

# Liverpool John Lennon Airport Consultative Committee

**Date :** Friday, 29 May 2015  
**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 of meeting Friday, 13 February 2015 of Liverpool Airport Consultative Committee**

(Pages 1 - 6)

To approve the Minutes of the meeting held on 13 February 2015, attached.

**5 Minutes of meeting Friday, 24 April 2015 of Noise Monitoring Sub-Committee**

(Pages 7 - 16)

To receive the minutes of the Noise Monitoring Sub-Committee, attached.

**6 Membership**

To inform Members of any changes in membership since the last meeting and to discuss any issues of non-attendance

**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 GNSS RNAV Approaches**

Briefing from Andrew Dutton, Head of Environment, and Leon Gilmour, Liverpool Airport's Air Traffic Services Manager, about RNAV.

## **9 Halton Curve - update from Merseytravel**

A verbal update on the proposal to reopen the railway line between North Cheshire and Widnes.

## **10 Quarterly Report**

To receive the Quarterly Report by the Airport Company.

## **11 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.

## **12 Any Other Business**

## **13 Date of next meeting**

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 11 September at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

## **14 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.

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

(Pages 17 -  
22)

**For further information, please contact:**

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Date of Publication: 26 May 2015

**\* *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****13 FEBRUARY 2015  
(10.00 am - 12.00 pm)**

PRESENT: Councillor Bob Swann, Chairman of Consultative Committee (after Item 1)  
Councillor Terry Aldridge, Lancashire County Council  
Councillor Keith Deakin, St Helen's Metropolitan Borough Council  
Councillor Allan Harvey, Halewood Town Council  
Councillor Roy Harvey, Hale Bank Parish Council  
Councillor Tom McInerney, Halton Borough Council  
Jordi Morell, West Cheshire and North Wales Chamber of Commerce  
Marshall Morris, Chairman of Noise Monitoring Sub-Committee  
Alex Naughton, Merseytravel  
Simon Osborne, National Trust  
Steve Pearse, Friends of Liverpool Airport  
Councillor Michael Roche, Sefton Metropolitan Borough Council  
Angus Tilston MBE, Wirral Transport Users Association  
Councillor Mark Warren, Frodsham Town Council  
Liverpool John Lennon Airport  
Sarah Barnett, Customer Services  
Robin Tudor, Head of Public Relations, Peel Airports  
Secretariat  
Mike A Jones, Assistant Secretary

**1 APPOINTMENT OF CHAIRMAN**

The Assistant Secretary opened the meeting and invited nominations for the role of Chairman of the Consultative Committee.

Councillor Allan Harvey nominated Councillor Bob Swann, seconded by Councillor Tom McInerney.

Councillor Roy Harvey nominated Colin Rowan in his absence, who had indicated previously that he wished to be nominated. This was seconded by Denis Knowles.

A secret ballot was conducted, and Councillor Bob Swann was duly elected as Chairman.

Councillor Swann said that when he joined the Committee he had been 'bowled over' with how well the meetings were managed by the previous Chairman, Denis Knowles, who had been involved for 17 years.

Robin Tudor thanked Denis on behalf of Liverpool John Lennon Airport. He was well aware from other Airports how challenging Consultative Committees could be and that with Denis' leadership we had an excellent Committee, with input from a diverse membership.

Denis spoke to the Committee, noting how there had been change over 17 years since he took over from Gordon Pattinson. He gave thanks to Robin Tudor and to his Deputy Chairman Marshall Morris for getting him 'up to speed' on the operation of the airport and thanked the Friends of Liverpool Airport group for their support. He would remain interested in the work of the Committee and requested to receive

copies of agendas and minutes, although he would be concentrating on his painting and decorating work.

The Deputy Chairman, Marshall Morris, thanked Denis and thought back to Denis' election, when Marshall was already Deputy Chairman and the Secretary at the time Mike Flynn held a meeting at Cheshire County Council's premises in County Hall where he explained the processes.

Councillor Bob Swann was pleased to be involved in the Committee and felt that the standing of the Committee and Airport could be lifted.

**DECIDED: That**

Councillor Bob Swann be appointed Chairman of Liverpool Airport Consultative Committee for the 2015/2016 year.

**COUNCILLOR BOB SWANN IN THE CHAIR**

**2 APPOINTMENT OF VICE-CHAIRMAN**

The Chairman invited nominations for the role of Deputy Chairman of the Consultative Committee.

The Chairman nominated Marshall Morris, seconded by Councillor Allan Harvey.

