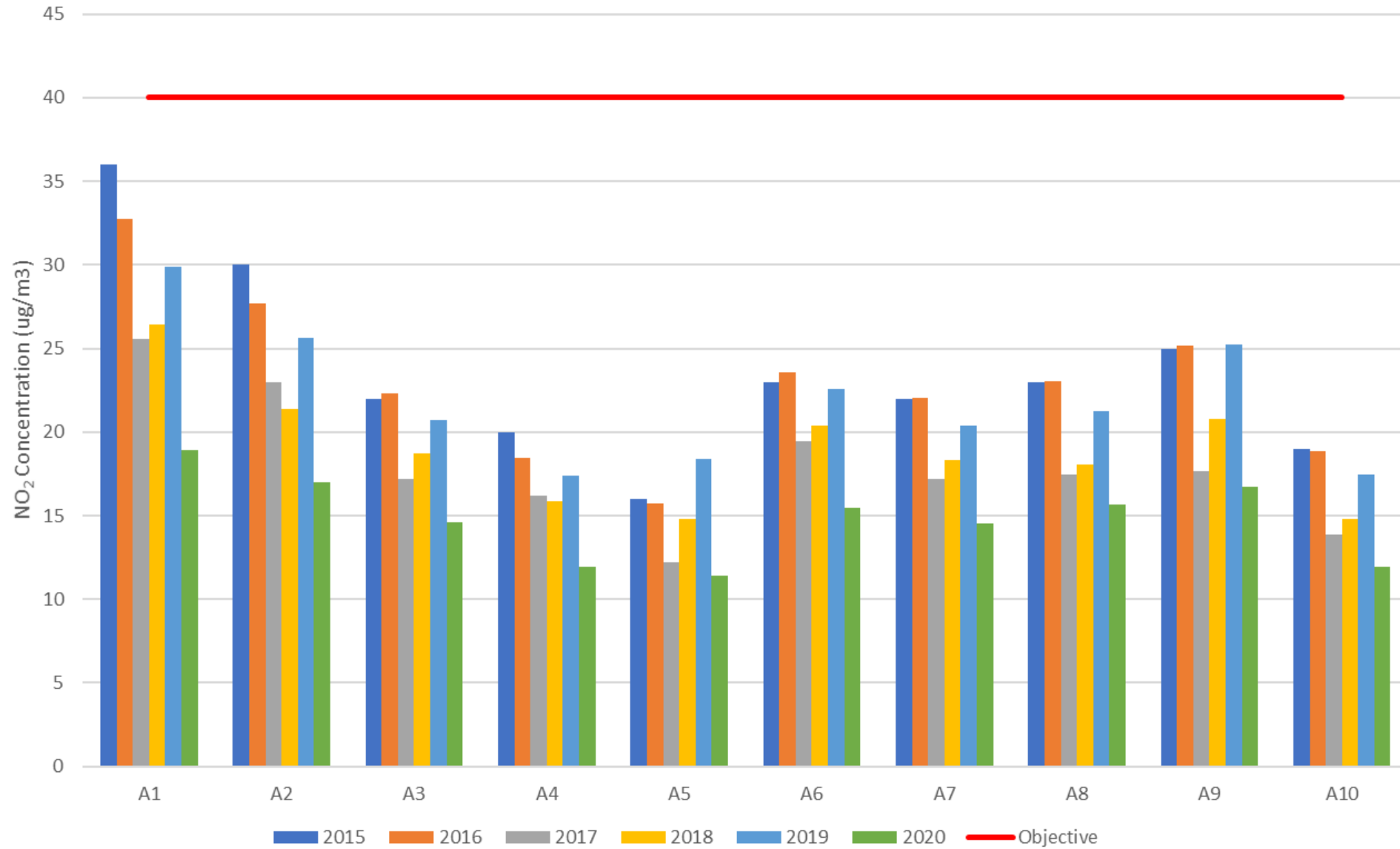
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Notes

- National Air Quality Objective for NO₂
 - Hourly Average – 200 ug/m³ (not to be exceeded more than 18 times per year)
 - Annual Average – 40 ug/m³
- A1 to A10 are locations around the airport perimeter
 - Trend of the annual average is downwards
 - 2020 annual averages (A1 to A10) – 19 to 11 ug/m³
- Any significant planning application will have an EIA which will include Air Quality (AQ) Assessment & Health Impact Assessment
- LCC have undertaken an AQ Assessment of the whole City, the model is currently being refined but the area of concern is the city centre

Annual NO₂ Levels 2015-20

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NOISE MONITORING SUB-COMMITTEE

Friday, 22 April 2022

Present:

Norman Elias, Chair
James Candlin, Environmental Health, Cheshire West and Chester Council
Ian Gaskell, Environmental Health, Knowsley Council
Councillor Lynnie Hinnigan, Liverpool Council, Cressington Ward
David King-Hele, Environmental Health, Wirral Council
Tony Rice, Disabled Persons
Councillor Malcolm Spargo, Hale Parish Council
Bob Swann, Chair of Consultative Committee

Liverpool John Lennon Airport

Colin Barnes, Environmental Advisor
Andrew Dutton, Head of Environment

Secretariat

Mike Jones, Secretary
Joe D'Henin, Assistant Secretary

9 APOLOGIES

No apologies for absence had been received.

Before the meeting proceeded, the Secretary invited members of the Noise Monitoring Sub-Committee to appoint a Chair and Vice-Chair for the next calendar year.

Norman Elias was nominated by Tony Rice (seconded by Cllr Malcolm Spargo) to be appointed Chair. As nobody else was nominated, Norman Elias was to be appointed Chair unopposed.

Tony Rice was nominated by Bob Swann (seconded by Malcolm Spargo). As nobody else was nominated, Tony Rice was to be appointed Vice-Chair unopposed.

Resolved That –

1) Norman Elias be appointed Chair of the Noise Monitoring Sub-Committee for the period April 2022-April 2023

2) Tony Rice be appointed Vice Chair of the Noise Monitoring Sub-Committee for the period April 2022-2023.

