

PRESENT: Councillor Bob Swann, Chairman of Consultative Committee
Jim Addison, Liverpool Airport General Aviation Users Association
Alan Ascott, ARCH Under the Bridge
Michelle Cameron, Liverpool Chamber of Commerce
Councillor Cynthia Dereli, Lancashire County Council
Councillor Keith Deakin, St Helen's Metropolitan Borough Council
Norman Elias, passenger representative
Councillor Roy Harvey, Hale Bank Parish Council
Councillor Evelyn Hudson, Hale Parish Council
Councillor Tom McInerney, Halton Borough Council
Marshall Morris, Chairman of Noise Monitoring Sub-Committee
Alex Naughton, Merseytravel
Steve Parish, Warrington Borough Council
Steve Pearse, Friends of Liverpool Airport
Tony Rice, Transform
Councillor Colin Rowan, Hale Bank Parish Council
Angus Tilston MBE, Wirral Transport Users Association
Councillor Mark Warren, Frodsham Town Council
Jeremy Wolfson, Liverpool City Council
Liverpool John Lennon Airport
Andrew Dutton, Head of Environment
Leon Gilmour, Air Traffic Services Manager
Danny Williams, Car Park Commercial Manager
Robin Tudor, Head of Public Relations, Peel Airports
Secretariat
Mike A Jones, Assistant Secretary

28 APOLOGIES

Apologies were received from:

Councillor Terry Aldridge	Lancashire County Council
Andrew Ambrose	Liverpool Airport General Aviation Users Association (LAGAUA)
Paul Cherpeau	Liverpool Chamber of Commerce and Industry
Claire Delahunty	Liverpool LEP
Councillor Michael Roche	Sefton Metropolitan Borough Council

29 DISCLOSURE OF PERSONAL INTERESTS

Councillor Mark Warren declared an interest as a pilot for easyJet.

30 MINUTES

DECIDED: That

the minutes of the meeting of the Consultative Committee held on 29 May 2015 be approved as a correct record and signed by the Chairman.

31 CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

32 MINUTES OF SUB-COMMITTEES

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 17 July be received.

33 MEMBERSHIP

DECIDED: That

the following appointments since the last meeting be noted:

- Councillor Steve Niblock as representative for Wirral Metropolitan Borough Council.
- Councillor Steve Parish as representative for Warrington Borough Council.
- Councillors Michael Roche and Andy Dams as representatives for Sefton Metropolitan Borough Council
- Councillor Mark Warren as representative for Frodsham Town Council.
- Councillor Allan Harvey as representative for Knowsley Council
- Councillors Terry Aldridge and Cynthia Dereli as representatives for Lancashire County Council.

34 PUBLIC QUESTION TIME

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

35 SURFACE ACCESS STRATEGY

Alex Naughton from Merseytravel provided a detailed update on work which Merseytravel had been doing toward a new Airport Surface Access Strategy (ASAS) for Liverpool Airport. The details of the update are attached as **Appendix A**.

In October 2015, an Airport Transport Forum would be established with representation from the Consultative Committee, which would help to develop an updated ASAS. The Airport was already analysing the data from the Civil Aviation Authority where passengers were interviewed over a year about their opinions and choices, and from that it appeared that about 20% currently used public transport to access the airport.

Members discussed various points including the closure of Lime Street Station, multilingual advertising, signage and rail access.

DECIDED: That

the update on surface access be received.

36 NEW GNSS APPROACH (CENTRE LINE) PROCEDURE

Andrew Dutton, Environment Manager at Liverpool Airport, and Leon Gilmour updated the Committee on the consultation on the introduction of a backup system to the ground based Instrument Landing System for approaches to the Airport from around 9 miles. The consultation had involved face to face meetings with Councils closest to the Airport or under the flight path including Cheshire West and Chester,

Warrington, Wirral, Liverpool and Flintshire. Their presentation slides are attached as **Appendix B**.

Andrew Dutton encouraged members to respond to the Airport before 14 October 2015 if they were not the right person within their organisation to participate. Members had received the GNSS (Global Navigation Satellite System) final approach leaflet before the meeting and a subsequent reminder.

There would be a future proposal to extend the use of the technology across the airspace of Northern England in the next few years as part of the NTCA (Northern Terminal Control Area) but this must not be confused with the GNSS consultation proposal.

There was a discussion about light aircraft which tended not to have the technology but the existing ILS system would remain in operation.

DECIDED: That

members to reply to the consultation to Andrew Dutton as soon as practical and before 14 October 2015.

