

Liverpool John Lennon Airport Consultative Committee

Date : Friday, 26 May 2017
Venue : Cavern Suite*, Liverpool John Lennon Airport, L24 1YD
Time : 10.30 am

Agenda

1 Apologies

2 Disclosure of Personal Interests

As in section 7.6 of the Constitution, If a Member has a personal interest in a matter on the agenda or likely to be discussed at the meeting, they should declare it. It is at the Chairman's discretion if the member can speak or take part in the discussion or vote on the matter.

3 Chairman's Announcements

4 Minutes

To approve the Minutes of the meeting held on 17 February 2017, attached.

(Pages 5 - 10)

5 Minutes of Sub-Committees

To receive the Minutes of the Noise Monitoring Sub-Committee held on 28 April 2017, attached.

(Pages 11 - 32)

6 Membership

To note any changes in membership since the last meeting.

7 Public question time

A member of the public may, if present in person at the meeting, address a question to the Chairman. Any such question must relate to the business and responsibilities of the Committee.

Wherever possible 3 clear working days notice of any question should be given to the Secretary. The Chairman may exercise discretion if such notice has not been given. The questions shall be dealt with at the beginning of the meeting or immediately prior to any particular item on the agenda to which they relate.

The Chairman or other appropriate member of the Committee shall respond and supplementary question(s) will be permitted. A written response may be given if it is not possible to provide the necessary information at the meeting. If necessary, an item shall be placed on the agenda of the next appropriate Committee or Sub-Committee meeting in order to deal with issues raised by the question.

The time allocated to questions at any meeting shall not exceed 30 minutes and the Chairman shall have discretion to vary any of these procedures if it helps the effective conduct of the business of the meeting.

8 Mersey Gateway tolls

Presentation by Mersey Link.

9 Airport Master Plan

Briefing to inform the Committee of the forthcoming Airport Master Plan consultation.

10 Car parking options at Liverpool John Lennon Airport

(Pages 33 - 38)

Report to be presented by Lisa Olsen, Head of Commercial.

11 Annual Work Programme

(Pages 39 - 40)

To note the Work Programme for 2017-2018, attached.

12 Quarterly Report

(Pages 41 - 44)

To receive the Quarterly Report by the Airport Company.

13 Correspondence

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

14 Any Other Business

15 Date of next meeting

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 22 September 2017 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport.

16 Exclusion of the Press and Public

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

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

For further information, please contact:

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

Date of Publication: 17 May 2017

**** 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
ANNUAL GENERAL MEETING**

**17 FEBRUARY 2017
(10.30 am - 12.50 pm)**

PRESENT: Councillor Bob Swann, Chairman of Consultative Committee
Councillor Ron Abbey, Wirral Metropolitan Borough Council
Alan Ascott, Arch under the Bridge
Michelle Cameron, Liverpool and Sefton Chamber of Commerce
Councillor Keith Deakin, St Helen's Metropolitan Borough Council
Normal Elias, passenger representative
Councillor Stan Hill, Halton Borough Council
Keith Levin, Liverpool Airport General Aviation Users Association
Marshall Morris, Deputy Chairman
Alex Naughton, Merseytravel
Councillor Brian O'Hare, Knowsley Metropolitan Borough Council
Simon Osborne, National Trust
Councillor Steve Parish, Warrington Borough Council
Steve Pearse, Friend of Liverpool Airport
Tony Rice, disabled persons
Councillor Michael Roche, Sefton Metropolitan
Angus Tilston MBE, Wirral Transport Users Association
Councillor Jeremy Wolfson, Liverpool City Council
Others
Robin Tudor, Head of Public Relations, Peel Airports
Christine Smith, Customer Services
Mike A Jones, Assistant Secretary

1 APPOINTMENT OF CHAIRMAN

The Assistant Secretary invited nominations for the role of Chairman.

Councillor Ron Abbey nominated Bob Swann, seconded by Steve Pearse.

There were no other nominations.

DECIDED: That

Councillor Bob Swann be appointed Chairman of Liverpool Airport Consultative Committee for the 2017/2018 year.

Bob Swann in the Chair

2 APPOINTMENT OF VICE-CHAIRMAN

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

Steve Pearse nominated Marshall Morris, seconded by Normal Elias.

There were no other nominations.

DECIDED: That

Marshall Morris be appointed Vice-Chairman of Liverpool Airport Consultative Committee for the 2017/2018 year.

3 APOLOGIES

Apologies were received from:

Cllr Caroline Ashton Frodsham Town Council
Cllr Steve Ball Halewood Parish Council
Claire Delahunty Liverpool LEP
Geoffrey Dormand Wirral Older People's Parliament
Cllr Chris Ellams Helsby Parish Council
Cllr Evelyn Hudson Hale Parish Council
Therese Irving Wirral Older People's Parliament
Cllr Ralph Oultram Cheshire West and Chester Council
Cllr Colin Rowan Halebank Parish Council

4 DISCLOSURE OF PERSONAL INTERESTS

There were no declarations of interests.

5 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that the General Purposes Sub-Committee had met on 21 October 2016 and following that the Consultative Committee had introduced a Work Plan which would continue to develop through the year, and the Committee had been reviewed, which had been a recommendation from the DfT guidelines for the operation of Consultative Committees.

6 MINUTES

Councillor Michael Roche pointed out that it was Councillor Andy Dams rather than himself that represented Sefton Metropolitan Borough Council at the previous meeting.

Robin Tudor noted that following the decision (Minute 36 refers) the monthly bulletin is circulated to members each month, and he welcomed any suggestions for content.

DECIDED: That

with the correction that Councillor Andy Dams rather than Councillor Michael Roche represented Sefton Metropolitan Borough Council, the minutes of the meeting of the Consultative Committee held on 18 November 2017 be approved as a correct record and signed by the Chairman.

7 MINUTES OF SUB-COMMITTEES

Marshall Morris, Chairman of the Noise Monitoring Sub-Committee, reminded members about two issues raised at the last meeting:

- There had been increasing complaints from some areas of Liverpool including Garston and Cressington. This could have been because of the Wallasey navigation beacon being temporarily unavailable as it was upgraded. Air traffic was instead being directed by Air Traffic Control which tended to be on slightly different routes.
- There had been a number of complaints from one individual in Blacon, Chester. The individual had consented to having noise monitoring equipment placed in his garden to gather data on aircraft noise.

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 20 January 2017 be received.

8 PUBLIC QUESTION TIME

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

9 MEMBERSHIP

The following changes in membership were noted:

- Keith Levin had replaced Jim Addison as rep for Liverpool Airport General Aviation Users Association (LAGAUA)
- Councillor Ron Abbey was now acting as representative for Wirral Council as Bernie Mooney found it difficult to attend alongside her other duties. Ron could also represent Merseytravel.
- Therese Irving had been appointed as representative for Wirral Older People's Parliament as the existing representative had been finding it difficult to attend.

Steve Pearce was nominated as the Committee's representative on the Liverpool John Lennon Airport (LJLA) Airport Transport Forum (ATF) for 2017/2018. There were no other nominations.

DECIDED: That

- (1) The changes in membership be noted; and
- (2) Steve Pearce be appointed as the Committee's representative on the Liverpool John Lennon Airport (LJLA) Airport Transport Forum (ATF) for 2017/2018

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 dated September 2015.

11 ANNUAL WORK PROGRAMME

Members discussed the Work Programme and suggestions were made for additions to it, including a possible Airport tour in September 2017 and feedback from the UKACCS conference after May 2017.

DECIDED: That

the Work programme be noted.

12 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering September to December 2016. Overall, there had been a 6% growth in passenger numbers in the period and 11% increase across the whole year, taking the total to 4.8 million, close to the 5.5 million record high which was in 2009.

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

- EasyJet had seen 3% growth;
- Ryanair announced new services and were performing strongly;
- Flybe had increased services;
- Wizz Air increased services to Budapest;
- Blue Air performed well and was due to start more services in March 2017;
- TUI was preparing for a Summer 2017 start;
- The extension of the perimeter fence to the East of the runway was still delayed by finalising legal agreements with Scottish Power;
- The ASQ passenger opinion survey results showed that the Airport was ranked in the top 10 of the 18 monitored airports in 12 of 13 categories and within the top 5 in 11. It outranked Manchester in all 13;
- There were several consultations underway by the Department for Transport and the Civil Aviation Authority. These included: one on runway capacity in the South East, where Liverpool is one of six regional airports noted as key; Airspace Policy, which included an event in Liverpool; surface access, where Liverpool Airport had been quoted and highlighted several times in the consultation report
- The Airport's Air Transport Forum had met and discussed through ticketing, and was to look at marketing for services to the Airport;
- The Airport welcomed a coach service operating 13 return journeys from Manchester Shudehill interchange and Manchester Piccadilly to the Airport;
- the latest phase of the terminal improvement works was underway with a £4million refurbishment of the upper floor of the departure lounge, to be completed by June 2017.

