

Liverpool John Lennon Airport Consultative Committee

Date : Friday, 16 September 2016
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

To approve the Minutes of the meeting held on 27 May 2016.

(Pages 5 - 10)

5 Minutes of meeting Friday, 15 July 2016 of Noise Monitoring Sub-Committee

To receive the minutes from the meeting of the Noise Monitoring Sub-Committee.

(Pages 11 - 18)

6 Membership

To note any changes in membership since the last meeting, including: Councillor Brian O'Hare being appointed as representative for Knowsley Council.

Michael Roche and Andy Dams were reappointed as representatives by Sefton Council

Councillor Steve Parish was reappointed as representative for Warrington Borough Council

Councillor Bernie Mooney was appointed as rep by Wirral Council

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 Mersey Gateway update

Verbal update from Merseylink representatives.

9 Network Rail improvement works

An update from Jill Partington of network Rail following the presentation at the previous meeting.

10 Quarterly Report

To receive the Quarterly Report by the Airport Company.

(Pages 19 - 24)

11 New website for the Consultative Committee

To consider the design of the webpages for the Committee which are being hosted on the Airport's website.

12 Annual Meeting of UK Airport Consultative Committees (UKACCS)

To receive the summary of the meeting from the Deputy Chairman and Assistant Secretary, attached.

(Pages 25 - 28)

13 Complaints and Queries

To note the complaints and queries received by the Secretary since the last meeting and the responses made by the Airport Company.

14 Any Other Business

15 Date of next meeting

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 18 November 2016 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

16 Exclusion of the Press and Public

If the Chairman considered that 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

For further information, please contact:

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Tel. 01244 975996, Email: mikea.jones@Cheshirewestandchester.gov.uk

Date of Publication: 9 September 2016

*** *The Cavern Suite is on the first floor of the terminal building, beyond the statue of John Lennon.***

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

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PRESENT: Councillor Bob Swann, Chairman of Consultative Committee
 Councillor Terry Aldridge, Lancashire County Council
 Alan Ascott, ARCH under the bridge
 Councillor Caroline Ashton, Frodsham Town Council
 Councillor Steve Ball, Halewood Parish Council
 Michelle Cameron, Liverpool & Sefton Chamber of Commerce
 Councillor Keith Deakin, St Helen's Metropolitan Borough Council
 Norman Elias, passenger representative
 Councillor Chris Ellams, Helsby Parish Council
 Councillor Roy Harvey, Hale Bank Parish Council
 Councillor Stan Hill, Halton Borough Council
 Councillor Evelyn Hudson, Hale Parish Council
 Marshall Morris, Deputy Chairman
 Alex Naughton, Merseytravel
 Simon Osborne, National Trust
 Councillor Steve Parish, Warrington Borough Council
 Tony Rice, disabled persons
 Councillor Colin Rowan, Hale Bank Parish Council
 Angus Tilston MBE, Wirral Transport Users Association
 Councillor Jeremy Wolfson, Liverpool City Council
Others
 Jill Partington, Network Rail
Liverpool John Lennon Airport
 Robin Tudor, Head of Public Relations, Peel Airports
 Christina Smith, Customer Relations
Secretariat
 Mike A Jones, Assistant Secretary

1 APOLOGIES

Apologies were received from:

Ron Abbey	Merseytravel
David Lovell	Friends of Liverpool Airport
Jordi Morell	West Cheshire and North Wales Chamber of Commerce
Ralph Oultram	Cheshire West and Chester Council
Steve Pearse	Friends of Liverpool Airport

2 DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interests.

3 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Councillor Chris Ellams from Helsby and Councillor Stan Hill from Halton Borough Council to their first meeting.

The Chairman also announced that he was swapping items 10 and 11 of the agenda (the Quarterly report and the ASQ Survey results).

4 MINUTES

DECIDED: That

the minutes of the meeting of the Consultative Committee held on 12 February 2016 be approved as a correct record and signed by the Chairman.

5 MINUTES OF SUB-COMMITTEES

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 15 April 2016 be received.

6 MEMBERSHIP

The Committee noted the amendments which were listed on the agenda.

The Assistant Secretary detailed several instances where Members had not attended for three meetings. Under the Committee's Constitution, if a Member does not attend three meetings, they would be asked to explain their non-attendance and their comments would be given to the Committee, who could then decide whether to accept the reasons or seek a replacement of the member concerned.

The instances of non-attendance given were the following:

- For Sefton Council, Councillors Michael Roche and Andy Dams had not attended since May 2015, although apologies had been given to some meetings. The main representative had been very ill and had not contacted the reserve but he was recovering and hoped to attend all future meetings.
- For Wirral Older People's Parliament, the main representative had not attended since April 2015 as he did not have transport. A lift had been arranged but he had not contacted the driver for this meeting. The Assistant Secretary would contact him again to check the position.
- For Wirral Borough Council, Councillor Steve Niblock had not attended since at least April 2015 and had stopped attending Council meetings too and could not be contacted by officers. He was replaced at the election on 5 May 2016 by Councillor Bernie Mooney, but his replacement could not make this meeting at short notice.

DECIDED: That

- (1) the following changes in membership be noted:

Councillor Andy McPherson has been replaced as representative for Helsby Parish Council by Councillor Chris Ellams.

- (2) The non-membership issues be noted.

