

## **Liverpool John Lennon Airport Consultative Committee**

**Date :** Friday, 25 May 2018  
**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 Liverpool Airport CEO**

A welcome and brief discussion with John Irving, new CEO at the Airport.

**5 Minutes**

To approve the Minutes of the meeting held on 16 February 2018, attached.

(Pages 5 - 10)

**6 Minutes of Sub-Committees**

To receive the Minutes of the Noise Monitoring Sub-Committee held on 20 April 2018, attached.

(Pages 11 - 24)

**7 Membership**

To note any changes in membership since the last meeting, note changes in process due to the General Data Protection Protocol, and note any issues of non-attendance.

## **8 Public question time**

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with
- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

## **9 Liverpool Airport 'Vision to 2030'**

Presentation by Mark Povall, Director of Air Service Development.

## **10 Airspace Change Update**

Verbal update from Andrew Dutton, Head of Environment.

## **11 Quarterly Report**

(Pages 25 - 28)

To receive the Quarterly Report by the Airport Company.

## **12 CAA Open Day feedback**

Feedback from attendees at the CAA Open Day and Community Discussion Forum, which both took place at Manchester Airport on 5 March 2018.

## **13 Annual Work Programme**

(Pages 29 - 30)

To note the Committee's Annual Work Programme.

## **14 Correspondence**

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

## **15 Any Other Business**

**16 Date of next meeting**

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 12 October 2018 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

**17 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.

**18 Any Other Business to be discussed in the absence of the Press and Public**

**For further information, please contact:**

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mikea.jones@Cheshirewestandchester.gov.uk

Date of Publication: 18 May 2018

**\* *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****16 FEBRUARY 2018  
(10.30 am - 1.00 pm)****PRESENT:**

Councillor Bob Swann, Chairman of Consultative Committee  
 Councillor Caroline Ashton, Frodsham Town Council  
 Michelle Cameron, Liverpool & Sefton Chamber of Commerce  
 Normal Elias, passenger representative  
 Councillor Chris Ellams, Helsby Parish Council  
 Cedric Green, North Cheshire Rail Users Association  
 Councillor Stan Hill, Halton Borough Council  
 Councillor Evelyn Hudson, Hale Parish Council  
 Jordi Morell, West Cheshire and North Wales Chamber of Commerce  
 Alex Naughton, Merseytravel  
 Councillor Steve Parish, Warrington Borough Council  
 Steve Pearce, Friend of Liverpool Airport  
 Tony Rice, disabled persons representative  
 Councillor Michael Roche, Sefton Metropolitan Borough Council  
 Angus Tilston MBE, Wirral Transport Users Association  
 Councillor Jeremy Wolfson, Liverpool City Council  
Others  
 Robin Tudor, Head of Public Relations, Liverpool Airport  
 Andrew Dawson, Head of Environment  
 Christina Shields, Customer Services  
 Mike A Jones, Assistant Secretary

**1 APOLOGIES**

Apologies have been received from:

Councillor Rob Abbey	Wirral Council and Merseytravel
Councillor Michael Green	Lancashire County Council
Councillor Barrie Grunewald	St Helen's Council
Keith Levin	Liverpool Airport General Aviation Users Association
Marshall Morris	Vice Chairman
Councillor Brian O'Hare	Knowsley Council
Simon Osborne	National Trust
Councillor Ralph Oultram	Cheshire West and Chester Council
Councillor Colin Rowan	Halebank Parish Council

**2 APPOINTMENT OF CHAIRMAN**

The Assistant Secretary invited nominations for the role of Chairman.

Councillor Stan Hill nominated Bob Swann, seconded by Angus Tilston.

There were no other nominations.

**DECIDED: That**

Bob Swann be appointed Chairman of Liverpool Airport Consultative Committee for the 2018/2019 year.

Bob Swann in the Chair

### **3 APPOINTMENT OF VICE-CHAIRMAN**

The Chairman invited nominations for the role of Vice-Chairman of the Consultative Committee.

Bob Swann nominated Tony Rice, seconded by Jordi Morell.  
Stan Hill nominated Norman Elias, seconded by Steve Pearse.

There were no other nominations.

Norman asked to withdraw his nomination.

Tony Rice gave details of his background with over 30 years' experience, including many years of being a Chairman. He was an advocate of disability rights, and passionate about air travel and Liverpool Airport in particular.

#### **DECIDED: That**

Tony Rice be appointed Vice-Chairman of Liverpool Airport Consultative Committee for the 2018/2019 year.

### **4 DISCLOSURE OF PERSONAL INTERESTS**

There were no disclosures of personal interests.

### **5 CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

### **6 MINUTES**

#### **DECIDED: That**

the minutes of the meeting of the Consultative Committee held on 24 November 2017 be approved as a correct record and signed by the Chairman.

### **7 MINUTES OF SUB-COMMITTEES**

It was noted that 220 of the 225 noise complaints, on the Noise Log submitted to the Noise Monitoring Sub-Committee, were from one individual, who had been invited to the next meeting of the Sub-Committee.

It was also noted that Marshall Morris had submitted his resignation as Chair of that Sub-Committee and a Chair would have to be elected at the next meeting. It was hoped that Marshall would attend the next meeting of the Consultative Committee to thank him for his many years of service.

#### **DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee on 26 January 2018 be received.

### **8 PUBLIC QUESTION TIME**

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

## **9 MEMBERSHIP**

The Assistant Secretary informed the Committee that there had been no changes in membership since the last meeting to report, and detailed the ongoing issues of non-attendance which were noted at the last meeting. He also detailed four positions on the Committee which had been vacant for at least a year: the travel industry representative; freight operators; concessionaires; and airlines. It was noted that it was hard for representatives of any of these categories to justify attendance at meetings when so few of the items were of relevance to them, although their input on particular issues would be welcomed.