There were no other nominations.

**DECIDED: That**

Marshall Morris be appointed Deputy Chairman of Liverpool Airport Consultative Committee for the 2015/2016 year.

**3 APOLOGIES**

Apologies for absence had been received from:  
Geoffrey Dormand, Wirral Older People's Parliament  
Sam Lewis, Liverpool Local Enterprise Partnership

**4 DISCLOSURE OF PERSONAL INTERESTS**

Councillor Mark Warren, Frodsham Town Council, declared a pecuniary interest as a pilot of easyJet.

**5 MINUTES**

**DECIDED: That**

the minutes of the meeting of the Liverpool Airport Consultative Committee held on 21 November 2014 be agreed as a correct record and signed by the Chairman.

**6 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman had no announcements.

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

### **DECIDED: That**

The minutes of the meeting of the Noise Monitoring Sub-Committee held on 16 January 2015 be received.

## **8 PUBLIC QUESTION TIME**

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

## **9 MEMBERSHIP**

The Committee reviewed the vacancy for a Travel Industry representative which had been carried since the 2014 Annual General Meeting. The Airport had seen opportunities of working with the travel industry, including selling of seats on existing flights by other operators. This work may result in a potential nominee for the vacancy being identified.

The Committee also considered the request by ARCH under the Bridge (formerly Garston Under The Bridge Community) representative Alan Ascott for his organisation to be added to the Consultative Committee instead of just to the Noise Monitoring Sub-Committee. He attended once to observe and found its focus more relevant to the organisation.

### **DECIDED: That**

- (1) the Travel Industry Representative vacancy be carried until the 2016 AGM and reviewed then;
- (2) ARCH under the Bridge (formerly Garston Under The Bridge Community) be added to the Consultative Committee; and
- (3) it be noted that
  - a) Geoffrey Dormand has been reinstated as representative for Wirral Older People's Parliament; and
  - b) Terry Aldridge has been appointed as main representative for Lancashire County Council in replacement of John Fillis. Cynthia Dereli remains as named Deputy.

## **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 2015/2016 with the Terms of Reference and Membership as detailed in the Constitution dated February 2015.

## **11 INTRODUCTION TO LJLA CUSTOMER EXPERIENCE PROGRAMME**

Sarah Barrett, Marketing Director at the Airport who is leading on a new Customer Experience Programme, gave the Committee an update on issues around Customer Services (presentation attached to these minutes).

Liverpool John Lennon Airport (LJLA) had set out on a mission to create the Airport our region loves and in order to achieve this, customers needed to be at the very heart of all the airport does. In October 2014 LJLA signed up to the Airports Council International (ACI) Airport Service Quality (ASQ) Benchmark Survey.

The ASQ was the only global benchmarking programme measuring passengers' satisfaction while they are at the airport and brings to life the voice of the customer.

It was conducted 4 times a year and 267 airports worldwide take part in the survey. Liverpool sat within the 2 – 5 million passenger airport group alongside 50 other airports. It had a comparison benchmark league table consisting of 19 direct competitor airports including for example Manchester Airport, destination airports that airlines from Liverpool fly to and from and other airports with similar customer profiles and size.

LJLA was 3rd for ease of finding your way and checking in, 4th for Security Inspection, 1st for speed of baggage delivery and 2nd for passport and visa inspection.

Whilst scores for other areas were lower, these were the focus of a series of improvements including carpets and toilets which have been discussed previously and were in need of replacement.

Members discussed improvements and areas where improvements could be made.

### **DECIDED: That**

the update on Customer Services be noted.

## **12 QUARTERLY REPORT**

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering October to December 2014. Overall, there had been a 4% fall in passenger numbers which reflected the reduced capacity. Passenger numbers fell 5% over 2014 as expected, but load factors were 80%, which was 5% higher than in 2013.