7 PUBLIC QUESTION TIME

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

8 NETWORK RAIL IMPROVEMENT WORKS

Jill Partington from Network Rail gave a presentation on the upgrade to the rail network in Merseyside until 2019. Highlights included:

- Passenger numbers were increasing
- Lime Street station was to be remodelled to improve efficiency and add an additional platform
- Signalling will be centralised
- Several stations will be improved and new track will be laid
- There were 10 schemes, with £340 million of investment
- Halton curve, re-establishing a direct rail link between Cheshire and Merseyside via Runcorn, will be reopened as a two way route.
- The improvements should provide resilience for up to 60 years
- Increased capacity for freight with extra rail lines

Members debated aspects of the schemes, including:

- pointing out limits on parking at Frodsham which could impact on the Halton Curve usage
- whether Halton Curve could access North Wales. This was partly dependent upon the North Wales Rail Franchise renewal in 2017.
- links from the airport to railway stations, and the need for an additional new station serving Halewood.
- Consulting disabled groups about proposals.

Jill would respond directly to some comments, and made some specific responses at the meeting:

- Halewood South Station: this was one of 25 potential stations identified in the LCR's long term rail strategy. Work was being carried out on how these stations may be considered on a comparative basis to support the identification of the most promising options to take forward for further development. It was expected that an update on progress should be available in Summer 2016.
- Halewood Station: Anti-social behaviour issues at Halewood station were being investigated by Network Rail and Northern. Jill had logged this with the correspondence team. A response would be supplied to Councillor Roy Harvey.
- Earlestown Station: A report about the lack of access at Earlestown Station was recorded. Jill would pass this on to Northern as they managed the station.

DECIDED: That

the update on Network Rail Improvement Works be received

9 AIRPORT SURFACE ACCESS STRATEGY (ASAS)

Robin Tudor informed Members that the Airport's Surface Access Strategy would be published on the website initially in the near future, circulated to stakeholders and should be ready for presentation to the next meeting.

The Strategy looked at how the Airport was looking to improve all methods of access to the Airport, and the Strategy was developed through the Airport Transport Forum.

There were two main targets: increasing passengers using public transport (currently 19.6%, target 22.4% by 2020) and reducing car access by employees (currently 73%, target 65% by 2020). Progress would be monitored although there were challenges, such as that 90% of people working at the airport not being directly employed by the Airport Company. Integrated ticketing for different transport modes would help.

DECIDED: That

progress toward the Airport Surface Access Strategy be noted.

10 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering January to March 2016. Overall, there had been strong growth of 20% which had made Liverpool the second fastest growing major airport in the UK. Nine carriers operated out of Liverpool which was the highest ever. Key points (with increases given in comparison with the equivalent period in the previous year) included:

- EasyJet had increased the frequency of the Zakynthos route to twice daily and anticipated 4% growth;
- Ryanair announced a new route to Sofia, and were extending five routes to operate in Winter as well as Summer, and anticipated 8% growth;
- Flybe discontinued the Amsterdam route due to lack of code share issues;
- Wizz Air had five routes performing strongly, with the Budapest route now using a larger aircraft;
- Blue Air increased services and were extending a Summer route into Winter;
- Air Lingus will now run four daily services to Dublin, allowing better onward connections to North America;
- Vueling commenced three times weekly services to Barcelona;
- Czech recommenced its twice weekly service to Prague;
- Car parking was strong with a 0.001% incident rate;
- The extension of the perimeter fence to the East of the runway was progressing with legal agreements being finalised prior to the Stopping Up Order;
- The Airport Master Plan should be updated later in 2016.
- The ASQ Customer Services surveys continued to bring good results, with Liverpool outperforming Manchester in 9 of the 13 core results;
- The Airport Surface Access Strategy has been approved by the Airport Transport Forum and would be published on the Airport website before circulation;
- The Airport had responded to a CAA consultation on Surface Access

DECIDED: That

the quarterly report be received.

11 2015 AIRPORT SERVICE QUALITY RESPONSES

Christina Smith, LJLA Customer Services Co-Ordinator, attended to speak about the ASQ (Airport Service Quality) surveys. 350 surveys were completed from passengers in departures, with a number from all flights over 7 days being given

questionnaires. The exercise was repeated each quarter. Since the last quarter there had been improvements in toilets, seating, flooring and signage so the next quarter should see improvements in scores. Any comments were looked into.

Members asked about the nature of the questions, especially that there was no mention of accessibility, and that the results in the Quarterly Survey (Minute 10 refers) were headline figures, though it was explained that there were approximately 22 others not shown as they dealt with existing subjects in more detail.

DECIDED: That

the update on ASQ surveys be noted.

12 UKACCS SECRETARIAT AND SUPPORT SERVICE

The Assistant Secretary introduced a letter from the United Kingdom organisation of Airport Consultative Committees (UKACCS) regarding the national secretariat and support service.

The service was being changed to run on a commercial basis and there had been a shortfall in the finances. In addition, the ICT support had been concentrated on one person who was now retiring and a replacement was required.

Members discussed the options presented, and the Deputy Chairman and Assistant Secretary would take the resolutions to the annual meeting in June.

DECIDED: That

the Assistant Secretary and Deputy Chairman report that at the Liverpool Airport Consultative Committee:

- (1) the proposed £75 increase in subscription fees to UKACCS be approved.
- (2) the website be funded by subscriptions by Airports which had Consultative Committee websites, but also be updated and with individual Secretariats given administration rights.

13 COMPLAINTS AND QUERIES

The Secretariat had received a letter from Richard Buttrey concerning the 'red route' no-parking route on the approach to the Airport on the Airport's land. He asserted that the signs were illegal and requested that the Committee investigate and no penalty charges be levied by the management company until the situation was regularised.