37 RED ROUTE

Danny Williams, the Car Parks Commercial Manager, introduced a report on the 'Red Route' which was a no-stopping route along the main approach road to the airport on the Airport's private land. The route and any penalty notices to drivers were operated by a separate company, which had an appeals procedure for disputed notices.

Members discussed the issue and the free parking time limits at the Airport car parks.

DECIDED: That

the update be noted.

38 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering April to June 2015. Overall, there had been a 7% rise in passengers compared to last year, largely due to increased services. Key points (with increases given in comparison with the equivalent period in the previous year) included:

- EasyJet had seen a 2% increase in passenger with a new route;
- Ryanair's throughput for the period increased despite a 7% reduction in capacity;
- Flybe increased services to Belfast City to four times daily;
- Wizz Air increased passenger throughput with an additional service per week to Warsaw and a twice weekly service to Riga;
- Blue Air operated a load factor of 85%;
- Car parking figures remained strong;
- the extension of the perimeter fence to the East of the runway had been granted planning permission by Halton which would enable the Airport to submit the stopping up order to close part of Dungeon Lane;
- Customer Service survey results were presented, showing improvement in 7 of 13 results categories in the last quarter and overall satisfaction only one place behind

Manchester Airport out of 19 Airports. The improvements had been in the areas which had been promoted under the Airport message of 'Faster, Easier, Closer'.

→ The Peel Group had announced a long-term agreement with the Airport's lenders to underpin a major investment programme at the Airport over the following five years.

→ Flybe had announced that it would commence a daily service to Edinburgh from late October, and committed to further expansion by adding capacity to their Isle of Man and Belfast services.

→ The Airport welcomed the conclusion of the Airports Commission that a new runway at Heathrow was favoured for expanding aviation capacity in the UK.

→ Following the likely reduction in APD (Air Passenger Duty) at airports in Scotland, the Airport had responded to a HM Treasury consultation to favour varying rates within England by reducing APD at less congested airports.

→ the Airport had installed Merseyside's first rapid electric vehicle charging point.

DECIDED: That

the quarterly report be received.

39 ANNUAL MEETING OF AIRPORT CONSULTATIVE COMMITTEES

The Chairman introduced the report on the annual meeting of Airport Consultative Committees which took place at Manchester Airport in June.

The meeting had included an introduction and tour of the airport, and the meeting itself which looked at a broad range of issues concerning the industry and the Committees, including:

- Succession planning for the national organisation;
- Procedures for Passengers with Reduced Mobility (PRMs)
- Implementation of guidance from the Department for Transport for Consultative Committees
- Future airspace changes
- Runway capacity debate

DECIDED: That

the report be noted.

40 COMPLAINTS AND QUERIES

There was no business under this item.

41 ANY OTHER BUSINESS

There was no business under this item.

42 DATE OF NEXT MEETING

The next scheduled meeting of Liverpool John Lennon Airport Consultative Committee was Friday 20 November 2015 at 10.30 am in the Cavern Suite at the Airport terminal.

Chairman

Date

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**Liverpool John Lennon Airport
Consultative Committee
11 September 2015
Minutes
Appendix 1**

Surface Access Strategy – Merseytravel research

Background

- In 2013 Liverpool John Lennon Airport (LJLA) recorded 4.2 million passengers, the 12th busiest airport in the country. However, this is somewhat down from a peak of 5.5 million passengers in 2007. The airport makes a substantial contribution to the city region economy; DIRECTLY through employment and generating tourist visits; and INDIRECTLY through making the Liverpool City Region an attractive location for investment. LJLA also forms a key component of growth in both SUPERPORT LIVERPOOL and Visit Economy priorities.
- Working with LJLA, Merseytravel is conducting research into surface access to the airport, to understand what role this plays in passenger choice and experience, and how improved surface access can assist the growth of LJLA.
- Three elements of primary research have been throughout 2014.
 - 631 interviews with passengers at LJLA
 - 410 interviews with passengers at Liverpool South Parkway (LSP) travelling to the airport
 - 470 interviews with those living within the airport's catchment who do regularly fly but have not recently used LJLA
- This forms Phase 1 of the research, drawing profiles and benchmark data to understand the key issues; Phase 2 will focus on more strategic elements.

Conclusions and recommendations

1 Overview

Liverpool John Lennon Airport has a catchment and current market that extends beyond the initial boundaries of the Liverpool City region and its hinterland. Any plans around surface access need to be informed by this.