Key points (with comparisons with the equivalent period in the previous year) included:

- EasyJet had increased passenger numbers;
- Ryanair's throughput for the period had decreased by 9%;
- Flybe had strong load factors and announced a new service to Belfast City 17 times weekly during Winter and 23 times weekly in Summer;
- Wizz Air saw a 1% increase in load factor despite a 10% reduction in capacity;
- Blue Air started with a load factor of 70%;
- Car parking remained strong, with a 0.002% crime or incident rate for the year;
- The extension of the perimeter fence to the East of the runway was still delayed awaiting receipt of the drawings to accompany the Section 106 agreement, which should be followed by formal planning approval then an application to stop up Dungeon Lane and re-open Bailey's Lane;



- The airport welcomed news of the scrapping of Air Passenger Duty (APD) for children under 12 from 1 May 2015 and for under the age of 16 in 2016, and had responded publicly to the announcement that Scotland was to have power to set APD;
- The Airport had submitted its response to the Airports Commission giving conditional support to Heathrow's proposal as the best opportunity for global connectivity for Liverpool;
- The Airport held an emergency exercise as required by the Civil Aviation Authority;
- Channel 5 were filming a reality TV series at the airport called 'Holiday Airport' following holidaymakers and including interviews with employees, to highlight the positives of using the airport.

**DECIDED: That**

the quarterly report be received.

**13 COMPLAINTS AND QUERIES**

There were no complaints or queries received by the Secretariat since the last meeting.

**14 DATE OF NEXT MEETING**

**DECIDED: That**

the dates of meetings for the Liverpool John Lennon Airport Consultative Committee and the Noise Monitoring Sub-Committee for 2015/2016 Municipal Year be confirmed as follows:

<b>NMSC</b>	<b>LJLACC</b>
24 April 2015	29 May 2015
17 July 2015	11 September 2015
16 October 2015	20 November 2015
15 January 2016	12 February 2016

Chairman .....

Date .....

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**NOISE MONITORING SUB-COMMITTEE**

**24 APRIL 2015  
(10.30 am - 10.55 am)**

PRESENT: Marshall Morris, Chairman  
Alan Ascott, ARCH under the Bridge  
Councillor Mary Aspinall, Liverpool City Council Cressington Ward  
Norman Elias, passenger representative  
Councillor Evelyn Hudson, Hale Parish Council  
Isobel Mason, Environmental Health, Halton Borough Council  
Simon Osborne, National Trust  
Bob Swann, Chairman of Consultative Committee  
Mark Warren, easyJet  
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 13 February 2015, the Noise Monitoring Sub-Committee was confirmed to continue. The Sub-Committee could elect a Chairman for the ensuing year.

Nominations were requested.

Marshall Morris was nominated by Bob Swann and seconded by Councillor Evelyn Hudson.

There were no other nominations.

**DECIDED: That**

Marshall Morris be elected Chairman of the Noise Monitoring Sub-Committee for 2015/2016.

**2 ELECTION OF DEPUTY CHAIRMAN**

Nominations were requested for the role of Deputy Chairman. Angus Tilston MBE had indicated that he was willing to be nominated in his absence.

Angus Tilston MBE was nominated by Marshall Morris and seconded by Councillor Evelyn Hudson.

There were no other nominations.

**DECIDED: That**

Angus Tilston MBE be elected Deputy Chairman of the Noise Monitoring Sub-Committee for 2015/2016.

### **3 APOLOGIES**

Apologies had been received from:

Larry Dack, Speke Estate

Ian Rushforth, Liverpool City Council

Angus Tilston MBE, Wirral Transport Users Association

### **4 CHANGES IN MEMBERSHIP**

There had been no changes in membership since the last meeting.

### **5 MINUTES OF LAST MEETING**

**DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 16 January 2015 be agreed as a correct record.

### **6 NOISE COMPLAINTS LOG**

The Sub-Committee considered the Noise Complaints Log, which detailed every complaint about noise received by the airport and the response to it, for the period 1 January 2015 to 31 March 2015. 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 6 complaints had been received, all concerning different noise events or circumstances.

Members discussed the contents of the Noise Log. They noted one incident where aircraft noise was said to have triggered car alarms, although the NM&TKS (Noise Monitoring & Track Keeping System) showed the track was consistent with normal operations. The airport investigated further with the airline. There was no obvious aviation reason for the incident so it may or may not be due to an alternative source. This had happened before but was closer to the airport in Hale village and associated with military fighter aircraft.

**DECIDED: That**

the Noise Complaints Log for 1 January 2015 to 31 March 2015 be noted.

### **7 ANY OTHER BUSINESS**

There were two items of urgent business:

(a) NTCA (Northern Airspace Review)

The review of airspace in the South East (LAMP) had been mentioned at a previous meeting (Minute 19/2014 refers), where aircraft would use more direct routes and would approach and leave an airfield at a more constant glide slope to reduce fuel use and noise to provide environmental and operational benefits. Changes to one airport do cause effects on surrounding airports. Therefore a holistic solution involving the region's airports, ATSP (Air Traffic Service Provider), airlines, and Consultative Committees was necessary. Liverpool's aircraft movement in the local airspace overlapped with Hawarden and Manchester so

planning was done in conjunction with the region's partners to find a successful solution. If implementation involved no change to SIDS and STARS (Standard Instrument Depart & Standard Arrivals), it was only the Consultative Committee that needed to be consulted. If there were wider changes, a wider consultation was required. The work was planned to be implemented in March 2018.