10 **DECLARATION OF INTERESTS**

There were no declarations of interests.

11 **CHANGES IN MEMBERSHIP**

The Sub-Committee were informed that Alan Ascott of the ARCH under the Bridge community organisation in Garston was to temporarily step down from participation at meetings but it was hoped he could return in future

12 **MINUTES OF LAST MEETING**

Resolved - that the minutes of the meeting of the Noise Monitoring Sub-Committee held on 21st January 2022 be agreed as a correct record and signed by the Chair.

13 **NOISE COMPLAINTS LOG**

Colin Barnes introduced the Noise Log for the period 1st January 2022 to 31st March 2022 with a comparison of aircraft movements for the first week in March in 2019, 2020 and 2021. A marked decrease in movements between 2019 and 2020 was noted, due to Covid, but when compared with 2021 a recovery towards pre-pandemic levels could be seen. Colin proceeded to talk the Sub-committee through the slides attached, providing a breakdown of the 13 complaints received during the period. The slides analysed complaints by date, complainants, area, reasons for complaints (including operations, routes and runway usage), and comparisons with previous years. It was noted that there was no more than 1 complaint on any single day during the period, whilst March saw the highest number of complaints with 6, from 6 different individuals. A direct comparison between number of complaints with the volume of aircraft movements was pointed out, whilst a direct correlation with the use of Runway 09 and increased complaints was also highlighted.

Resolved That – The Noise Log for the period 1st January to 31st March 2022 be noted.

14 **AIRSPACE CHANGE**

Andrew Dutton provided an update on the Liverpool John Lennon Airport (LJLA) Airspace Change Proposal (ACP). Since the last update, it was noted that the proposal remained paused at Stage IV of the CAP1616 process. Members were updated on the development of the overall Airspace Masterplan, in which two iterations had been developed relating to Stage I and Stage II of the CAP1616 process. The Sub-Committee were informed that LJLA were waiting on the development of further iterations relating to Stage III before proceeding with the proposal. Members learned that the Airspace

Change Organising Group (ACOG) had been tasked with coordinating airspace change in the United Kingdom. ACOG had divided the country in to different segments, with LJLA being grouped with Manchester, Leeds/Bradford and East Midlands Airports. The Sub-Committee were informed that implementation of the Airspace Change Proposal was envisaged to be completed in 2026-2028, which was noted as some years ahead of the original completion estimate of 2020. Members also learned that Manchester Airport were commencing with Stage II engagement session in the coming weeks.

15 **DATE OF NEXT MEETING**

The next meeting of the Noise Monitoring Sub-Committee would be on 15th July 2022.

16 **ANY OTHER BUSINESS**

Environmental Noise Regulations (European Noise Directive) Update

Following up from the last meeting of the Noise Monitoring Sub-Committee, where it was brought to the attention of members that as the competent authority for aviation noise, LJLA was required to produce a Noise Map every 5 years. An update was provided on the Airport's request to the Department for Environment, Food & Rural Affairs (DEFRA) to use 2022, rather than using the year 2021, as the base year for a Noise Map comparison with 2016, due to the dramatically reduced volume of aircraft movements during 2021 as a result of the pandemic.

It was noted that the outcome of that request was that DEFRA rejected the proposal on the grounds of the legislation requiring a Noise Map to be carried out every 5 years, and as a result LJLA was to proceed with noise modelling and a noise action plan using data from 2021. The appointment of an Independent Noise Consultant to carry out these tasks was noted, and Andrew Dutton confirmed it was hoped some initial noise contouring data would be presented to the Sub-Committee at the next meeting.

It was noted by both officers and members that in light of 2021 data being used for the Noise Map comparison, this would produce a disproportionately positive noise exposure areas in comparison to 2016, due to the reduction in aviation levels due to the pandemic.

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Noise Monitoring Sub Committee

22nd April 2022

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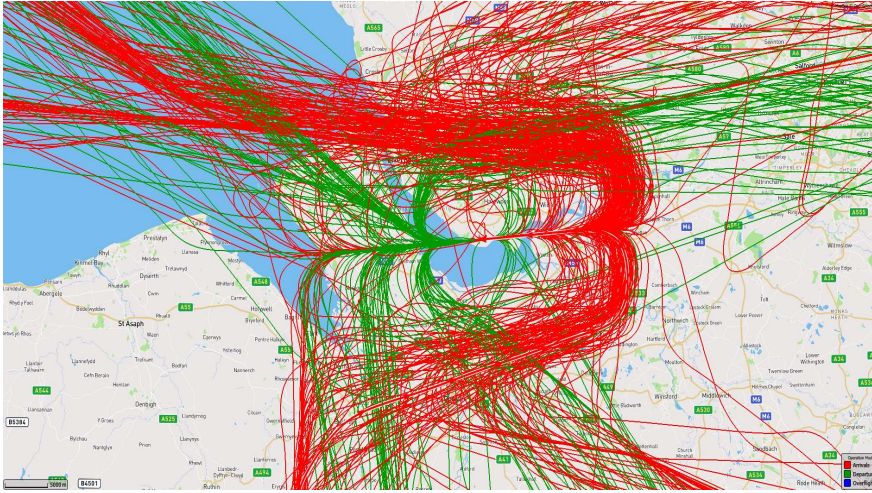


