

# Liverpool John Lennon Airport Consultative Committee

**Date :** Friday, 12 September 2014  
**Venue :** Cavern Suite, Liverpool Airport  
**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 of meeting Friday, 30 May 2014 of Liverpool Airport Consultative Committee**

(Pages 1 - 4)

To approve the minutes of the last meeting of the Consultative Committee, attached.

**5 Minutes of Noise Monitoring Sub-Committee meetings**

(Pages 5 - 10)

To note the minutes of the previous two Noise Monitoring Sub-Committees, attached.

**6 Membership**

(Pages 11 - 12)

- (1) To note change in membership (attached); and
- (2) To consider any non-attendance issues (to be talked through at the meeting).

**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 Quarterly Report**

(Pages 13 - 18)

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

**9 Update presentation from Merseytravel**

To receive an update from Merseytravel on the following areas:

1. Merseytravel and the Combined Authority;
2. Progress on the new integrated Local Transport Plan for the Liverpool City Region (LTP4); and
3. Update on the Review of Surface Access to the Airport.

**10 Annual Meeting of Airport Consultative Committees**

(Pages 19 - 22)

To receive the summary of the meeting, and a summary of the review of guidance to Consultative Committees, from the Chairman and Assistant Secretary, attached.

**11 Department for Transport Guidelines for Consultative Committees**

(Pages 23 - 24)

To consider a report on the Guidelines published in April 2014, attached.

**12 Evacuation of Disabled people and the organisation is Access and Evaqu8**

To receive a presentation from the National Access Association regarding a mobile phone application that will support both businesses and disabled people on emergency evacuation. It helps create PEEPs (Personal Emergency Evacuation Plans) for disabled and vulnerable people by guiding them through a series of questions with drop-down answers leading to a full plan that can follow a person to different buildings with alterations made accordingly for each building.

### **13 Complaints and Queries**

To note any complaints and queries received by the Secretary since the last meeting and the responses made by the Airport Company (none received up to the date of publication of the agenda).

### **14 Any Other Business**

### **15 Date of next meeting**

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 21 November 2014 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

#### **For further information, please contact:**

Mike A Jones, Democratic Services, Cheshire West and Chester Council  
Tel. 01244 975996, Email: [mikea.jones@Cheshirewestandchester.gov.uk](mailto:mikea.jones@Cheshirewestandchester.gov.uk)

Date of Publication: 5 September 2014

**\* *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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**LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE****30 MAY 2014**  
**(10.30 am - 12.25 pm)**

PRESENT: Denis Knowles, Chairman of Consultative Committee  
Claire Delahunty, Liverpool Local Enterprise Partnership  
Norman Elias, passenger representative  
Councillor Evelyn Hudson, Hale Parish Council  
Jordi Morell, Cheshire West and Chester and North Wales Chamber of  
Commerce  
Marshall Morris, Deputy Chairman  
Alex Naughton, Merseytravel  
Steve Pearse, Friends of Liverpool Airport  
Councillor Michael Roche, Lancashire County Council  
Councillor Colin Rowan, Hale Bank Parish Council  
Angus Tilston MBE, Wirral Transport Users Association  
Liverpool John Lennon Airport  
Robin Tudor, Head of Public Relations, Peel Airports  
Mark Povall, Director of Air Service Development  
Secretariat  
Mike A Jones, Assistant Secretary

**18 APOLOGIES**

Apologies were received from:

Lila Bennett, Transform;

Councillor Tommy Fearn, Knowsley Metropolitan Borough Council

Naomi Hadden, MACANAD

Councillor Roy Harvey, Hale Bank Parish Council

Councillor Andy MacPherson, Helsby Parish Council

Sharron Santos-Sumner, Wirral Older People's Parliament

Councillor Mark Warren, Frodsham Town Council;

**19 DISCLOSURE OF PERSONAL INTERESTS**

There were no declarations of interests.

**20 MINUTES****DECIDED: That**

the minutes of the meeting of the Consultative Committee held on 14 February 2014 be approved as a correct record and signed by the Chairman.

**21 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman informed Members that the annual meeting of Airport Consultative Committees was scheduled to take place on 11 and 12 June 2014 at Gatwick Airport. The Chairman and the Assistant Secretary were scheduled to attend and would report back to a future meeting.

**22 MINUTES OF SUB-COMMITTEES**

Committee members were advised that the drafting of the minutes had been delayed and they would be presented to the next meeting of the Committee.

## **23 MEMBERSHIP**

Members noted the appointments listed on the agenda, as detailed below.

Members considered Warrington Borough Council's formal request to be on the Committee with Councillor Steve Parish, who had already attended meetings as an observer, as their representative.

### **DECIDED: That**

- (1) The inclusion of Warrington Borough Council as a member organisation of the Consultative Committee be approved, and it be noted that Councillor Steve Parish would be their representative;
- (2) the appointment of Paul Cherpeau as representative for Liverpool Chamber of Commerce and Industry be noted; and
- (3) the reappointment of Councillor Allan Harvey as representative for Halewood Town Council be noted.

## **24 PUBLIC QUESTION TIME**

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

## **25 AIRPORT CHANGE IN OWNERSHIP STRUCTURE**

Robin Tudor informed Members that from 24 April 2014, Peel Group had bought the remaining 65% shares from Vantage Airport Group and had become the sole shareowner of the Airport.