(b) Airport Master Plan

The Airport was looking at updating its Master Plan, and was looking outward to nearby partners to consult and discuss airport operations with, and asked that if members had any suggestions on organisations, they could be passed on to be considered.

**8 DATE OF NEXT MEETING**

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

Chairman .....

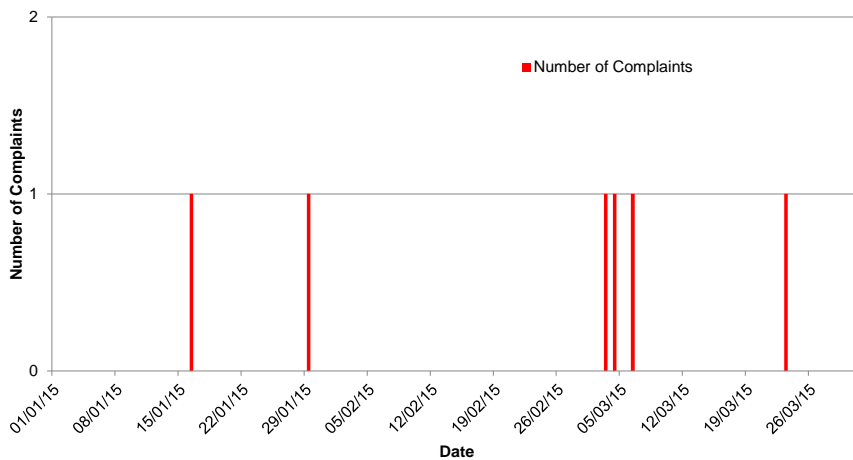
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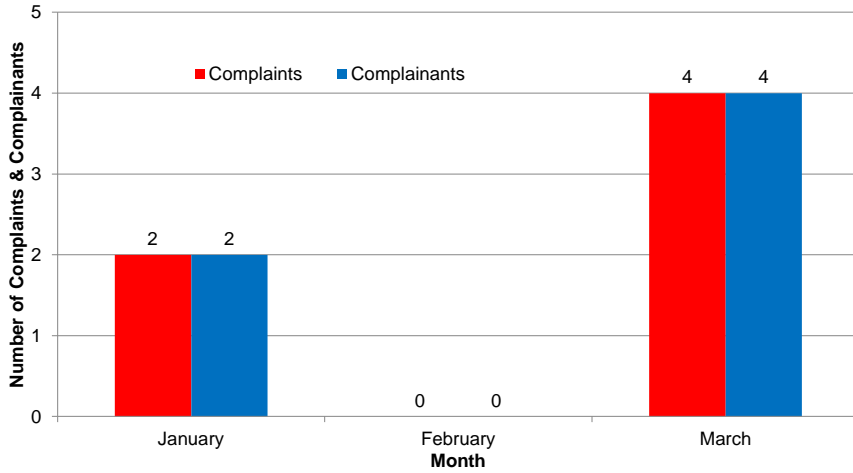


[www.liverpoolairport.com](http://www.liverpoolairport.com)

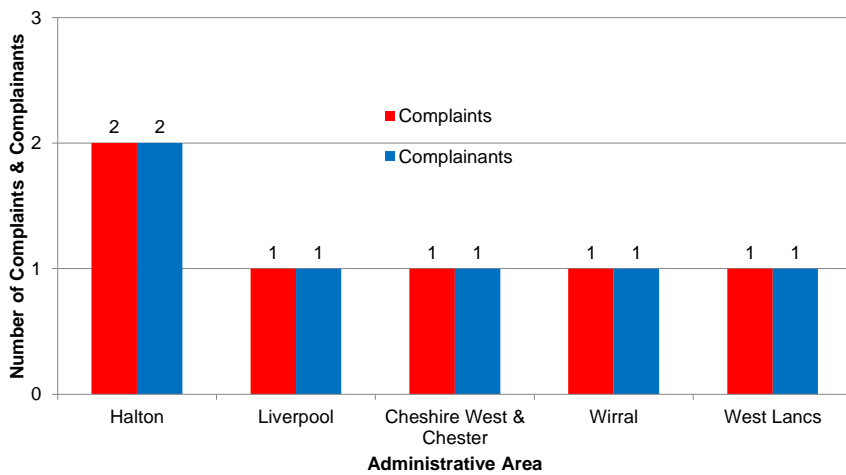
Liverpool John Lennon Airport Noise  
Complaints By Day 1<sup>st</sup> January to 31<sup>st</sup> March 2015



