



## Liverpool John Lennon Airport Consultative Committee

**Date:** Friday, 30 September 2022

**Time:** 10.30 a.m.

**Venue:** Liverpool Airport L24 1YD

**Contact Officer:** Mike Jones, Secretary

**Tel:** 0151 691 8363

**e-mail:** MichaelJones1@wirral.gov.uk

**Website:** www.wirral.gov.uk

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### AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIRMAN'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 20)**

To approve the minutes of the meeting of the Consultative Committee held on 10 June 2022 and to receive the minutes of the Noise Monitoring Sub-Committee held on 15 July 2022.

5. **MEMBERSHIP**

- (1) To note any changes in membership since the last meeting and consider any issues of non-attendance.
- (2) To appoint a representative to the Airport Transport Forum.

6. **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.

**7. QUARTERLY BUSINESS REPORT (Pages 21 - 24)**

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

**8. CUSTOMER SERVICES UPDATE (Pages 25 - 30)**

Update from Christina Smith, Customer Services Executive.

**9. TOPICAL ITEM**

Guest speaker - The Chaplaincy at Liverpool John Lennon Airport by Michelle Wood, Airport Chaplain or Tony Rice on his work with Dubai and the Accessibility Forum.

**10. AIRSPACE CHANGE PROCESS**

Update by Andrew Dutton, Head of Environment.

**11. ANNUAL WORK PROGRAMME (Pages 31 - 32)**

To note the attached Work Programme.

**12. CORRESPONDENCE**

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

**13. MEMBERS ISSUES FOR DISCUSSION**

This is Committee members opportunity to raise issues which can be discussed with the Airport if they have potential to affect the Airport or would be of interest to the whole Committee and are not covered elsewhere on the agenda. These can be items they are aware of within their organisation or locally such as new developments, changes to the economy or to a relevant industry. Items should be forwarded to Mike Jones by 5pm two days before the meeting (i.e. 5pm on Wednesday 28 September 2022) so they can be considered. The Chairman will make the final decision whether to take items.

**14. DATE OF NEXT MEETING**

The next scheduled meeting is Friday 18 November 2022 at 10.30 am, in person in the Cavern Suite, Liverpool Airport,

**15. ANY OTHER BUSINESS**

**16. EXCLUSION OF PRESS AND PUBLIC**

If the Chairman considered that are any items should be discussed privately, the press and public would be excluded from the meeting at this point.

**17. ANY OTHER BUSINESS TO BE DISCUSSED IN THE ABSENCE OF THE PRESS AND PUBLIC**

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## LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 10 June 2022

### **PRESENT:**

Bob Swann (Chair)  
Councillor Val Allen, Warrington Council  
Norman Elias, Passenger rep  
Councillor Andrew Hesford, Halewood Town Council  
Keith Levin, LAGUA  
Simon Osborne, National Trust  
Steve Pearse, Friends of Liverpool Airport  
Councillor Bill Woolfall, Halton Council  
Conor Williams, Liverpool & Sefton Chamber of Commerce & Industry  
Liverpool John Lennon Airport  
Andrew Dutton, Head of Environment  
Christina Smith, Head of Customer Services  
Robin Tudor, Head of Public Relations  
Secretariat  
Mike Jones, Secretary

### 19 **APOLOGIES**

Apologies for absence were received from:  
Councillor Andy Bowden, St Helens Council  
Councillor Tony Brennan, Knowsley Council  
Councillor Tom Cardwell, Liverpool Council  
Councillor Chris Ellams, Helsby Council  
Councillor Michael Green, Lancashire Council  
Jordi Morell, Chester BID  
Alex Naughton, Combined Authority  
Councillor Steve Parish, Warrington Council  
Tony Rice, Disabled Persons;  
Councillor Lynn Riley, Cheshire West and Chester Council  
Councillor Michael Roche, Sefton Council  
Councillor Malcolm Spargo, Hale Council

### **PRESENT:**

Bob Swann (Chair)  
Councillor Val Allen, Warrington Council  
Norman Elias, Passenger rep  
Councillor Andrew Hesford, Halewood Town Council  
Keith Levin, LAGUA  
Simon Osborne, National Trust

Steve Pearse, Friends of Liverpool Airport  
Councillor Bill Woolfall, Halton Council  
Conor Williams, Liverpool & Sefton Chamber of Commerce & Industry  
Liverpool John Lennon Airport  
Andrew Dutton, Head of Environment  
Christina Smith, Head of Customer Services  
Robin Tudor, Head of Public Relations  
Secretariat  
Mike Jones, Secretary

20 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

21 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

22 **MINUTES**

A member had asked for more information on a noise complaint received from Oxfordshire. Andre Dutton explained that it was an aerial survey vehicle which would have been overflying the area multiple times.

**Resolved: That**

- (1) **The minutes of the Liverpool Airport Consultative Committee meeting held on 18 February 2022 be agreed as a correct record; and**
- (2) **The minutes of the Noise Monitoring Sub-Committee meeting held on 22 April 2022 be received and noted.**

23 **MEMBERSHIP**

There were no changes to report.

24 **PUBLIC QUESTION TIME**

No questions had been submitted in advance.

25 **QUARTERLY BUSINESS REPORT**

Robin Tudor spoke to his regular report which covered January to April 2022. Monthly passenger figures had increased steadily since the lifting of all UK travel restrictions although some destinations still had some restrictions. In all numbers were about 44% of pre-covid levels in 2019.

The airport had coped well despite other airports capturing media attention with long queues and delays at check in and security, cancelled flights and lack of baggage handling. Liverpool had very few issues because of its size and advanced recruitment although there remained an ongoing issue and risk with covid infections among staff. One problem which had resulted from publicity elsewhere was passengers arriving too early - up to five hours before their flight – that had created queues before check-in or security had even opened. The Airport recommended 2 to 2.5 hours before departure, giving normal queue times of 15 to 20 minutes. In April, 98% of passengers were through security in under 15 mins and 93% flights left on schedule.

Icelandic low-cost airline Play had been announced as a new carrier from Liverpool

General/business/freight were doing well but there were worries over the rapid rise in fuel costs.

The Air Transport Forum met in February and was hoping to get a 24-hour bus service restarted, and to get the e-scooter scheme extended to South Liverpool for employees.

Members asked about particular services such as the Lufthansa service to Frankfurt which was performing well with load factors of around 50% and allowed connections within Europe and across the world.

The rapid rise in the price of general aviation fuel was raised too as it may affect trade.

There had been reports of anti-social behaviour on nearby Oglet. The Airport were working with landowners and other community groups to find a solution. Any progress will be reported to a future meeting.

**Resolved –**

**That the quarterly report be noted.**

## 26 **CUSTOMER SERVICES UPDATE**

Christina Smith, Head of Customer Services, spoke to her regular update which covered January to April 2022. The period saw flights returning and numbers of contacts increased dramatically. Many were still not for the Airport but were for airlines and regarding government travel rules. Car parking was the most common reason, partly because of a technical glitch in fast-track tickets. Under 1% of passengers contacted the Airport and that percentage was reducing over time. There was a new data audit guidelines for passengers with reduced mobility, including GPS tracking of a proportion of

those through the airport, which would be fed into a ranking for Airports involved. Liverpool was 'good' in the last ranking.

Members discussed the issues around passengers with reduced mobility or hidden disabilities such as the lanyards which are provided on request.

**Resolved –  
That the Customer Services update be noted.**

27 **UK BORDER FORCE**

Andrew Healey Could not attend as he was called to an operational issue. The presentation would be rearranged for a future meeting.