Members discussed some of the items, including the time limit on the free car parking and whether it affected people with hidden disabilities, and whether the tolls on the bridges over the Mersey will affect numbers accessing the airport from the south.

DECIDED: That

the quarterly report be received.

13 PASSENGERS WITH HIDDEN DISABILITIES

Christine Smith, Customer Services Manager at Liverpool Airport, gave a presentation detailing the Airport's proposed response to CAA guidelines on dealing with passengers with hidden disabilities.

Hidden disabilities included autism, deafness, blindness and dementia. The Airport had achieved the accolade of an autism friendly airport and staff had been trained to spot and assist people with hidden disabilities, in order to reduce the passengers' stress. Additional signage and adaptations such as quiet route past busy areas had been introduced. Such passengers were invited to identify

themselves if they wished, with a badge, lanyard or wristband. It was intended to introduce any new policy before Autumn 2017.

Some Members objected with the notion of labelling people with hidden disabilities and asked to be included in the discussions about implementing the proposals and responding to the guidelines.

DECIDED: That

the current proposals for dealing with passengers with hidden disabilities be noted and Members be invited to formally comment on the proposals.

14 CORRESPONDENCE

The Assistant Secretary had included items of correspondence on the agenda which had been sent to him for the Committee, and concerned two issues. One concerned a CAA Community Discussion Forum held in London which the Chairman had dialled in to, and the other issue was events arranged by the Department for Transport concerning runway capacity and airspace changes. One event was to be held in Liverpool.

The Chairman gave some feedback regarding the Discussion Forum which had proved disappointing, being unfocussed, easily distracted by minor issues and not geared toward the regions. He noted that the Forum had potential to be a useful meeting, and Members suggested that we could attempt to remain involved, seek comments from other Consultative Committees, suggest the Forum meets in other regions occasionally and even raise items of concern, such as the policy on passengers with hidden disabilities.

15 ANY OTHER BUSINESS

There was no business under this item.

16 DATE OF NEXT MEETING

DECIDED: That

the dates of meetings for the Liverpool John Lennon Airport Consultative Committee (LJLACC) and the Noise Monitoring Sub-Committee (NMSC) up to the February 2018 Annual General Meeting be confirmed as follows and circulated to members:

NMSC	LJLACC
28 April 2017	26 May 2017
21 July 2017	22 September 2017
27 October 2017	24 November 2017
19 January 2018	16 February 2018

Chairman

Date

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NOISE MONITORING SUB-COMMITTEE

**28 APRIL 2017
(10.30 am - 11.20 am)**

PRESENT: Marshall Morris, Chairman
Alan Ascott, ARCH Under the Bridge
Larry Dack, Speke Estate
Ian Gaskell, Environmental Health, Knowsley Council
Cllr Evelyn Hudson, Hale Parish Council
Councillor Tricia O'Brien, Cressington Ward, Liverpool City Council
Bob Swann, LJLACC Chairman
Councillor Jeremy Wolfson, Liverpool City Council
Toby Zorn, Environmental Health, Wirral Borough Council
Liverpool John Lennon Airport
Andrew Dutton, Head of Environment
Colin Barnes, Environmental Advisor
Secretariat
Mike A Jones, Assistant Secretary
Kerry Twist, Cheshire West and Chester Council (Observing)

1 ELECTION OF CHAIRMAN

At the annual meeting of the Liverpool John Lennon Airport Consultative Committee on 17 February 2017, the Noise Monitoring Sub-Committee was confirmed to continue. The Sub-Committee were to elect a Chairman for the ensuing year.

Nominations were requested by the Assistant Secretary.

Marshall Morris was nominated by Bob Smart.

There were no other nominations.

DECIDED: That

Marshall Morris be elected Chairman of the Noise Monitoring Sub-Committee for 2017/2018.

2 ELECTION OF DEPUTY CHAIRMAN

Nominations were requested for the role of Deputy Chairman.

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

There were no other nominations.

DECIDED: That

Angus Tilston MBE be elected Deputy Chairman of the Noise Monitoring Sub-Committee for 2017/2018.

3 APOLOGIES

Apologies had been received from:

Norman Elias, Passenger representative
Ian Rushforth, Environmental Protection Unit, Liverpool City Council
Angus Tilston MBE, Wirral Transport user Association

4 CHANGES IN MEMBERSHIP

There were no changes in membership since the last meeting to report.

5 MINUTES OF LAST MEETING

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 20 January 2017 be agreed as a correct record.

6 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 2017 to 31 March 2017. 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 23 complaints had been received, with the highest proportion (11, or 48%) from one individual. It was noted that there no more than 2 complaints had been received on any one day, besides one occasion where the same person sent in five complaints relating the use of runway 09. Seven complaints concerned the Wallasey Beacon, which had caused a slight change in the location of aircraft when it was turned off for maintenance. It had since been reactivated and the status quo resumed.

Colin Barnes then gave a summary for 2016 and trends in some statistics for a longer period. There had been 119 complaints in 2016, with about 32% concerning the use of Runway 09. The numbers of complaints had been generally declining over the years from about 270 in 2001, and the total was 23% less than the peak in 2005.

DECIDED: That

the Noise Complaints Log for 1 January 2017 to 31 March 2017 be noted.

7 ANY OTHER BUSINESS

Prestwich Lower Airspace Systemisation (PLAS)

There was an initiative to revise the airspace in the North of England and Scotland. The PLAS part of the overall project was to move the navigation of commercial aircraft from traditional ground based navigation aids to satellite precision navigation and reshape the routes to maximise the benefits overall for noise, fuel efficiency, CO2 emissions and safety. This had previously been discussed.

Andrew Dutton noted that although many organisations had been offered meetings to pro-actively discuss the change in airspace around Liverpool Airport, which was linked to changes at other airports, very few had taken up the offer and appeared to be waiting for the formal consultation period. Andrew emphasised that being involved at the early stages maximised the influence and benefits of the proposed changes, and the draft version would by then be co-ordinated with surrounding airports for consultation.

8 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee is scheduled for 21 July 2017 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date

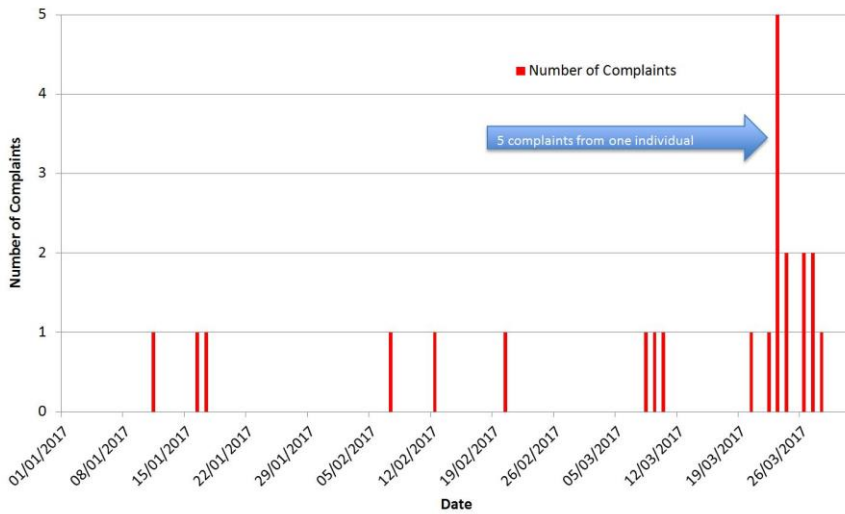
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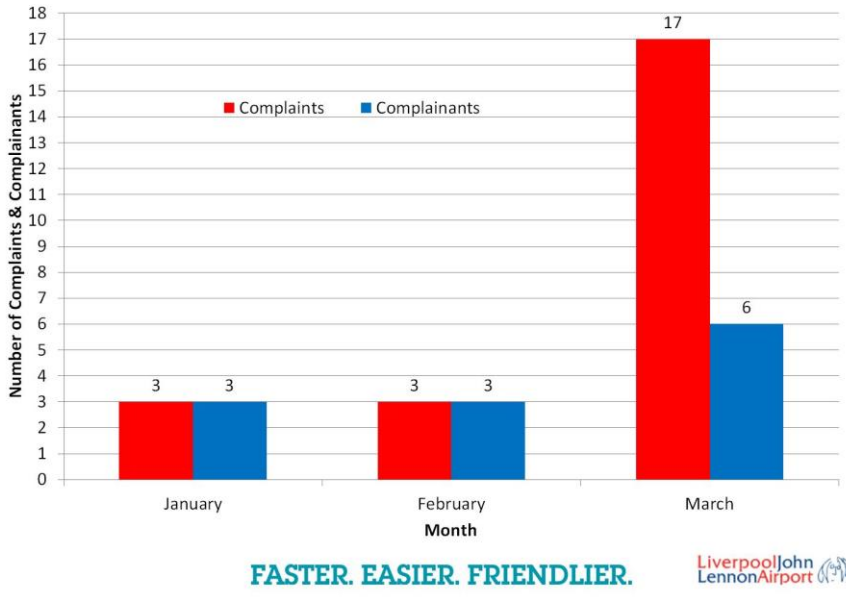
Liverpool John Lennon Airport Noise Complaints By Day 1st January to 31st March 2017