The representative on the Airport Transport Forum required appointing at this meeting.

Bob Swann nominated Steve Pearse.

There were no other nominations for representative although Jordi Morrell was willing to be a reserve representative.

### **DECIDED: That**

- (1) the positions on the Consultative Committee for representatives of the travel industry, freight operators, concessionaires, and airlines be removed from the membership list and individuals invited if there were items particularly relevant to them;
- (2) Steve Pearse be appointed as representative on the Air Transport Forum for the 2018/2019 year, with Jordi Morell as reserve.

## **10 APPOINTMENT OF SUB-COMMITTEES AND PANELS**

### **DECIDED: That**

in accordance with paragraph 8.5 of the Constitution the Noise Monitoring Sub-Committee and General Purposes Sub-Committee be reappointed for 2017/2018 with the Terms of Reference and membership categories as detailed in the Constitution.

## **11 QUARTERLY REPORT**

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering October to December 2018. Overall, there had been almost 3% growth in passenger numbers compared to the previous year which was already significantly up on previous years. The annual total was less than 50,000 short of 5 million passengers.

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

- EasyJet had put on 4 new routes on sale for Summer 2018 and achieved a load factor of 86%;
- Ryanair was broadly the same as last year;
- Flybe had load factors 10% higher;
- WIZZ air increased capacity with a new aircraft and increased passenger numbers by 64% with 90% load factor;
- Blue Air had a 83% increase in passengers and announced two new services;

- General and Business Aviation aircraft movements decreased by 15%. A new executive jet centre was scheduled to open in Spring 2018 with dedicated facilities;
- in 2017 there were 1.8 million vehicle visits to the car park, and only 37 incidents, none of which involved theft;
- The extension of the perimeter fence to the East of the runway was still delayed awaiting signing off by Liverpool City Council;
- The ASQ passenger opinion survey results showed that the Airport was ranked in the top 7 of the 18 monitored airports in 10 of 14 categories and within the top 5 in 6 categories. Improvements had included remodelling the arrivals area, making passport control larger. It was noted that improvements at other airports could reduce Liverpool's place in the rankings;
- John Irving had been appointed as the new CEO of the Airport Company;
- the Punctuality League had revealed that Liverpool was the 7<sup>th</sup> best record in the world for scheduled flights on time compared to similar sized airports, and 13<sup>th</sup> against all airports of all sizes around the world;
- An emergency exercise had been carried out on the River Mersey by Merseyside Fire and Rescue to test procedures for an aircraft incident in the river;
- The Airport Transport Forum had met in January 2018 with a progress report regarding the Surface Access Strategy and an update from their Marketing Sub-Group;
- Liverpool City Council was withdrawing the Tourist Information Centre at the Airport as part of a reduction within the service throughout the city.

Members discussed the report, including aspects such as the increased number and size of aircraft based at the airport, car parking options, bus routes, rail improvements and Brexit.

**DECIDED: That**

the quarterly report be received.

**12 PLAS/FASI-N AIRSPACE CHANGE PROCESS**

Andrew Dutton spoke about the review of the airspace in the North of England and in particular the proposed changes around Liverpool Airport. The Airport will be following a defined change process (CAP 1616). As part of this process the Airport was seeking to engage with the Consultative Committee and Noise Monitoring Sub-Committee over establishing design principles, but was concerned that the engagement needed to reach the most appropriate person within each organisation.

After a discussion a questionnaire, with accompanying contact details and an open invite to meet the Airport, was thought to be the most appropriate method of reaching and engaging with the correct individuals in organisations that were represented on the Committee.

**DECIDED: That**

a questionnaire, with contact details and open invite to a meeting, be prepared for member organisations regarding the proposed airspace change.

**13 CONSTITUTION**

There had been a minor change in the Committee's Constitution to comply with the General Data Protection Regulation which would come into force on the date of the



next meeting. The previous version included the names of all members of the Committee, but since they should no longer be accessible if they left their position and the Constitution could only be amended by the Committee, there may be periods where the names were still available when they were not allowed to be. To resolve this, names had been removed from the Constitution document but it was proposed that a contact list, with such contact details as each member was willing to have published, would be created by the Secretariat and published on the website, to be updated upon any changes in membership.

**DECIDED: That**

the updated Constitution be agreed and the Secretariat create a list of members with contact details.

**14 MOST ACCESSIBLE AIRPORT**

Tony Rice spoke about his involvement with Dubai Airport. Tony had a background as a Disabled Access Officer with Liverpool City Council and had worked with the police in Britain and Dubai on disability awareness.

In 2006 the United Arab Emirates had passed equality legislation and had an ambition to be the most open community in its dealings with, and accessibility for, people with disabilities. As part of this, Dubai Airport had an ambition to be the world's most accessible airport. It had identified that people's attitudes were the hardest barrier and had begun a series of disability awareness training events, starting in January 2018 with senior managers. This would continue through middle managers and then 'champions' in all sections and locations. It was noted that Government Departments including the Airport had been trying to outdo each other in their ambition, and the Airport was trying to gain the title of most accessible institution from the police. In addition to training, 2% of the workforce had to have a registered disability. By 2020, it was planned that 5,000 staff at the Airport would be trained, and decision making would include workgroups to consider disabled people.

Tony would continue to provide updates on the Airport's work and ambitions at future meetings.