Aircraft Movements Comparison

First week of March 2019,
2020, 2021 & 2022

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2019

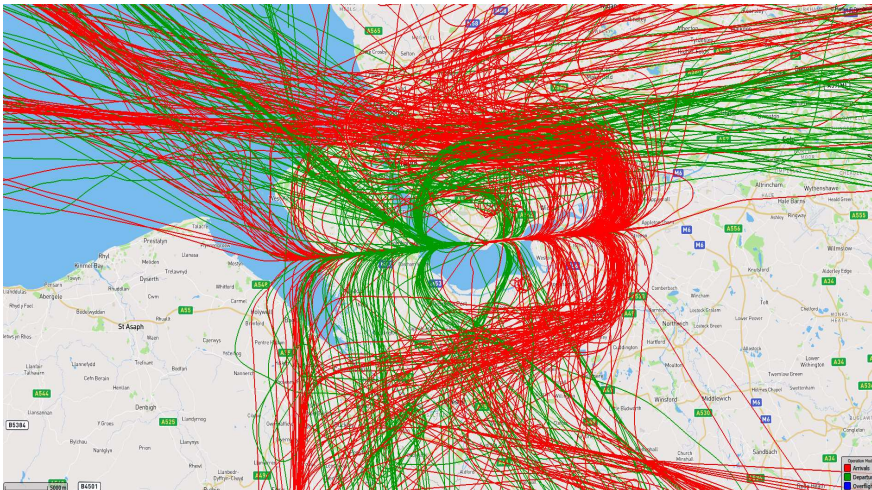


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2020

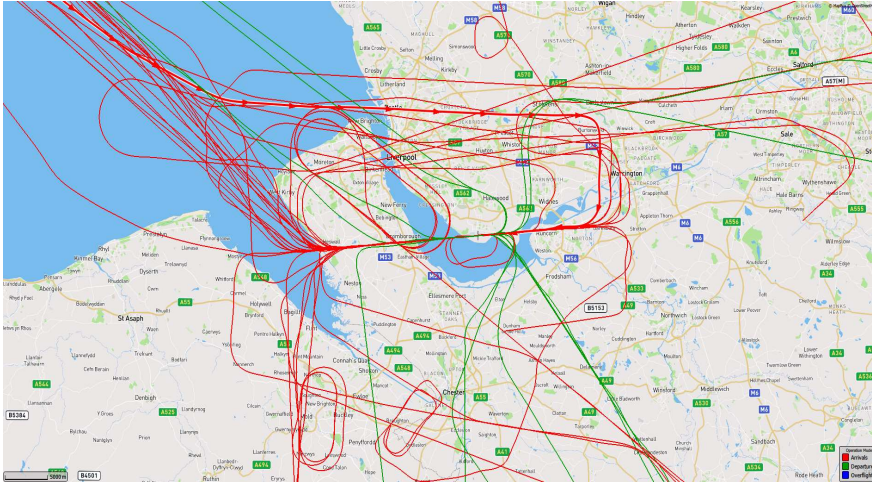


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2021

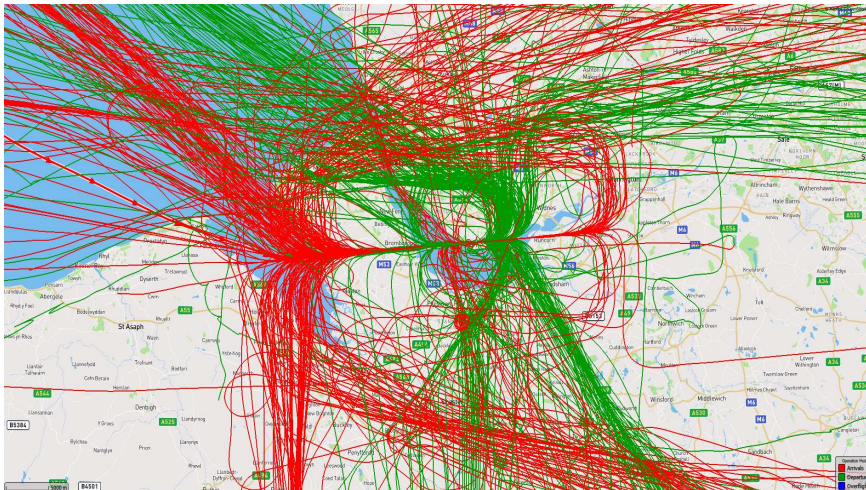


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2022



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7

Rolling 39 months movements January 2019 to March 2022

	Club	Commercial	Non Commercial	Other
2019 January	1,484	2,579	177	71
February	2,453	2,379	184	66
March	2,221	2,819	108	59
April	2,481	3,023	170	71
May	2,746	3,285	197	114
June	2,093	3,272	197	95
July	2,294	3,386	147	102
August	2,280	3,345	209	121
September	2,079	3,173	195	102
October	2,450	3,265	174	61
November	1,684	2,359	141	79
December	1,591	2,497	167	76
2020 January	1,767	2,323	131	104
February	1,195	2,974	133	74
March	2,054	1,764	129	97
April	257	131	17	57
May	582	125	22	130
June	353	205	51	140
July	1,298	1,012	152	183
August	2,030	1,979	160	107
September	2,755	1,480	106	124
October	1,892	1,171	73	133
November	643	497	54	81
December	1,481	572	30	114
2021 January	301	502	13	66
February	210	229	15	40
March	389	215	19	34
April	1,702	266	43	81
May	1,825	384	113	85
June	2,245	918	75	150
July	2,082	1,482	134	115
August	2,060	2,085	146	152
September	1,956	1,946	151	141
October	1,686	1,966	122	113
November	1,648	1,563	221	147
December	1,005	1,848	96	119
2022 January	1,524	1,266	92	116
February	957	1,558	108	110
March	2,041	2,033	124	119