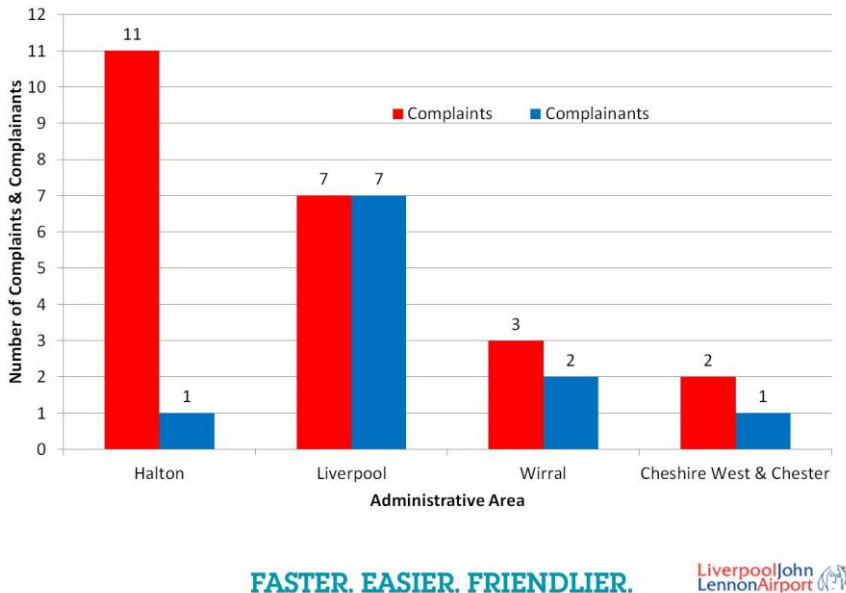
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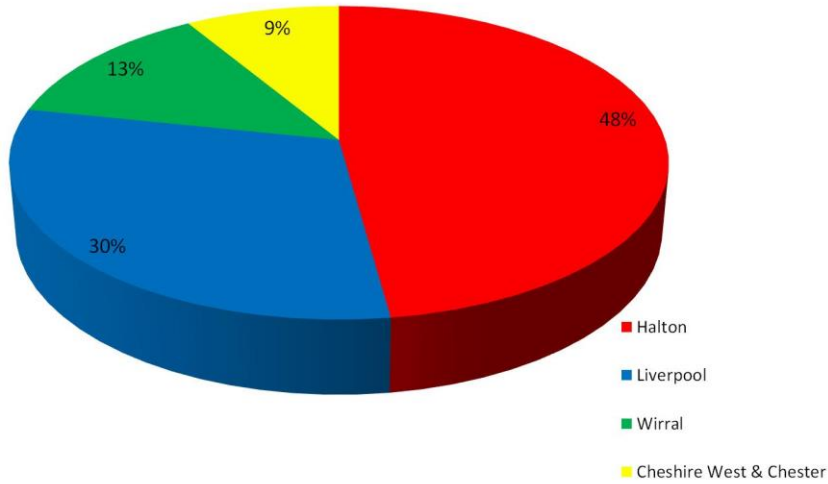
Liverpool John Lennon Airport Complaints and Complainants for 1st January to 31st March 2017



Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1st January to 31st March 2017



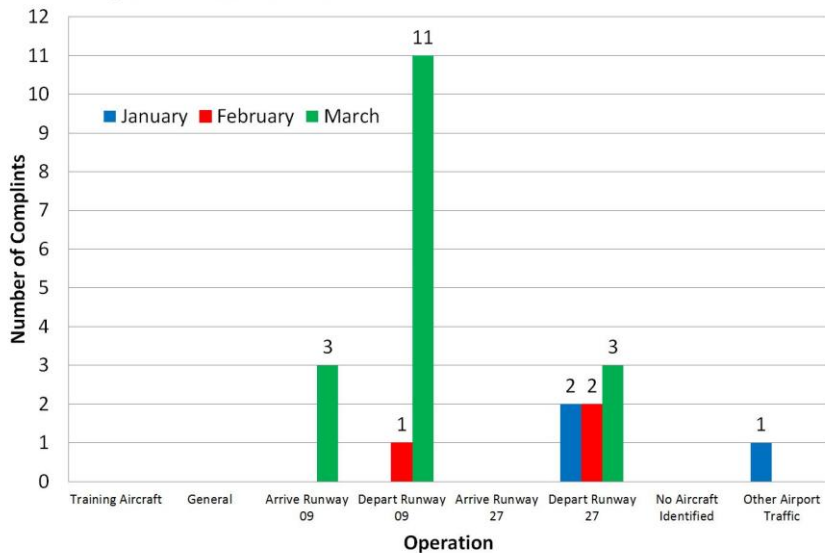
Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st January to 31st March 2017



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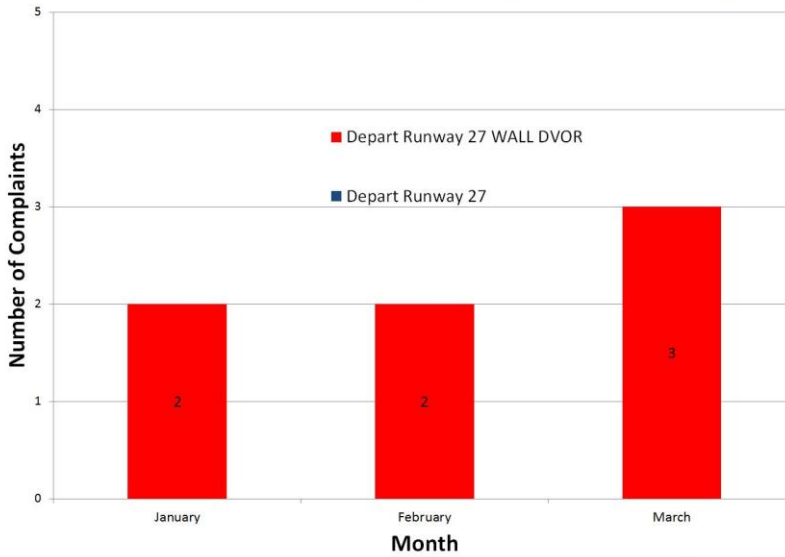
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st January to 31st March 2017



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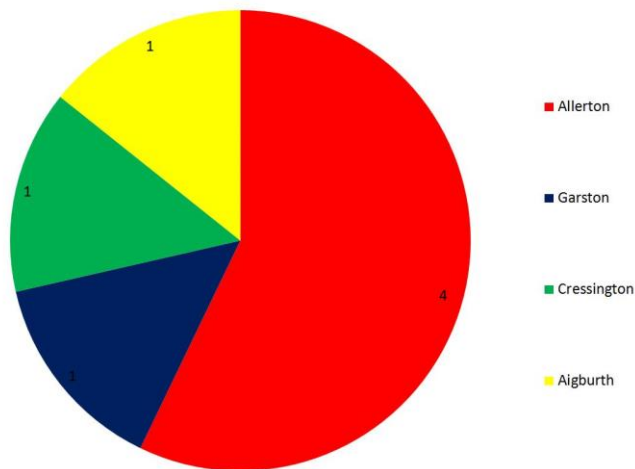
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st January to 31st March 2017 make up of Departure from Runway 27



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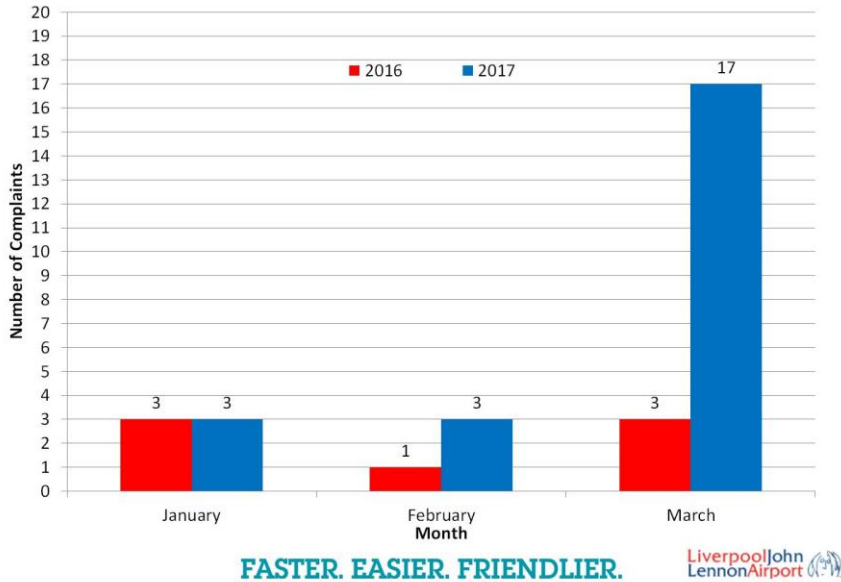
Liverpool John Lennon Airport 1st January to 31st March 2017 make up of WALL DVOR Refurbishment