**15 ANNUAL WORK PROGRAMME**

Members discussed the Work Programme and suggestions were made for amendments to it, including: the removal of the CAA Open Day in Manchester until a date was announced for it; changing the dates to 2018 and 2019; and the addition of an update on the Liverpool City Region rail improvement works for the May 2018 meeting.

**DECIDED: That**

the Work programme be noted and updated for the next meeting.

**16 CORRESPONDENCE**

There was no correspondence to report.

**17 ANY OTHER BUSINESS**

There were no items of additional business.

**18 DATES OF NEXT MEETINGS**

**DECIDED: That**

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

<b>NMSC</b>	<b>LJLACC</b>
20 April 2018	25 May 2018
20 July 2018	21 September 2018
26 October 2018	23 November 2018
18 January 2019	15 February 2019

All meetings to be held at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD.

Chairman .....

Date .....

**NOISE MONITORING SUB-COMMITTEE**

**20 APRIL 2018**  
**(10.30am - 11.33am)**

**PRESENT:** Ian Gaskill, Environmental Health, Wirral Borough Council  
Councillor Tricia O'Brien, Liverpool City Council  
Ian Rushforth, Environmental Health, Liverpool City Council  
Bob Swann, LJLACC Chairman  
Angus Tilston MBE, Wirral Transport Users Association  
Councillor Jeremy Wolfson, Liverpool City Council  
Liverpool John Lennon Airport  
Andrew Dutton, Head of Environment  
Colin Barnes, Environmental Advisor  
Mark Swanton, Environment Apprentice  
Secretariat  
Kerry Twist, Assistant Secretary

**34 APOLOGIES**

Apologies had been received from:

Martin Doyle, Environmental Health, Cheshire West and Chester Council  
Norman Elias, Passenger Representative  
Peter Hargreaves, Environmental Health, Cheshire West and Chester Council

**35 CHANGES IN MEMBERSHIP**

The Committee were invited to nominate a new Chairman.

Bob Swan nominated Tony Rice, seconded by Angus Tilston. This was following the discussions at the Liverpool Airport Consultative Committee (LACC).

There were no other nominations.

**DECIDED: That**

Tony Rice be elected Chairman of the Noise Monitoring Sub-Committee for 2018/2019.

**36 MINUTES OF LAST MEETING**

**DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee held on Friday 26 January 2018 be agreed as a correct record.

**37 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 January 2018 to 31 March 2018. 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 456 complaints had been received, with the highest proportion 450 from one complainant in the Warrington area. Andrew informed members that he had written to the individual and offered to go and speak to them and to invite them to come along to the meeting, there has been no response. It was suggested that it would be useful to produce two sets of figures in future, one set to include the individual and one set to exclude any complaint from the individual.

It was envisaged that the number of complaints would increase in coming months due to the public awareness of the airspace change.

**DECIDED: That**

the Noise Complaints Log for 1 January 2018 to 31 March 2018 be noted and that the NMSC members support the airport to only respond to the main complainant if there was a change to normal operation in the future.

**38 NM&TKS UPDATE**

The existing Noise Monitoring and Track Keeping System (NM&TKS) was installed in 2001/2. This was provided by Bruel & Kjaer (B&K) who were no longer in a position to support the noise monitoring terminals (NMT) as they had moved over to digital solution.

The tender process had been completed. Invites to tender were sent out to Casper, Topsonic and B&K. It was intended that the new sound level meters were to be installed by October 2018.

It was expected that the new system would ensure increased functionality and reliability. The support would be remote, as all of the companies were based overseas.

It had been decided that the new sound level meters are installed in the same places as the existing ones (Hale School and Eastham Park) and that a spare mobile monitor would be issued to be used as a backup.

**39 SOUND INSULATION GRANT SCHEME (SIGS)**

The Sound Insulation Grant Scheme (SIGS) provides financial assistance towards the cost of installation of thicker glazing to insulate households exposed to the highest levels of aircraft noise within the specified area.

The current eligible noise level criteria were;

- Daytime 63 dB
- Night time 59 dB

The SIGS grant was capped at £3500 per property (to cover glazing, ventilation and loft insulation).

The scheme contours were last reviewed in 2016 and this saw a reduction in the number of affected properties.

LJLA were due to review the SIGS model in 2018. This will be done by an independent consultant. It was envisaged that the eligible area would potentially shrink further.

**40 NOISE ACTION PLAN (NAP)**

Andrew Dutton updated the members about the Noise Action Plan (NAP). This was a requirement of the Environmental Noise Regulations 2006 and worked on a 5 year rolling cycle known as Rounds. All Civil Airports in England were required to produce Noise Action Plans by August 2018, the Department for Environment, Food and Rural Affairs was to publish the data in January 2019.

A draft NAP will be distributed to members of the NMSC to read and make comments before the next meeting.

**41 AIRSPACE CHANGE PROCESS (ACP)**

The GNSS Approach was implemented in July 2016. The Post Implement Review was approved and published on the Civil Aviation Authority (CAA) website.

LJLA had envisaged that they will be implementing the airspace change in 2020. Initially LJLA wanted to join with Manchester (MAN) Airport to do a synchronised review, however this was not an achievable timescale for MAN who were aiming for 2022.

A questionnaire was to be produced and sent out to all members to gather their views about what should have been considered as part of the new design. It was also suggested that the details of the review were taken back to the relevant officers at Local Authorities and to be added to Council meeting agendas where applicable.

Andrew offered to come and visit any of the members organisations or others they may suggest to discuss the Airspace Change Process.

**42 ANY OTHER BUSINESS**

There was no other business to be discussed.