The transfer had been mutually agreed, as both Groups developed their businesses – Vantage focussing on North America and Peel on the Ocean Gateway scheme around the Mersey, with Liverpool Airport as a separate company rather than part of Peel Airports.

Good relations would continue with Vantage, with experience in airport development being shared.

## **26 BUSINESS DEVELOPMENT PRESENTATION**

Mark Povall, Director of Air Service Development, attended the meeting instead of Paul Winfield and discussed with the Committee the development of routes to and from Liverpool.

In terms of passenger numbers, there had been considerable growth around the mid 2000s, but since then growth had been below average airport growth, although load factors remained good. He presented analysis of the economic benefit of the airport to the region and the proportion of air journeys undertaken from Liverpool and Manchester by local people.

He went on to explain opportunities which were arising including those from the development of the cruise terminal at Liverpool, conferences and football clubs in Europe. Members discussed development plans and contacts.

## 27 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering January to March 2014. Overall, there had been similar numbers of passengers to last year, partly due to Easter falling in March 2013 but in April 2014.

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

- EasyJet had seen a 2% increase in passenger numbers despite 2% reduction in capacity;
- Ryanair's throughput for the period had decreased by 2%, despite a 3% reduction in capacity;
- Flybe had a load factor increase of 16%;
- Wizz Air saw a 40% decrease in traffic following withdrawal of the Vilnius route;
- the Airport had been specifically named by the Chancellor as appropriate for funding through the Regional Air Connectivity Fund but the details were yet to be received;
- the extension of the perimeter fence to the East of the runway was still delayed awaiting the signing of the Section 106 agreement, which was held up by legal issues. One of these was an amendment to a tenancy agreement but this had now been signed;
- New parking arrangements had been introduced involving the free drop off being increased to 20 minutes but sited 10 minutes walk from the Terminal, and the express drop off costing £2 for 20 minutes. Blue Badge holders however had a longer free period waiting time in the existing facility, and assistance was available for passengers requiring help from all car parks at the airport;
- The Airport had attended Routes Europe which brought Airports and Airlines together for a series of short meetings;
- Almost 80 employees had received Long Service Awards;
- The World Host Customer Service Training programme was launched at the Airport in preparation for the Liverpool International Business Festival in summer 2014;
- The Airport launched a new Apprenticeship programme, taking on two Engineering Apprentices for a three year course;
- The Airport Company continued to make good progress negotiating the bank facilities and anticipated finalising the new deal before the end of June.
- Customer Services surveys continued to bring good results, with over 90% being 'Somewhat Satisfied' or 'Very Satisfied' at the overall experience and cleanliness. Security was more varied, dipping to 68% in one month passing through in less than 10 minutes following a combination of technical equipment failures and staff shortages, however over 90% of passengers still believe they took less than 15 minutes to pass through security.
- On time performance remained strong, with 90% on time compared to a UK average of 80% and Manchester Airport at 79%.

### **DECIDED: That**

the quarterly report be received.

## 28 COMPLAINTS AND QUERIES

There were no complaints or queries received by the Secretariat.

**29 DATE OF NEXT MEETING**

The date of the next Consultative Committee meeting was confirmed as 12 September 2014 at 10.30 a.m. in the Cavern Suite.

Chairman .....

Date .....



PRESENT: Marshall Morris (in the chair)  
John Alvey, Environmental Health, Knowsley Metropolitan Borough Council  
Councillor Mary Aspinall, Liverpool City Council Cressington Ward  
Graham Aveyard, Cheshire West and Chester Council  
Larry Dack, Speke Estate  
Councillor Evelyn Hudson, Hale Parish Council  
Simon Osborne, National Trust  
Ian Rushforth, Environmental Health, Liverpool City Council  
Wendy Salisbury, Halton Borough Council  
Angus Tilston MBE, South Wirral rep, Wirral Transport Users Association  
Liverpool John Lennon Airport  
Andrew Dutton, Head of Environment  
Colin Barnes, Environmental Advisor  
Secretariat  
Mike A Jones

## 1 ELECTION OF CHAIRMAN

At the annual meeting of the Liverpool John Lennon Airport Consultative Committee on 14 February 2014, the Noise Monitoring Sub-Committee was confirmed. The Sub-Committee was then free to elect a Chairman for the ensuing year.

Nominations were requested.

Marshall Morris was nominated by Angus Tilston MBE and seconded by Larry Dack.

### **DECIDED: That**

Marshall Morris be elected Chairman of the Noise Monitoring Sub-Committee for 2014/2015.

## 2 ELECTION OF DEPUTY CHAIRMAN

Nominations were requested for the role of Deputy Chairman.

Angus Tilston MBE was nominated by Marshall Morris and seconded by Larry Dack.

### **DECIDED: That**

Angus Tilston MBE be elected Deputy Chairman of the Noise Monitoring Sub-Committee for 2014/2015.

### 3 APOLOGIES

Apologies had been received from:

Norman Elias	Passenger representative
Denis Knowles	Chairman of Consultative Committee
Councillor Mary Rasmussen	Liverpool City Council Speke Garston Ward
Mark Warren	EasyJet

### 4 MINUTES OF LAST MEETING

**DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 24 January 2014 be agreed as a correct record.

### 5 NOISE COMPLAINTS LOG

The Sub-Committee considered the Noise Complaints Log, which detailed every complaint received and the response to it, for the period January to March 2014. 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 ground engine test runs. The presentation is attached to these minutes.