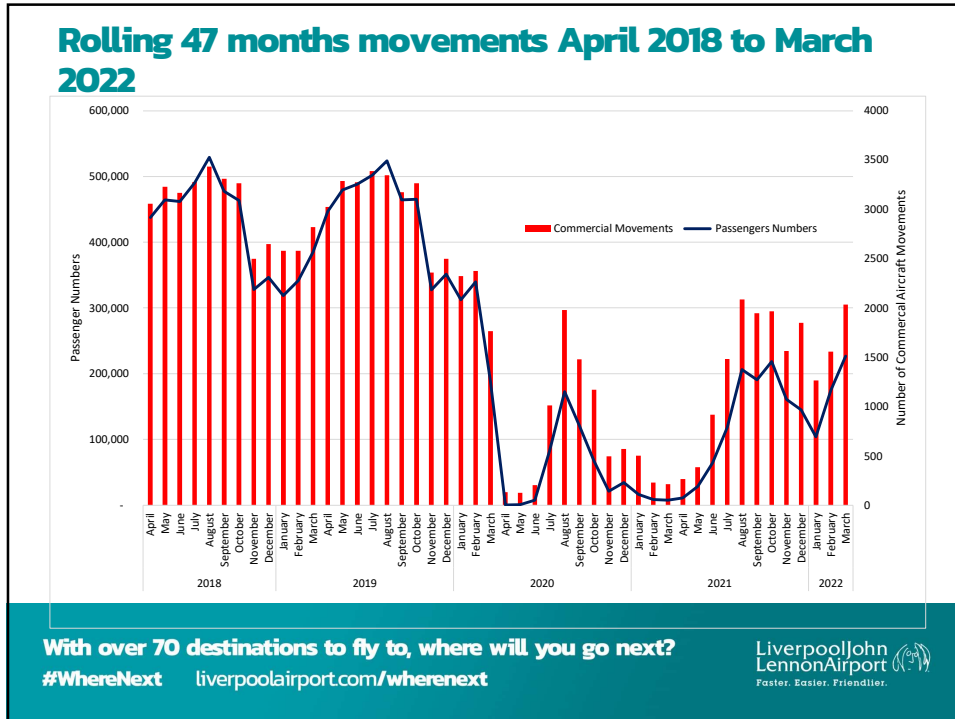
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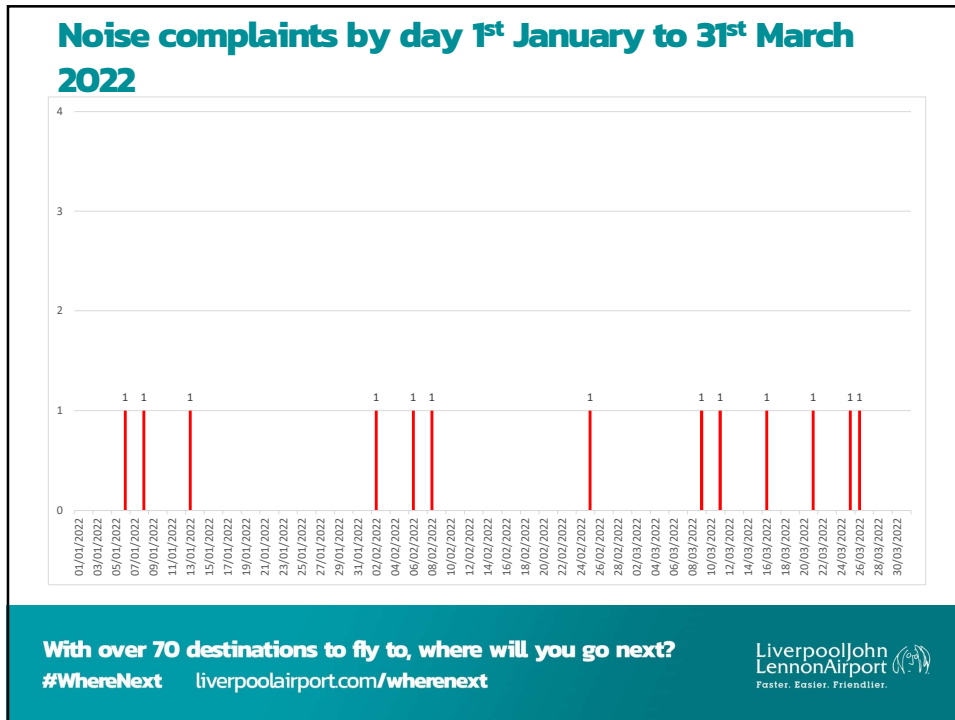
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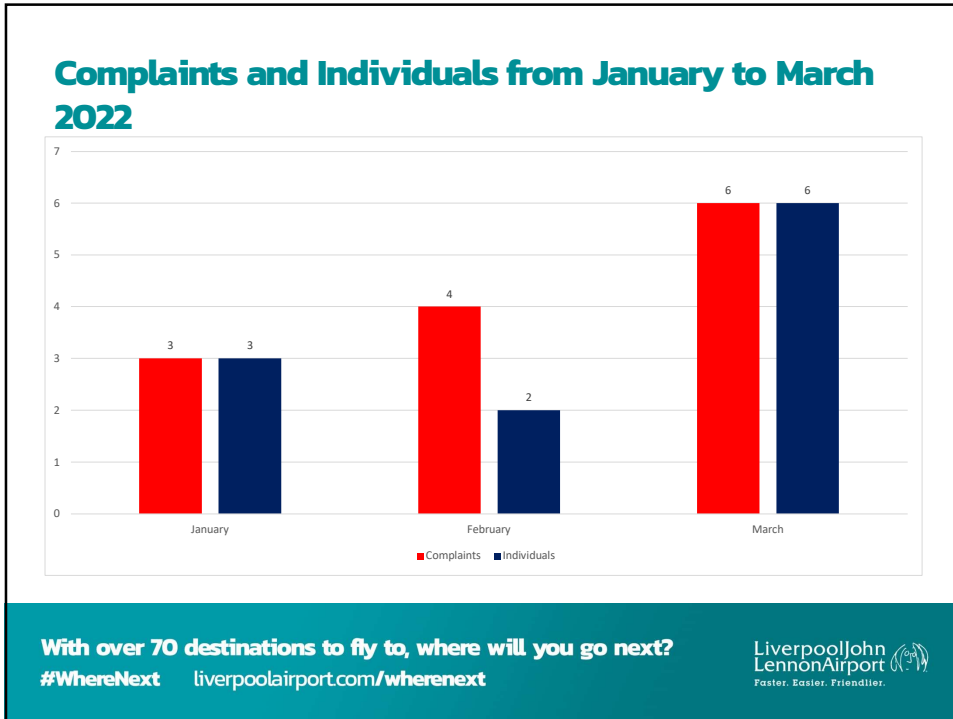
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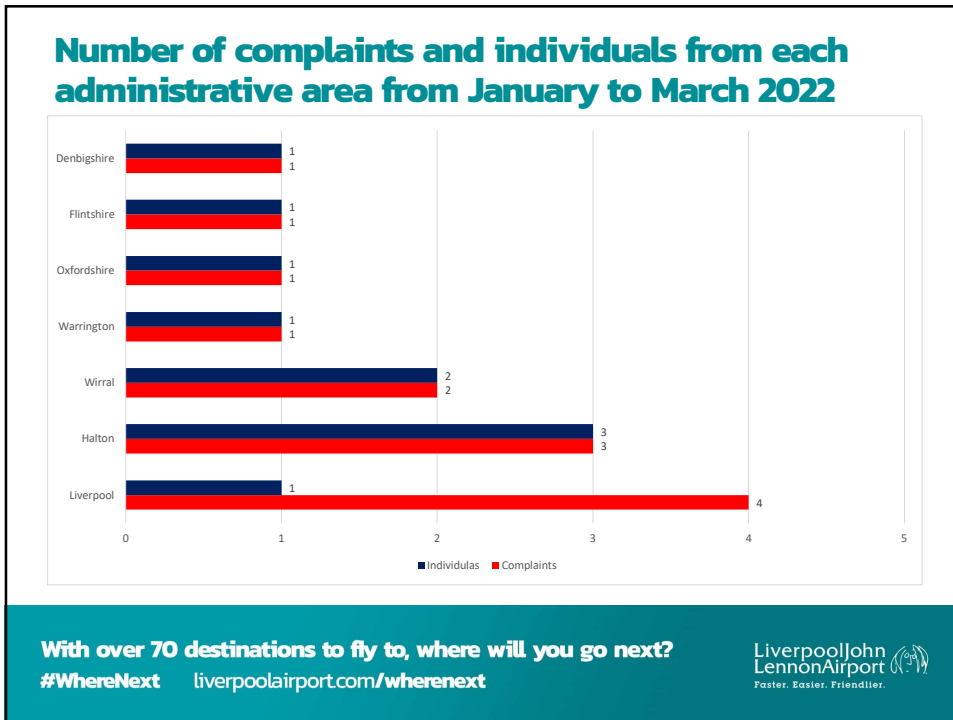