**43 DATE OF NEXT MEETING**

The next meeting of the Noise Monitoring Sub-Committee was scheduled for Friday 20 July 2018 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman .....

Date .....

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## Liverpool John Lennon Airport Rolling 12 Months Movements January 2017 to March 2018

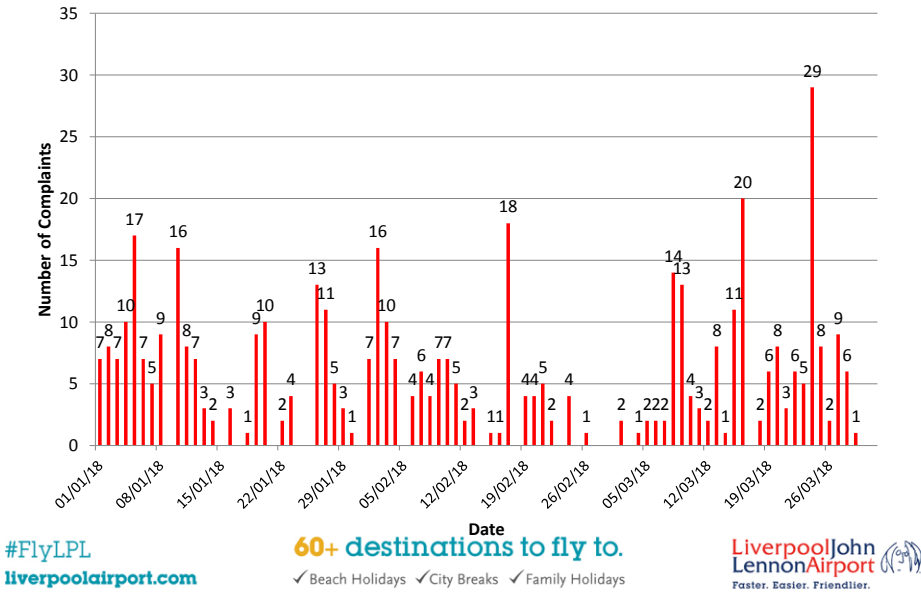
		Club	Commercial	Non Commercial	Other	Total
2017	January	1,039	2,552	95	119	3805
	February	1,610	2,395	107	101	4213
	March	2,125	2,752	110	113	5100
	April	2,327	3,141	122	111	5701
	May	2,548	3,358	207	108	6221
	June	1,833	3,166	141	141	5281
	July	2,414	3,402	160	83	6059
	August	2,330	3,425	143	127	6025
	September	1,784	3,227	123	74	5208
	October	1,923	3,180	138	139	5380
	November	1,983	2,470	141	163	4757
	December	1,047	2,616	90	74	3827
2018	January	1,170	2,550	109	78	3907
	February	1,800	2,455	122	82	4459
	March	1,822	2,841	155	68	4886

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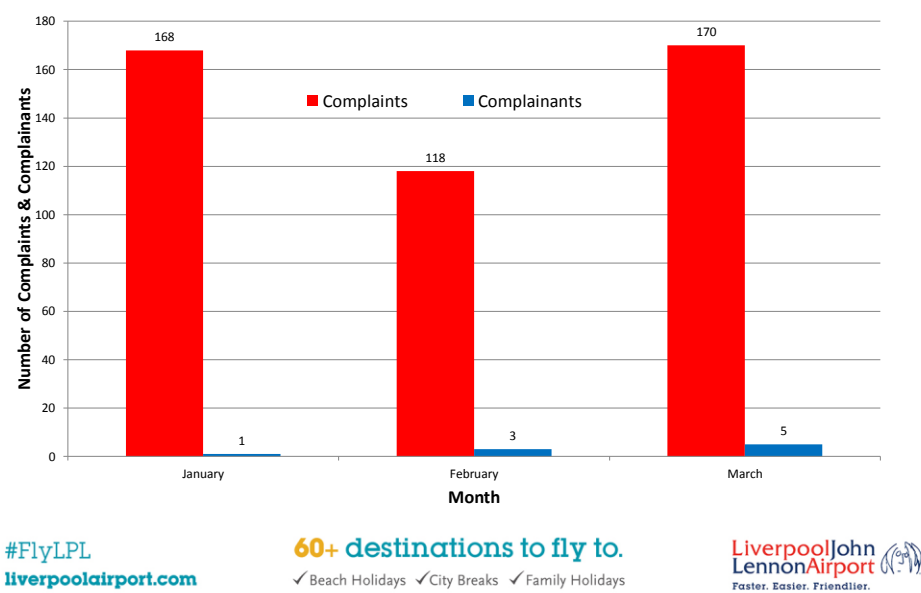
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## Liverpool John Lennon Airport Noise Complaints By Day 1st January to 31st March 2018

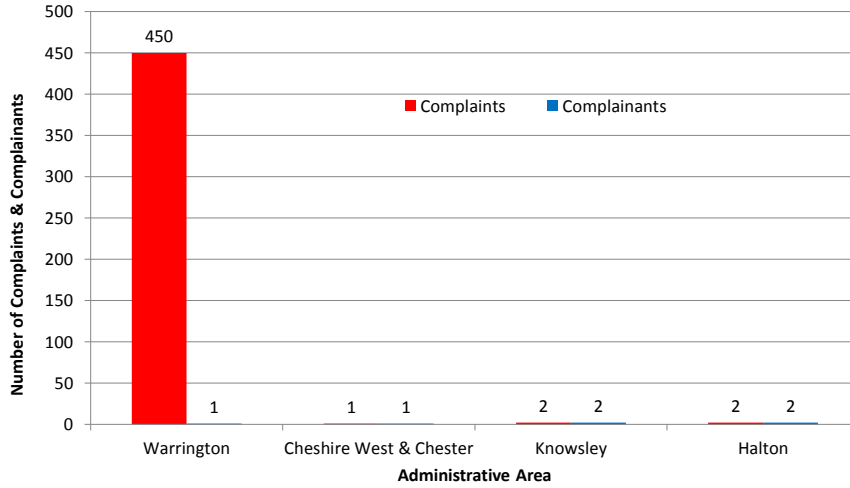


## Liverpool John Lennon Airport Complaints and Complainants for 1st January to 31st March 2018





### Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1st January to 31st March 2018