During the period a total of 16 complaints had been received from 5 complainants, with the highest proportion from the Wirral peninsula with 13 linked to arrivals on runway 09. It was noted that no more than 2 complaints had been received on any one day.

Colin then gave a presentation, attached, concerning noise complaints throughout 2013 and comparing the data to information from previous years back to 2001. Aircraft movements, including general aviation, were lower than in any of the other recorded years. Runway 09 had been used for arrivals 34% of that time.

Members discussed the location of fixed and mobile noise monitoring equipment, and the peaks and troughs of aircraft movements during the day, and the noise levels of different aircraft.

Andrew Dutton explained to Members that the Airport still wished to see continual descent approaches introduced at the Airport from Runway 27. Previously, descent was stepped several times which resulted in greater noise during periods of level flight. With continuous descent, there would be smoother approaches with less noise and more predictable flight positions, although properties under the narrower approach corridors would experience more aircraft movements. The change would reduce overall noise exposure and improve fuel efficiency and making Liverpool Airport more attractive to operators.

**DECIDED: That**

the Noise Complaints Log for January to March 2014 be noted.

**6 AIRPORT CHANGE IN OWNERSHIP STRUCTURE**

Andrew Dutton explained to Members that on 16 April 2014 the 65% of shares in Liverpool John Lennon Airport which had been owned by Vantage Airports had been sold to the previous owners Peel Group, who would take over control and management of the Airport. Peel were reportedly happy with the improvements which Vantage had made and were content to continue with improvements.

**7 NOISE ACTION PLAN ADOPTION UPDATE**

Andrew Dutton reported on the latest stage of adoption of the Airport’s Noise Action Plan. The Plan had been submitted and was awaiting the signature of the Secretary of State for Transport.

**8 REVIEW OF NOISE LOG**

The Assistant Secretary spoke to Members on the review of the Noise Complaints Log.

In January 2013, the Log had been changed so that it could be published on the website and understood by the public, removing identifying names and details such as airlines. This was in response to complaints that the public could not see that their complaints were being considered. It was decided at the time to review the arrangement in a year.

Officers had not received any adverse comments about the log or the procedure.

**DECIDED: That**

the Noise Log continue to be published in the agenda.

**9 DATE OF NEXT MEETING**

The next meeting of the Noise Monitoring Sub-Committee is scheduled for 18 July 2014 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman .....

Date .....

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**PRESENT:** Angus Tilston MBE, South Wirral rep, Wirral Transport Users Association (in the chair)  
Councillor Mary Aspinall, Liverpool City Council Cressington Ward  
Sean Jackson, Environmental health, Knowsley Metropolitan Borough Council  
Isobel Mason, Environmental health, Halton Borough Council  
Simon Osborne, National Trust  
Ian Rushforth, Environmental Health, Liverpool City Council  
Liverpool John Lennon Airport  
Andrew Dutton, Head of Environment  
Colin Barnes, Environmental Advisor  
Observing  
Kellie Naylor, Robin Hood Airport Doncaster-Sheffield  
Secretariat  
Mike A Jones

**10 APOLOGIES**

Apologies had been received from:  
John Alvey, Knowsley Metropolitan Borough Council  
Graham Aveyard, Cheshire West and Chester Council  
Larry Dack, Speke Estate  
Norman Elias, Passenger Representative  
Peter Hargreaves, Cheshire West and Chester Council  
Kate Hitchen, Wirral Metropolitan Borough Council  
Councillor Evelyn Hudson, Hale Parish Council  
Denis Knowles, Chairman of LJLACC  
Marshall Morris, Chairman  
Councillor Mary Rasmussen, Liverpool City Council, Speke Garston Ward

**11 MINUTES OF LAST MEETING**

**DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 9 May 2014 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 April to June 2014. 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 18 complaints had been received, with the highest proportion (8, or 44%) from the Wirral peninsula mainly linked to the use of runway 09, which tends to be used in drier weather because of wind direction. It was noted that there was 9 less complaints than for the same period last year.

Members discussed the contents of the Noise Log and noted that one complainant asked for the runway to be realigned. Any realignment would be subject to a planning application and potential public inquiry and had the potential to send flights over more densely populated areas of the Wirral peninsular.

Members noted that the Open golf championship was taking place on the Wirral, and was likely to generate complaints because of low-flying and slow aircraft circling the area, and the temporary helicopter facility at a high school adjacent to the golf course.

Andrew and Colin displayed the real-time aircraft monitoring to show aircraft movements, showing the large number of transits across the area at over 10,000 feet, as well as incoming aircraft and aircraft around the Open golf championship. They then looked at a previous day to see patterns of flight paths, and were shown the navigation points which gave the height and position of flights every ten seconds, and enabled noise monitors to pin point which aircraft has created a noise event.

The mobile Noise Monitor terminal was demonstrated. It was set up in an office and an adjacent telephone was called. As the telephone rang, it was observed that the noise record in real-time was over 60 decibels.

**DECIDED: That**

the Noise Complaints Log for April to June 2014 be noted.