A substantial proportion of the airport's market is comprised of inbound passengers (for example visitors from overseas). Given the success and on-going growth of the City Region's visitor economy, this is likely to continue to be a factor. This market brings with it particular needs around information – both in terms with unfamiliarity in how the UK's transport network and in terms of languages. Identification of key languages required for public transport information is a must.

Much of the reaction in this survey has been overshadowed by the introduction of the £2 drop-off charge; it is likely that with familiarity this will not feature so strongly in future research. However, in the short term, there may still be a perceptual issue around this to overcome – and this applies not just to current users but also the non-users. The satisfaction with so many actual car park users (as opposed to drop-offs) is a strong argument in the airport's favour.

2 Short-term: The current transport market

Actions: Merseytravel

i. Bus from the City Centre

- The bus to LJLA from Liverpool city centre shows factors such as medium customer awareness, poorer uptake than might be expected, confusion over city centre stop locations and complaints about the schedule; together making up a problem that could in part be described as ‘visibility’.
- To counter this, it is suggested that Merseytravel and the bus operators to work together, ensuring:
 - Suitable vehicles (i.e., luggage facilities).
 - Vehicles heavily branded as an airport bus.
 - Running to a schedule that meets the needs of airline passengers.
 - Using bus stops clearly designated as calling points for the airport service (including in particular, a clearly designated interchange facility at Lime Street station, to connect those rail users not travelling via LSP).
 - Good quality information about the facility – and given the levels of ‘inbound’ markets, multilingual considerations need to be reviewed.

ii. Link from Liverpool South Parkway

- The research shows LSP is important gateway to/from LJLA, with over ¼ million passengers using it to reach the airport. The data suggests though that there may be potential to achieve greater than this, and that there are geographies where a lack of awareness of both the range of rail services at LSP and the bus to LJLA can be elevated by Merseytravel and its partners.
 - For example, stronger branding of the station as a ‘gateway’ to LJLA, emphasising its proximity (rename as Liverpool Airport Parkway?).
- The bus from LSP shows reasonable levels of uptake but the research suggests it does not in passenger’s eyes emerge as an ‘airport service’. The areas of weakness that need to be addressed are threefold.
 - Firstly, as with the bus from the City Centre, the vehicle needs to be suited for airport passengers and their luggage.
 - Secondly, there needs to be clear and unambiguous signage at LSP, directing passengers who may be unfamiliar with the station towards the airport connection.
 - Thirdly, the vehicle needs to be identifiable as an airport connection, ideally with good frequency/journey time and through rail-bus ticketing provided.
- Given the above issues, consideration needs to be given as to whether ‘heavy bus’ provides the best way of meeting these needs; the solution needs to meet needs of those travelling from LSP to LJLA and vice versa.

Actions: Highways Agency

iii. Trunk road links and signposting

- For car users (and indeed for the airport’s own ‘visibility’) specific weaknesses have emerged in terms of signage to the airport.

- Signage to LJLA needs to be monitored to ensure maintenance (i.e., not becoming obscured).
- Signage provision needs to be reviewed to assess whether is adequate. (For example, is it early enough in advance of junctions? Especially for the many drivers who may be unfamiliar with the area?).
- At a more strategic level, the airport needs greater prominence from the key motorway 'gateways' to the region, such as the M6; even allowing for Manchester's greater market share, this 'gap' in information can disadvantage LJLA.

Actions: LJLA

iv. Information and publicity

- As indicated above, for some modes of transport to the airport, awareness is lower than might be expected. LJLA also appears weaker in terms of information on how to get to the airport in comparison to its competitors. Some indicated actions are:
 - LJLA to review the extent and detail of transport information in comparison to that provided by other airports (bearing in mind that in part this lower satisfaction may be driven by the lower range of transport options actually available).
 - LJLA to review signage within the terminal, to ensure clear and unambiguous direction / detail to public transport for arrivals. (Needs to be managed in conjunction with the improvements in linkages by Merseytravel, above).
- The current dissatisfaction spurred by the £2 drop-off charge should decline over time, but in order to reach out to current and potential users, there is a need to continue 'managing the message' around this:
 - Overcome misconceptions (for example, the often quoted "LJLA is the only airport that charges to drop off").
 - Ensure clarity of what has to be paid, how and where.
 - Highlight the perceived good value offered by long stay car parking.

v. Research

- To maximise the opportunities for the airport – both in case building and improving surface access – it is recommended that LJLA continues to work with partners such as Merseytravel and the LEPs. This should:
 - Strengthen the amount of available data and information.
 - Ensure no duplication of effort.
 - Help with consistent messages.
 - Identify major connectivity issues at an early stage.