28 **AIRSPACE CHANGE PROPOSAL**

Andrew Dutton, Head of Environment provided an overview and update of the Liverpool John Lennon Airspace (LJLA) Airspace Change Proposal (ACP), which remained paused at Stage 4 of CAP1616 (Civil Aviation Authority (CAA) Guidance on undertaking an Airspace Change). To refresh, the ACP is seeking to change the way aircraft use the volume of airspace around the airport. These changes could be compared to the route aircraft take along the local roads and A-roads to get to and from the motorway for their enroute journey. The LJLA ACP was seeking to change the means of navigation for the access route to the motorway (airways) from land-based navigational aids to utilising satellite navigation and systemise the way the airspace used to ensure it is compatible with the future wider airspace.

Liverpool was one of the first airports to start the new CAP 1616 process to review and potentially change its airspace in February 2018 and reached Stage 4 before pausing. The airport automatically progressed to Stage 4 after completing the Stage 3 consultation and submitting the results to the CAA as the Airspace Regulatory.

During the time the LJLA ACP has been paused (November 2020) the regulator has created a new body to co-ordinate the national submissions for all the airspace change sponsors in the UK called ACOG. ACOG will aim to bring all of the ACPs to Stage 1 and 2 proposals to their respective Gateways at the same time, so LJLA's ACP may be paused whilst other airports and airspace sponsors in the region progressed to the same stage, which means the target date for implementation may be winter 2026.

29 **ANNUAL WORK PROGRAMME**

**Resolved –  
The annual work programme was noted.**



30 **CORRESPONDENCE**

There was no correspondence to report.

31 **MEMBERS ISSUES FOR DISCUSSION**

There were no issues raised.

32 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 16 September 2022 at 10.30 am at the Cavern Suite, Liverpool Airport.

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## **NOISE MONITORING SUB-COMMITTEE**

Friday, 15 July 2022

### **Present:**

Tony Rice, Deputy Chair and Chair of this meeting  
Helen Bradshawe, Knowsley Council  
Cllr Lynn Hinnigan, Liverpool City Council  
Ian Rushforth, Liverpool City Council  
David King-Hele, Wirral Council  
Jim Candlin, Cheshire West and Chester Council  
Bob Swann, Chair of LJLACC  
Norman Elias, Passenger Rep and Chair

### **Liverpool John Lennon Airport**

Andrew Dutton, Head of Environment  
Colin Barnes, Environment and Safeguarding Manager

### **Secretariat**

Mike Jones, Secretary  
Joe D'Henin, Assistant Secretary

#### **17 APOLOGIES**

Apologies for absence had been received from Cllr Malcolm Spargo, Hale Parish Council. Ian Rushforth, Environmental Health, Liverpool City Council, noted that his apologies for April's meeting were not included in the minutes.

The Chair, Norman Elias, could not guarantee that he would be present for the full meeting as he was abroad, and as a result Tony Rice acted as Chair for the meeting.

#### **18 DECLARATION OF INTERESTS**

There were no declarations of interests.

#### **19 CHANGES IN MEMBERSHIP**

The Secretary informed the meeting that Joanne Thompson had been appointed as a representative of the Speke estate which adjoins the airport.

#### **20 MINUTES OF LAST MEETING**

**Resolved - That the minutes of the meeting of the Noise Monitoring Sub-Committee held on 22<sup>nd</sup> April 2022 be agreed as a correct record.**

## 21 **NOISE COMPLAINTS LOG**

Colin Barnes, Environment and Safeguarding Manager, introduced the Noise Log for the period 1st April 2022 to 31st June 2022 with a comparison of aircraft movements for the first week of June between 2019, 2020, and 2021. It was noted that level of aircraft movements were at around 75% of the movements in 2019. An outline of the slides attached was provided, providing a breakdown of the 30 complaints received during the period. The slides analysed complaints by date, complainants, area, reasons for complaints (including flight routes and runways used) and comparison with previous years. The Sub-Committee were informed that 23rd June 2022 saw the highest number of complaints on any single day, with 4 complaints recorded from two individuals. June notably recorded the highest number of cases in comparison with the preceding months, with 20 complaints recorded from 6 individuals. Factors for this included increased volume of aircraft movement in June, whilst it was noted in relation to multiple complaints received from Bromborough and Hooton Green, departures from Runway 27 were the cause of complaints.

A discussion took place regarding the factors behind individual complaints, and Colin clarified different sensitivities often play a part, whilst living in quieter areas can often mean aircraft noise is more noticeable. It was also considered that as noise contours run parallel to the runway, even individuals living further away from the airport can be exposed to the same level of noise from aircraft.

## 22 **AIRSPACE CHANGE**

Andrew Dutton provided an update on the Liverpool John Lennon Airport (LJLA) Airspace Change Proposal (ACP). Since the last update, it was noted that the process remained paused at Stage IV of the CAP1616 process. Members were informed that it was anticipated that the process would resume towards the Autumn, and would be focused on integrating the work into the wider Airspace Change Organising Group (ACOG) Masterplan. Despite this, an update of the Airspace Change work taking place in the wider surrounding region was provided, with members learning that Manchester Airport had recently concluded their Stage II engagement process would be submitting to go into the Stage II gateway in October 2022.

## 23 **DATE OF NEXT MEETING**

The next meeting of the Noise Monitoring Sub-Committee would be held on the 21st October 2022

## 24 **ANY OTHER BUSINESS**

Future Meetings

The logistical arrangements of future meetings were raised by the Chair as a point of discussion, where it was agreed that meeting virtually worked well due to the size of the Noise Monitoring Sub-Committee and length of meetings, and that Tony Rice would bring this matter up regarding future meeting arrangements at the next meeting at the next meeting at the main Consultative Committee.

#### Environmental Noise Regulations (European Noise Directive) Update

Andrew Dutton provided an update on the Airport's Noise Mapping work, following the instruction from the Department of Environment, Food & Rural Affairs (DEFRA) to use 2021, rather than 2022 as requested by the airport, as the base year for a Noise Map comparison with 2016. The group were informed that Noise Mapping data had been carried out and had been sent to DEFRA for verification. A Noise Map comparison between 2016 and 2021 with an accompanying table was provided at the meeting, with the caveat the data was still pending verification. It was noted that, as expected due to the impact of the pandemic, Noise contours for 2021 were considerably smaller, meaning it was quieter, when compared to the contours in 2016.

#### Management of Increased Passenger Volume

In response to a member querying how the Airport had been coping with the increasing number of passengers, Andrew Dutton informed the group that the airport had an average waiting time of approximately 9 minutes for passengers getting through security, and had coped particularly well in comparison to the issues experienced at other airports as the industry picked up again. Factors for this included the decisions to recruit additional staff at an earlier stage, whilst also making less redundancies in comparison to other airports when passenger numbers were low. It was noted that the Airport should not be complacent in this matter going forward, however.