**13 ANY OTHER BUSINESS**

Members noted that the Halton Curve, an unused railway line linking North Wales and Chester to the line going through the Liverpool South Parkway station near the Airport, had been granted £10.4 million towards the restoration of a service.

A Romanian airline, Blue Air, would begin flying out of Liverpool at the end of 2014, with 3 services per week to Bucharest.

**14 DATE OF NEXT MEETING**

The next meeting of the Noise Monitoring Sub-Committee is scheduled for Friday 17 October 2014 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman .....

Date .....

**Changes in Membership of Liverpool John Lennon Airport Consultative Committee:**

- (1) Councillor Bob Swann has replaced Councillor Tommy Fearn as representative for Knowsley Borough Council on the Consultative Committee;
- (2) Councillor Tom McInerney replaced John Stockton as representative for Halton Borough Council on the Consultative Committee, and as portfolio holder for transportation at Halton Borough Council;
- (3) Christina Williams resigned from the Consultation Committee as representative for Liverpool City Council Neighbourhood Management Service. Since the Service was going through a major staff and duties reorganisation it was removed from the membership list;
- (4) Lancashire County Council have reappointed Councillor John Fillis as their named representative, with Councillor Cynthia Dereli as his Deputy;
- (5) Sefton Borough Council have reappointed Councillor Michael Roche as their representative and have also appointed Councillor Andy Dams as his Deputy; and
- (6) Dr Peter Teebay, representative of MACANAD (Merseyside Association for Control of Aircraft Noise and Airport Development) since at least 1995, has passed away at the age of 83 following a battle with cancer.

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**QUARTERLY BUSINESS REPORT****1.0 Liverpool John Lennon Airport - Traffic Statistics****Scheduled Passenger Traffic Performance**

The total traffic figure over the period April to June 2014 was 1,090,990 passengers which is 6% less than the same period last year, reflecting the reduced capacity for the summer season, however airline load factors have increased.

<b>Month</b>	<b>2014</b>	<b>2013</b>	<b>Variance (%)</b>
April	351,582	373,378	-6%
May	375,623	400,951	-6%
June	363,785	390,983	-7%
<b>Q2 Totals</b>	<b>1,090,990</b>	<b>1,165,312</b>	<b>-6%</b>

**easyJet** carried 2% more passengers compared to the same period in 2013 despite having reduced capacity by almost 5%. The airline experienced a rise in Load Factor of 7% in April 2014 compared to 2013, with Paris, Alicante, Krakow and Faro performing well. There is the potential for new destinations in Summer 2015 with discussions ongoing.

**Ryanair** carried 13% fewer passengers with reduced capacity of 17% during the period compared to last year. Load Factors have risen between 3-4% with Wroclaw and Krakow performing strongly.

**Flybe** passenger numbers continued to perform well despite lower capacity on their Isle of Man service due to a reduction from 4x daily to 3x daily from April. The average Load Factor of 66% is up 14% compared to last year. There is an opportunity for an additional destination to be added in Summer 2015.

**Wizz Air** were 32% down in terms of passenger numbers having discontinued their Vilnius route. Warsaw and Gdansk continue to perform well however, with load factors of 85%, 6% up year on year. The airline has recently announced a new route to Riga and increased frequency to Gdansk and Warsaw from March 2015.

## **2.0 Other Matters**

### **2.1 Car Parking**

The following shows the recent car park statistics:

	Total no. of transactions
April	120,004
May	133,395
June	121,665

Vehicle crime continues to remain at very low levels, with a crime rate of just 0.002%, with no reports of vehicles stolen, theft from vehicles or vandalism so far this year.

### **2.2 Planning and Development Matters**

#### Extension to airport perimeter fence

Further to previous updates, there have been some issues to clarify the land boundary however these have now been resolved and the Section 106 Agreement and related drawings are expected to be issued by Halton for signing shortly.

The Airport will then submit a stopping up order for the proposed closure of Dungeon Lane and a Traffic Regulation Order for the opening up of Baileys Lane. Work on site is now expected to go ahead in the first quarter of 2015.

### **2.3 General Airport update**

#### New CEO

The Airport has announced a change in leadership, with outgoing CEO Matthew Thomas taking up a senior position at the Vantage Airport Group, the previous owners of the airport.

Replacing Matthew will be Andrew Cornish who joins the Airport with an impressive track record and wealth of experience in the aviation industry, having spent five years as Managing Director at Manchester Airport and more recently as Chief Customer and Brand Officer at Irish airline Aer Lingus.

#### New routes announced

Blue Air will commence new 3x weekly services from Bucharest to Liverpool from December 15th. Bucharest is the largest unserved route in Europe from the North West of England

Liverpool John Lennon Airport has recently signed up new charter services with both OSKA Travel and Newmarket Holidays with flights now on sale to Antalya in Turkey and Verona respectively.

### New parking Arrangements

In June, the Airport implemented the changes to the car parking arrangements discussed previously, giving drivers the choice of using the Express drop off and pick up area for £2 for up to 20 minutes or to use Drop off 2 which is free for 20 mins but a short walk to the terminal.

Traffic flows have improved compared to the previous system with far fewer periods of congestion, in addition to reducing the safety issues previously experienced as drivers rushed to try to take advantage of the previous 5 minute free period.