Liverpool John Lennon Airport Complaints and Complainants  
for 1<sup>st</sup> January to 31<sup>st</sup> March 2015

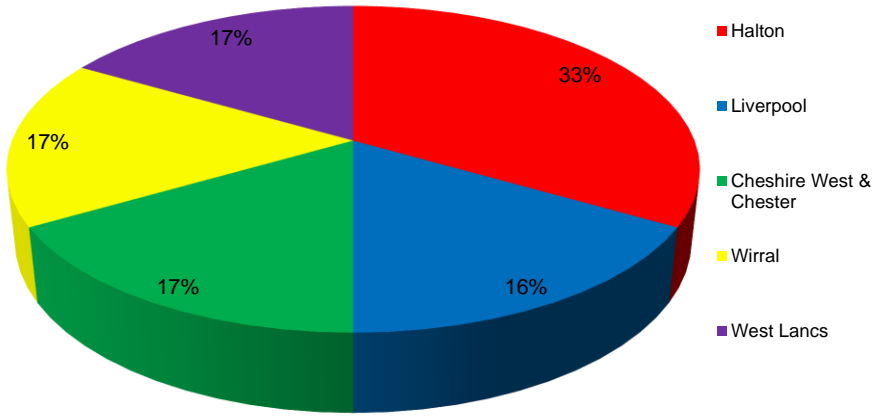


Liverpool John Lennon Airport Complaints and Complainants with  
Administrative Area for 1<sup>st</sup> January to 31<sup>st</sup> March 2015

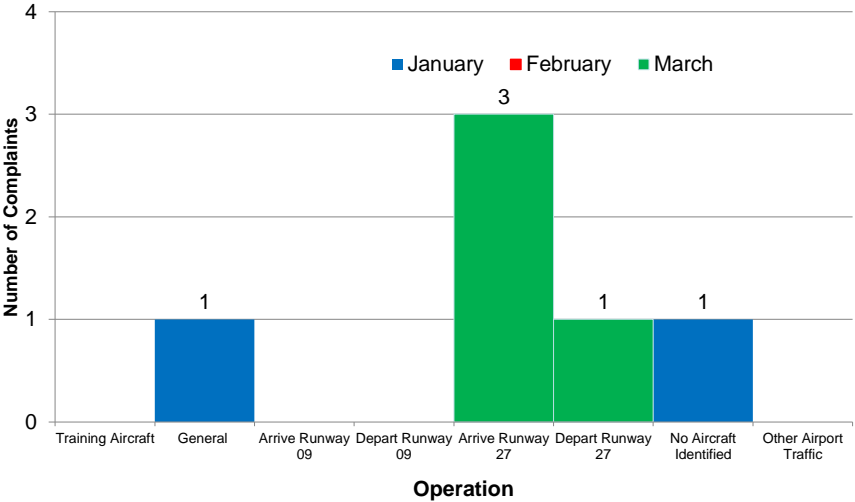




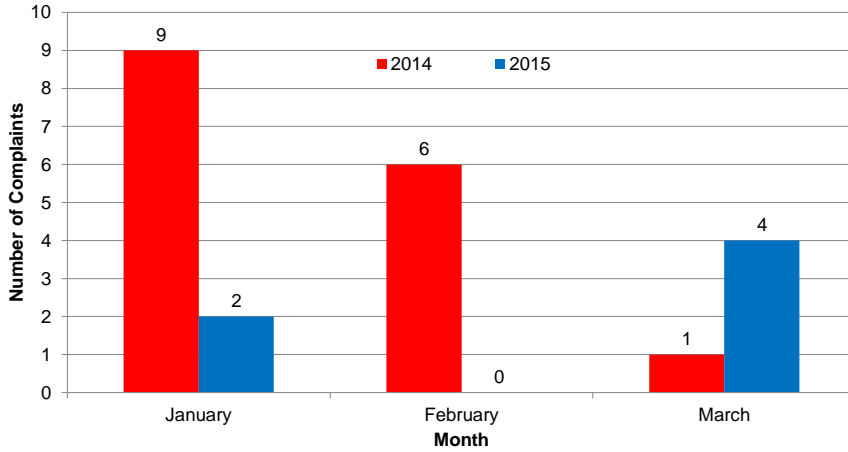
Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1<sup>st</sup> January to 31<sup>st</sup> March 2014