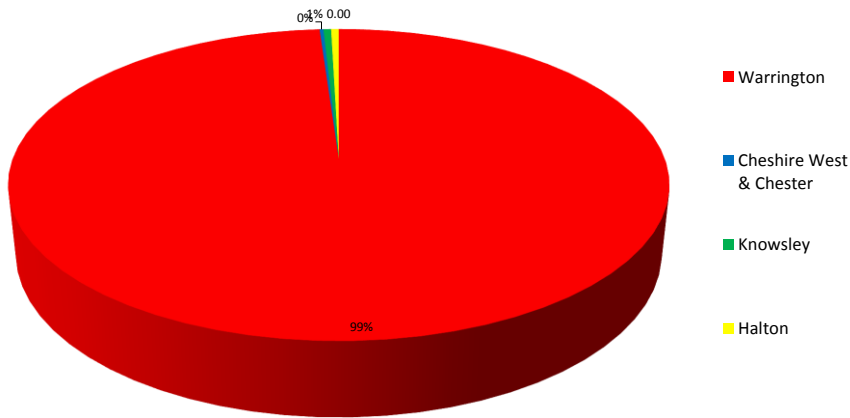


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### Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st January to 31st March 2018

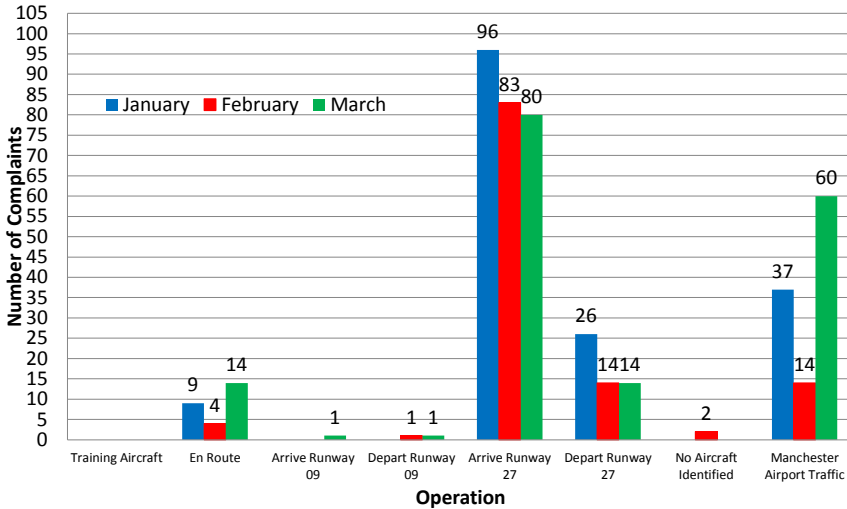


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### Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st January to 31st March 2018

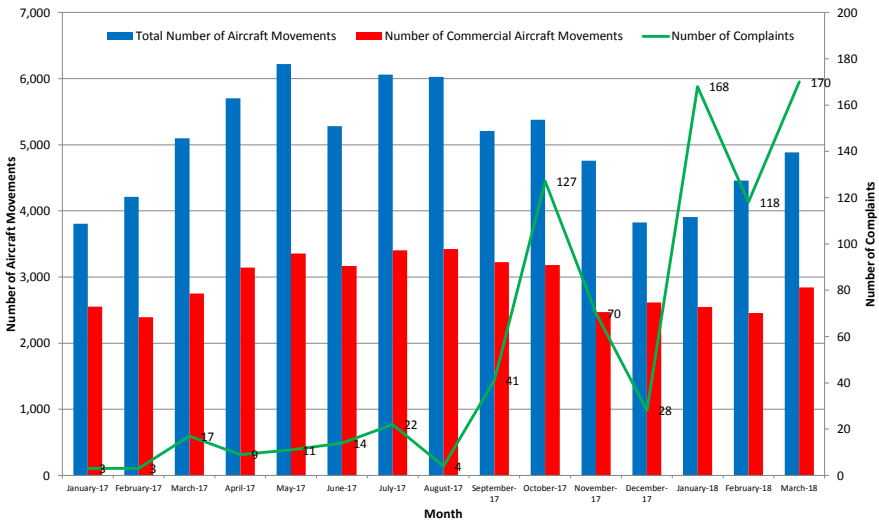


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### Liverpool John Lennon Airport Rolling 15 Month Aircraft Movements and Number of Noise Complaints January 2017 to March 2018