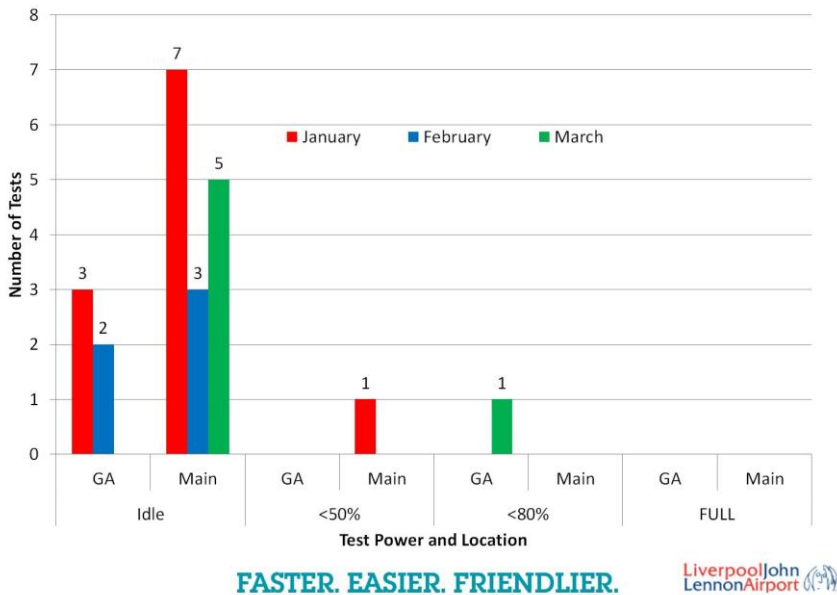
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Liverpool John Lennon Airport Complaints Comparison for 1st January to 31st March 2016 & 2017



Liverpool John Lennon Airport Engine Test Runs 1st January to 31st March 2017



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Annual Noise Report

2016

1

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Liverpool John Lennon Airport 

Review of Aircraft Movements 2016

	Club	Commercial	Non Commercial	Other	TOTAL
January	1,378	2,788	95	134	4,395
February	2,144	2,820	56	117	5,137
March	2,398	3,087	130	138	5,753
April	2,370	3,285	132	118	5,905
May	2,793	3,645	138	145	6,721
June	2,371	3,450	114	192	6,127
July	2,491	3,654	79	140	6,364
August	2,408	3,699	105	206	6,418
September	2,186	3,403	146	148	5,883
October	2,370	3,301	135	144	5,950
November	1,968	2,570	92	101	4,731
December	1,567	2,769	102	74	4,512
Totals	26,444	38,471	1,324	1,657	67,896

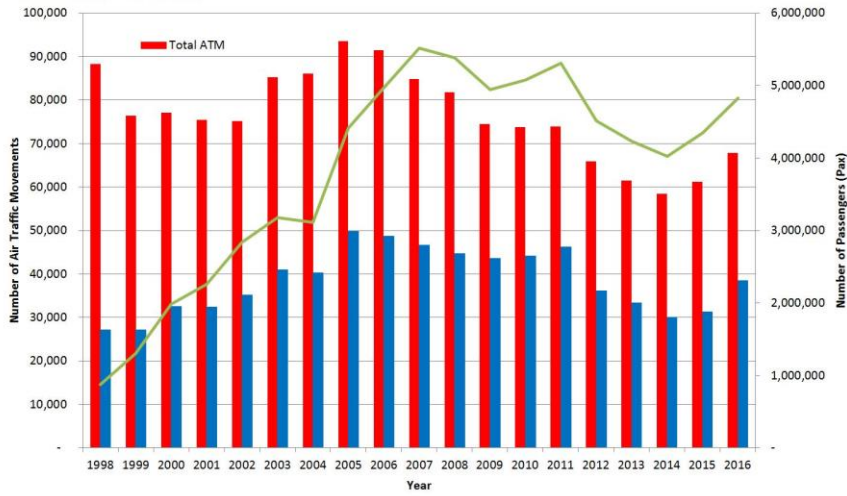
The movements are divided into Commercial (paying passenger services and cargo), Non Commercial (private aircraft), Club (private aircraft based at the airport) and Others (military and positioning flights and other miscellaneous aircraft movements).

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Liverpool John Lennon Airport 

Review of Aircraft Movement (ATM) Type and Passenger (Pax) Numbers from 1999 to 2016



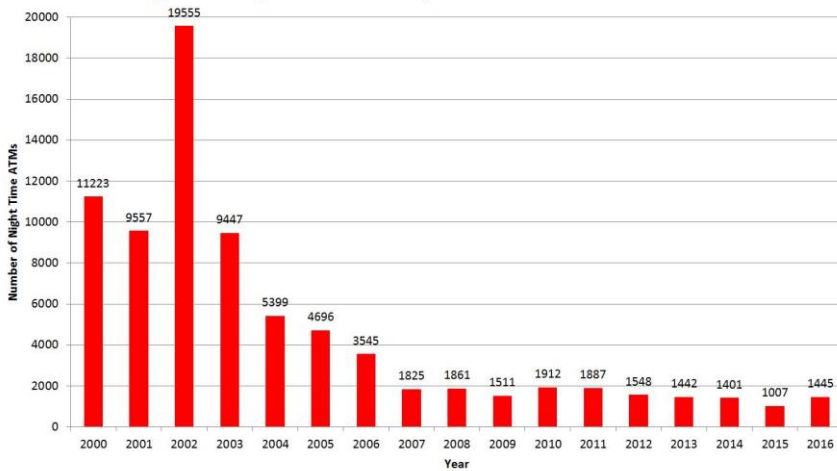
The chart illustrates aircraft movements (both total and commercial) as well as passenger numbers from 1998 to 2016. The number of commercial aircraft movements for 2016 were down by 23% on the peak number in 2005.

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Number of Night Time (23:30 to 06:00) Aircraft Movements 2000 to 2016



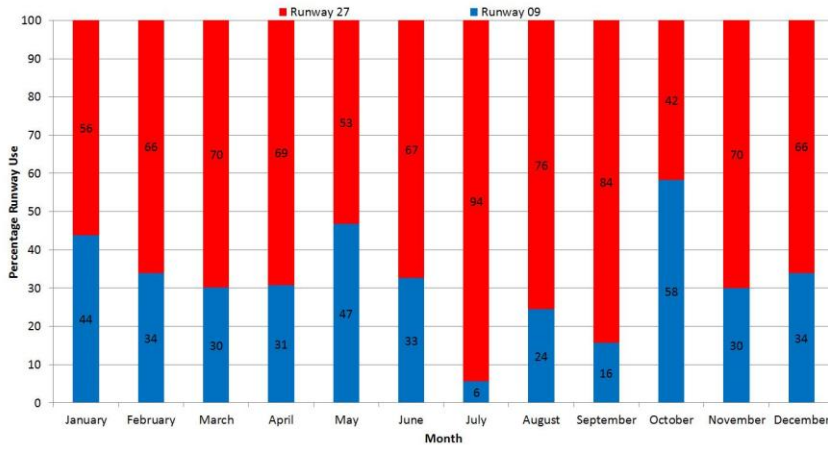
The number of aircraft movements during the night time quota period (23:30 to 06:00) from 2000 to 2016 is shown above. The number of night time aircraft movements for 2016 are down by 93% on the peak year of 2002 when there was a large night time cargo and mail operation at Liverpool John Lennon Airport.