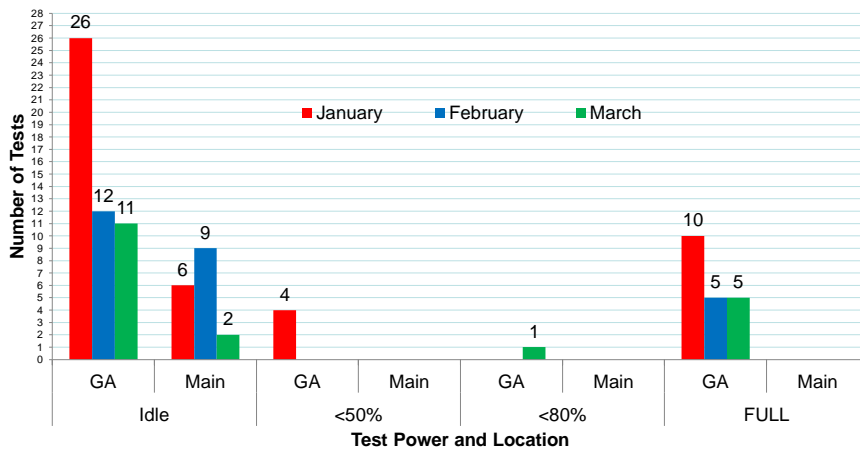
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1<sup>st</sup> January to 31<sup>st</sup> March 2015



### Liverpool John Lennon Airport Complaints Comparison for 1<sup>st</sup> January to 31<sup>st</sup> March 2014 & 2015



### Liverpool John Lennon Airport Engine Test Runs 1<sup>st</sup> January to 31<sup>st</sup> March 2015



# Northern Airspace Review



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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 January-March was 805,061 a total rise of 4% versus the same period in 2014. Growth was largely due to new scheduled services operated by Blue Air and Flybe with increased load factors from easyJet and Ryanair.

Month	2015	2014	Variance (%)
Jan	252,756	254,826	-1%
Feb	274,133	264,897	+3%
Mar	323,172	300,090	+8%
<b>Q4 Totals</b>	<b>850,061</b>	<b>819,813</b>	<b>+4%</b>

**easyJet** remain largely flat in both terms of passengers numbers and capacity compared with prior year. The carrier confirmed during Q1 that it would launch a new summer service to Zakynthos after receiving the necessary regulatory approval.

**Ryanair** carried slightly more passengers at Liverpool versus prior year, despite a capacity decrease of 8%. The carrier's performance at Liverpool is much stronger in terms of load factor with a double digit rise.

**Flybe** carried more passengers than versus prior year with its new scheduled service to Belfast commencing, operating 17 x weekly commencing on February 2<sup>nd</sup>. This service increases to 24 x weekly for the Summer season.

**Wizz Air** increased passenger throughput during Q1 with an additional weekly service to Gdansk and also commencing an additional weekly service to Warsaw on March 28<sup>th</sup>. A new service to Riga commences in the Summer season.

**Blue Air's** strong start in Liverpool has continued with load factors to Bucharest touching almost 80%. The end of Q1 has seen a new service to Bacau launched with strong initial passenger numbers.

Czech Airlines confirmed that it intends to start new services between Liverpool and Prague from July 3<sup>rd</sup>.

**2.0 Other Matters****2.1 Car Parking**

The following shows the recent car park statistics:

	Total no. of transactions
Jan	87,492
Feb	91,061
Mar	108,729

Vehicle crime continues to remain at very low levels, with a crime rate of just 0.002% for the quarter, with no reports of vehicles stolen or theft from vehicles.

## 2.2 Planning and Development Matters

### Extension to airport perimeter fence

The Airport and Halton Borough Council (HBC) have both signed the S106 agreement which will now allow HBC to issue the formal planning approval notice.

We expect to receive full planning approval and to submit applications for the closure of Dungeon Lane and for the opening of Baileys Lane during May.

## 2.3 ASQ surveys

Following the presentation given at the last meeting, as agreed the quarterly data from the latest ASQ survey will be shared with the committee showing comparison's with previous quarters.