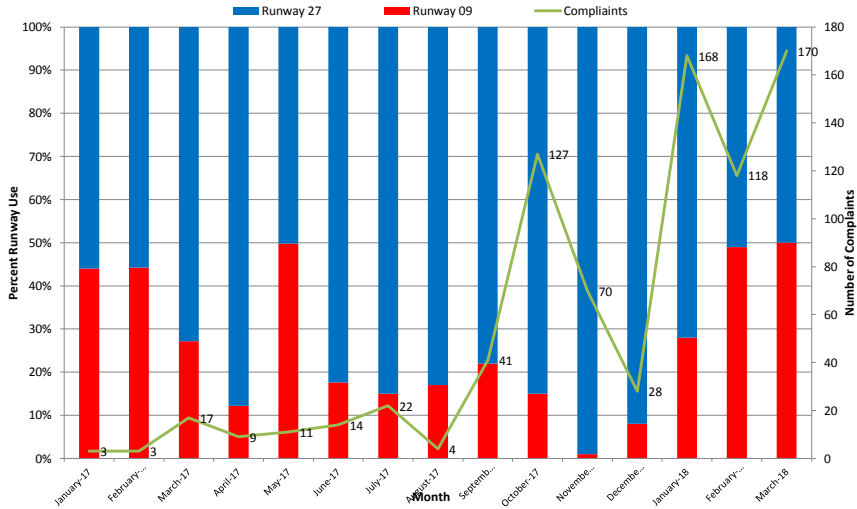


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### Liverpool John Lennon Airport Rolling 15 Month Runway Use and Noise Complaints January 2017 to March 2018

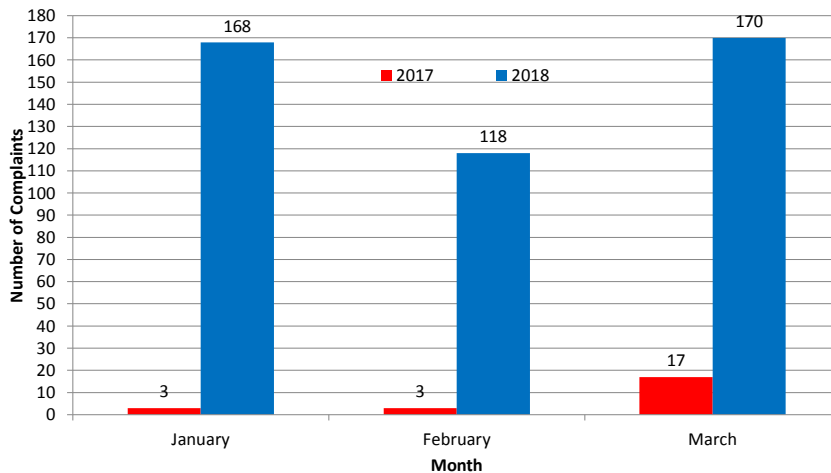


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### Liverpool John Lennon Airport Complaints Comparison for January to March 2017 & 2018

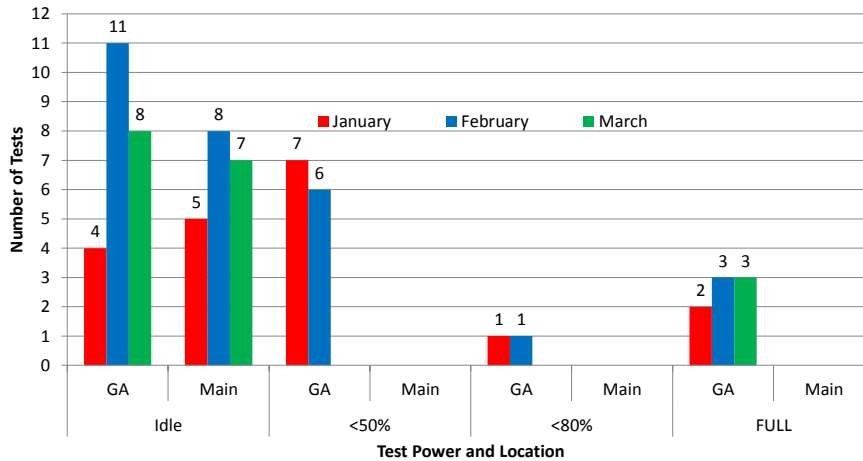


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## Liverpool John Lennon Airport Engine Test Runs 1st January to 31st March 2018



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## Noise Monitoring & Track Keeping System Update

- NM&TKS installed 2001/2
- Tender process completed
- PAR internally to be agreed
- Increase functionality, increased reliability, remote support, GDPR compliant
- Installation September 2018

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## Sound Insulation Grant Scheme (SIGS)

- Summary of the SIGS
- 63 dB(A) daytime
- 59 dB(A) night-time
- £3,500 glazing, ventilation and loft insulation
- Modelling 2018 by independent consultant
- Area covered – eligible properties
- Recent challenges for information & discussion

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## Noise Action Plan (NAP)

- Environmental Noise Regulations (England) 2006 (as amended )
  - Harmonise noise indicators and computational measures so that data can be collected and compared across Europe in a standardised manner.
  - Enable the drawing up and the publication of noise maps to make information available to the public.
  - Help to develop local action plans.
  - Enable collection of data by the European Commission to inform future EU policy.

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## Noise Action Plan (NAP)

The Directive operates in 5 yearly cycles known as Rounds, with the current round

(Round 3) requiring the operators of these airports to produce noise maps in 2017, using data from the 2016 calendar year.

These maps provide a snapshot of the

potential noise impact arising from each airport. Airport Action Plans need to be published by January 2019.

Lden

- The Lden indicator takes account of all aircraft movements throughout an average 24 hour period, but adds 'penalties' to the noise arising in the evening (+ 5 dB) and the night (+10 dB). Evening is defined as 1900-2300.

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## Noise Action Plan (NAP)

What needs to be included in an Action Plan?