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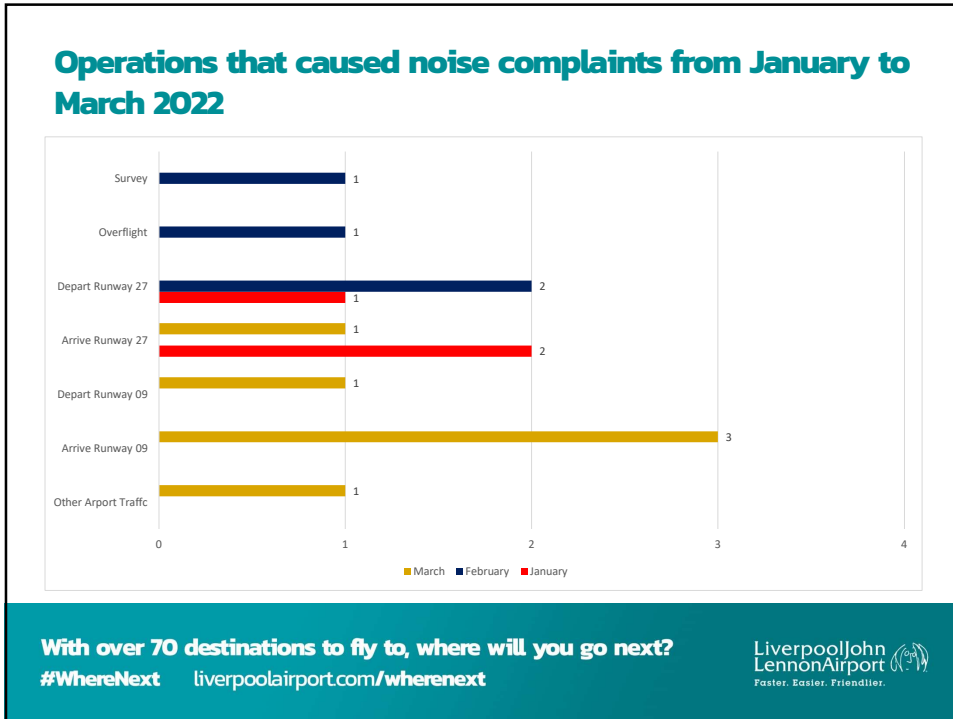
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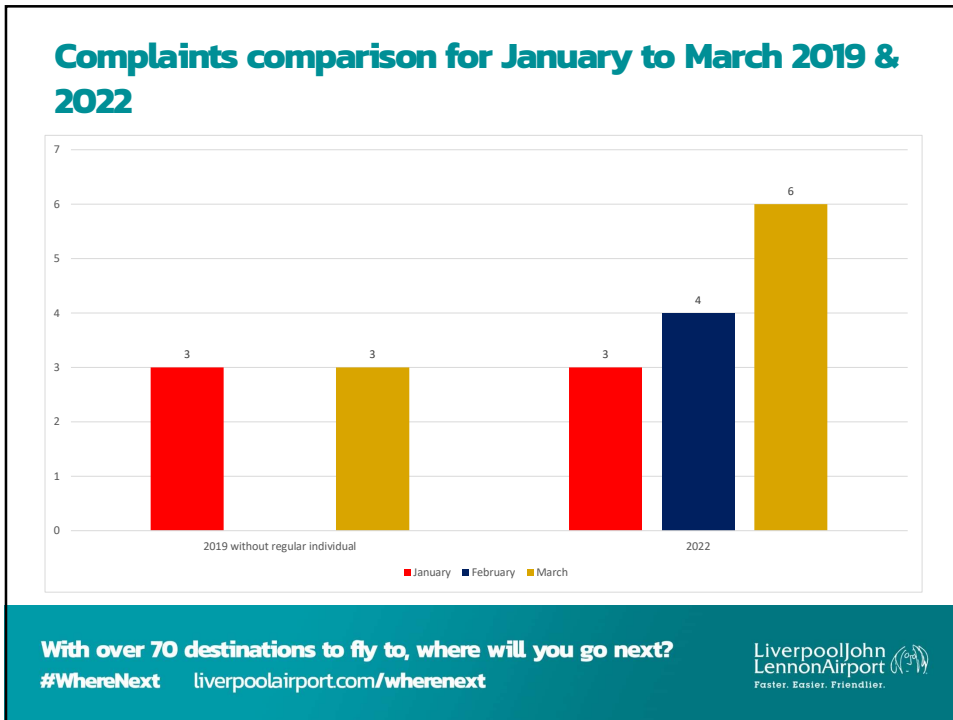
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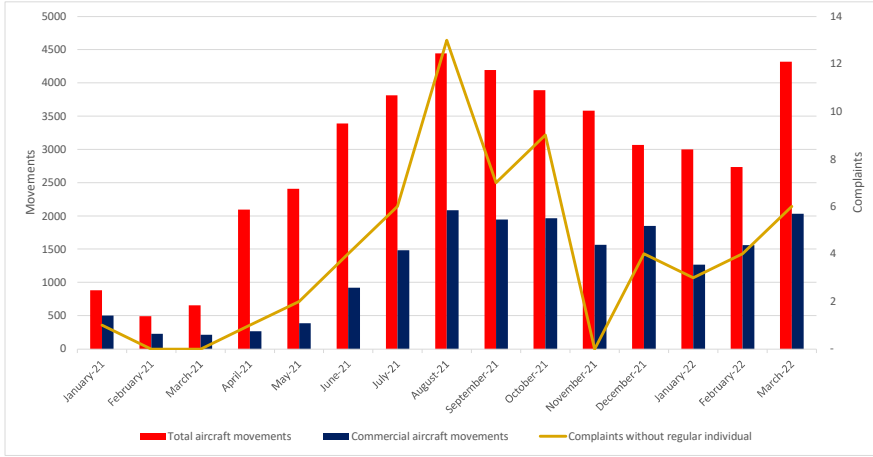