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## Noise Monitoring Sub Committee

15<sup>th</sup> July 2022

With over 70 destinations to fly to, where will you go next?  
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1

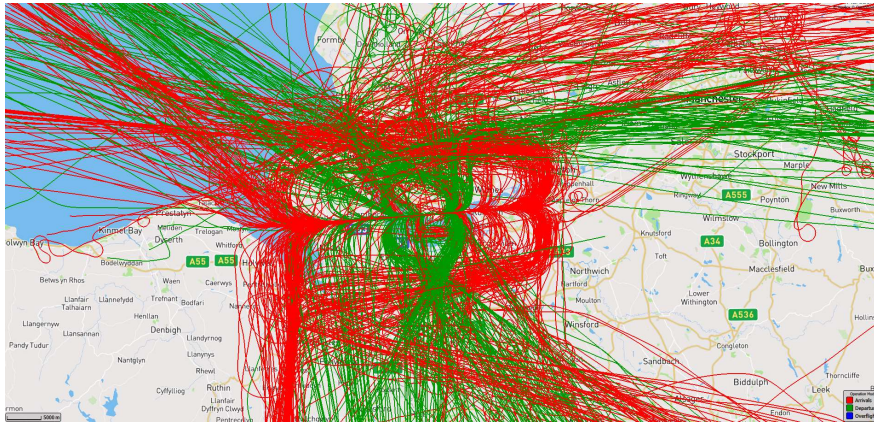


## Aircraft Movements Comparison

First week of June 2019,  
2020, 2021 & 2022

2

2019

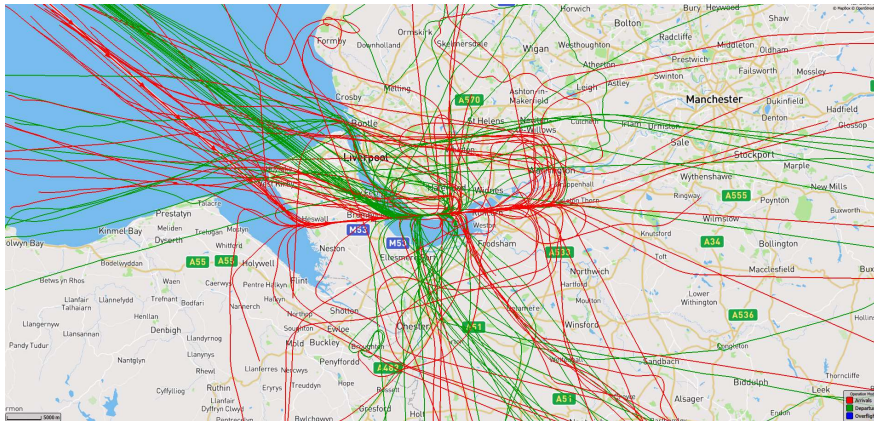


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2020



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### 2021



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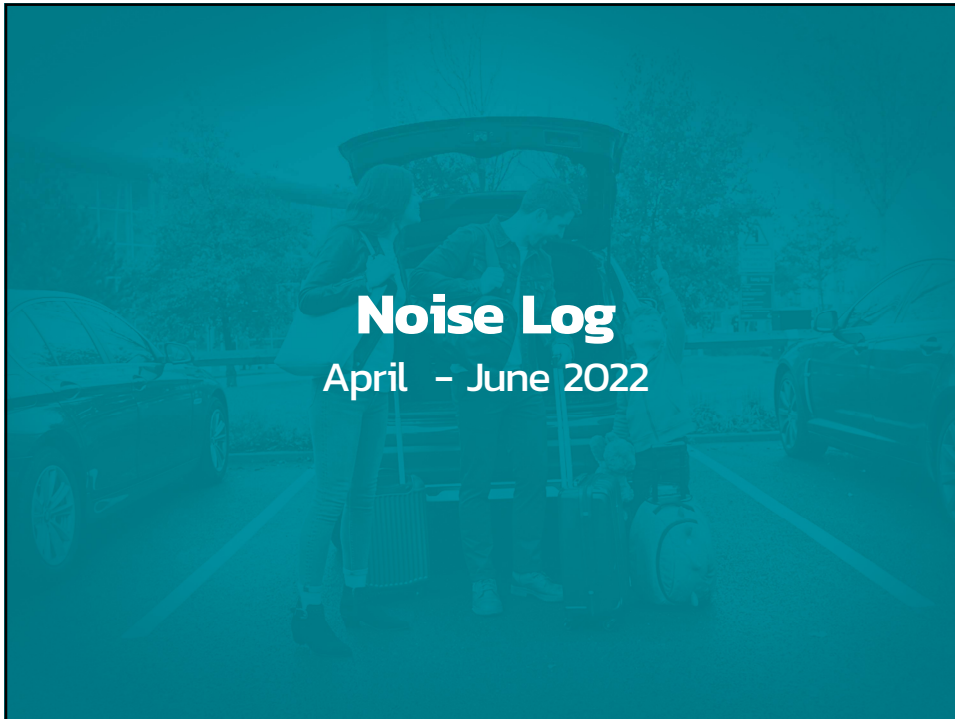
### 2022



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# Noise Log

## April - June 2022

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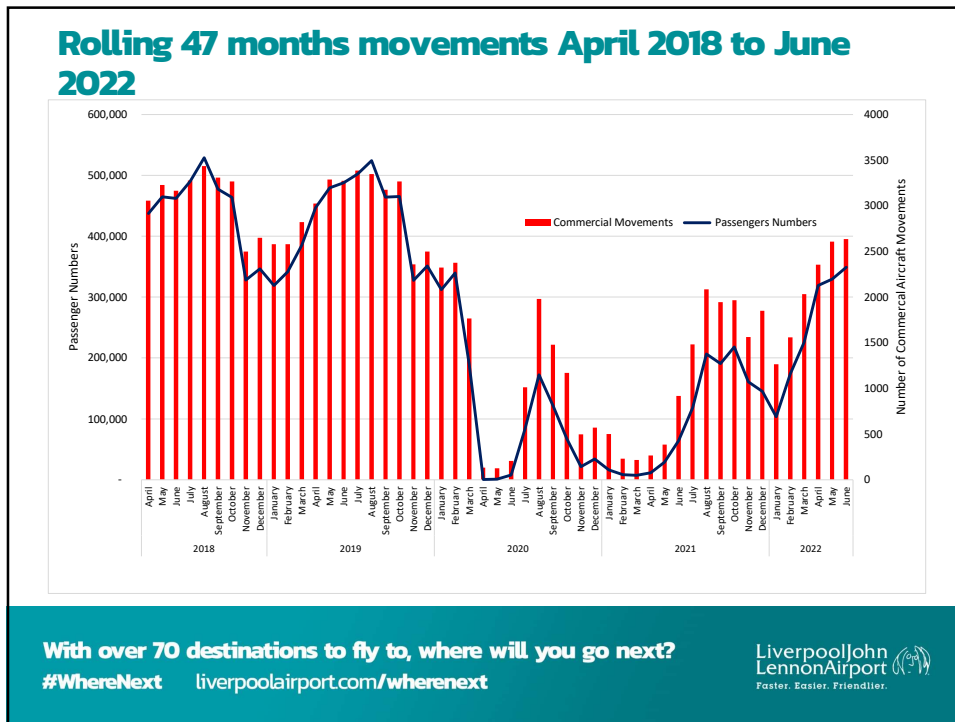
### Rolling 39 months movements January 2019 to June 2022

	Club	Commercial	Non Commercial	Other
2019 January	1,484	2,579	177	71
February	2,453	2,579	184	66
March	2,221	2,819	108	59
April	2,481	3,023	170	71
May	2,746	3,285	197	114
June	2,093	3,272	197	95
July	2,294	3,386	147	102
August	2,280	3,345	209	121
September	2,079	3,173	195	102
October	2,450	3,265	174	61
November	1,884	2,859	141	79
December	1,591	2,492	167	76
2020 January	1,767	2,323	131	104
February	1,195	2,374	133	74
March	2,054	1,764	129	97
April	257	131	17	57
May	582	125	22	130
June	353	205	51	140
July	1,298	1,012	152	183
August	2,030	1,979	166	107
September	2,755	1,480	106	124
October	1,892	1,171	73	133
November	643	497	54	81
December	1,481	572	30	114
2021 January	301	502	13	66
February	210	229	15	40
March	389	215	19	34
April	1,702	266	43	81
May	1,825	384	113	85
June	2,245	918	75	150
July	2,082	1,482	134	115
August	2,060	2,085	146	152
September	1,956	1,846	151	141
October	1,686	1,966	122	113
November	1,648	1,563	221	147
December	1,005	1,848	96	119
2022 January	1,524	1,266	92	116
February	957	1,558	108	110
March	2,041	2,033	124	119
April	2,108	2,356	228	63
May	1,794	2,605	196	130
June	1,895	2,635	174	161