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Runway Utilisation per Month 2016



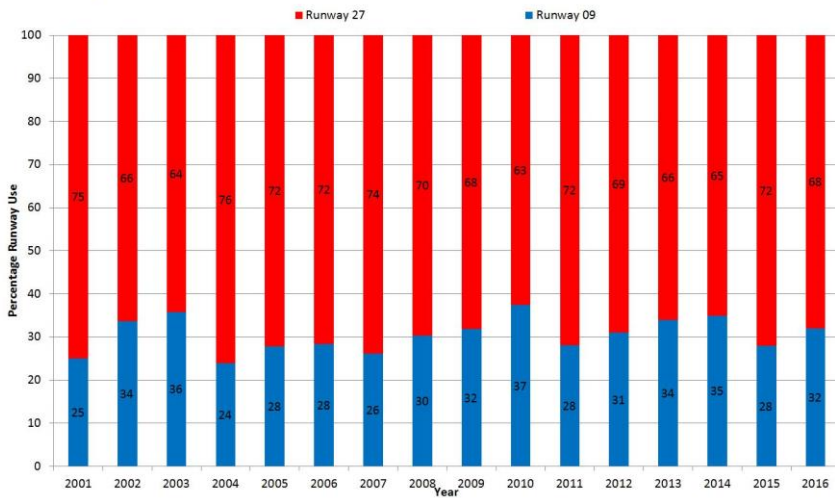
The overall percentage figure for 2016 were runway 09 = 32% and runway 27 = 68%. Runway 09 operations are aircraft arriving (over The Wirral Peninsula) and departing (over Hale Village) to the east. Runway 27 operations are aircraft arriving (over Hale Village) and departing (over the Wirral Peninsula) to the west.

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Runway Utilisation 2001 to 2016



The average for the 2001 to 2015 period shown are runway 09 = 30% and runway 27 = 70%.

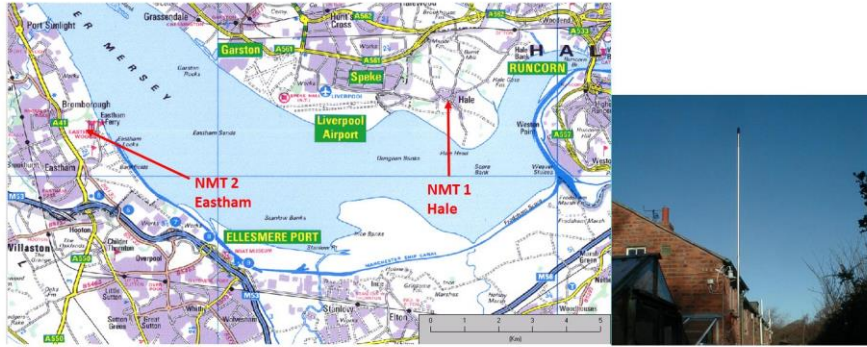
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Noise Monitoring

Airborne aircraft noise is monitored at two fixed Noise Monitoring Terminals (NMT's) at Hale C of E Primary School (NMT 1) to the east of the runway and at Eastham (NMT 2) to the west of the runway. The NMT's measure all relevant acoustical parameters. The acoustical parameters are stored in the Noise Monitoring Terminal (NMT) on a data logger located in the NMT cabinet and the data is collected twice a day.



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Average Event Annual Noise Levels for Eastham and Hale Noise Monitoring Terminals (NMT) 2016

Airline	Aircraft Type	Runway 09						Runway 27					
		Arrivals (NMT 2 - Eastham)			Departures (NMT 1 - Hale)			Arrivals (NMT 1 - Hale)			Departures (NMT 2 - Eastham)		
		L_{Aeq} dB	SEL dB(A)	L_{Amax} dB	L_{Aeq} dB	SEL dB(A)	L_{Amax} dB	L_{Aeq} dB	SEL dB(A)	L_{Amax} dB	L_{Aeq} dB	SEL dB(A)	L_{Amax} dB
Fly BE	Bombardier Dash 8	68.0	81.2	72.7	65.8	77.6	70.1	71.0	84.0	77.5	61.9	73.1	64.6
easyjet	Airbus A319	70.2	83.9	76.2	68.3	82.1	73.2	75.2	89.2	83.7	65.5	78.8	69.6
easyjet	Airbus A320	69.0	82.7	74.2	71.2	85.8	77.0	74.8	88.8	83.3	66.0	79.3	70.3
Wizz Air	Airbus A320	69.0	82.7	74.2	71.2	85.8	77.0	74.9	89.0	83.0	62.9	74.8	66.1
Ryanair	Boeing 737-800	70.9	84.7	77.0	72.4	86.7	78.1	75.9	90.0	94.4	64.6	77.1	68.4
Blue	Boeing 737-400	72.2	85.9	79.1	75.6	90.6	82.5	78.1	92.3	87.3	64.6	77.9	68.7

L_{Aeq} - Equivalent continuous sound level. The steady dB(A) level which would produce the same A-weighted sound energy over the stated period of time as specified time-varying sound.

SEL - The Single Event Level (SEL) is a measure of aircraft noise from a single event which takes account of the duration as well as the intensity, being the level maintained constantly for a period of one second that would deliver the same A weighted energy as the given noise event.

L_{Amax} - The L_{Amax} is the maximum noise level measured with slow time weighting and represents the highest level of environmental noise occurring during a correlated noise event.

The Noise Levels vary at NMT 1 and NMT 2, because NMT 1 (4.6 km) is located closer to the Airport than NMT 2 (8.5 km).

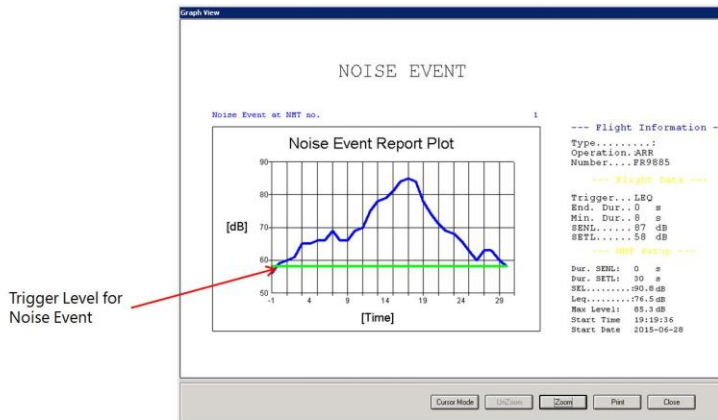
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Noise Event Report

Example of a Noise Event Report form the Noise Monitoring System (NMT 1) for a Ryanair Boeing 737-800 arrival on runway 27.

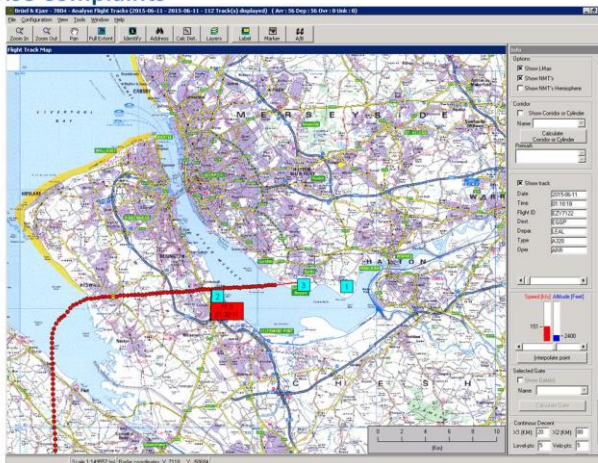


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Noise Complaints



The Airport operates a Noise Complaints Management System to accurately record the nature of the noise complaint made by the local community to the Airport Company, to investigate the potential source of the complaint and to respond to the complainant. A complaint can be made by telephone, letter, email or via the Airport website.

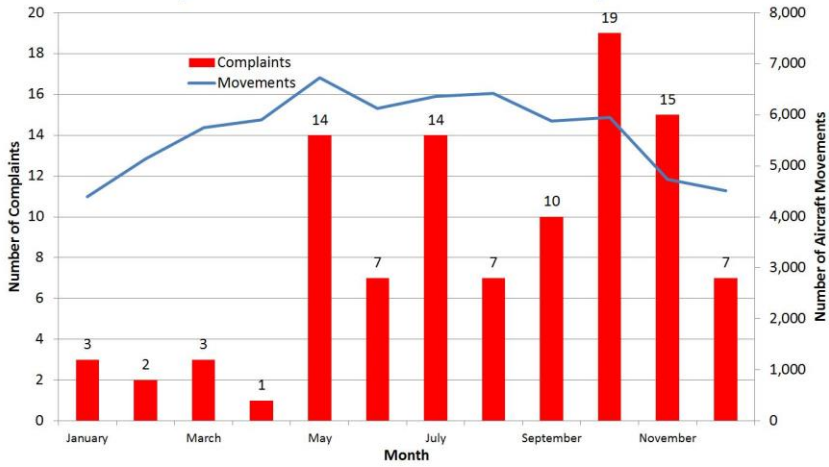
The critical information from the caller includes a description of their concerns, the date, time and location of the event and their contact details. This information is used to investigate the complaint using the Noise Monitoring and Track Keeping System which coordinates Radar aircraft specific information and operational data with information from the Noise Monitoring Terminals.