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Rolling 15 month aircraft movements and number of noise complaints January 2021 to March 2022

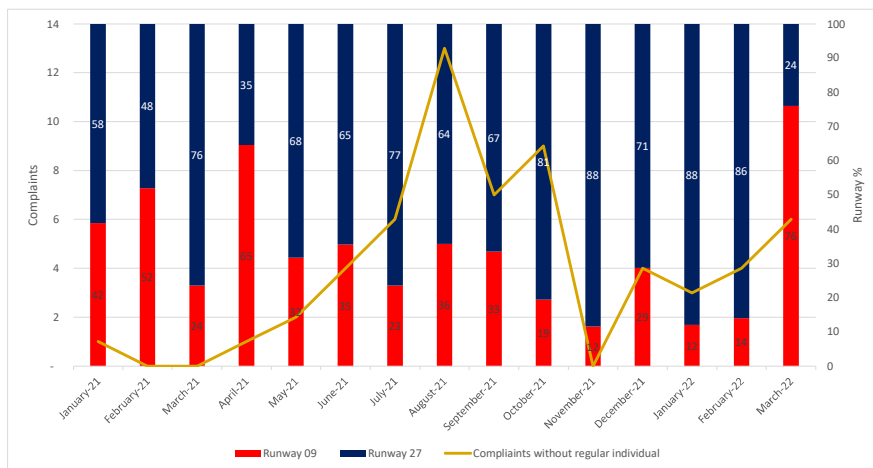


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Rolling 15 month runway use and noise complaints January 2021 to March 2022

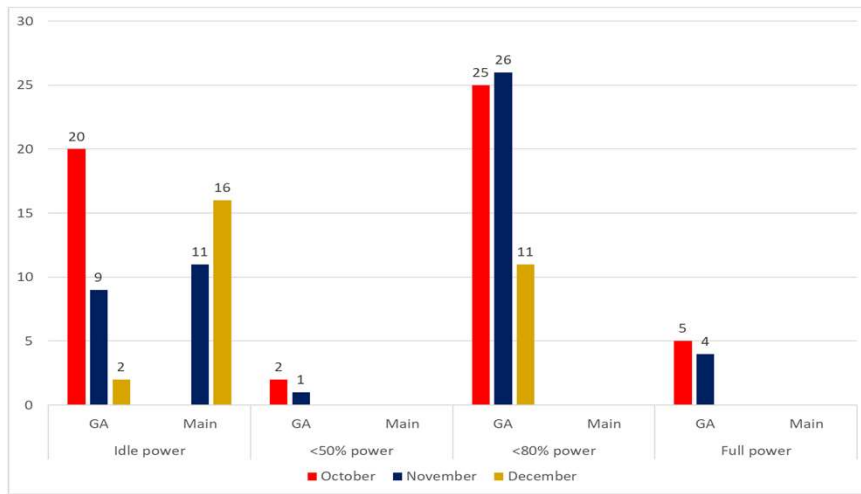


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Engine Test Runs October to December 2021



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QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

Since the last LACC meeting in February all international travel restrictions relating to the UK have now been removed. Previous restrictions involving pre and post departure PCR tests and Passenger Locator Forms were phased out in stages with all passengers whether vaccinated or not, able to travel to the UK unrestricted.

Month	2022	2021	Variance v 2021 (%)	2019	Variance v 2019 (%)
January	103,322	16,099	+542	316,249	-67
February	174,009	8,337	+1987	338,586	-49
March	225,466	7,463	+2921	382,275	-41
April	319,007	11,230	+2741	442,955	-28
Totals	821,804	43,129	+1805	1,480,065	-44

In line with the lifting of these restrictions, passenger numbers have been growing steadily with the combination of the busier summer schedules starting at the end of March and the Easter Holiday period, resulting in passenger figures in April of almost 320,000 passengers which were the highest monthly figures since the start of the pandemic.