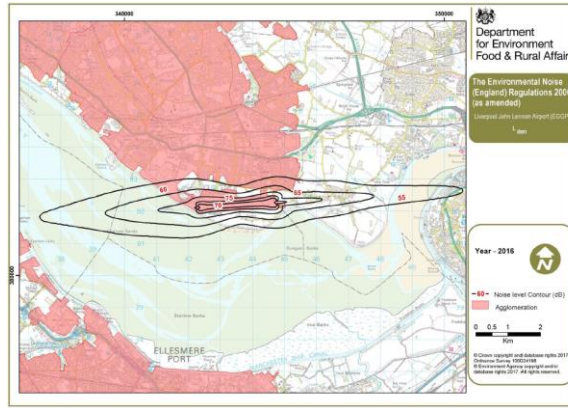
- A summary of the results of the noise mapping
- Identification of problems & situations that need to be improved
- Record of Public Consultation
- Any noise reduction measures already in place
- Long term strategy
- Future actions in the next 5 years
- Financial information
- Provisions envisaged to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

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## Noise Action Plan (NAP)



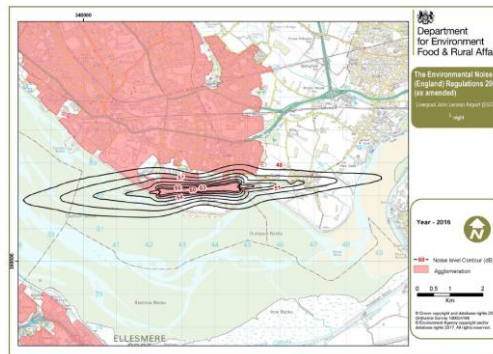
	Number of Dwellings			Number of People			Area enclosed (km <sup>2</sup> )		
	2006	2011	2016	2006	2011	2016	2006	2011	2016
≥ 55	2,450	3,100	2,000	5,700	6,900	4,500	17.0	17.6	14.5
≥ 60	900	900	650	2,200	2,000	1,500	7.04	7.0	5.9
≥ 65	< 50	< 100	< 50	< 100	< 100	< 100	2.64	2.6	2.1
≥ 70	< 50	0	0	< 100	0	0	1.07	1.0	0.8
≥ 75	0	0	0	0	0	0	0.54	0.4	0.4

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## Noise Action Plan (NAP)



	Number of Dwellings			Number of People			Area enclosed (km <sup>2</sup> )		
	2006	2011	2016	2006	2011	2016	2006	2011	2016
≥ 48	1,750	1,900	1,500	4,200	4,300	3,300	13.65	13.1	10.2
≥ 51	1,000	1,000	650	2,500	2,300	1,400	7.98	7.6	6.0
≥ 54	400	200	< 50	1,000	500	< 100	4.51	4.3	3.2
≥ 57	< 50	< 100	< 50	< 100	< 100	< 100	2.45	2.3	1.7
≥ 60	< 50	< 100	0	< 100	< 100	0	1.39	1.3	1.0
≥ 63	< 50	0	0	< 100	0	0	0.85	0.7	0.6

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## Airspace Change Process (ACP)

- GNSS Approach PIR completed
- FASI-N
- MTMA, LPL and MAN one process in two phases
- Design Questionnaire, as agreed at the last NMSC to be send out to all members
- Open invitation to come and discuss with groups or organisations

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

Passenger numbers have seen a 4.3% growth for the first quarter of 2018, carrying over 1M passengers.

<b>Month</b>	<b>2018</b>	<b>2017</b>	<b>Variance (%)</b>
January	326,187	320,206	+1.9
February	338,120	324,909	+4.1
March	389,862	365,387	+6.7
<b>Q1 Totals</b>	<b>1,054,169</b>	<b>1,010,502</b>	<b>+4.3</b>

For the first quarter of 2018, airline highlights include:

**easyJet** has seen passengers numbers reach 514,000 operating at a load factor of 84%.

**Ryanair** continues to see strong performance on their routes to Tenerife, Lanzarote and Alicante, though overall passenger numbers remained similar to the same period last year – with load factors similar year on year too.

**Flybe** carried 35,000 more passengers and continue to perform well on Belfast & Isle of Man

**Wizz Air** continue to increase capacity on Budapest, however a network restructure affecting all UK airports has seen LJLA lose services to Riga and Lublin.

**Blue Air** was the third largest carrier at LJLA in this period, carrying 62,000 passengers with load factors up Year on Year.

New routes for Summer 2018 are Palermo, Pula and Dalaman with easyJet, Shannon with Ryanair, Palma and Malaga with Blue Air and the the recommencement of Flybe's Newquay Summer service. Ryanair will also commence flights to Paphos at the end of October

**General and Business Aviation**

The table below shows that the number of movements relating to General and Business Aviation grew slightly during the first quarter of 2018 by 2% compared to the previous year.

<b>Month</b>	<b>2018 Movements</b>	<b>2017 Movements</b>	<b>Variance (%)</b>
January	1,279	1,134	+13
February	1,922	1,717	+12
March	1,977	2,235	-12
<b>Q1 Totals</b>	<b>5,178</b>	<b>5,086</b>	<b>+2</b>

## 2.0 Other Matters

### 2.1 Car Parking

The following shows the recent car park statistics:

	Total no. of transactions
January	114,089
February	121,054
March	136,695

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

### 2.2 Planning and Development Matters

#### Extension to airport perimeter fence

This matter is now progressing well and we should be able to announce an update shortly.

### 2.3 ASQ surveys

The table below shows how Liverpool compares with a benchmark group of other UK and European airports in relation to various customer service issues. This is a slightly different benchmark group to that used previously and now includes 20 airports, with some having changed in order to reflect better, more realistic comparison data. As a consequence, the table only shows the latest Q1 2018 ASQ results (20th being the lowest place and 1st being highest). The table also compares Liverpool's placement against Manchester Airport's as requested by the Committee, red (dark grey) and green (light grey) indicating a higher or lower placement in the benchmark.