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Number of Complaints and Total Aircraft Movements per Month for 2016



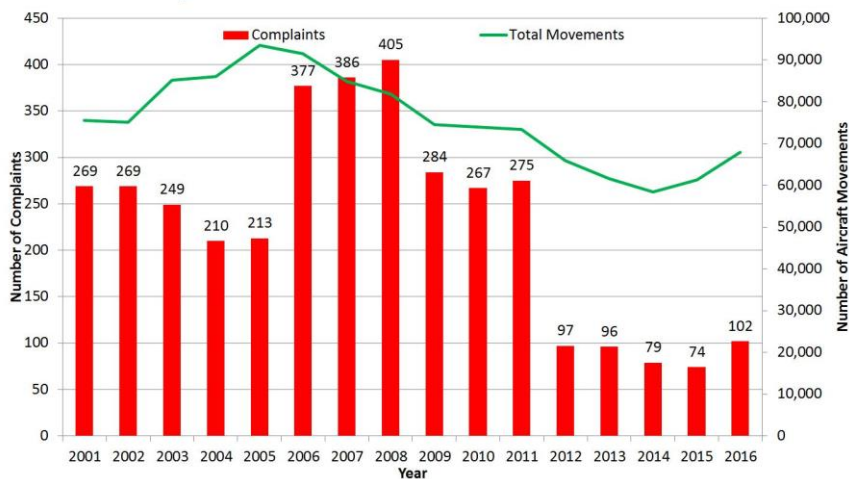
Generally the number of complaints increase during the summer when there are more aircraft movements but this is not always the case as in 2016 where other factors can have a bearing on the number of noise complaints and where they originate from that are received by the Airport. An example in 2016 was the works carried out on the Wallasey DVOR beacon which meant many Standard Departure routes were not in use during October, November & December.

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Number of Complaints and Total Aircraft Movements 2001 to 2015



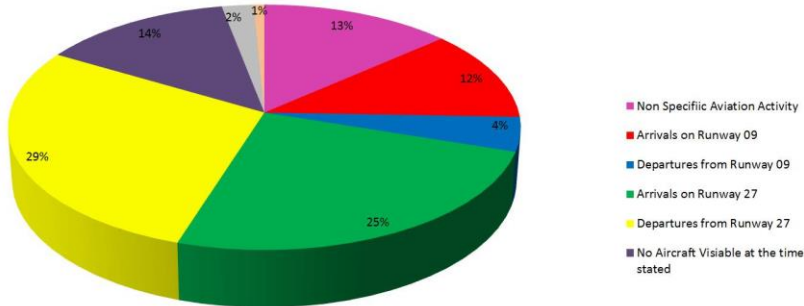
2016 shows a 75% reduction from the peak number of noise complaints in 2008. The absolute number of noise complaints is not a good indicator of actual noise exposure, nor should it be the determining factor in how or what steps can be taken to mitigate noise impacts.

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Activity which Caused Noise Complaints in 2015



During 2015 30% of complaints were generated by aircraft arriving on runway 09 over the Wirral Peninsula. 22% of complaints were generated by arrivals on runway 27 over Warrington, Runcorn and Hale Village. 22% of complaints were generated by departures from runway 27 over the Wirral Peninsula. Just 8% of complaints made related to departures from runway 09 over Hale Village. 5% of complaints were related to the general operation of aircraft at Liverpool Airport. 8% of noise complaints were associated with aircraft movements from other airports and 5% of complaints related to situations where no aircraft activity was identified at the time of the complaint.

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NATS VHF Omni Range (VOR) Replacement Programme 2016

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WAL VOR

- work commenced on the 11th October 2016 and the beacon was returned to service on the 10th March 2017



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WAL VOR

- Liverpool Airport – The WAL outage had the following impacts on operations at Liverpool airport:
- Departures – All SIDs were suspended. Non-standard departures were agreed with NATS and these will also be used in the future should the WAL DVOR ever fail. These procedures closely replicate existing tracks and were promulgated in a Temporary Operating Instruction (TOI) and put into MATS Part 2 (ATC Operating Manual).
- Arrivals – STARs were suspended during the replacement period. All inbound aircraft were individually coordinated on a tactical basis. In the event of holding ATCOs had to vector the aircraft around the holding positions. Whilst this increased the controllers workload, the number of times the hold was used made it achievable.

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NATS VOR Replacement Programme

- NATS has historically operated 46 Doppler VHF Omni Range (DVOR) navigation beacons across the UK to provide an en-route navigation service as either stand alone beacons or co-located with Distance Measuring Equipment (DME) beacons. The CAA has approved in principle a reduction in the VOR infrastructure from 46 to 19 sites by 2020.
- Equipment at the retained sites will gradually be replaced and each replacement will result in the facility being unavailable for use for approximately three months with any co-located DME also being unavailable during this period.
- Each beacon is part of a post-World War II ground-based navigation network used for defining airway routes or providing instrument approaches at airports.
- Commercial aviation – which has always funded the upkeep of the VOR beacons – now almost exclusively relies on the use of satellite navigation making the majority of beacons an expensive and unnecessary financial burden.

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Influence on Noise Complaints in 2016

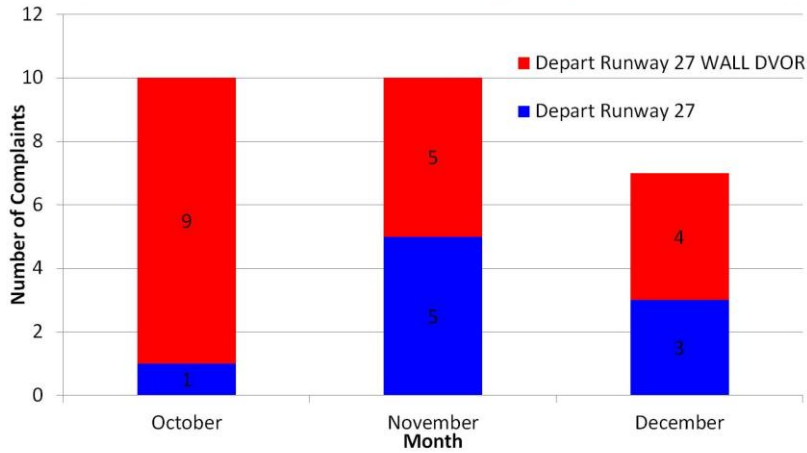
- Departures – Aircraft departing to the North East were vectored to make their initial turn sooner than they would when using the SIDs. This meant aircraft were passing over Garston and other parts of South Liverpool at a lower altitude than normal. This led to an increase of new complaints from these areas who were asking “what had changed?”
- Arrivals – No discernible effect on noise complaints.

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Liverpool John Lennon Airport 

Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st October to 31st December 2016 make up of Departure from Runway 27



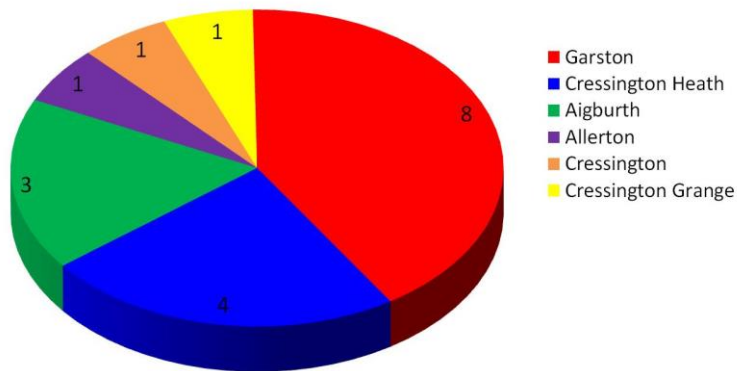
For the three month period October to December 18 of all complaints relating to departures from Runway 27 18 related directly to the Wallasey DVOR replacement works.

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Liverpool John Lennon Airport 1st October to 31st December 2016 make up of WALL DVOR Refurbishment



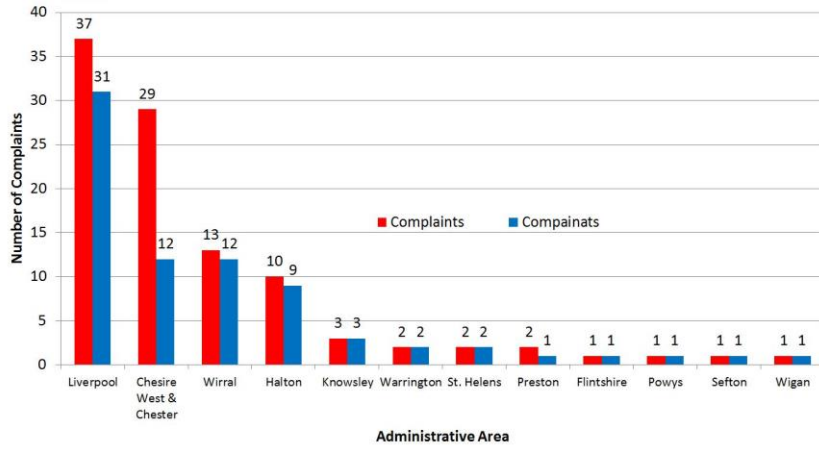
Of the 18 complaints relating to departures from Runway 27, 12 were from Garston and Cressington Heath areas which normally produce a low number of complaints annually.