Whilst these passenger figures are encouraging the airport continues its recovery, still operating at just over 70% of pre pandemic passenger numbers in April 2019 and for the year to date 44% down on the same first 4 months of the year in 2019.

During the period we have seen Icelandic low cost airline Play announce a twice weekly service from Liverpool to Reykjavik for the first time, with flights starting in November, with seamless connections also available to their USA destinations including New York, Boston, Washington and Orlando. In addition, easyJet announced new flights to both Kos and Belfast City for the start of the peak summer season.

At the beginning of May, Lufthansa commenced their important new service to Frankfurt with its onward global connections. Senior airline representatives from Lufthansa were welcomed by the Airport and a host of business and visitor economy leaders from across the region at a reception in the Departure Lounge. The High Sheriff of Merseyside was also present to welcome Lufthansa, whilst the Airport Fire Service also performed the traditional aircraft baptism water arch as the first Lufthansa aircraft taxied in.

Operationally the airport has continued to perform well too. Passengers using a number of UK airports suffered with disruption and considerable queues and delays at check-in, security and baggage reclaim, mainly due to the sudden increase in passenger numbers and difficulties recruiting sufficient staff. Here at Liverpool, the airport has been able to continue to provide the same high levels of customer service that it has become known for, with the passenger experience the same as it was pre-pandemic.

In April, 98% of passengers were able to pass through security in under 15 minutes and 93% of flights departed within 15 minutes of their scheduled departure time.

Nearly all the retail units have now reopened though some are still operating on reduced hours as they recover from the pandemic too.

General and Business Aviation

Month	2022 Movements	2021 Movements	Variance v 2021 (%)	2019 Movements	Variance v 2019 (%)
January	1,363	329	+314	1,435	-5
February	990	252	+293	2,212	-55
March	1,996	412	+384	1,885	+6
April	2,076	1,483	+40	2,179	-5
Annual Totals	6,425	2,476	+159	7,711	-17

As can be seen from the table above, general aviation has begun to recover well and is only 17% down on pre-covid levels for the year to date.

Freight

Over the period January to April this year, the Airport has handled 1.4m kgs of freight - a record for the airport, carried on 58 dedicated cargo flights. This included wide-bodied Boeing 777 aircraft, with much related to Covid testing equipment plus automotive flights and regular cargo on scheduled services.

2.0 Other Matters

£2m investment in new passenger facilities

The Airport and its business partners have made a £2m investment in new passenger facilities in recent months ahead of the busier summer season that will also create a further 200 jobs on site.

With passenger numbers expected to continue to recover throughout the rest of the year, work has been carried out across parts of the airport terminal to enhance the shopping and dining experience for both departing and arriving passengers, creating new and improved passenger facilities in time for Easter and the first of the Summer season holiday periods.

In the Departure Lounge, leading airport food and beverage operator SSP, who already operate a range of units to cater for passengers at the airport, have opened a new 'Upper Crust' freshly baked baguette specialist store, whilst fashion sports retailer JD Sports have upgraded and expanded their premises to offer a wider range of sports clothing, footwear and accessories.

Popular High Street bakery chain Greggs have opened a store at the Airport for the first time, with a unit near the Arrivals area for returning passengers and those waiting to 'meet and greet' friends and relatives, whilst a new WHSmith unit that includes a Marks & Spencer's Food To Go offer opened earlier in the year.

The Airport has also introduced an enhanced parking offer for passengers with a new 'Meet and Greet' parking facility, enabling passengers to drop off their vehicles close to the terminal hassle free, with airport staff parking their car for them on site at the airport and then returning them ready for collection when passengers return.

Airport Transport Forum

The February meeting of the Airport Transport Forum took place once again both in person at the Combined Authority Offices at Mann Island, Liverpool and online via Teams for those unable to attend in person.

Agenda items included a presentation by a representative from Voi e-scooters, on the Liverpool e-scooter trial which has been extended to the end of November 2022. Further clarity on the future legal framework for e-scooters and longer term options is expected in due course.

The Airport is keen for the scheme to be extended to the south of Liverpool and incorporate the Airport site to enable the use of e-scooters for local airport employees to help encourage the use of a more sustainable mode of transport to work.

Various stakeholders also gave individual business, with Arriva reporting that patronage levels had returned to 84% of pre-covid levels and that the Liverpool City Region was leading the strong recovery.

Long Service Awards

In February the Airport was able to celebrate long service awards with colleagues for the first time since the start of the pandemic, bringing together employees from across the Airport Company who have gained 10, 15, 20 and 25 years continued service.

A number of special awards were also presented, including The Rising Star Award, Colleague of the Year Award and Company Values Award along with recognition for outstanding performance by a number of our on-site partner organisations too.

Press releases

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

8 th March	£2m being invested in new passenger facilities as LJLA gears up for a busier summer season
1 st April	Easter holidays expected to be LJLA's busiest period of the year so far
5 th April	PLAY time for LJLA as new connection to Iceland and USA announced
4 th May	Lufthansa's global link takes off from LJLA

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Customer Services and Accessibility Report January to April 2022

Contact from the public and passengers has increased January through April as flights and passengers return. To reflect this the figures below show the total numbers of tickets for the four categories by department by month. Department with zero enquiries do not figure.