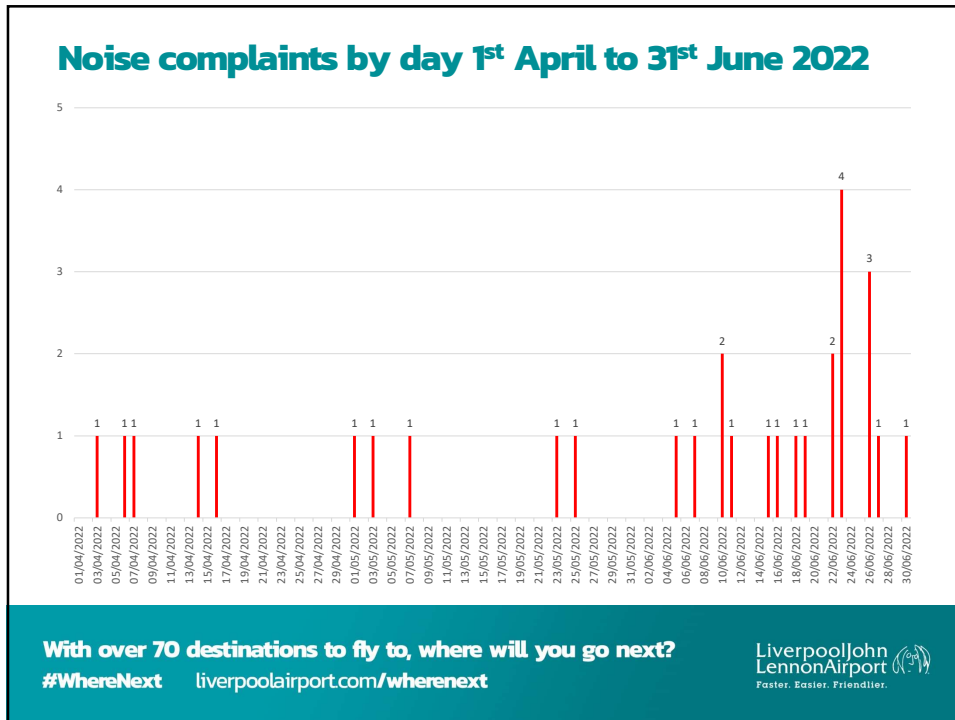
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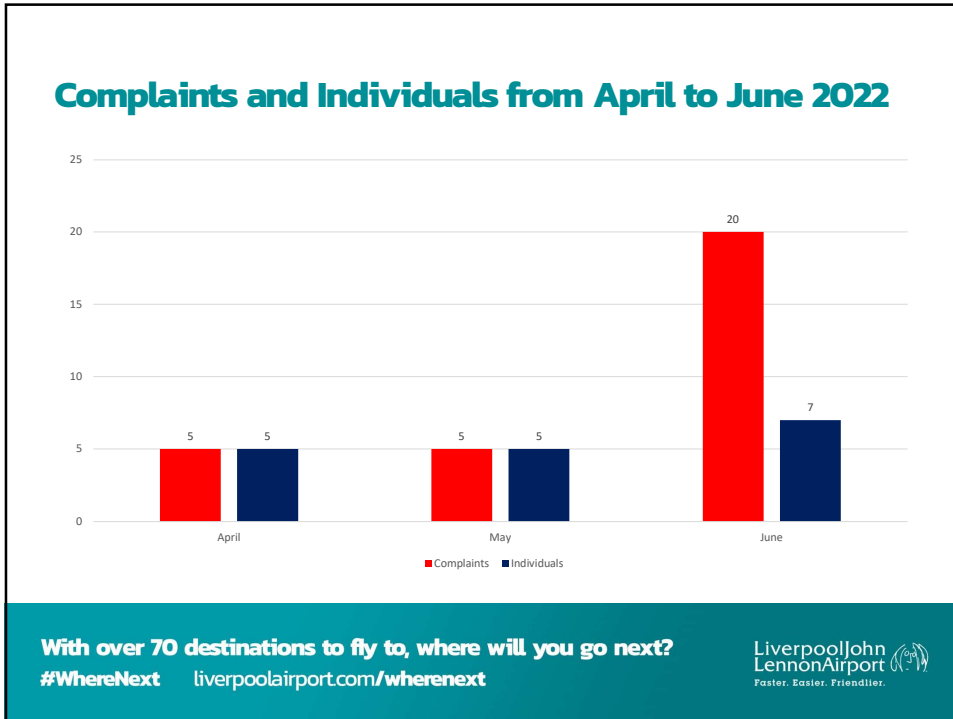
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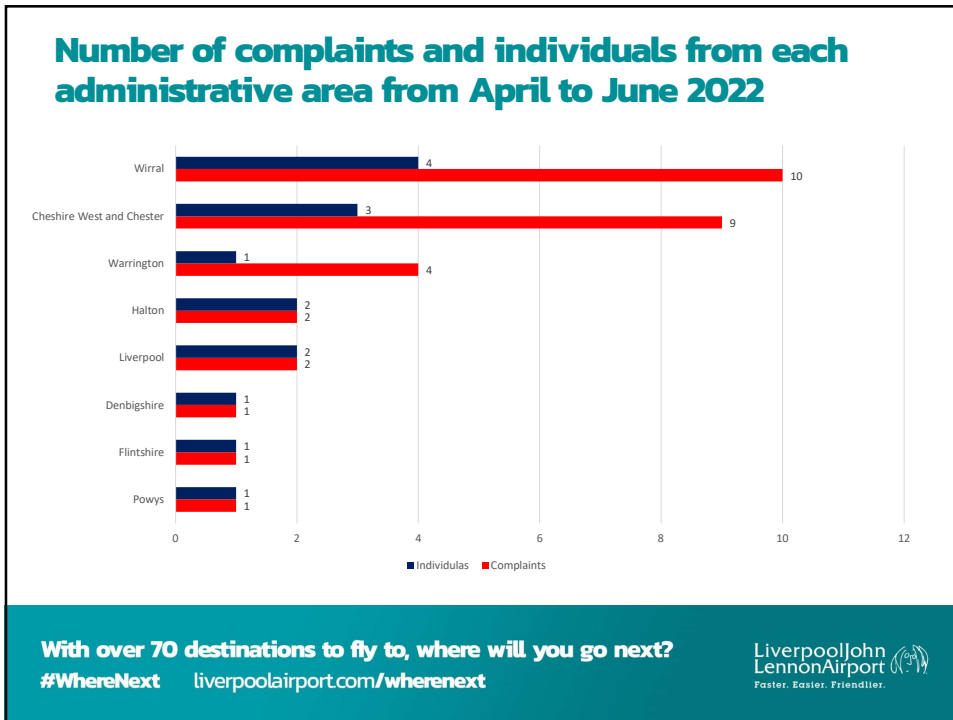