Key Driver	LPL ranking within benchmark group	MAN ranking within benchmark group
	Q1 18	Q1 18
Overall satisfaction	7	19
Overall satisfaction business pax	4	20
Overall satisfaction leisure pax	10	17
Ease of way finding	5	19
Flight Information Screens	2	18
Cleanliness of washrooms/toilets	4	19
Comfort of waiting/gate areas	17	20
Cleanliness of airport terminal	7	19
Ambience of airport	8	20
Speed of baggage delivery	3	16
Arrivals passport & visa inspection	11	18
Waiting time in check in queue	5	11
Waiting time at Security	4	19
Wifi	19	18

Whilst most scores are similar to older quarters from the previous benchmark group, Liverpool is in the top half of scores in 11 of the 14 criteria.

The Airport is viewed favorably in terms of waiting times, information screens, toilet cleanliness and speed of baggage delivery.

Building work in the World Duty Free facility and the lack of facilities at what are simply functional gate areas has no doubt contributed to some of the lower scores. The issue regarding the poor Wi-Fi service is also recognised, but linked to contractual arrangements with the supplier concerned and the airport will continue to look at ways to improve this.

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

## **2.4 General Airport update**

### Strategic Vision to 2030

The Airport has launched its Strategic Vision to 2030 setting out how it intends to take the business forward, bringing further benefits for the Liverpool City Region, the North West and North Wales.

This strategy incorporates the Airport Master Plan to 2050 which in turn sets out the potential future infrastructure developments required to deliver the forecast expansion of the business and follows last year's public consultation of the draft Airport Master Plan.

### Thomas Cook to feature Liverpool departures for Summer 2019

Thomas Cook has launched eight destinations for package customers looking to travel from Liverpool John Lennon Airport next summer. This will be the first time in over ten years the company has offered holidays from Liverpool.

Holidays to the popular hotspots of Lanzarote, Costa del Sol, Costa Blanca, Majorca, Algarve, Naples, Dalaman and Larnaca are now available to book for travel between May and October 2019.

### Airport attends Routes Europe event

Senior Airport Management recently attended the annual Routes Europe conference, held this year in Bilbao. Often described as 'speed dating' for airports and airlines, the event which brings around 100 airlines, 300 airports and 1,200 delegates, is an annual European gathering and is seen as the meeting place for Europe's airport/airline route development industry.

The event is viewed as one of the most cost effective ways to build relationships with airlines from all over Europe and beyond, to promote the Airport and the City Region to the aviation industry.

### New easyBus service

easyBus have launched a new bus service to the Airport which provides a direct connection with Chester and onward to Wrexham, Oswestry, and Shrewsbury. There are 16 departures each day and seats start from just £4.99 one-way.

### Airport Transport Forum (ATF)

The latest ATF meeting was held in April. The Airport briefed members on the Strategic Vision to 2030 with a discussion regarding progress and the focus of the ATF Marketing Sub Group.

### Hillsborough sculpture moves to the Airport

An art sculpture to remember the 96 people who died at Hillsborough has been officially unveiled in its new home at the Airport. The Band of Life – commissioned by Mayor Joe Anderson in conjunction with the Hillsborough Family Support Group to mark the 25th anniversary of the disaster in 2014 – has been relocated from the atrium in the Liverpool ECHO building on Old Hall Street where it has been for the last three years.

It was officially unveiled in its new home at the Airport in a special ceremony attended by Lord Mayor, Cllr Malcolm Kennedy, representatives of the families and senior airport managers.

### Widnes Vikings commercial partnership

A major new partnership sees the airport secure significant branding opportunities across the Vikings stadium, print and digital channels. This includes featuring on the home and away dugouts, as well as prime TV advertising positions within the stadium. The Airport will also have an unmissable branding presence in Denis Betts' press conferences and player video interviews.

## **2.5 Press Releases**

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

19 <sup>th</sup> February	Flights to Shannon return for LJLA
2 <sup>nd</sup> March	2018 brings continued growth for LJLA
6 <sup>th</sup> March	Ryanair adds Paphos to destinations from LJLA
9 <sup>th</sup> March	Thomas Cook announces Liverpool as a new departure airport for summer 2019
15 <sup>th</sup> March	Hillsborough sculpture moves to Liverpool John Lennon Airport
19 <sup>th</sup> March	Widnes Vikings are proud to have formed a major new commercial partnership with Liverpool John Lennon Airport
23 <sup>rd</sup> March	LJLA sets out plans for growth through to 2030
26 <sup>th</sup> March	Blue Air celebrate 12 months based at LJLA
29 <sup>th</sup> March	LJLA forecasting 10% increase in Easter passenger numbers as Summer season gets under way
4 <sup>th</sup> April	LJLA sees 4% passenger growth during first quarter of 2018
11 <sup>th</sup> May	NEW easyBus service to LJLA starts 14th May

## Liverpool Airport Consultative Committee

### Annual Work programme

2018 - 2019

Meeting	Items	Detail
16 February 2018 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings
	Most Accessible Airport	Update from Tony Rice on his involvement with Dubai Airport
	General Date Protection Regulations	Incorporate any changes into the Constitution
25 May 2018	New CEO	To meet them
	CAA open day at Manchester Airport 5 March 2018 concerning the design process for changing airspace	Feedback
21 September 2018	UKACCS national conference	Minutes
23 November 2018		
15 February 2019 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings

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