There has naturally been an initial period with some confusion as drivers are unfamiliar with the new arrangements and many believing that the ability to drop off or pick up for free no longer exists, unaware that a new drop off/pick up area has been created with an increased time period of up to 20 minutes free. Additional staff were required to work in the car parks longer than initially expected to help with customer queries, but over time this has now settled down and the system is running smoothly.

As expected, drivers naturally prefer not to have to pay to use the same area for drop off as they had previously for free for 5 minutes, but the Airport has continued to explain the reasons behind these changes and that the ability to drop off for free remains, but in a new location slightly further away. Few complaints have been received relating to the location of this new area.

### Airports Commission - Discussion Paper 06: Utilisation of the UK's Existing Airport Capacity

The Airport submitted its detailed response to this latest Airports Commission consultation in July, with a focus on the following three key issues in relation to Liverpool John Lennon Airport:

- 1, The need to provide access to a London hub airport
- 2, Strategic importance of regional airports
- 3, Options that could support regional airports

Liverpool Chamber of Commerce and both the Liverpool City Region LEP and Cheshire and Warrington LEP, also submitted responses echoing the Airport's views.

### Transport Select Committee Small Airports enquiry

The aim of this inquiry is to examine policy and make recommendations to the Government on the role of smaller airports. The Committee's objective is to ensure that this area of policy is properly scrutinised and that the role of smaller airports in improving connectivity is recognised within Government.

The deadline for evidence is 3rd October and the Airport will be responding, making similar points to those made in the recent response to the Airports Commission's Discussion Paper 06, making particular reference to the airport's economic importance.

### Government commits £10.4m to Halton Curve

The Airport has warmly welcomed the announcement by the Chancellor of the Exchequer that the Government is prepared to commit £10.4 million of funding to reinstate the Halton Curve Rail Link.

The scheme would reinstate (and resignal) a section of railway between Frodsham and Runcorn allowing trains to travel to the Airport (via Liverpool South Parkway) and Liverpool, from North Wales and Chester in both directions.

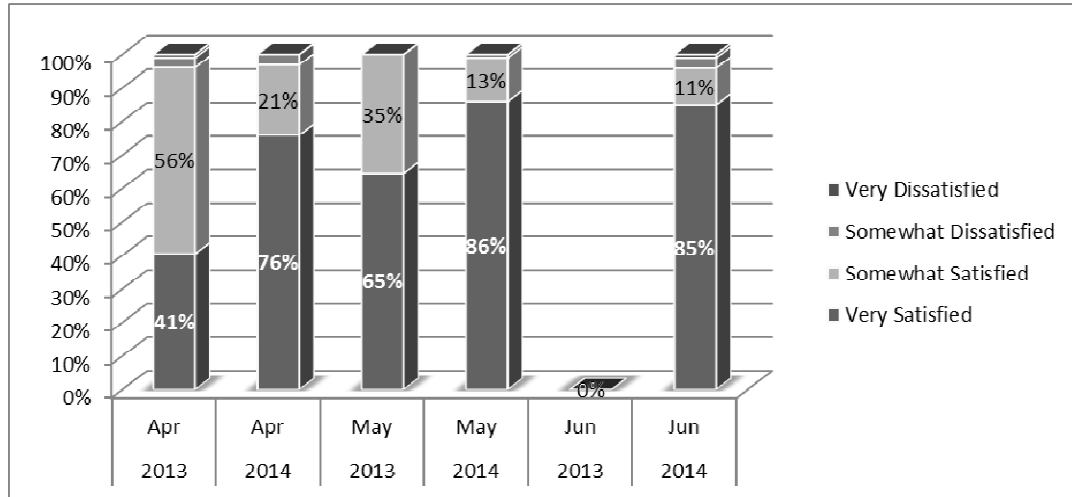
### Customer Service Surveys

Over 800 surveys were conducted in the second quarter of 2014 and the tables below summarise responses compared to the same period in 2013.

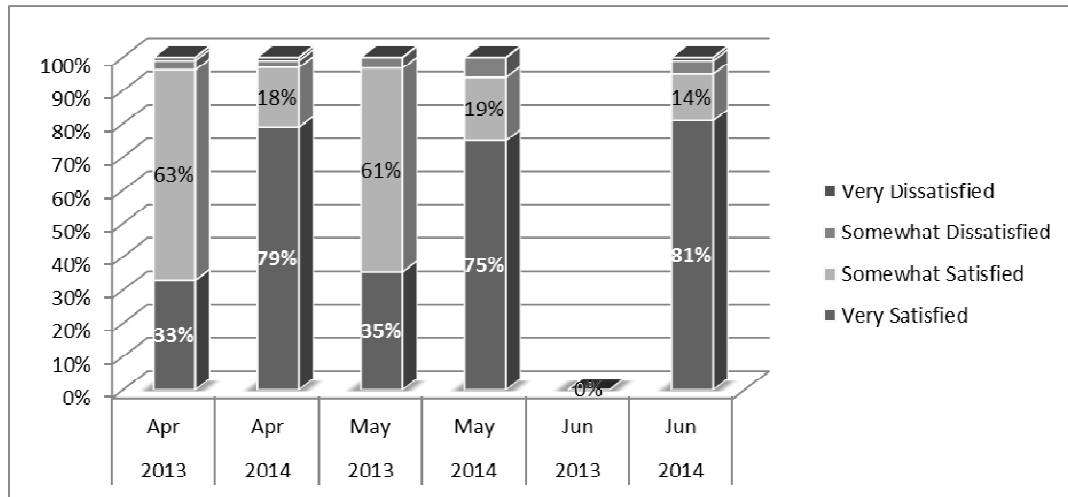
Similar to previous quarters, feedback remains positive by the vast majority of passengers when looking at the three key areas of overall experience, cleanliness and security processing times.