Actions: Liverpool City Region LEP

vi. Airport profile

- This research highlights the wide role of LJLA, including its geographic footprint reaching far beyond the LEP's boundaries. There is a need to ensure:

- Economic documents do not ‘just’ portray LJLA as an airport offering access to/from the local market but emphasise that it forms a current and potential gateway to/from North Wales, North West, Midlands and further.
- Evidence-building to recognise the above in any data gathered.
- Where possible, neighbouring LEPs (such as Cheshire & Warrington LEP) to share a ‘common message’ around the airport.
- Talk of the Northern Powerhouse and other strategies does not underplay the role of ‘other’ northern airports such as LJLA, when much of the focus gravitates towards Manchester.

vii. Research

- There is a need to ensure knowledge is shared. Although assumed this takes place, it is formally recommended that:
 - The LEP shares information around current / future key inbound markets with both LJLA and Merseytravel to a) help build the case for new routes and b) ensure multilingual transport information is developed in accordance with likely demand.
 - The LEP identifies if the Gateway study can again be conducted; to understand in more detail the attraction/dispersal role of LJLA for the inbound market.

3 Mid-term: future transport market

Actions: Merseytravel

i. Expand markets in West Cheshire and North Wales

- The research demonstrates that for current markets in Cheshire and North Wales, there is a lower level of public transport use to reach LJLA and low satisfaction amongst non-users in terms of accessibility to the airport. This points to the proposed Halton Curve re-opening expanding these markets, although this will be subject to:
 - Ensuring appropriate schedules that meet the needs of airport users.
 - Enabling through-ticketing.
 - Seamless transfer from LSP to LJLA (as above).
 - Clear and strong marketing of the new transport options.

ii. Improve airport public transport connectivity

- Passengers travelling to airports express dislike for journeys where multiple interchanges are required. This particularly affects LJLA in terms of journeys from Wirral, Lancashire, etc:
 - This reinforces the need for key elements of Merseytravel’s long-term rail strategy, such as better connections between the current Merseyrail Electrics and City Lines – not least so that more services can run direct to LSP.
- There are markets for LJLA which are more local and served by bus (Knowsley, St.Helens, Halton, etc.) There is a need to:

- Monitor whether the Better Bus Area helps grow travel to the airport by bus.
- Identify specific gaps in the transport network.

iii. The Northern Hub

- This research has implications regarding the Northern Hub electrification and transfer of Transpennine (and other) trains to the Chat Moss line; hence no longer being able to call at LSP). Given that these cover important long-distance markets for the airport, mitigation is called for, whether by:
 - Pressure to retain these services via the current route.
 - Upgrade of another station on the Chat Moss line to serve as an ‘airport gateway’. E.g. Newton le Willows?
 - Increased focus on upgrading the link from Lime St station to LJLA.

iv. Direct linkage to the airport

- There is a clear desire expressed by both public and private transport users for an improved transport link to the airport, either through this being a rail or a tram route; the general mood dictates against use of bus.
 - Given that the recent business case for a heavy rail link to Leeds/Bradford Airport was relatively weak (lower passenger numbers than LJLA but higher levels of business travel), this makes a rail link an unlikely prospect for LJLA in the short/mid-term.
 - Expanded passenger numbers and other factors may make a tram, train (or tram/train) option more viable, and there will be a need to keep this option under review – if, for example, other developments in the area (such as growth at major employment sites or regeneration in Speke) help make the case.
 - In the near future, the best possible solution may lie in making the transfer to LJLA (either from the City Centre or South Parkway) genuinely seamless, and as close to the perceived quality offered by a rail link as possible.

Actions: LJLA

v. Expand Product offer

- The biggest single item that will help improve the airport’s quantum lies in building the case the airport offers, encouraging airlines to offer additional links from LJLA – either in terms of new destinations, additional frequencies, new airlines or packages.
 - Strong demand from both users and non-users highlighted that package travel can be a particular stimulant; passengers will ‘follow the package operator’ regardless of airport used.
 - Business travellers tend to have very specific demands in terms of flight times and resource should be devoted to monitoring changes in the LCR economy and composition, which may help make the case for specific links.
 - This research has highlighted key destinations that outbound travellers (currently non-users) may utilise from LJLA. In terms of inbound market there will always be a need to focus on which markets both the LEP and

VisitBritain are targeting for growth. e.g. Europe, North America, Middle East, China, India, Brazil, Russia, etc.

- A strong element of LJLA's offer is the customer satisfaction levels, and those who use it out of choice. The challenge will be to ensure that as passenger numbers grow, this appreciation of good customer service is not lost.