The airport circulated to Members a response from the Airport's legal team, attached to these minutes, which countered the allegations of criminal conduct. The Airport considered the matter closed. Members noted the position and statements.

DECIDED: That

the statement, questions and response be noted.

14 ANY OTHER BUSINESS

There was no business under this item.

15 DATE OF NEXT MEETING

The next meeting of the Consultative Committee was scheduled for Friday 16 September 2016 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD.

Chairman

Date

NOISE MONITORING SUB-COMMITTEE

15 JULY 2016
(10.30 am - 10.50 am)

PRESENT: Angus Tilston MBE, Wirral Transport Users Association
 Alan Ascott, ARCH Under the Bridge
 Dave Batt, Head of Assets Management
 Larry Dack, Speke Estate
 Norman Elias, Passenger Representative
 Ian Gaskell, Environmental Health, Knowsley Metropolitan Borough Council
 Peter Hargreaves, Environmental Health, Cheshire West and Chester Council
 Councillor Evelyn Hudson, Hale Parish Council
 Isobel Mason, Environmental Health, Halton Borough Council
 Dr Ian Rushforth, Environmental Health, Liverpool City Council
 Councillor Jeremy Wolfson, Liverpool City Council
 Toby Zorn, Environmental Health, Wirral Borough Council
Liverpool John Lennon Airport
 Colin Barnes, Environmental Advisor
Secretariat
 Mike A Jones, Assistant Secretary

9 APOLOGIES

Apologies had been received from:
 Norman Joughin, Wirral Council
 Marshall Morris, Chairman
 Simon Osborne, National Trust

10 CHANGES IN MEMBERSHIP

There were no changes in membership to report.

11 MINUTES OF LAST MEETING**DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 15 April 2016 be agreed as a correct record.

12 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 April to 30 June 2016. 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 16 complaints had been received, with the highest proportion (5, or 36%) from the Wirral peninsula. It was noted that no more than 2 complaints had been received on any one day and none were received in April.

DECIDED: That

the Noise Complaints Log for 1 April to 30 June 2016 be noted.

13 UPDATE ON THE GNSS APPROACH PROCEDURE IMPLEMENTATION

Colin Barnes gave an update presentation on the implementation of the Global Navigation Satellite System (GNSS) at Liverpool John Lennon Airport, which had followed a wide consultation and noise monitoring at five locations on runway approaches. His presentation is attached to these minutes.

The system was to be implemented on 21 July 2016, the new procedure was to be used in the event that the Airport's current Instrument Landing System (ILS) was not available.

Wider changes in airspace in the North of England were progressing and were at the stage of modelling prior to consultation.

DECIDED: That

the update on the Global Navigation Satellite System (GNSS) implementation be noted.

14 ANY OTHER BUSINESS

There was no business under this item.

15 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee is scheduled for Friday 28 October 2016 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date



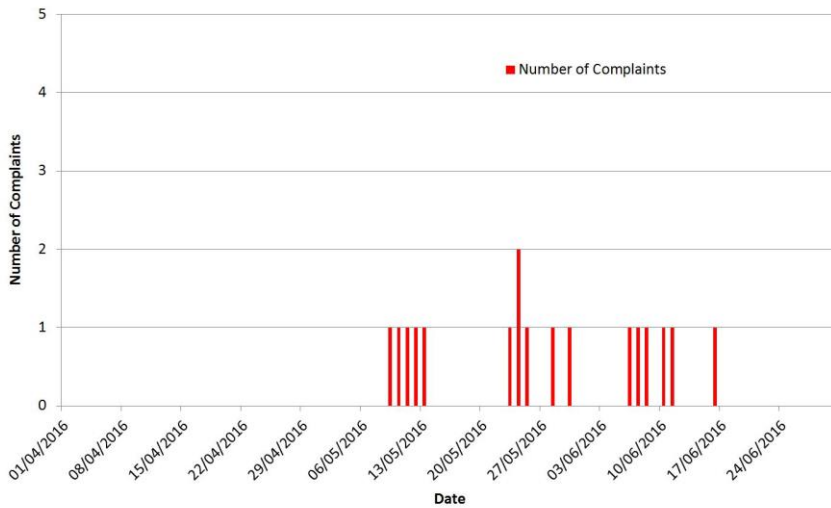
Noise Monitoring Sub Committee

15th July 2016

FASTER. EASIER. FRIENDLIER.

Liverpool John Lennon Airport

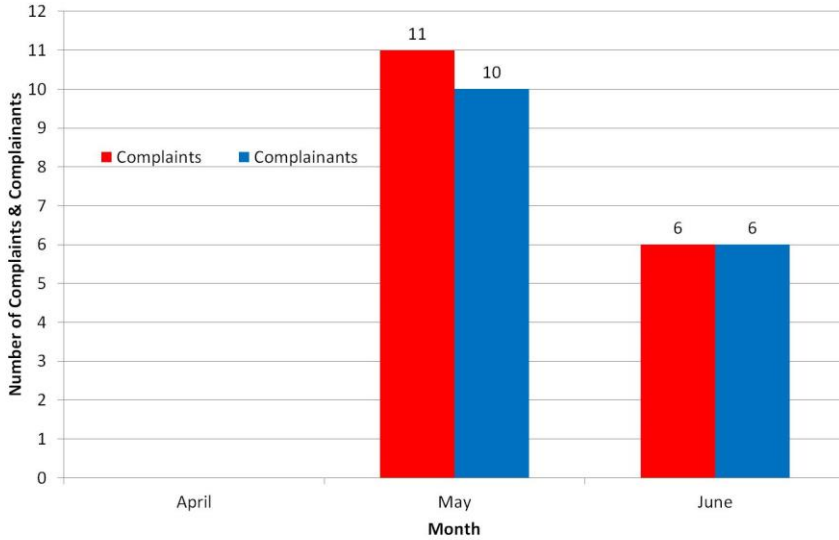
Liverpool John Lennon Airport Noise Complaints By Day 1st April to 30th June 2016



FASTER. EASIER. FRIENDLIER.