Q1 2015 has seen a positive shift and LJLA remains in the upper quartile for the USPs which underpin this year's *Faster. Easier. Closer.* marketing campaign. These drivers of satisfaction relate to queue times and on time performance.

Q1 2015 saw a decline in business passenger satisfaction. This has been directly attributed to two factors:

- 1) Changes in the Aspire Lounge service offer which saw a move away from the self-service bar facility,
- 2) A spike in technical and crew issues experienced by Flybe which impacted specific flights to Ireland.

In response to the feedback, the Airport's retail team are in the process of reviewing the Aspire Lounge offer and action has been taken by the Airport's operations team who are reporting and tracking performance directly with Flybe senior managers on a monthly basis.

A comparison of Q1 2015 results with the previous quarter are shown below:

	LJLA rank out of 19	
	Q1 2015	Q4 2014
Overall satisfaction business pax	17	11
Overall satisfaction leisure pax	4	11
Ease of finding your way through the airport	3	3
Flight Information Screens	16	17
Cleanliness of washrooms/toilets	13	13
Comfort of waiting/gate areas	16	17
Cleanliness of airport terminal	16	15
Ambience of airport	14	10
Speed of baggage delivery	4	1
Arrivals passport & visa inspection	3	2
Waiting time in check in queue	5	3
Waiting time at security inspection	6	4

## 2.4 General Airport update

### New business

In recent weeks, the Airport has seen a number of significant new route announcements:

#### **Flybe**

Flybe, Europe's largest regional airline has announced that it will start operating a new route between Liverpool John Lennon Airport and Amsterdam Schiphol Airport later this year.

The new service will begin on 7th September 2015 and offer up to three flights per day, departing early morning, lunchtime and late afternoon. Flights are timed to coincide with many convenient onward long haul connections available through Amsterdam with destinations including New York, Bangkok, Singapore, Hong Kong, Tokyo, Shanghai and Toronto - all becoming accessible from Liverpool via Amsterdam.

This is a significant announcement both for the Airport and the Liverpool City Region and one that has been welcomed by the region's business and leisure travellers. Passengers will be able to take advantage of the convenience of starting their journey from Liverpool John Lennon Airport, then connect onwards at Amsterdam Schiphol to a host of destinations across Europe and worldwide.

Re-establishing a link to a 'hub feed' has been the Airport's number one priority for some time. It is the most frequently requested route by stakeholders from across the region, who recognise the strategic importance of this link that puts Liverpool on the global route network map and gives opportunities to connect it to the world once again.

#### **Thomson/First Choice**

Thomson and First Choice have announced that in Summer 2016 they will introduce a new Thomson Airways route to Palma, Majorca from Liverpool.

The move to introduce the route is part of the UK's largest tour operator's strategy to ensure customers across the UK can fly from their local airport and the new route is already on sale.

Customers travelling from Liverpool will also be able to take advantage of Thomson Cruise Holidays and able to join the Thomson Majesty sailing from Palma as it explores the Western Mediterranean in addition to a range of alternative holidays being available with Thomson and First Choice from all inclusive holidays to villa breaks.

Flights will depart from Liverpool on Tuesdays commencing on 3rd May 2016, operating for 26 weeks throughout the Summer 2016 season, with a Thomson Airways 189 seat Boeing 737-800 aircraft.

#### **Aer Lingus**

Aer Lingus have announced that they will commence flights to Dublin later this year. The service is due to commence on Friday 23rd October 2015 with 16 flights per week between Liverpool and Dublin on a 174 seat Airbus A320 aircraft. Flight times are ideal for those passengers wanting to conduct a day's business in Dublin, departing from Liverpool at 08:40 and arriving back at 19:05 throughout the working week.

However, it is the ability for customers travelling from Liverpool to seamlessly connect onto Aer Lingus flights to North America via Dublin airport that is also expected to prove popular.

Onward flights are available to destinations including New York, Boston, Chicago, Washington, Orlando, San Francisco and Toronto, with the morning flight from Liverpool timed to enable convenient transfer times for passengers at Dublin Airport of as little as 75 minutes.

Because all parts of the U.S. Customs and Border Protection Pre-clearance process are completed at Dublin airport in one quick and easy procedure, Aer Lingus customers clear US immigration and customs before departing to the US. Ireland is the only European country to offer these state-of-the-art facilities and means that customers travelling to the US via Ireland are seen as domestic arriving passengers. Described by Aer Lingus as 'you can arrive before you depart', this enables a speedy exit after arriving on the airline's long haul flights and avoids often lengthy arrivals processing queues.