Whilst data recorded shows slightly longer security processing times compared to last year, these have improved over times recorded during the first quarter of the year, with over 80% of passengers consistently taking less than 10 minutes to pass through security.

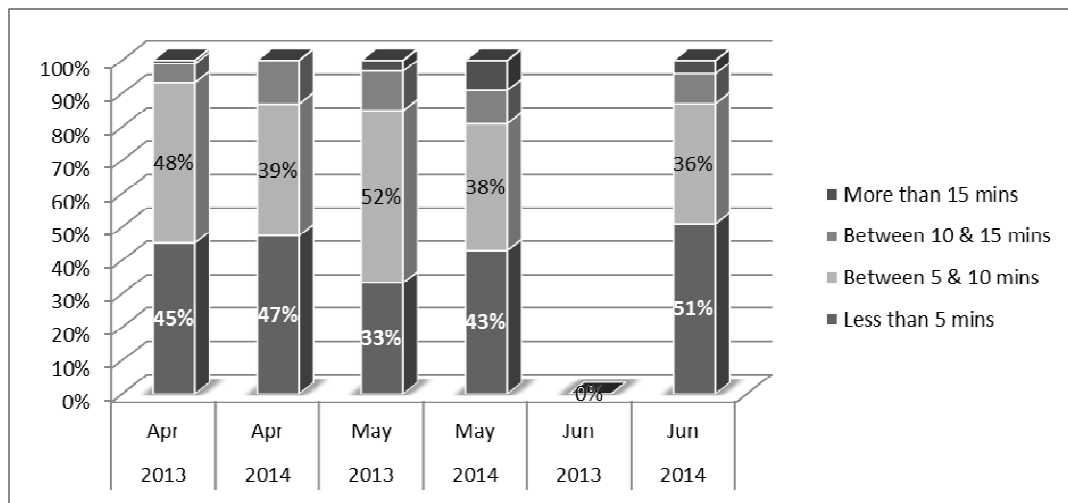
### **Q: Overall, to what extent has your airport experience met your expectations?**



**Q: To what extent has the cleanliness of the airport met your expectations?**



**Q: How long did it take you to get through security?**



**2.4 Press Releases**

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

- 21<sup>st</sup> May Local parcel firm sets up at JLA
- 26<sup>th</sup> June Flights to Antalya announced from JLA for Winter 2014
- 1<sup>st</sup> July Hampton by Hotel Liverpool/John Lennon Airport Awarded Top Performing Hotel
- 3<sup>rd</sup> July JLA welcomes investment into Halton Curve scheme
- 9<sup>th</sup> July Blue Air to commence North West's only scheduled service to Bucharest with direct flights from LJLA
- 21<sup>st</sup> July UK's first ever Airport Blow Dry and Beauty Bar comes to JLA
- 25<sup>th</sup> July Start of school holidays brings busiest period of the year for JLA
- 7<sup>th</sup> August Wizz Air doubles capacity at LJLA and adds a new route to Riga
- 22<sup>nd</sup> August Busy Bank Holiday Weekend gets underway for LJLA
- 28<sup>th</sup> August LJLA announces new holiday flight to Verona in 2015
- 4<sup>th</sup> September Change in leadership at LJLA

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**Report of the Liverpool Airport Secretariat****UKACCS ANNUAL MEETING 2014 – KEY POINTS AND OUTCOMES**

The 2014 Annual Meeting was held on 11/12 June at Gatwick Airport with 19 Airport Consultative Committees (ACCs) being represented and seven civil servants, which reflects increased Government interest in ACCs. From Liverpool, Chairman Denis Knowles and Assistant Secretary Mike A Jones attended. Copies of presentations and papers are on the UKACCS website: <http://www.ukaccs.info/meeting14.html> Notes from Liverpool's delegates are in *italics*.

The agenda covered a wide range of current and future aviation issues and this report summarises the main points. Overall, there was a focus on the decision of the Davis Inquiry, into runway capacity in the South East, which resulted in many mentions of the rivalry between Heathrow and Gatwick on the location of the third runway and the changes that would result.

**INTRODUCTION**

Gatwick Airport's Chief Operating Officer spoke about the airport: notable points included:

- New owners around January 2010;
- They aim to have security queues of under five minutes 95% of the time;
- They serve 200 destinations in 90 countries (more than Heathrow) and included 10 UK destinations;
- In 2013 it serviced 35.9 million passengers on 70 airlines, with EasyJet the biggest carrier;
- They are trialling Airport Collaborative Decision Making, where everyone gets the same information to make decisions, e.g. having screens counting down to the expected 'pushback' time outside of terminal buildings so baggage handlers, cleaners, inspectors and pilots all work to the expected departure time;
- They are the busiest single-runway airport in the world, with about 55 movements an hour;
- They pay £1,000 of the Council Tax in conurbations within the 57 decibel level (until there are new home owners), and have a 15km narrow corridor on the length of the runway which benefits from the Noise Insulation Scheme.