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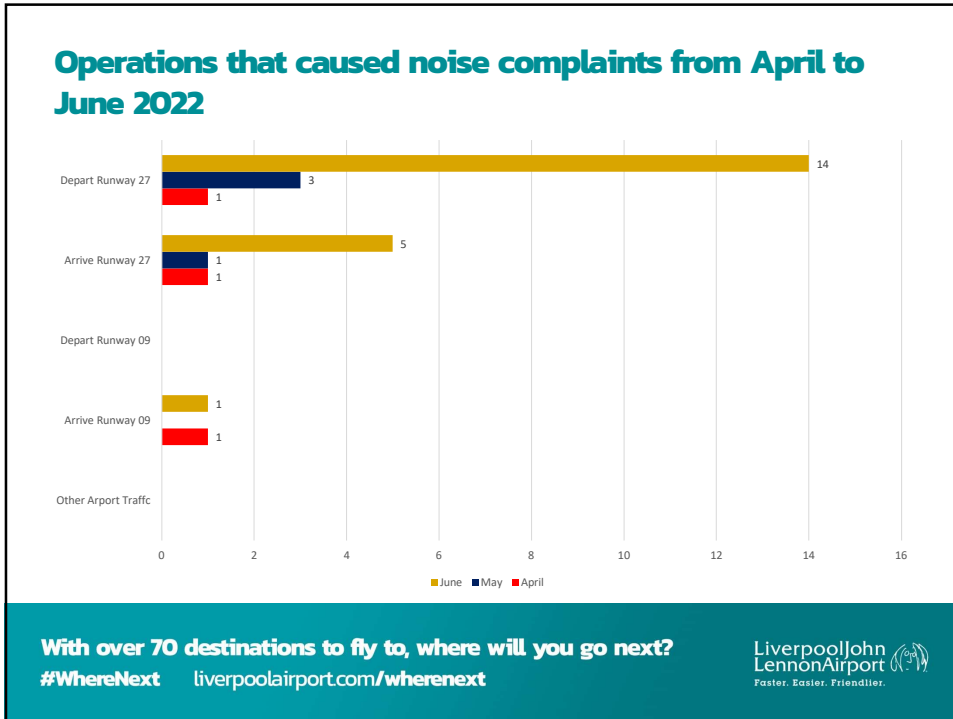
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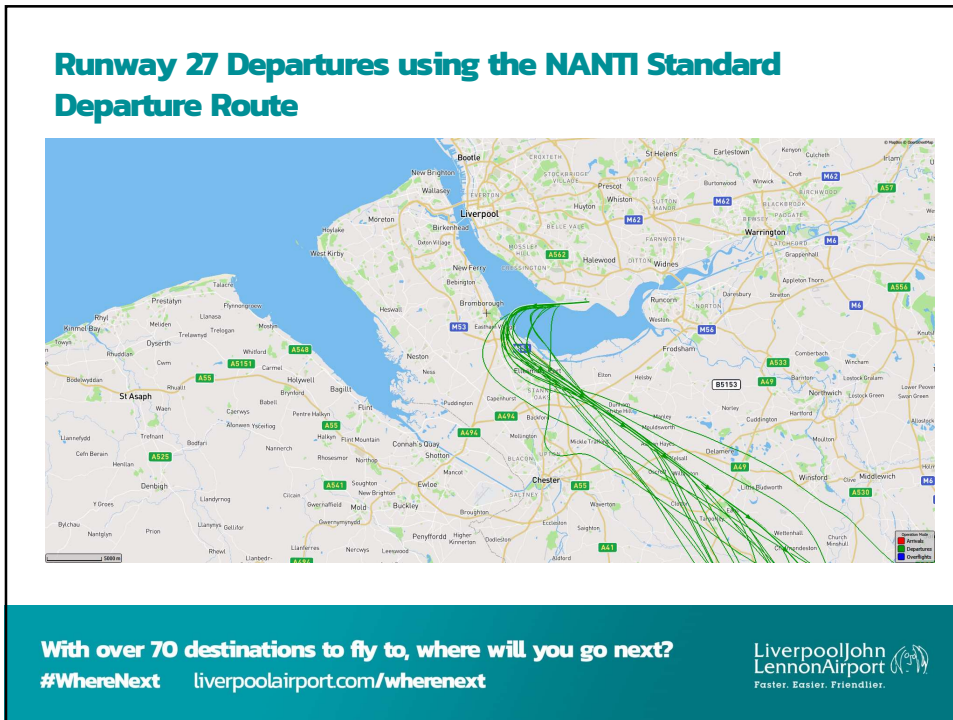
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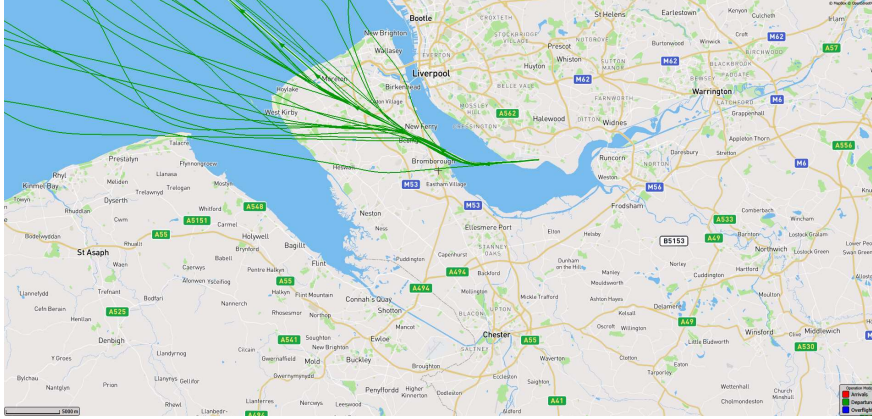