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Number of Noise Complaints and Complainants for each Administrative Area 2016



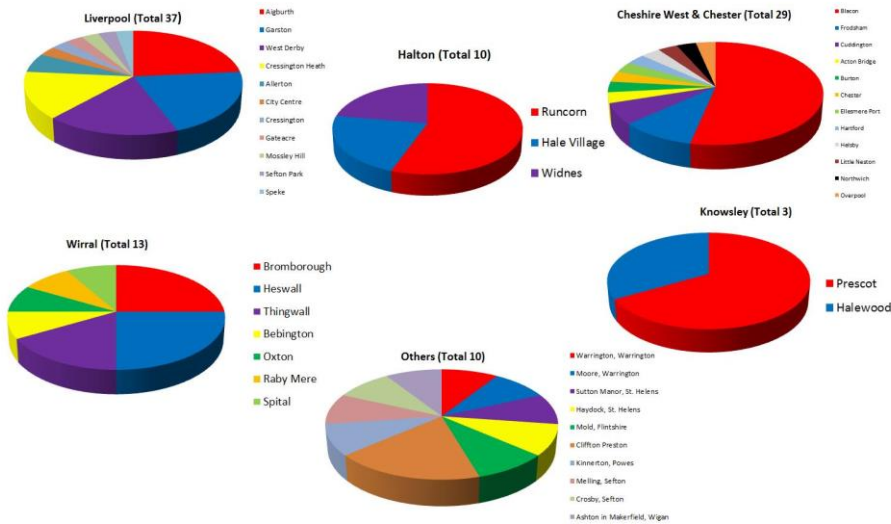
The chart illustrates the number of complaints received from each Local Authority Area and the number of complainants who made the complaints in 2015. 36% of complaints were received from Liverpool residents with 28 % coming from Cheshire West & Chester residents. Wirral had 13 %, Halton 10 %, and Knowsley 3%. St. Helens, Warrington & Preston all had 2% with Flintshire, Powys, Sefton & Wigan all having 1%.

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Number of Complaints Received from each Area of the Administrative Areas in 2016

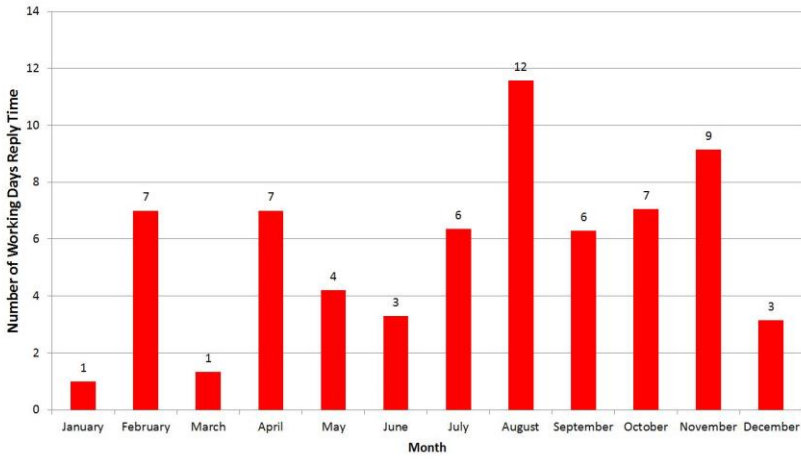


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Average response time for Noise Complaints are Received by the Airport in 2016



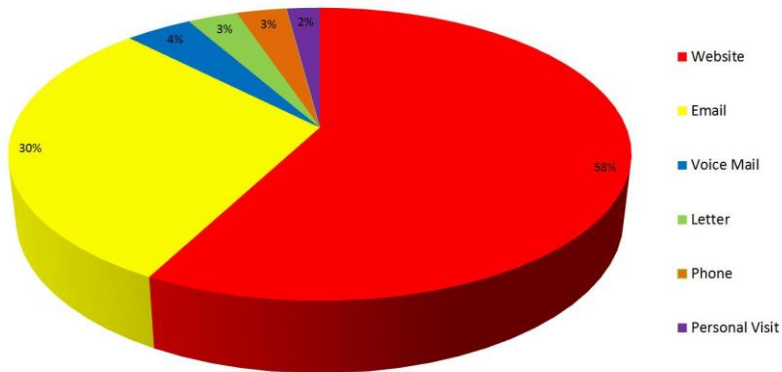
The Airport aims to respond to all noise complaints within 14 working days. During 2015 97% of all noise complaints were responded to within 14 working days.

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Method by which the Noise Complaints are Received by the Airport in 2016



The chart illustrates the method by which noise complaints were received as a percentage in 2016

Website via: <http://www.liverpoolairport.com/about-ljla/aircraft-noise/>

Voice Mail via: 0151 907 1745

Email via: environment@liverpoolairport.com

Letter via: Environment Team, Liverpool John Lennon Airport, Liverpool, L24 1YD

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Liverpool airport car park charges

The recent changes in the Express drop off and pick up area saw an increase to the initial tariff from £2 to £3. Simultaneously, the duration of free parking in Drop off 2 was doubled from 20 minutes to 40 minutes. There are very few UK airports that offer a free drop off and pick up area. This includes Manchester where picking up at the airport and waiting for 40 minutes produces a charge of £6.

The Express Drop Off car park has 90 spaces and is designed for dropping off and picking up customers of the airport and not for customers wishing to park for a prolonged period of time for which we have car parks better suited to this requirement. For example, a 4 hour stay in the Multi-Storey car park where there is 778 spaces is £15 whereas the same duration in the Express car park would produce a charge of £50. Both are located within one minutes' walk to the terminal.

The LJLA website details the various drop off and pick up car park prices, short stay, pay on foot and pre-book parking options for customers. The tariffs are also well sign posted on entrance to each of the car parks. Customers can save up to 70% on the gate rate when booking online and can park for 8 days in our Long Stay car park from as little as £32.99. From the beginning of 2017, the average price that customers booked to stay in the Long Stay car park for 8 days is £40 and 15 days £50 (£3.33 per day), a saving of £45 and £110 respectively on the gate rate.

There are other car parks which customer can opt for such as pre-booking a Multi-Storey car parking space, typically £10-£15 more expensive than the Long Stay option, or Fast track Parking and Fast Track Family which are our Premium offerings and typically £25 more expensive than the Long Stay option and are supplemented with free fast track security passes.

Signage

We have acknowledged that the journey to airport car parks can be confusing for our customers as there is insufficient signage that directs customers to the car parks. We currently have four large highway signs awaiting council approval which will be placed on Speke Hall Avenue, Hale road, Dunlop Road and opposite Western Avenue and will help direct customers to their chosen car park. In addition, improved signage to highlight that the Drop Off 2 car park offers a free parking period has been installed.



Appendix 1 – LJA gate rate tariffs

Long Stay

Duration	Pay On Foot Price
1 day	£35
2 days	£60
3 days	£70
4 days	£75
5 days	£80
6 days	£85
7 days	£90
8 days	£95
9 days	£100

£10 for any additional days

Multi-Storey

Duration	Tariff
Up to 40 Minutes	£5
Up to 1 Hour	£6.50
Up to 2 Hours	£10
Up to 4 Hours	£15
Up to 24 Hours +	£40 per day

Drop off 2

Duration	Tariff
Up to 40 Minutes	Free
Up to 1 hour	£8
Up to 2 Hours	£10
24 Hours +	£50 per day (or part thereof)

Express drop off

Duration	Tariff
Up to 20 mins	£3
Up to 1 Hour	£10
Up to 2 Hours	£20
Up to 24 Hours	£50
24 Hours + (or part)	£50 per day (or part thereof)