4 Research next stages

As outlined, this research presents an initial stage, and the following are the next required stages (exact timescales to be confirmed by discussion). This is not a full list, as it is expected that detail will be fleshed out by the steering group.

- Findings from this research needs to be geographically analysed – including being compared with CAA postcode data and current public transport connectivity, in order to highlight both at local and strategic level where gaps and demands exist.
- Monitoring of customer satisfaction and perceptions – there will be an on-going need to measure changes in reaction in current and potential passenger markets, especially to confirm whether initiatives taking place are successful.
- More detail from business users – both those currently using LJLA and those not – in terms of destination demands and transport preferences is required, to fill in data which currently comes from a limited base.
- Qualitative benchmarking, to draw on examples both in the UK and overseas, to understand best practice and results in terms of transport provision to airports which are comparable to / aspired to by LJLA.

Proposed GNSS @ LJLA Consultation

ACC - 11th September 2015

What is a GNSS?

- General Definition
 - Global Navigation Satellite System
 - Fixed waypoints in space (or SatNav for the aircraft)
- Terminology
 - Approach = Landing
 - GPS = GNSS
 - Runway 09/27

Why is GNSS Necessary @ LJLA?

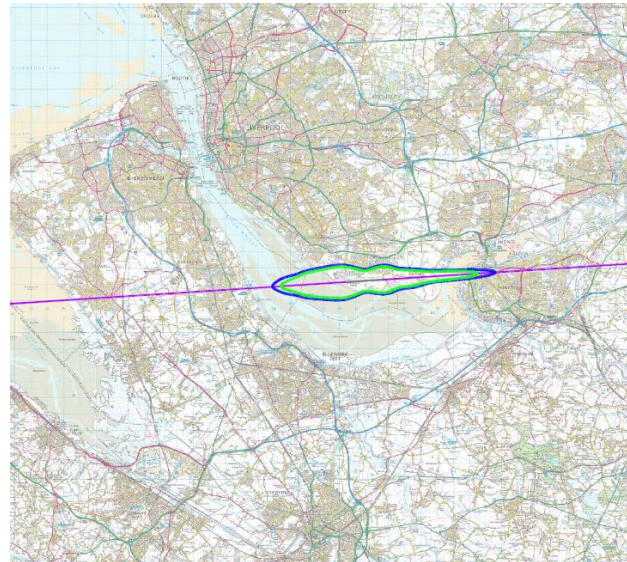
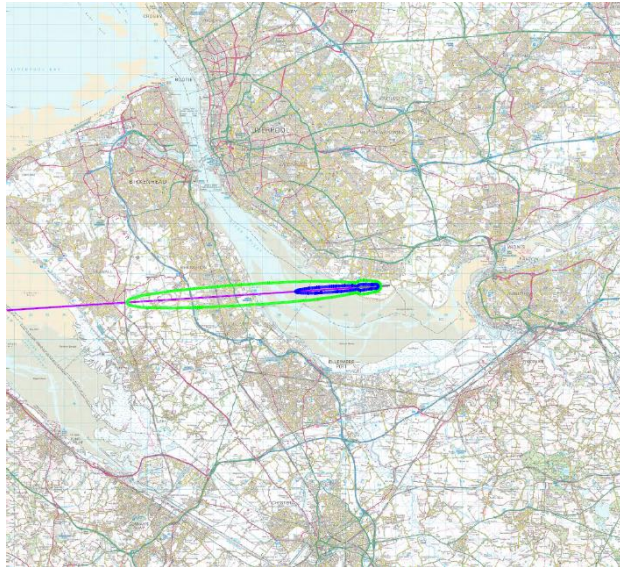
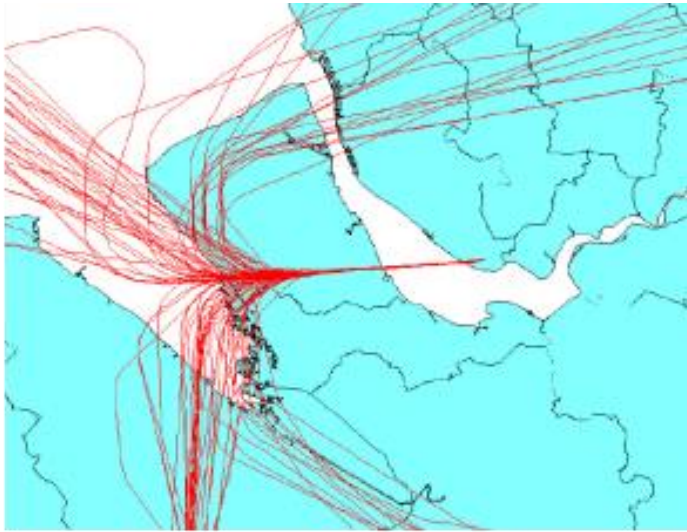
- Back-up or alternative option to ILS
- What is ILS?