Liverpool John Lennon Airport

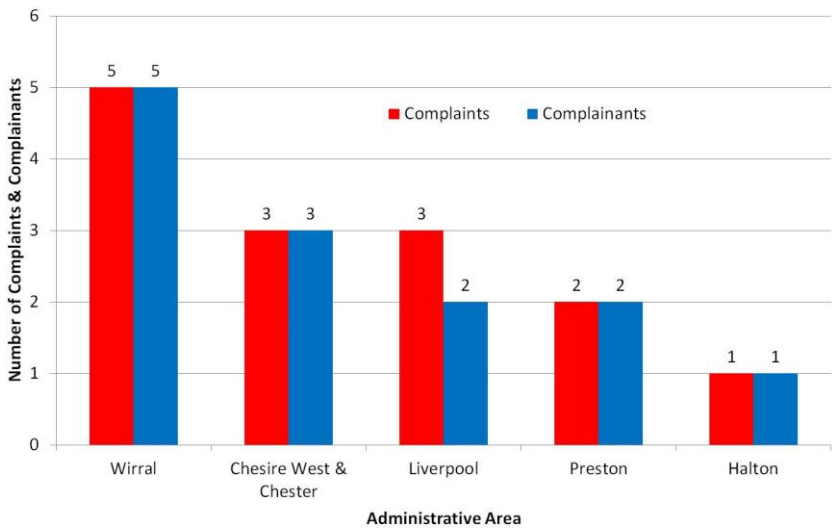
Liverpool John Lennon Airport Complaints and Complainants for 1st April to 30th June 2016



FASTER. EASIER. FRIENDLIER.



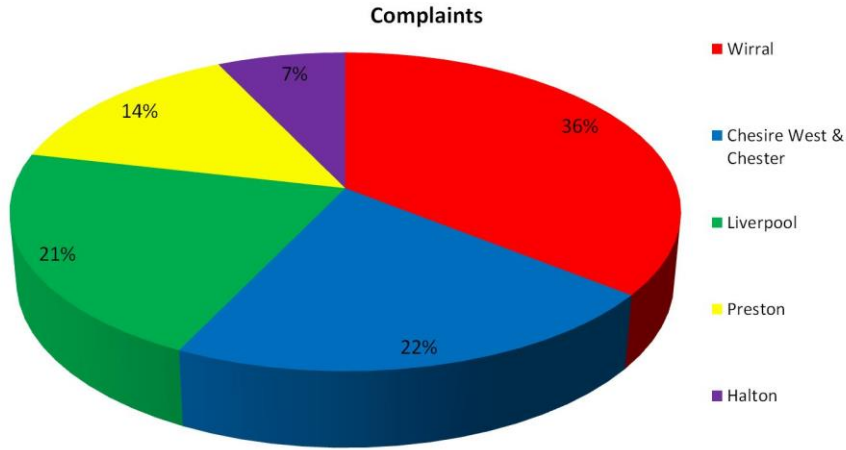
Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1st April to 30th June 2016



FASTER. EASIER. FRIENDLIER.



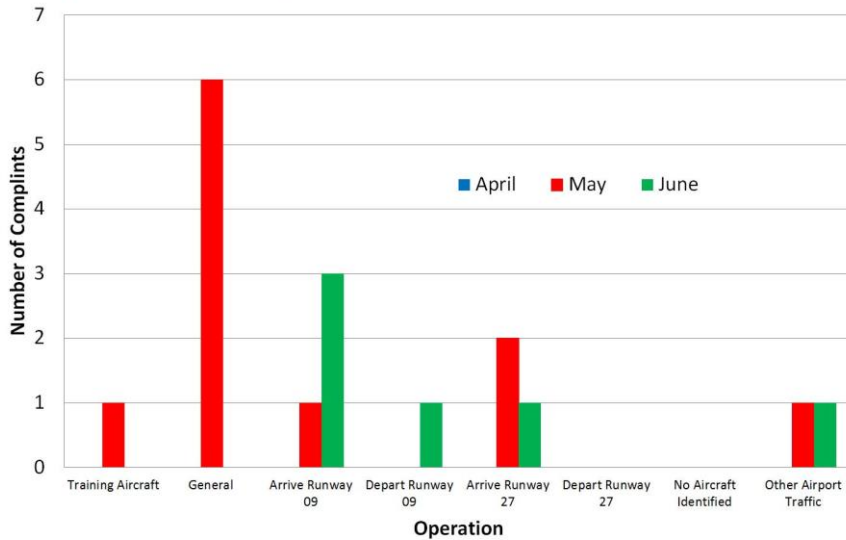
Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st April to 30th June 2016



FASTER. EASIER. FRIENDLIER.