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## Runway 27 Departures using the WALLASEY Standard Departure Route

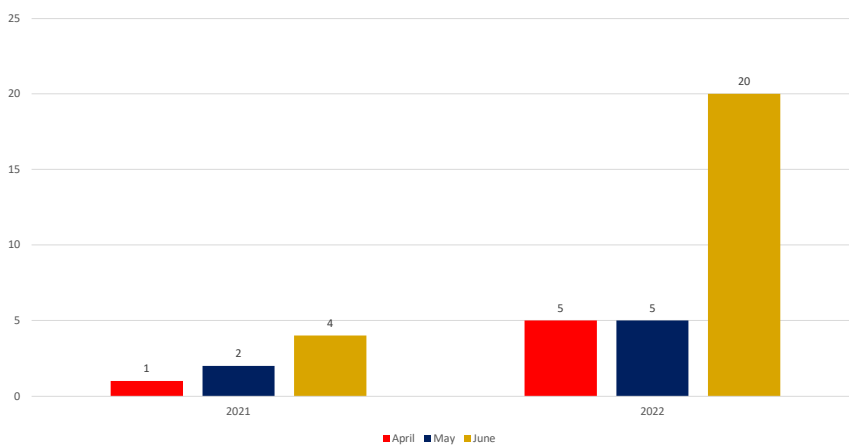


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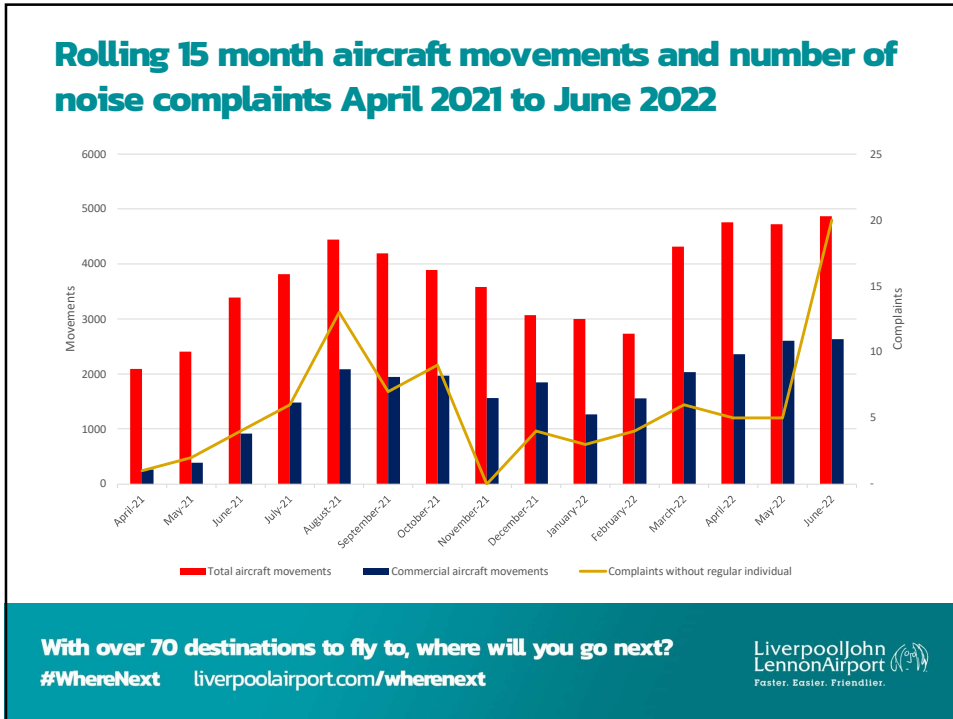
## Complaints comparison for April to June 2021 & 2022



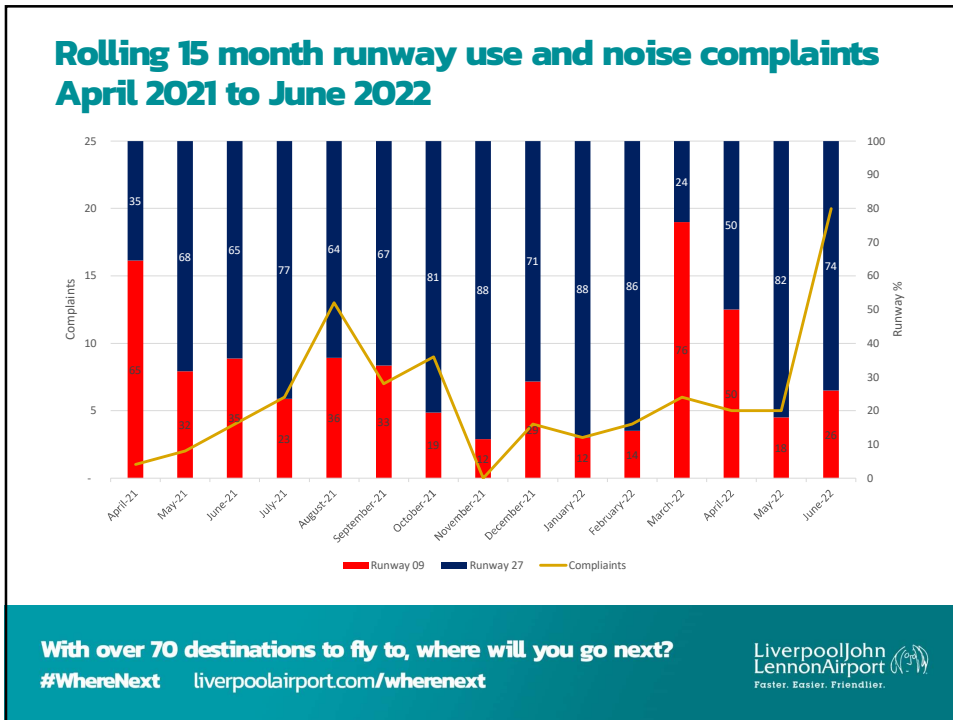
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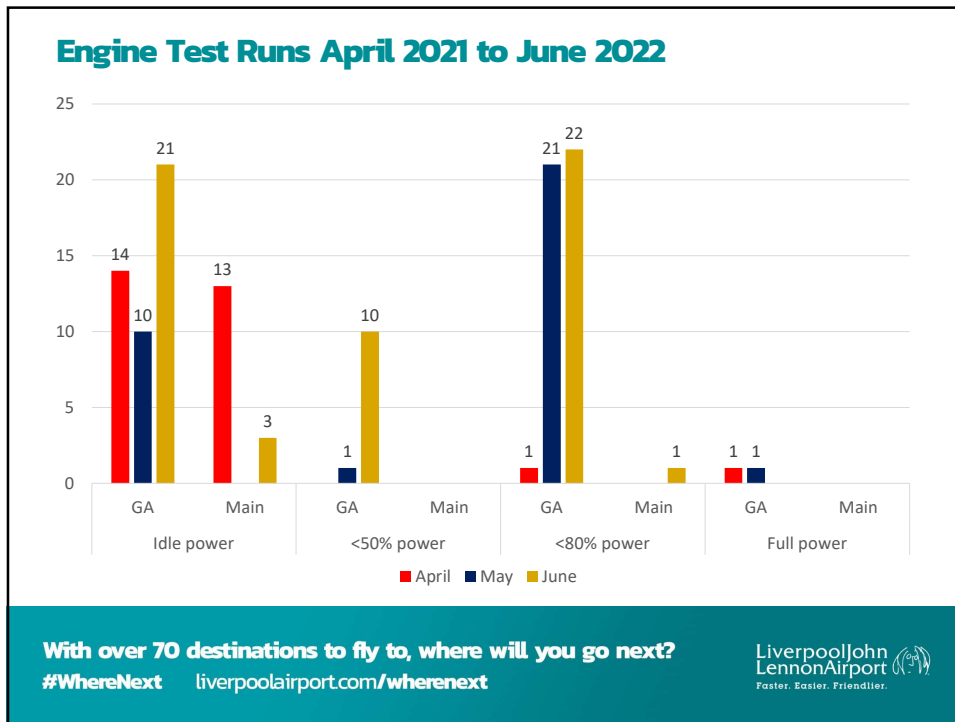
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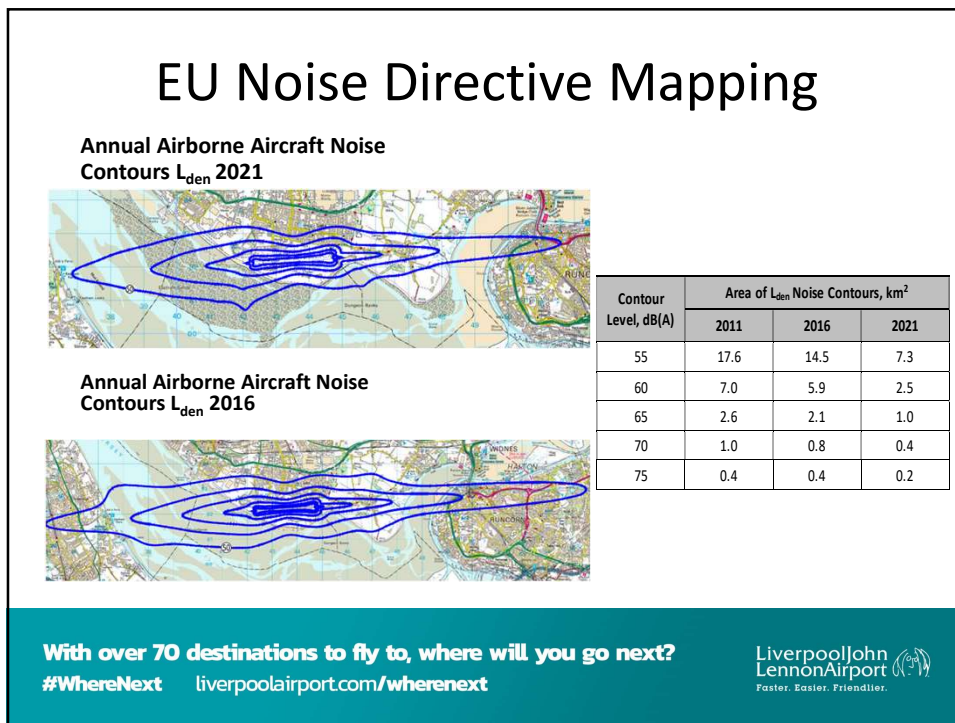
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## QUARTERLY BUSINESS REPORT

### 1.0 Airport update

#### **Commercial passenger traffic**

The summer season has seen a continual increase in passenger numbers with consumer confidence post covid returning as passengers return to air travel, perhaps for the first time in three years.