Definitions of the categories are:

Amend – Requests to make a change to an airline or car park booking mainly. We are able to amend car park bookings but not airline reservations

Complaint – contact where the experience or product or circumstance does not meet expectation. Does not include noise complaints which are responded to directly by Environment

Compliment – Feedback appreciative of an experience or service provided. This does not include satisfaction rankings for tickets responded to directly

Query – Requests for information

Total customer contact by month - From 481 in Jan, 756 in Feb, 905 in Mar to 1,180 in Apr. An increase of 145%

	January	February	March	April
Department	2022	2022	2022	2022
	Tickets	Tickets	Tickets	Tickets
Airline	81	123	89	160
Car Parks	242	453	569	707
Commercial	30	48	50	87
Facility	9	21	28	40
Immigration & Customs	17	5	22	19
Misc	65	50	70	91
PRM	4	12	4	19
Security	24	26	48	98
Service Delivery	9	18	25	50

Jan 1.04% of passengers made contact; Feb 0.86%; Mar 0.79% ; Apr 0.73%

Complaints

Department	Request Type	January	February	March	April
		2022	2022	2022	2022
		Tickets	Tickets	Tickets	Tickets
Airline	Complaint	8	15	11	18
Car Parks	Complaint	40	99	69	73
Commercial	Complaint	5	8	22	11
Facility	Complaint	1		5	11
Immigration & Customs	Complaint	3	2		2
Misc	Complaint		2	3	4
PRM	Complaint				2
Security	Complaint	6	12	7	13

Complaints by month

63 in Jan 0.14% of total passengers , 138 Feb 0.16%, 117 Mar 0.10% to 134 in Apr 0.08%. An increase of 113% from January to April

Car parks features with 281 complaints across the 4 months 61 % of the total complaints.

Car park complaints include passenger unable to amend parking reservations made via a third party directly with us; refund processing; Fast Track ticket confirmation attachment system error. All of which are being addressed

Comparison of total contact from customers by month compared with 2019 (pre pandemic)

Department	January 2019 Tickets	January 2022 Tickets	February 2019 Tickets	February 2022 Tickets	March 2019 Tickets	March 2022 Tickets	April 2019 Tickets	April 2022 Tickets
Airline	127	81	125	123	68	89	58	160
Car Parks	410	242	408	453	489	569	505	707
Commercial	56	30	59	48	37	50	56	87
Facility	44	9	47	21	35	28	60	40
Immigration & Customs		17		5		22		19
Misc	143	65	145	50	100	70	97	91
PRM	15	4	18	12	13	4	13	19
Security	59	24	49	26	38	48	63	98
Service Delivery	70	9	48	18	74	25	120	50
	924	481	899	756	854	905	972	1271

Contact is steadily increasing as passenger numbers increase

Happy or Not

Turned back on in May. 2 of the 38 unit are not in service at this time and we will include reports in the next quarterly report.

compliments

Department	Request Type	January	February	March	April
		2022	2022	2022	2022
		Tickets	Tickets	Tickets	Tickets
Airline	Compliment				2
Car Parks	Compliment	1	1	1	2
Commercial	Compliment				2
Facility	Compliment			1	14
Misc	Compliment				1
PRM	Compliment	1	3	1	10
Security	Compliment		2	4	7
Service Delivery	Compliment	1	1		1

An increase from 3 in Jan to 39 is 1,200%

Feedback received praising passenger facilities including security search areas

Increase is positive feedback from assisted passengers using the airport as flights resume

Accessibility

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

The majority of assistance colleagues have received both vaccinations. Having undergone refresher training, all retained staff have returned to work as demand has increased.

PPE is now no longer mandatory for passengers and PRM colleagues and is worn if preferred

There is a steady increase month on month in the number of PRMs travelling as we head towards 2.2% in April

Civil Aviation Authority Guidance

The CAA have recently updated guidance on ECAC reporting required by airports following the latest rankings for 2018 – 2019. The guidance clarifies the data airports need to submit and although airports will not be ranked for the current year, it enables us to continue to work to a common standard.

We continue to work closely with the CAA and have developed a ECAC audit which is carried out on a minimum of 1% of all arriving flights each month. The ECAC audit was introduced by team LPL at the CAA virtual forum of airports as a way forward for other airports to adopt.

The audit compares data collected by the ABM platform (Avtech) recording time stamps from aircraft arrival , assisting the passenger through the arrival process , utilising i-beacon and GPS technology.

The current ECAC standards can be found on the airport website at

<https://www.liverpoolairport.com/assisted-travel/performance-standards>

Accessibility Forum

The Accessibility Forum which includes members of several local and national disability groups, met for the second time since March 2020 at a hybrid event on the 19th April. The CAA Consumer Enforcement team was unable to join us for the event and visited on the 22nd.

Engagement with Disability Groups

Members of the Accessibility forum joining us for the event on the 19th April included: Thred CIC (Dementia); Autism Adventures; SIA (Spinal Injuries); IAS (Colostomy and Ileostomy support); The Brain Charity (Brain injury & mobility) ; Southport & Ormskirk Spinal Injuries team

Sensory Visits

Sensory visits are now available once again on request by prior appointment to assist those who feel they would benefit from experiencing the passenger journey from arrival at the airport to boarding their flight and returning through the arrival formalities.

Families or individuals travelling for the first time, or for the first time since the pandemic with sensory impairments benefit from these familiarisation visits. Due to limited availability, we can only offer these visits by prior arrangement only

Christina Smith

Customer Service and Accessibility Executive

Liverpool Airport Consultative Committee

Annual Work programme 2022 - 2023

Meeting	Items	Detail
18 February 2022 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
May 2022		
September 2022		
November 2022		

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Christina Smith
Airspace Change update	Andrew Dutton

Additional items	Presenter
Environment issue – jet zero, fuel - /hydrogen/electric/biomass, airport's energy supplier and usage, natural habitats, electric car charging, electric vehicle fleet, public transport links and potentials	Andrew Dutton
Border Force	Andy Healey - Senior Officer Border Force Liverpool Airport
Dubai updates and accessibility forum	Tony Rice
LCR Transport fund	Alex Naughton
Emergency preparedness	Dave Taggart, Rescue & Fire Fighting Service, LJLA
Maintenance (inc. clearing runway)	Dave Batt, Head of Asset Management and Airside Operations, LJLA
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, LJLA
Retail developments internally	Lucy O'Shaughnessy, Commercial Director, LJLA
Airline perspective	Paul Winfield, Director of Aviation Development, LJLA
Executive perspective	John Irving, Chief Executive, LJLA
City perspective	Metro Mayor or transport portfolio holder
Airport Chaplain	Michelle Wood

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