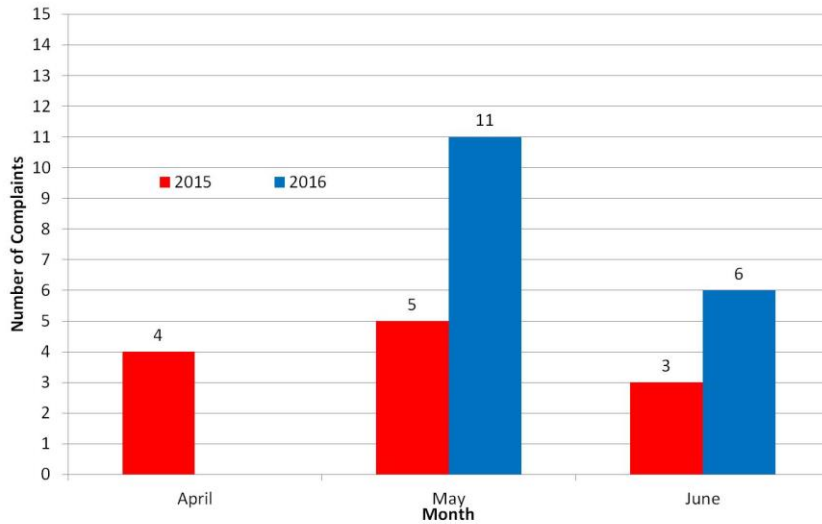
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st April to 30th June 2016



FASTER. EASIER. FRIENDLIER.



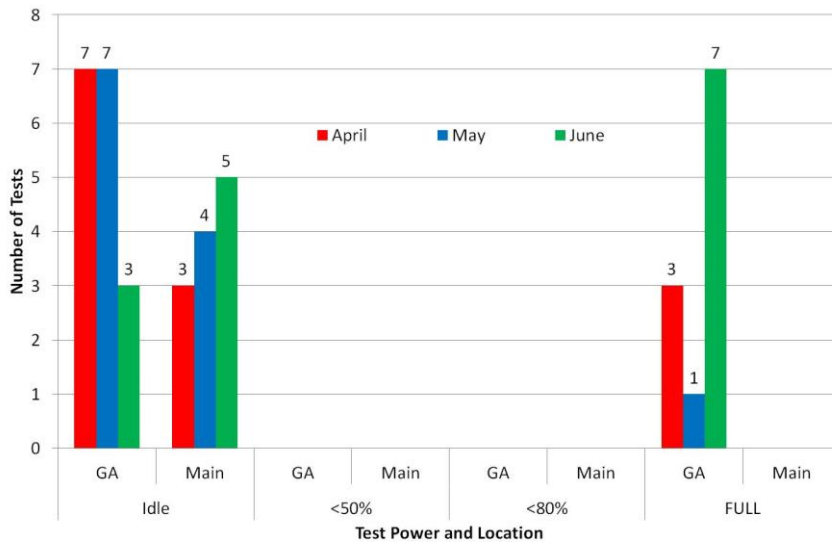
Liverpool John Lennon Airport Complaints Comparison for 1st April to June 2015 & 2016



FASTER. EASIER. FRIENDLIER.



Liverpool John Lennon Airport Engine Test Runs 1st April to 30th June 2016



FASTER. EASIER. FRIENDLIER.



GNSS Update

9

FASTER. EASIER. FRIENDLIER.

LiverpoolJohn
LennonAirport 

GNSS Update

- > Will be implemented on the 21st July 2016
- > Mobile Noise monitoring is taking place at
 - Antrobus 9 – 15 June
 - Heswall 16 - 22 June
 - Great Sankey 23 – 29 June
 - Rhosesmor 1 – 6 July
 - West Kirby 7 – 13 July
 - Hatton 14 – 20 July

10

FASTER. EASIER. FRIENDLIER.

LiverpoolJohn
LennonAirport 

GNSS Update

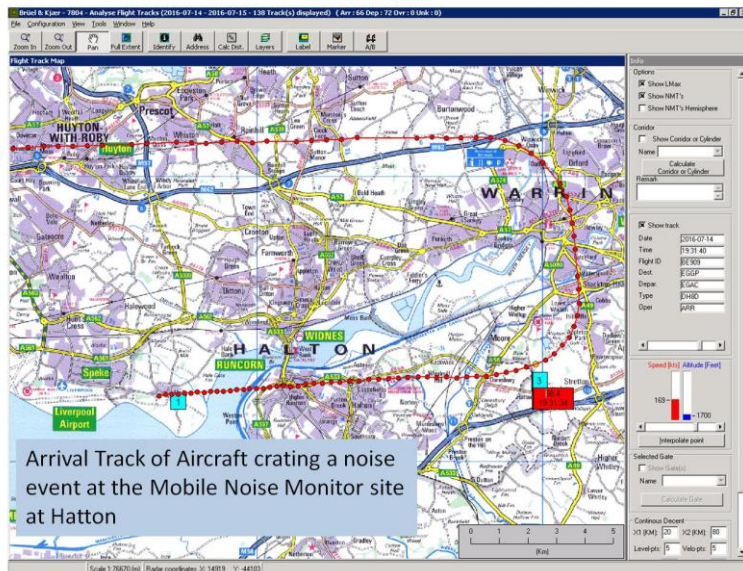


11

FASTER. EASIER. FRIENDLIER.



GNSS Update



12

FASTER. EASIER. FRIENDLIER.



QUARTERLY BUSINESS REPORT

1.0 Liverpool John Lennon Airport - Traffic Statistics

Scheduled Passenger Traffic Performance

The Airport has consolidated its strong start to 2016 with 11% growth in passenger numbers across the second quarter. Two new airlines commenced services during the period with Vueling operating three weekly services to Barcelona and TUI operating a weekly service to Palma.

Nine carriers are currently operating from Liverpool John Lennon Airport, which is more than at any other time.