- The aim of GNSS is replication of the ILS

Runway 09

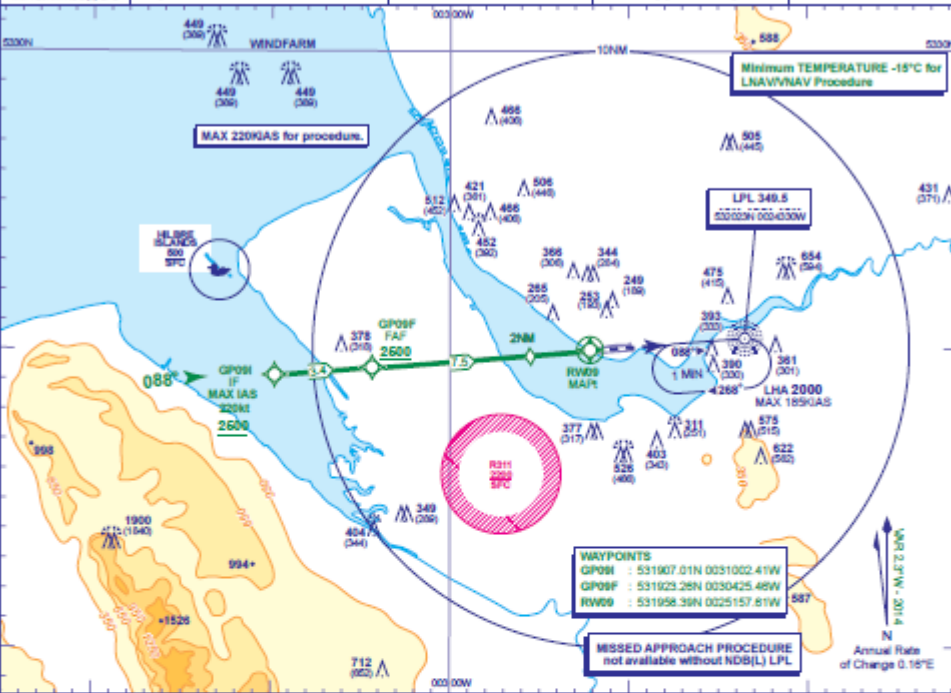
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STRUTMENT APPROACH CHART - ICAO

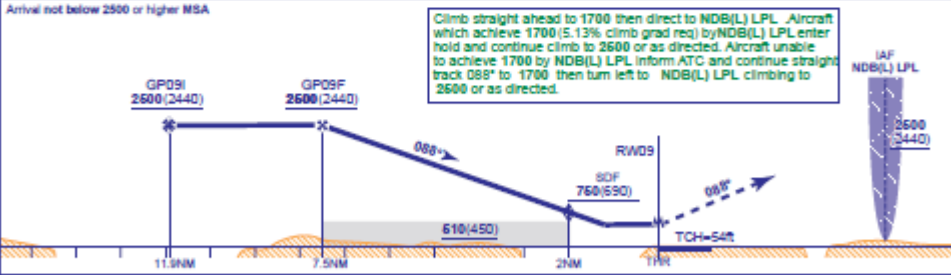
LIVERPOOL
RNAV (GNSS)
RWY 09
 (ACFT CAT A,B,C,D)

APP 119.850	LIVERPOOL APPROACH	AD ELEVATION 81
TWR 126.350	LIVERPOOL TOWER	THR ELEVATION 80
121.950	LIVERPOOL GROUND	OBSTACLE ELEVATION 1800 AMSL (1945 ABOVE THR)
RAD 118.450, 119.850	LIVERPOOL RADAR	BEARINGS ARE MAGNETIC
ATIS 124.325	LIVERPOOL INFORMATION	TRANSITION ALTITUDE 6000



RECOMMENDED PROFILE GLIDE PATH 3°, 318FT/NM

NM to RW09	7	6	5	4	3	2	1
ALT(HGT)	2340(2280)	2020(1960)	1700(1640)	1380(1330)	1070(1010)	760(690)	430(370)