In addition the airline also has a codesharing agreement with US carriers JetBlue and United Airlines, enabling onward connectivity to over 100 destinations across North America.

This new route will also help to attract more international visitors to the Liverpool City Region, with the potential to grow the numbers of US visitors, currently the second biggest long-haul market.

#### Routes Europe

Senior Management from the Airport attended the 2015 Routes Europe aviation conference in Aberdeen in April along with colleagues from Marketing Liverpool, to promote the Airport and the Liverpool City Region to over 1,000 delegates.

The event is an annual gathering of Europe's top airlines and airports and is seen as the meeting place for Europe's airport/airline route development industry.

Meetings with senior officials from 16 airlines took place and it was at last year's event in Marseille that the Airport took the opportunity to meet with Romanian airline Blue Air for the first time, with subsequent discussions seeing the commencement of their services to Bucharest and Bacau from Liverpool.

#### £1m departure lounge improvements

Development work aimed at improving the customer experience is nearing completion, following an opening up of parts of the Departure Lounge and the creation of a number of new and expanded retail units.

Almost £1m has been spent over the past few months in a joint investment between the Airport and its retail partners, with this latest phase of works due for completion shortly, ahead of this year's peak Summer season.

Works included the construction of a new, larger WHSmith retail unit on the lower Departure Lounge area to replace the previous unit, enabling the existing Kissing Gate Bar and Eatery area to be expanded.

These works have also opened up more views within the Departure Lounge over the apron, runway and to the Mersey estuary. Further work is to be completed shortly with replacement flooring and seating.



## CAA & OTP

The latest research published by the Civil Aviation Authority (CAA) shows that passengers choosing to travel via Liverpool John Lennon Airport are more likely to have their flights operate on time compared to flights operating from 10 other top UK airports.

Figures for 2014, show that the overall on-time performance of scheduled flights (defined as the proportion of flights arriving or departing early or up to 15 minutes late) at 10 popular UK airports, was 79%. At LJLA however, some 90% of scheduled flights operated on time over this period, highlighting that flights operating from and to Liverpool are some of the most punctual in the UK.

## Airports Commission

London Heathrow Airport has continued to use the example of Liverpool as a UK regional airport that would benefit from an expanded Heathrow should they be successful in their attempts to develop a third runway. LJLA has supported Heathrow's expansion plans on the condition that should it be successful, a number of slots be safeguarded for flights from regional airports such as Liverpool in order to connect onward to the many services operating from Heathrow.

An expanded Heathrow would offer the opportunity for UK airports such as Liverpool, to further grow their networks, something that is crucial for generating growth across the whole country, not just London and the south east.

A poster campaign highlighting the benefits for Liverpool has been launched by Heathrow:



## Channel 5 TV series – ‘Holiday airport’

Filming with the TV crew making a TV series about the Airport is now coming to an end. ‘The Holiday Airport’ is due to start to air sometime in June.

## **2.5 Press Releases**

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

10 <sup>th</sup> February	Latest airline to ‘Czech-in’ at LJLA announces new flights to Prague
27 <sup>th</sup> February	LJLA responds to potential Air Passenger Duty cuts for Wales

5 <sup>th</sup> March	3.5% February passenger growth for LJLA
13 <sup>th</sup> March	Transport Select Committee shares LJLA's concerns over damaging APD and the need to ring fence slots in the South East
31 <sup>st</sup> March	Flybe to start new route to Amsterdam connecting LJLA to the world at leading European airport hub
1 <sup>st</sup> April	Blue Air's second service from LJLA gets underway
2 <sup>nd</sup> April	Busy Easter expected at LJLA as Summer Season gets underway
9 <sup>th</sup> April	LJLA partner with Marketing Liverpool to showcase City Region to senior airline officials
17 <sup>th</sup> April	LJLA partner with Marketing Liverpool to showcase City Region to senior airline officials
23 <sup>rd</sup> April	easyJet commence Greek summer sunshine flights to Zakynthos from LJLA
27 <sup>th</sup> April	Wizz Air flights to Riga link one former Capital of Culture with another
1 <sup>st</sup> May	£1m departure lounge improvement works near completion at LJLA
8 <sup>th</sup> May	5% April passenger growth for LJLA
14 <sup>th</sup> May	It's official – more flights operate on time at LJLA than at other UK airports
21 <sup>st</sup> May	Aer Lingus to commence Dublin service from LJLA with onward connections to US