Month	2016	2015	Variance (%)
April	413,357	370,639	+11.5
May	445,199	403,767	+10.3
June	442,312	397,837	+11.9
Q2 Totals	1,300,868	1,172,243	+11.0

For the second quarter of 2016, airline highlights include:

easyJet has produced a strong summer season to date with increased passenger volumes versus previous year. Routes with significant increases include Amsterdam, Zakynthos and Jersey.

Ryanair announced a new service to Marrakesh in Morocco and Bari in Southern Italy to complement the new Sofia service which commences on September 9th. Its Summer 2017 schedule will be published shortly.

Flybe's service to Belfast City will be reduced due to performance which is short of expectation. It's new service to Newquay commenced on 21st May with the route performing strongly during its first few weeks.

Wizz Air's new services to Katowice and Budapest have started well with both routes being increased to 3 times per week for Summer 2017 and other routes are being considered for further growth.

Blue Air's new service to Cluj has commenced and is performing well. Their service to Bucharest for the Winter season will be increased to four times weekly to service demand on the route.

Aer Lingus has transitioned service across to Aer Lingus Regional operated between three and four times daily as opposed to the original twice daily with larger aircraft. The route is improving each month.

Vueling has started its first services from Liverpool with a strong performance during the second half of the second quarter.

Czech Airlines has recommenced its twice weekly service to Prague and is performing very well during its second year

TUI has recommenced its service from Liverpool after a number of years away from the Airport. Sales have proven strong with new services to Ibiza and Tenerife added for 2017.

2.0 Other Matters

2.1 Car Parking

Data collection relating to car parking statistics has been unavailable in recent months due to technical difficulties with the ANPR system, however vehicle crime continues to remain at very low levels.

2.2 Planning and Development Matters

Extension to airport perimeter fence

Further to the last quarterly report legal agreements between the Airport and Scottish Power have taken longer than anticipated but are now being finalised with the stopping up order to hopefully proceed soon.

2.3 ASQ surveys

The table below shows Liverpool's placement in the benchmark group of 18 Airports for the latest Q2 2016 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, with the red and green indicating a higher or lower placement in the benchmark.

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

Following the replacement of the flight information screens the ‘Ease of wayfinding’ ranking reflects the continued improvements made with Liverpool now topping the table for this item specifically.

In addition, the completion of the new toilets at gate 30 in the Departure Lounge led to a considerable improvement in the score for cleanliness of washrooms/toilets in general.

Speed of baggage delivery, waiting times in check in queues and security inspections continue to show Liverpool as having some of the most efficient operations of any of the group of 18 airports.

Liverpool is now ranked better than Manchester in 12 out of the 13 categories and in the top 5 performing airports in over half of the categories.

2.4 General Airport update

Surface Access update

The Airport Surface Access Strategy (ASAS) has now been published and is available on the Airport website.

Arriva has worked in partnership with Merseytravel, Liverpool John Lennon Airport, Liverpool City Council and Merseyrail to bring improved bus links and create a more comfortable, connected and cost-effective journey for passengers. From 4th September travellers to and from the Airport can now take advantage of improved bus links and lower fares to make their journey better than ever.

The extended 500 bus route from Arriva between Liverpool John Lennon Airport and Liverpool One Bus Station now serves Liverpool South Parkway in both directions,

providing easier connections for travellers using this busy rail station and bus interchange.

A fleet of upgraded Arriva double decker buses were recently unveiled out on the runway and main apron at Liverpool John Lennon Airport with the new 500 service bringing improved comfort and even more space for passengers and their luggage. All of the buses on the route are equipped with comfortable e-leather seating as well as free Wi-Fi and USB charging so travellers can stay connected on the go. Also, to keep passengers fully informed of the progress of their journey, a new audio visual announcement system has been installed on all route 500 buses.

This improved link to and from the Airport and better integration with rail services has been two of the key work areas of the Bus Alliance which is seeing Merseytravel, Arriva and Stagecoach work together to transform bus services to encourage more people to take the bus.

In addition, Arriva have recently installed a new ticket machine at the Information Desk so that passengers can purchase bus tickets for all their services in advance, without the need for small currency which has been a problem for arriving international visitors.

Community Plan

One of the Airport Company's strategic priorities is to enhance community engagement through our Community Plan which focusses on the three 'E's' of Education, Employability and Environment.

There are a number of initiatives that many colleagues have already been helping with, and a number of new schemes will be introduced over the coming weeks and months.

Airmail, the Airport's internal quarterly employee newsletter now highlights all the great community work and initiatives recently undertaken by the Airport and colleagues. Copies will be circulated at future Consultative Committee meetings to help raise awareness of all this great work.

Together we will create the airport our region loves is the Airport Company vision and along with the other strategic priorities, this Community work helps to lay the foundations needed to achieve this.

Firefighter Cadet Placements for South Liverpool young people

The Airport launched a Firefighter Cadet Placement Programme earlier this year which was the first of its kind in the UK, with three places on offer for young people in South Liverpool.

This latest initiative forms part of the Airport's Community Plan, helping to provide more opportunities for communities local to the Airport and follows on from the success of other schemes including the Airport's Apprenticeship and Traineeship programmes.

The initiative which has been organised in partnership with South Liverpool Homes was open to 18-24 year olds from the local South Liverpool area.

Over a hundred applicants from the local area applied to join the Airport's Firefighter Cadet Placement Programme and the three young Firefighter Cadets chosen, recently celebrated completing the first part of their training with their 'Passing Out' ceremony in front of their families and colleagues.