**3. AIRPORTS COMMISSION INTERIM REPORT**

- The presentation given by Philip Graham, Airports Commission Secretariat is available on the website.
- The Airports Commission's discussion paper on "Utilisation of the UK's Existing Airports Capacity (Discussion Paper 06)" focuses on the domestic and international connectivity provided by airports other than Heathrow and Gatwick. It also examines the connectivity trends at airports and whether the connectivity can be enhanced.
- Making best use of existing capacity and surface access is a key part of the Commission's work particularly over the medium term before new capacity becomes available. The decline in regional connectivity into London has been acknowledged and is being considered by the Commission.
- The Commission has amongst its recommendations for the short to medium term asked that a Senior Delivery Group drive forward the CAA's Future

Airspace Strategy (FAS). This Group is due to publish a road map in the near future setting out the timeframe and sequence of delivering airspace changes to achieve greater efficiency and capacity at airports.

- The Government's response to the Commission's Interim Report is awaited – due to be published in June 2014.

*The Commission was looking at one new runway by 2030 and possibly another later. Delegates were aware that the timescale may prove awkward politically with subsequent parliaments having to make the difficult decision.*

*Three options had been shortlisted: a third runway at Heathrow; an extension to an existing runway at Heathrow allowing planes to take off and land simultaneously; and a new runway at Gatwick. Further investigation of a potential new airport in the Thames Estuary was also being made.*

*They had also proposed an Independent Aviation Noise Authority to provide standard measures and impartial expert advice.*

*There would be a public consultation in Autumn 2014 on scheme evaluation with the final recommendation in Summer 2015.*

#### **4. REGIONAL SERVICES AT LONDON AIRPORTS**

- Philip Graham, Airports Commission and the DfT acknowledged the need to examine whether the mechanisms in place to maintain the UK's domestic connectivity – linking regional centres as well as London - were being used in the best possible way.
- The DfT is due to consult on the EU State Aid Guidance in the summer.
- The UKACCs Secretariat was asked to prepare a response to the Airports Commission's Discussion Paper 06 to emphasise the Group's concerns about the need to protect domestic slots for regional services based upon the comments previously submitted to the DfT and Commission.
- The DfT would clarify the threshold at which the Regional Air Connectivity Fund applies (i.e. airports handling 3 million passengers per annum or 5 mppa).

*Liverpool had been specifically mentioned in the Chancellor's budget speech, which had confused matters since it was above the 3mppa limit stated. Tim May from the Department for Transport said at the meeting that 5 mppa was what was meant.*

#### **5. AIRCRAFT OVERFLIGHT AND THE CAA'S FUTURE AIRSPACE STRATEGY (FAS)**

- The first phase of the FAS focuses on connections for Gatwick and London City. The consultation processes and approach used in the first phase would be rolled out to other UK airports.
- The airspace changes flowing from the FAS could see new or altered NPRs (Noise Preferential Routes) and SIDs (Standard Instrument Departures) at many airports.
- The Government's policy of concentrating flight paths was noted but there was concern about the impact on the communities being overflown for the first time under intensively used routes and new NPRs and SIDs and the fact that there was currently no statutory provision for compensation to be paid where loss to property value is experienced (e.g. impacts of new highways is covered by the Land Compensation Act). It was agreed that this matter should be highlighted to the Government.

*At Liverpool there is a persistent problem from overflown addresses on the Wirral, who complained frequently, being more affected if flight paths became more concentrated*



## **6. NEW DFT GUIDELINES FOR ACCS**

- The presentation given by Tamara Goodwin, DfT is available on the website. There had been 47 responses to the consultation. UKACCs thanked the DfT for the comprehensive review that had been undertaken and commended the new guidelines in helping to ensure ACCs were engaged with a wide range of interests and were effective.
  - Reviews by ACCs:
    - The presentation given Philip Carlisle, Adviser, Heathrow Airport Consultative Committee (HACC) is available on the UKACCs website.
    - Colin Flack, Chairman, Birmingham Airport Consultative Committee shared details of the review of his committee's membership: Birmingham ACC has always enjoyed a positive and proactive relationship with the airport and its member organisations. However the size of the committee membership is large and the opportunity has been taken to consider the synergies between the various groups to ensure the future effectiveness of the ACC's role as a critical friend of the airport.
- The new Code of Conduct for members was considered vital to help members understand this role and account for their actions. The induction of new members was considered an important part of ensuring members were aware of the purpose and function of an ACC and their role. Newcastle ACC has recently prepared a welcome pack for new members which provided a source of key information for new members and what was expected of them.
- Managing the size of ACCs was discussed and it was suggested that credible umbrella organisations could effectively represent the various individual interest groups e.g. represent and work on behalf of smaller residents' groups and business groups.
- The advantages and disadvantages of holding meetings in public were discussed and examples shared. The DfT emphasised that wherever possible ACCs should aim to meet in public.
- The independence of ACCs (financing, officers, chairman) and what that meant in fulfilling the role of critical friend was highlighted. It was agreed that this issue would be considered by the UKACCs Working Group and would be a topic for discussion, with the possible use of an external facilitator, at next year's Annual Meeting.
- Reference was made to the Airports Commission's recommendation to create an Independent Aviation Noise Authority and the CAA's suggested Airport Community Engagement Forums. UKACCs was of the view that ACCs are already in place as the statutory mechanism to ensure consultation between airports and local interests, and that they should be used wherever possible, rather than inventing new bodies to deal with specific issues.