The table below shows that each of the past 4 months have seen the highest monthly passenger figures since the start of the pandemic.

<b>Month</b>	<b>2022</b>	<b>2021</b>	<b>Variance v 2021 (%)</b>	<b>2019</b>	<b>Variance v 2019 (%)</b>
May	329,385	29,298	+1024	472,842	-30
June	349,074	63,327	+451	482,762	-28
July	385,344	116,983	+229	495,448	-22
August	401,647	203,944	+97	517,850	-22
<b>Totals</b>	<b>1,465,450</b>	<b>413,552</b>	<b>+254</b>	<b>1,968,902</b>	<b>-26</b>

Whilst these latest passenger figures are once again encouraging, the airport continues its recovery from the pandemic and is still operating at around 74% of pre pandemic passenger numbers for the same period in 2019 and for the year to date is 34% down on the first 8 months of the year in 2019.

Operationally, the high levels of customer service seen earlier in the year have continued into the summer season too, with the airport performing well in terms of a lack of queues and delays throughout the passenger journey, which has been in contrast to the disruption experienced at times by passengers using larger airports across the UK.

During the peak summer months of June, July and August, the average security queue time was just 12 minutes and even in the busiest month of August during the busiest periods of the day the average queue time was 23 minutes.

In August 71% of flights were recorded as being on time (within 15minutes of their schedule) and 75% for the year to date. Whilst these are lower than typical pre-pandemic figures mainly due to airline crew/staffing shortages and late inbound aircraft as has been experienced across all UK airports, Liverpool remains one of the best performing airports in the UK.

In terms of new routes, in July easyJet announced the return of flights to Paris Charles de Gaulle, which will commence at the start of the winter season at the end of October, operating from 3 times per week up to daily.

## General and Business Aviation

As can be seen from the table below, general aviation continues to recover and is now 14% down on pre-covid levels for the period.

Month	2022 Movements	2021 Movements	Variance v 2021 (%)	2019 Movements	Variance v 2019 (%)
May	1,818	1,650	+10	2,510	-28
June	1,899	1,974	-4	2,004	-5
July	1,911	1,826	+5	2,130	-10
August	2,047	1,871	+9	2,231	-8
<b>Totals</b>	<b>7,675</b>	<b>7,321</b>	<b>+5</b>	<b>8,875</b>	<b>-14</b>

## Freight

During the period May to August we handled 153,073kg of freight. There were a total of 172 dedicated cargo movements with Fleet Air the leading operator with 82 movements, followed by Vulkan Air at 19 movements. These flights were predominantly for the automotive industry, with the most popular destinations and arrivals being Gyor Airport in Hungary, followed by Ostrava, Tangiers and Leipzig.

## 2.0 Other Matters

### **jacktheladcharity**

In June, the airport worked with a local Chester based charity called jackthelad which had been set up to raise awareness amongst young people not to take risks and have a safer time on holiday.

The charity is a partner in the UK Government's TravelAware initiative that is overseen by the Foreign Commonwealth and Development Office (FCDO), working to assist in awareness of risk and accident prevention. The charity was looking for support from an Airport to allow them to have a presence on site and to raise awareness with young passengers heading overseas on holiday, which Liverpool was happy to provide.

The airport worked with the charity to have their promotional stand both landside near check-in and also in the departure lounge on three consecutive busy Fridays in June.

The airport has also been working with the FCDO throughout the summer promoting their various campaigns to passengers both in the terminal and via social media too, with the airport viewed very positively for its proactive support.

### **Airport Transport Forum**

At the June meeting of the Airport Transport Forum, Arriva highlighted that with Government covid subsidises due to come to end in September, it is

likely that some parts of the network will no longer be sustainable due to the fall in demand post covid as working and travel patterns have changed, though services to the airport appear to be unaffected.

In addition, it was reported that the Metro Mayor has announced that bus passengers will soon be able to travel across the Liverpool City Region for no more than £2. The new fare is subject to agreement with the bus operators and for an initial three-year period, with the £12m Bus Services Improvement Plan (BSIP) allocation to be used to fund these measures designed to encourage more people to use the bus by helping them travel further for less as well as helping the environment.

### **Media coverage looking at the passenger experience at Liverpool**

In the light of much negative media coverage surrounding the delays and cancellations at a number of UK airports over the summer months, the airport has been keen to highlight how well operations have been going here and to explain that not all airports were suffering with poor customer experience.

As a consequence, it has worked with the BBC on an episode of Panorama where the documentary was looking at what has gone wrong at airports across the UK, but showcasing Liverpool as an airport which has managed the situation better and got things right. In addition, an article by The Guardian also highlighted the benefits of flying from Liverpool and a BBC North West Tonight feature showcased how well the airport is performing including various passenger testimonials.

The Liverpool Echo has also run stories about passengers traveling by air again and normality returning to the Airport, highlighting how the Airport planned ahead for a busier summer to continue to give passengers the high standard of customer service it is renowned for as a consequence.

### **Champions League Final**

The Airport's preparedness also meant that thousands of Liverpool fans were able to head off to the Champions League Final in Paris over the busy May Bank Holiday without delays or queues despite thousands of 'regular' travellers also using the airport to head out to a host of holiday destinations over half term. This too attracted significant local and national media coverage.

### **Essar to supply aviation fuel direct to commercial airlines**

Essar Oil (UK) Limited, which owns and operates the Stanlow refinery in Ellesmere Port, has announced a new agreement with the Airport for the direct supply of aviation fuel to commercial airlines.

The airport has a long-standing relationship with the Stanlow refinery which has been further strengthened with Essar joining in the Airport's open access fuel operations with this new access agreement allowing Essar to supply fuel directly to airlines at the wingtip and provides more fuel choice for the Airport's commercial airline partners.

**Press releases**

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

15<sup>th</sup> June

Safer holidays for young Brits

2<sup>nd</sup> August

Essar strikes landmark supply deal with LJLA

## Customer Services and Accessibility Report May to August 2022

Contact from the public and passengers has increased May through August as flights and passengers continue to return.

The report shows the total numbers of tickets for the four categories by department by month. Departments with zero enquiries do not figure.

Definitions of the categories are:

**Amend** – Requests to make a change to an airline or car park booking mainly. We can amend direct car park, Fast Track and Aspire Lounge bookings but not airline reservations

**Complaint** – contact where the experience or product or circumstance does not meet expectation. Does not include noise complaints which are responded to directly by Environment

**Compliment** – Feedback appreciative of an experience or service provided. This does not include satisfaction rankings for tickets responded to directly

**Query** – Requests for information

### Total customer contact by month -

An increase in customer contacts of 145% from the beginning of the year to April, continued as shown in the table below:

Ticket created - Month	2022 Tickets
May	1 955
June	1 860
July	1 833
August	1 742

In May 0.6% of all passengers made contact; June 0.5%; July 0.5% and August 0.4%

A decrease in August reflects the introduction of AI technology. When a customer makes contact AI suggests articles from the website to answer the question directly and the response is immediate.