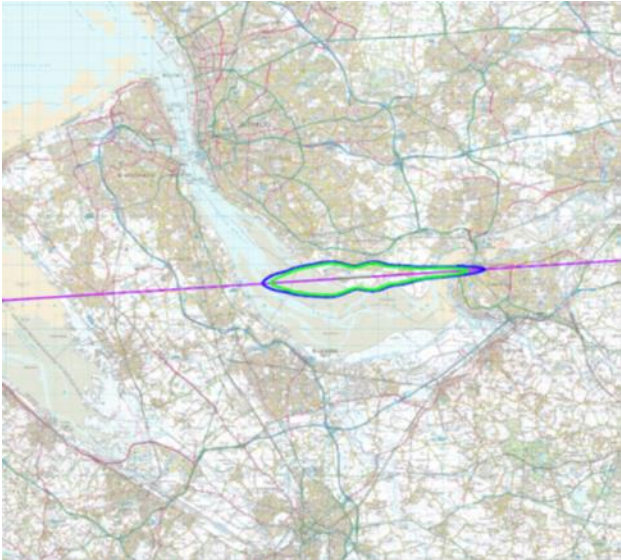
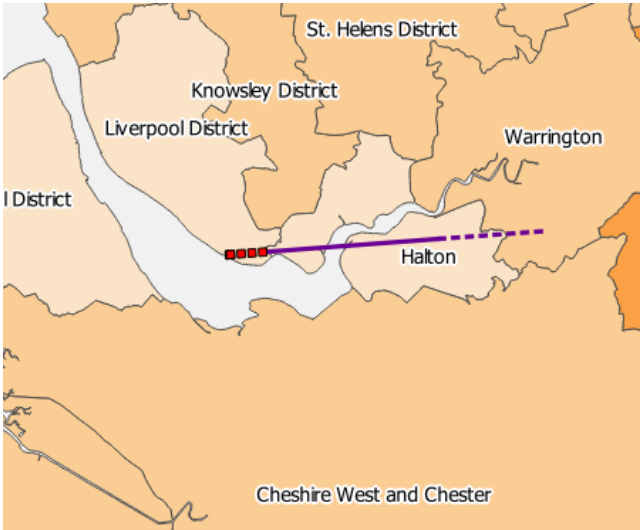
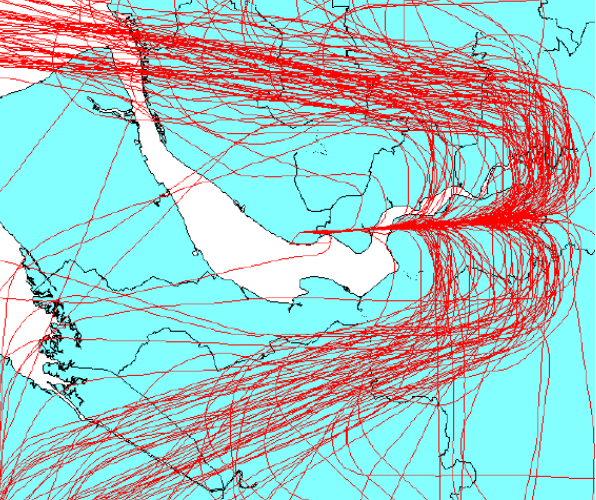
Aircraft Category	A	B	C	D	Rate of descent	G/S KT	160	140	120	100	80
OCA (OCH)	LNAV/VNAV	380(300)	380(300)	380(300)	380(300)	FT/MIN	850	740	640	530	420
	LNAV	430(370)	430(370)	430(370)	430(370)						
VM(C)OCA (OCH AAL)	Total Area	660(469)	870(589)	830(649)	860(669)						