The three cadets will now progress to the next phase of their time at the Airport, spending a further 10 months working within the Airport's Rescue & Firefighting Service, assisting the firefighting watch on duty and helping to maintain an effective firefighting response service at LJLA.

LHR Manifesto launch

Heathrow Airport launched its expansion manifesto at Liverpool John Lennon Airport in May, in what was Heathrow Chairman Lord Deighton's first public engagement, pledging to secure a stronger economy in the North West.

Their expansion manifesto is built around five new pledges to create jobs, connect businesses to global growth, improve domestic connections, be a better neighbour and secure a lasting legacy for future generations. In a meeting with The Mayor, MP's Louise Ellman and Luciana Berger and other key stakeholders including the Chamber, a particular focus was to improve connectivity with Liverpool, with plans for a domestic air connection, and agreement for a working party to be established to look to progress this.

LJLA has been a long-time supporter of plans to expand Heathrow and continues to work together closely to promote the mutual benefits of an expanded Heathrow. The Airport urges the Government to give the go ahead of this important expansion so that regional airports such as Liverpool can benefit by the opening up of access to the UK's hub airport for improved worldwide connectivity.

2.5 Press Releases

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

23 rd May	Flybe's new Summer route to Newquay takes off from LJLA
23 rd May	Heathrow launches 'election-style' expansion manifesto pledging to secure a stronger economy in the North West
25 th May	LJLA to implement new Global Navigation Satellite System
31 st May	Passing Out celebrations for LJLA's first Firefighter Cadet Placements
3 rd June	Blue Air's new service to Cluj from LJLA is just 'Fang-tastic'
9 th June	Passenger growth continues at LJLA with 10% increase in May
16 th June	Liverpool John Lennon Airport creates unique flight search engine for its website incorporating Skyscanner Airfares
29 th June	LJLA among the first to use new Twitter customer service tool
5 th July	LJLA sees 15% passenger growth for first half of 2016

22 nd July	Start of school holidays expected to bring LJLA's busiest summer for five years
28 th July	Ryanair launches new Liverpool route to Marrakech
17 th August	Ryanair announce another new route from LJLA with the North West's only service to Bari for Summer 2017
24 th August	Busiest Bank Holiday weekend for 5 years expected at LJLA
25 th August	Improved bus links to LJLA

UKACCS ANNUAL MEETING 2016 – KEY POINTS AND OUTCOMES

Venue: Belfast International Airport

Attended by: Deputy Chairman of LJLACC, Marshall Morris, and Assistant Secretary Mike A Jones.

There were 27 delegates this year. This is a summary of discussions, focussing on issues of local interest. The background reports for the items are available on request.

Belfast International Airport had operated since 1917, when it was the Royal Flying Corps. In 1963 it reopened as a civilian airport known as Aldergrove. In 1984 it was bought out by management and renamed, and has changed ownership several times since, and was currently owned by a Canadian pensions company. It received 4.4 million passengers a year and is increasing rapidly, and should overtake Liverpool this year. 80% of its traffic is within the UK and 55% is with easyJet. It operates close to capacity and has a development program ready with 1,000 acres of land available for expansion. It has its own armed police force and an operational military station adjoining the runway. With Dublin being so close and not subject to APD, about 0.5 million passengers are lost to there each year.

REVIEW OF UKACCS SECRETARIAT AND SUPPORT SERVICE

- Stuart Innes, who had looked after the UKACCS and LJLACC websites since 2002, retired. The Website was outdated and was to be replaced by a system based on a Yodel web hosting template. This will not allow for other websites so ACCs were asked to approach their airports to host their own websites. Liverpool Airport subsequently agreed to this and a draft was worked on.
- The new scale of membership subscriptions was agreed to support the more commercial basis for the support service. Since the accounts had been examined, more money was found in reserves and the anticipated increase for LJLACC was not now required. There would be an honorary treasurer appointed.

AIRPORTS COMMISSION FINAL REPORT

- The Prime Minister was expected to make an announcement in Summer 2016 about the recommendation from the Airport Commission.
- Proposed Noise Levy – DfT was looking at evidence from many airports other than Heathrow and Gatwick, and will then consult. It was confirmed that local circumstances needed to be taken into account in setting any levy. Delegates were concerned at this additional ‘tax’.
- Surface Access – it was highlighted that there needed to be a joined up approach to planning surface access connectivity to airports and between regional airports and the London airports. ACCs had a role in helping to lobby for improvements to the rail and road networks in the vicinity of their airports.
- Regional access to London airports was a concern particularly in the short term before any new runway. Domestic access to Heathrow and Gatwick continued to be under threat as airlines looked for more profitable routes to maximise the use of the available slots. The DfT was urged to not lose sight of the urgent need to protect domestic connectivity to London in the short term.

AVIATION POLICY UPDATE

- In light of aviation navigation technological changes, the recommendations of the Airports Commission and other recent developments/experiences, the DfT has commenced review of its policies and guidance.
- The DfT was exploring the concept of an Independent Commission on Aircraft Noise (ICAN) to ensure that noise is properly considered in decisions and that all parties are aware of best practice. UKACCS highlighted the need to reflect/re-enforce the role/work of ACCs in considering local issues.
- The DfT’s airspace and noise project was considering:
 - a review of guidance on concentration, respite and the use of multiple routes. It was highlighted that the policy needed to reflect the need to balance the issues at individual airports.
 - the metrics used to help calibrate the decisions made on airspace, and whether they should reflect local circumstances.