## Tickets by department by month

Department	2022			
	May	June	July	August
	Tickets	Tickets	Tickets	Tickets
Airline	269	225	217	175
Car Parks	775	1 094	1 110	1 056
Commercial	97	91	114	91
Facility	41	110	67	76
Immigration & Customs	19	25	28	6
Misc	111	106	92	148
PRM	22	11	23	20
Security	101	62	61	88
Service Delivery	59	72	108	73

Car park accounted for 40% of total contact in May, 59% in June, 60% in July, 61% in August

## Complaints by month

Department	Request Type	2022			
		May	June	July	August
		Tickets	Tickets	Tickets	Tickets
Airline	Complaint	28	54	44	39
Car Parks	Complaint	63	76	101	90
Commercial	Complaint	24	22	41	35
Facility	Complaint	3	9	13	18
Immigration & Customs	Complaint	3	3	2	
Misc	Complaint	3	8	6	6
PRM	Complaint	1	3	6	6
Security	Complaint	17	8	18	29
Service Delivery	Complaint			1	

## Complaints by month

**May 142 0.04% total pax**

**Jun 183 0.05% total pax**

**Jul 232 0.06% total pax**

**Aug 223 0.05% total pax**

Car parks features with 330 complaints across the 4 months, which is 42% of the total complaints.

Car park complaints include passengers unable to amend parking reservations made via a third party directly with us; refund processing; Fast Track ticket confirmation attachment system error. All of which are being addressed

## Comparison of total contact from customers by month 2022 compared with 2019 ( pre pandemic )

Department	Request Type	2019				2022			
		May Tickets	June Tickets	July Tickets	August Tickets	May Tickets	June Tickets	July Tickets	August Tickets
Airline	Complaint	103	57	52	40	28	54	44	39
Car Parks	Complaint	53	64	185	156	63	76	101	90
Commercial	Complaint	60	31	62	58	24	22	41	35
Facility	Complaint	28	28	33	20	3	9	13	18
Immigration & Customs	Complaint					3	3	2	
Misc	Complaint	38	36	22	15	3	8	6	6
PRM	Complaint	15	4	4	3	1	3	6	6
Security	Complaint	28	22	18	28	17	8	18	29
Service Delivery	Complaint	1	3	8	7			1	

## Happy or Not

This passenger feedback system was re-introduced in May, however 2 of the 38 units were not in service at this time. Results from this system will be collated and used in future customer service reports.

## Compliments

<u>Department</u>	Request Type	2022			
		May	June	July	August
		Tickets	Tickets	Tickets	Tickets
Airline	Compliment	8	12	6	7
Car Parks	Compliment	5	4	3	1
Commercial	Compliment	3	4	3	3
Facility	Compliment	18	88	38	39
Immigration & Customs	Compliment		1	3	
Misc	Compliment	4		1	1
PRM	Compliment	6	3	6	4
Security	Compliment	12	11	6	15
Service Delivery	Compliment	2	2	1	6

Feedback received praising passenger facilities including security search areas

Increase in positive feedback from assisted passengers using the airport as flights resume

## Accessibility

Assistance partner ABM continue to support those passengers requiring assistance across all scheduled flights.

Total PRMs (passengers assisted) by month:

May 3,704

Jun 3,901

Jul 3,593

Aug 3,326



## **Hidden Disabilities & the Sunflower lanyard**

In common with other UK airports we are seeing a three fold increase in the number of hidden disability lanyards requested for travel.

The majority of users self mobilise through the airport. Airport colleagues recognise the lanyard and will respond to concerns or assist where required.

The increase across airports in generally has been fuelled by concerns from passengers that they will encounter queues at check in and departure security. Some of those asking for lanyards are making the request as they are worried about waiting times in queues.

Assistance colleagues will advise passengers at the assistance desk prior to issuing the lanyards. The lanyards do not offer Fast Track access. The lanyards offer Assistance lane access.

## **Civil Aviation Authority Compliance**

The CAA have recently updated guidance on European Civil Aviation Conference Code of Good Conduct in Ground Handling for Persons with Reduced Mobility (ECAC) reporting required by airports following the latest rankings for 2018 – 2019. The guidance clarifies the data airports need to submit. The CAA have confirmed that formal rankings will return from September 2022

Data is now submitted monthly from April 2022 and will be published in September for the first fully reported 6 monthly period

We are happy to say that the CAA Consumer Compliance team notified us that Liverpool is jointly ranked in first place from April through to July 2022. The ECAC audit was introduced by team LPL at the CAA virtual forum of airports as a way forward for other airports to adopt.

The audit compares data collected by the ABM platform (Avtech) recording time stamps from aircraft arrival, assisting the passenger through the arrival process, utilising i-beacon and GPS technology.

The current ECAC standards can be found on the airport website at

<https://www.liverpoolairport.com/assisted-travel/performance-standards>

## **Accessibility Forum**

The Accessibility Forum which Includes members of several local and national disability groups, met for the second time since March 2020 at a hybrid event on the 19<sup>th</sup> April. The CAA Consumer Enforcement team was unable to join us for the event and visited on the 22<sup>nd</sup>.

Minutes can be viewed at

<https://www.liverpoolairport.com/assisted-travel/working-with-disability-groups>

## **Engagement with Disability Groups**

Members of the Accessibility forum joining us for the event on the 19<sup>th</sup> April included: Thred CIC ( Dementia); Autism Adventures; SIA ( Spinal Injuries ); IAS ( Colostomy and Ileostomy support ); The Brain Charity ( Brain injury & mobility ) ; Southport & Ormskirk Spinal Injuries team

### **Sensory Visits**

Sensory visits are now available once again on request by prior appointment to assist those who feel they would benefit from experiencing the passenger journey from arrival at the airport to boarding their flight and returning through the arrival formalities.

Families or individuals travelling for the first time, or for the first time since the pandemic with sensory impairments benefit from these familiarisation visits. Due to limited availability, we can only offer these visits by prior arrangement only.

A number of visits took place from April through to August

### **Christina Smith**

Customer Service and Accessibility Executive

## Liverpool Airport Consultative Committee

### Annual Work programme 2022 - 2023

Meeting	Items	Detail
18 February 2022 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
10 June 2022		
30 September 2022	Airport tour	
18 November 2022		

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Christina Smith
Airspace Change update	Andrew Dutton

Additional items	Presenter
Airport Chaplain	Michelle Wood
Environment issue – jet zero, fuel - /hydrogen/electric/biomass, airport's energy supplier and usage, natural habitats, electric car charging, electric vehicle fleet, public transport links and potentials	Andrew Dutton, Head of Environment, LJLA
Dubai updates and accessibility forum	Tony Rice
Border Force	Senior Officer, Border Force
Emergency preparedness (aiming at 17.02.23)	Dave Taggart, Rescue & Fire Fighting Service, LJLA
LCR Transport fund	Alex Naughton, Combined Authority
Maintenance (inc. clearing runway)	Dave Batt, Head of Asset Management and Airside Operations, LJLA
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, LJLA
Retail developments internally	Lucy O'Shaughnessy, Commercial Director, LJLA
Airline perspective	Paul Winfield, Director of Aviation Development, LJLA
Executive perspective	John Irving, Chief Executive, LJLA
City perspective	Metro Mayor or transport portfolio holder
Noise Action Plan	Andrew Dutton, Head of Environment, LJLA

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