NOTE

CHANGE (X/YY):New Procedure

Runway 27

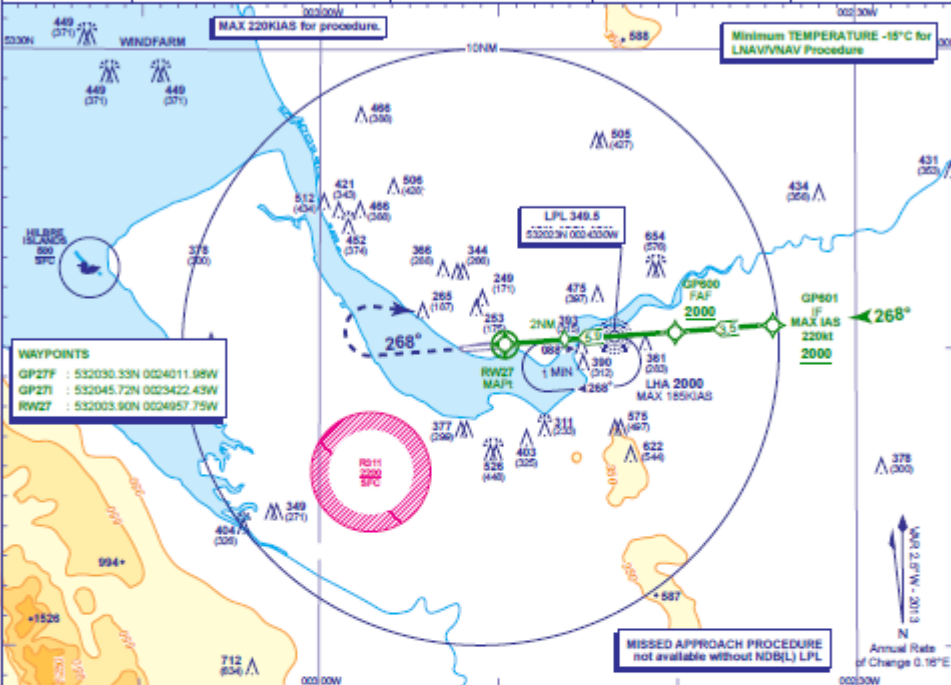
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INSTRUMENT APPROACH CHART - ICAO

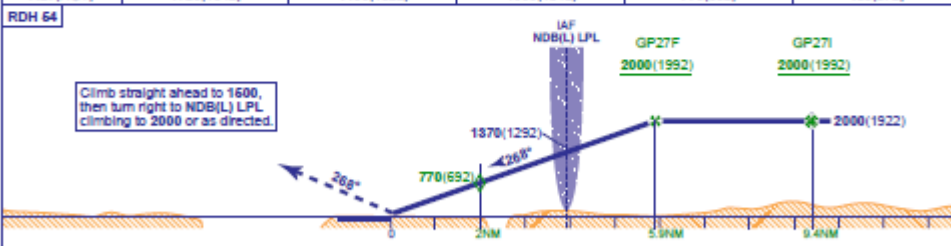
LIVERPOOL
RNAV (GNSS)
RWY 27
(ACFT CAT A,B,C,D)

APP 119.850	LIVERPOOL APPROACH	AD ELEVATION 81
TWR 126.350	LIVERPOOL TOWER	THR ELEVATION 78
121.950	LIVERPOOL GROUND	OBSTACLE ELEVATION
RAD 118.450, 119.850	LIVERPOOL RADAR	1900 AMSL (1922 ABOVE THR)
ATIS 124.325	LIVERPOOL INFORMATION	BEARINGS ARE MAGNETIC
		TRANSITION ALTITUDE 5000



RECOMMENDED PROFILE GLIDE PATH 3°, 318FT/NM

DME I-LQ	5	4	3	2	1
ALT(HGT)	1720(1642)	1400(1322)	1080(1012)	770(692)	460(372)



Aircraft Category	A	B	C	D	Rate of descent	G/S KT	150	140	120	100	80
OCA (OCH)	LNAV/VNAV	390(312)	390(312)	390(312)	390(312)	FTMIN	850	740	640	530	420
	LNAV	430(352)	430(352)	430(352)	430(352)						
VM(C)OCA (OCH AAL)	Total Area	650(469)	870(589)	830(849)	850(869)						

NOTE 1
2

CHANGE (s/YY): New Procedure

GNSS Consultation

- Consultation Committees
 - LACC (29 May & 11 Sept)
 - NMSC (17 July)
- LA Face to Face Meetings
 - CW&C, Flintshire, Halton, Liverpool, Warrington & Wirral
- Social Media
 - Facebook
 - Twitter
- Consultation Brochure
- Drop in Sessions
 - Wed 19 Aug (10 to 12)
 - Sat 5 Sept (10 to 12)
 - Mon 14 Sept (5 to 7)
 - Fri 9 Oct (2 to 4)

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Final Approach

Global Navigation Satellite System



Let us know what you think!

Liverpool John Lennon Airport 

GNSS @ LJLA Short & Long Term

- Civil Aviation Authority (CAA)
 - CAP 725 (7 Step Process)
- Stakeholder Consultation & Comments
 - Report back to your organisations
 - Who will be the point of contact for your organisation (if not you)?
 - Who outside of this room do you want us to speak to?
 - Deadline 14th October 2015
- NTCA
- Further questions to:
 - Andrew Dutton, Head of Environment
 - adutton@liverpoolairport.com

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