## **7. THE PASSENGER EXPERIENCE**

- Gatwick Airport Consultative Committee (GATCOM) gave a presentation on the way in which passenger interests and issues are considered at Gatwick. A copy of the presentation is available on UKACCs website.
- Gatwick Airport Limited invited GATCOM's Passenger Advisory Group to participate and provide input to project design at inception and throughout the development of a project to ensure the passengers' perspective was embraced in project design and delivery.

## **8. CAA'S REVIEW OF PRM SERVICES AT UK AIRPORTS**

- James Fremantle, CAA gave a presentation on the key highlights of the CAA's work and the results of the review of PRM (passengers with Reduced Mobility) services at UK airports. A copy of the presentation is available on the UKACCs website.
- UKACCs was pleased to learn that the results of the review were very positive on the airport side although there were areas where improvements needed to be made. These included visibility and accessibility of help points and the quality of the assistance, in particular waiting times, rudeness of staff and quality of facilities, e.g. seating.
- Other issues were around the consultation on and the publication of quality standards, performance monitoring against Quality Standards and publication of PRM charges.
- Delegates highlighted the following issues which affects the service quality:
  - Abuse of the system and "fake" PRMs to queue jump/travel through the airport more quickly
  - Pre-notification was highlighted as an area that impacted on the quality and efficiency of the service provided. Pre-notification rates had improved but it was felt that more needed to be done to inform and educate travellers. The CAA has a project to examine this in Autumn 2014.
- Delegates were encouraged to respond to the CAA's current consultation on Quality Standards under Regulation EC 1007/2006 – consultation launched on 12 May 2014.

*It was noted that between 1% and 4% of passengers regarded themselves as having impairment, of those 60% used PRM assistance. Proportions were increasing twice as fast as passenger numbers.*

## **9. CAA CONSUMER PANEL – WORK PROGRAMME AND PARTNERSHIP WORKING**

- Keith Richards, Chair, CAA Consumer Panel provided an update on the work of the Panel over the past year, the issues being considered and partnership working.
- Key areas of work included:
  - Helping the CAA design an effective consumer research and engagement programme remains high on the Panel's list as this will help the CAA identify situations where consumers, or certain groups of consumers, may be particularly vulnerable to detriment.
  - Reforming the industry's complaints handling arrangements – the Panel will continue to urge the CAA to deliver a system that meets the standards consumers have come to expect in other regulated industries.
- Delegates enquired about the Panel's successes. Keith confirmed that the Panel had successfully inputted to the CAA's Q6 process and changes had been made as a result of the Panel's advice. The Panel's Annual Report is due to be published shortly and would include details of the Panel's successes.
- The Panel would value developing better communication flows with UKACCs and would liaise with the Secretariat to establish how best to achieve this so that the knowledge and experience of ACCs is taken into account in the Panel's deliberations and vice-versa.

**Report of the Liverpool Airport Consultative Committee Secretariat****DEPARTMENT FOR TRANSPORT GUIDELINES FOR CONSULTATIVE COMMITTEES**

1. The Department for Transport consulted on a draft version of the Guidelines for Consultative Committees in December 2013. These were discussed at the Consultative Committee meeting on 14 February 2014 and comments from that meeting were submitted to the consultation. The final version of the guidelines was issued on 17 April 2014 and a copy is attached for information. These were discussed at the annual UKACCS conference on 12 June 2014 and met with general approval.
2. There are issues posed by the Guidelines which we may need to have a policy on in case they arise in the future. These are:

Section	Subject	Question
Page 7	Principles	Users of the airport are mentioned. Do members feel that users could be better represented? Possibly by people who see customers face to face such as Airport Ambassadors or Customer Services? Are the Customer Services survey results in the quarterly report sufficient? If no strong feelings, we can continue reporting survey results and have regular user as the passenger representative.
2.17	Private session	We do not have a method of closing part of the meeting. We could have a separate, private part of the agenda or we can hold a separate private 'General Purposes' meeting if necessary?
2.20	Principles - Constructive	An Annual Work Plan is suggested. Should we have one, for instance a list to review major developments (e.g. Halton Curve, Mersey Gateway bridge) regularly?
3.14	Proceedings - Participation	Should all existing and new members be asked to formally agree to abide by the Code of Conduct?

3. The Airport representatives also looked through the document and commented "One aspect worth noting for our future meetings though is perhaps more input to the meeting from the local planning authority re things like local plans and policies that may impact on the airport which can be shared with the Committee – as per the recommendation (item 3.13, p 15)". This will be considered as an agenda item for future meetings when new Local Plans or Policies emerge.

**RECOMMENDED: That**

- (1) the Department for Transport Guidelines for Airport Consultative Committees be noted; and
- (2) the Code of Conduct (Section 3.14) be incorporated into the Constitution and agreed by all Members.

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