- compensation policy/guidelines that reflect the impact of airspace changes.
- the Government's role in regulating airspace and noise.
- The framework for dealing with noise that was consistent across all airports – for non-designated airports controls were agreed locally and in light of any independent noise body a review of designation of airports.

AIRSPACE ISSUES

Future Airspace Strategy (FAS) Overview

- The CAA gave a presentation outlining the future airspace strategy and the key issues. It was acknowledged that the current airspace, which had been developed over 40 years ago, was now out of date and required updating to reflect on technological advance, irrespective of any decision on runway capacity in the South East. Since 1973 the number of aircraft had tripled, and of 6,000 flights a day in the UK, 3,500 were to or from London.
- Point Based Navigation (PBN) was satellite based rather than on the ground based radar which airlines pay for, and required less involvement from Air Traffic Control.
- The CAA's FAS was underpinned by principles of safety, capacity, environment and efficiency.
- The Government guidance on the altitude based priorities was outlined:
 - Below 4,000ft the priority was noise
 - 4,000 – 7,000ft the priority was the noise and emissions
 - Above 7,000ft the priority was emissions
- Gatwick and Edinburgh airports had both experimented with PBN but had faced community objections. At Edinburgh, noise complaints rose from up to 30 a quarter to 30 per week. Communities did not trust the explanatory information provided as the flight radar information was not accurate when checked against other public systems. The projects were abandoned. Edinburgh Airport is in the process of setting up a Noise Forum with local groups to undertake its own research into issues.

Review of CAP 725 – Airspace Change Process

- The CAA were revising the airspace change process (CAP 725).
- There would be greater engagement with stakeholders especially local communities. It was suggested that ACCs could play a key role in these new engagement arrangements.

USE OF DRONES AND LASERS NEAR AIRPORTS

- The extent of the problem of the use of drones and laser attacks on flights near UK airports was acknowledged.
- The Modern Transport Bill, announced in the Queen's Speech in May 2016, would bring forward drone legislation. UKACCs welcomed the introduction of new legislation and regulations.
- UKACCs supported the work of aircraft manufacturers in developing glass to help mitigate the effect of laser attacks.
- The possible role of ACCs in helping to raise awareness amongst communities about the inappropriate use of drones and lasers and the need for communities to help be the eyes and ears for the police was discussed. The risk of increased awareness actually encouraging inappropriate use was acknowledged.
- Agreed that UKACCs support the National Police Air Service's work on the Government's multi-agency working group pushing for the need for stronger legislation to bring the UK in line with other countries such as Australia, New Zealand and the USA.

PRM SERVICES AT UK AIRPORTS

- A presentation was given by the CAA on the results of its monitoring of the quality of PRM Services across UK airports. PRM numbers had risen twice as fast as passenger numbers between 2010 and 2015. 1.2% of passengers were PRM (about 2,700,000)
- The results of the CAA's monitoring revealed that generally overall the results were good with many airports measuring 100% every month. However 11 airports missed reporting targets
 - Five airports did not measure and record sufficiently robustly. CAA intervened with these airports, requiring it to take immediate action to come into compliance

- All but one airport had reported for 2015/16
- Passenger satisfaction ratings on all areas of the PRM service show generally 60-80% satisfaction with a rating of 'excellent', 'good' or 'acceptable'.
- The CAA would publish the compliance report in summer 2016.
- Pre-notification rates in the UK continued to rise and 74% of passengers were now pre-notifying compared with an average of 54% in Europe.
- The carriage of electric wheelchairs/buggies was increasing and posed a challenge for airlines and airports (16,000 items carried in 2015) which needed to be addressed due to capacity within aircraft holds, safety implications in the tying down of items, and the impact on the airport's operation and on time performance.
- The CAA's consultation on hidden disabilities - those passengers whose disability was not easily recognised (autism, dementia mental health and hearing loss) closes on 15 July. UKACCs welcomed the CAA's initiative in seeking to address the issue. The CAA planned to publish guidance in 2017. A number of airports had already initiated action e.g. training staff in handling passengers with dementia and providing information for parents of children with autism. Airlines were also starting to take action.

CAA CONSUMER PANEL

- Member ACCs had not had any interaction with the Panel and it was not known how the Panel formed its views. UKACCS would write to the Panel to express concern and seek engagement.

DISRUPTIVE PASSENGERS

- The increase in the number of incidents involving unruly and disruptive passengers was discussed. Stag and Hen parties were a known problem.
- ACCs shared experiences of how their airports addressed unruly and disruptive passengers in departures lounges through creating the right environment, working with the police and raising awareness about the consequences of inappropriate behaviour such as posters in restaurants and bars.

UK BORDER FORCE AND ACC ENGAGEMENT

- Since 2012 it appeared that UKBF's performance at airports had improved.
- Some member ACCs highlighted the good engagement they had with UKBF at their airports. ACCs were encouraged to seek to actively engage with the local UKBF and it was acknowledged that the development of improved engagement required effort.
- The key concern was in relation to UKBF's cut backs and reductions in resourcing against a backdrop of growth in passenger numbers.

SURFACE ACCESS TO AIRPORTS

- The CAA's consultation on issues affecting access to airports was noted.
- The CAA's Consumer Panel had input to the CAA's work leading up to the consultation but there was concern that the Panel had not first approached ACCs to seek their views as to whether there were problems with the market structure and the provision of information to passengers.
- Some ACCs were of the view that airports needed to provide more information to passengers about the range of choices on offer.
- Edinburgh trams had exceeded expectations
- Clear signage was a common problem at airport approaches.

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