Appendix 2 – Drop off and Pick up charges at Liverpool and other UK airports

Airport	Drop Off	Pick Up
Liverpool	<p>Express Drop Off and up</p> <p>up to 20 mins £3</p> <p>up to 1 hour £10</p> <p>up to 2 hours £20</p> <p>up to 24 hour £50</p> <p>Drop off 2</p> <p>Up to 40 mins Free</p> <p>Up to 1 hour £8</p> <p>Up to 2 hours £10</p> <p>24 hours £50</p>	<p>Short Stay and pick up</p> <p>Up to 40 mins £5</p> <p>Up to 1 hour £6.50</p> <p>Up to 2 hours £10</p> <p>Up to 4 hours £15</p> <p>Up to 24 hours £40</p>
Manchester	<p>Terminal 1,2 and 3</p> <p>Drop off Free</p> <p>Multi Storey</p> <p>Up to 30 mins = £3.50</p> <p>Up to 1 hour = £6.00</p> <p>Up to 2 hours = £9.50</p> <p>Up to 4 hours = £18.00</p> <p>Up to 24 hours = £40.00</p> <p>£40 per day afterwards or part thereof</p>	<p>T1 Arrivals</p> <p>Up to 30 minutes = £4.00</p> <p>Up to 1 hour = £6.00</p> <p>Up to 2 hours = £9.50</p> <p>Up to 4 hours = £18.00</p> <p>Up to 24 hours = £40</p> <p>£40 per day afterwards or part thereof</p> <p>T3 Arrivals (Max stay 2hrs)</p> <p>Up to 30 minutes = £3.50</p> <p>Up to 1 hour = £6.00</p> <p>Up to 2 hours = £9.50</p> <p>£50 per day thereafter</p>
Bristol	<p>Express Drop Off</p> <p>Up to 10 mins £1</p> <p>10 - 20 mins £3</p> <p>20 - 40 mins £5</p> <p>40 - 60 mins £20</p> <p>1 hr - 24 hrs £50</p>	<p>Short stay and Pick up</p> <p>Up to 20 mins £1</p> <p>20 - 30 mins £3.50</p> <p>30 - 60 mins £5</p> <p>1 -2 hrs £7</p> <p>2 - 3 hrs £10</p> <p>3 - 4 hrs £11</p> <p>4 - 12 hrs £16.50</p> <p>12 -24 hrs £28</p>

Luton	10 mins £3.00	10 mins £3	
	£1 per minute thereafter	£1 per minute thereafter	
	Multi Storey (4 mins walk)	Short stay Car Park (4 mins walk)	
	40 mins £8	40 mins £7	
	Mid stay Car Park (5 mins shuttle)	Mid Stay Car Park (5 mins shuttle)	
	15 mins free	15 mins free	
	Long stay Car Park (10 mins shuttle)	Long stay Car Park (10 mins shuttle)	
	2 hours free	2 hrs free	
Newcastle	Express		
	0-10 mins £1		
	10-30 mins £3		
	30-45 mins £4.50		
	45-60 mins £6		
	per hour thereafter £6		
	Short stay		
	30 mins £3.50		
	45 mins £4.80		
	1 hour £5.50		
	2 hours £8.40		
	3 hours £11.20		
	4 hours £12.70		
	24 hours £21.00		
East Midlands	Rapid Drop Off		
	10 mins £2		
	£1 every minute thereafter		
	Short stay Car Park		
	30 mins £3		
	1 hour £4		
	2 hours £8		
	Long Stay 4 (5 mins shuttle)		
	1 hr free		
Edinburgh	Terminal Multi Storey	Terminal Multi Storey	
	0-5 mins £1	15 mins £3.90	
	5-10 mins £3	15-30 mins £5.90	
	10 mins-20 mins £7	30 mins-1 hour £8.60	
	20 mins-1 hour £7	1-2 hours £12.50	
	Thereafter £9		

Belfast Int	Drop Off Zone	Long stay car Park
	10 mins £1 10-20 mins £3 20-60 mins £5	15 mins grace period
	Short Stay Car Park	
	0-10 mins £1 10-20 mins £2.50 20-30 mins £3.50 30-60 mins £5 up to 2 hrs £8	
Glasgow	Drop off area	Pick up Area
	Free	10 mins £2 20 mins £3
		Multi Storey
		10 mins £2 20 mins £3 1 hour £6 3 hours £10 6 hours £16 up to 24 hours £28
Stansted	Express drop off	Short Stay (Orange zone)
	10 mins £3 over 10 mins £50	Up to 30 minutes - £4.50 Up to 1 hour - £9.00 Up to 2 hours - £15.00 Up to 4 hours - £25.00 Up to 24 hours - £50.00 Each additional 24 hours (no hourly rate) - £50.00
	Short Stay (Green zone)	
	Up to 30 minutes - £3.60 Up to 1 hour - £7.20 Up to 2 hours - £12.40 Up to 4 hours - £22.00 Up to 24 hours - £42.00 Each additional 24 hours (no hourly rate) - £42.00	
	Mid Stay	
	Up to 1 hour - Free Up to 2 hours - £1 Each 24 hours (October - April) - £23.00 Each 24 hours (May - September) - £25.00	

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Liverpool Airport Consultative Committee

Annual Work programme

2017 - 2018

Meeting	Items	Detail
17 February 2017 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings
26 May 2017	Mersey Gateway tolls	With representatives from the Mersey Gateway Crossings Board
	Local Department for Transport event on Airspace Change on	Feedback from consultation events including Liverpool's on 5 April
	Free car parking	Timing of free parking – feedback on it was offered at February meeting
22 September 2017	Airspace Change	Update from consultation which ended 25 May.
	ENR noise action plan	To be reviewed following modelling work in early summer
	UKACCS conference	Minutes from the annual conference
	Tour	Tour of upgraded facilities airside
24 November 2017		
16 February 2018 Annual General Meeting	Procedural items	Appointment of Sub-Committees and representative on Air Transport Forum; setting dates for meetings

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

Passenger numbers have seen a 0.9% decline in growth, carrying just over 1 million passengers in Q1 of 2017. This is based on lower capacity levels than during Q1 2016.

Month	2017	2016	Variance (%)
January	317,421	301,792	5.2
February	321,530	331,517	-3.0
March	362,784	377,408	-3.9
Q1 Totals	1,003,752	1,012,733	-0.9

A strong January saw 5.2% growth in passenger numbers compared to the previous year, however this has been offset by the lower capacity levels in February and March

For the first quarter of 2017, airline highlights include:

easyJet has seen passenger number growth of 2%, based on a similar capacity to last year due to an increase in Load Factor performance versus previous year of 1.73%.

Ryanair has seen a strong performance in their new routes to Marrakech and Sofia, The end of quarter one also saw the start of Ryanair's new routes to Bari, Girona and Prague.

Flybe has increased services to Belfast City for the summer season. The route will see a resumption of daily services, an increase from the winter programme of five times weekly services.

Wizz Air has seen its increase on services to Budapest from Liverpool begin, operating three times weekly. Also, Craiova began operation at the end of quarter one, operating two times a week.

Blue Air commenced their based operation with services to Rome, Milan, Alicante and Hamburg. A further announcement of new service to Larnaca was made with a twice weekly flight commencing June 17th.

TUI pre-sales to Palma and Ibiza are strong for Summer 2017.

2.0 Other Matters**2.1 Car Parking**

The following shows the recent car park statistics:

	Total no. of transactions
Jan	150,646
Feb	142,620
Mar	159,231

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

2.2 Planning and Development Matters

Extension to airport perimeter fence

Unfortunately Scottish Power continue to take much longer than expected to finalise the required legal agreements ahead of the stopping up order. As a consequence, the Airport is now escalating the issue higher within Scottish Power in an attempt to bring this long running issue to a conclusion so that the project can be moved ahead.

2.3 ASQ surveys

The table below shows Liverpool's placement in the benchmark group of 18 Airports for the latest Q1 2017 ASQ results (18th being the lowest place and 1st being highest). The table also compares Liverpool's placement against Manchester Airport's as requested by the Committee, red (dark grey) and green (light grey) indicating a higher or lower placement in the benchmark.

	LJLA ranking out of 18				MAN ranking out of 18			
	Q1 2017	Q4 2016	Q3 2016	Q2 2016	Q1 2017	Q4 2016	Q3 2016	Q2 2016
Overall satisfaction	3	5	4	6	15	14	11	13
Overall satisfaction business pax	10	11	3	9	18	17	18	16
Overall satisfaction leisure pax	5	5	4	6	15	12	10	11
Ease of way finding	1	1	3	2	14	14	11	12
Flight Information Screens	1	1	1	1	14	14	11	12
Cleanliness of washrooms/toilets	2	4	2	2	16	16	10	13
Comfort of waiting/gate areas	10	6	6	13	16	16	9	11
Cleanliness of airport terminal	5	4	5	6	16	16	15	15
Ambience of airport	4	4	3	4	17	17	15	16
Speed of baggage delivery	1	2	1	1	14	11	8	10
Arrivals passport & visa inspection	2	3	2	5	17	13	13	13
Waiting time in check in queue	1	1	1	1	10	8	9	8
Waiting time at security inspection	1	1	1	2	17	11	16	16

This quarter has seen the Airport achieve some of its best survey results to date, with an overall satisfaction rating showing Liverpool to be 3rd best.

The Airport is now viewed by passengers as the best performing airport in its peer group in terms of five key criteria and in the top 3 for over half the criteria. The two areas that score lowest are business passenger satisfaction which again appears to be due to the lack of business destinations following the recent loss of routes used by business passengers and the comfort of waiting/gate areas which is likely to be due to a lack of facilities at the departure gates in comparison to other parts of the departure lounge.

The Airport continues to be rated better than Manchester Airport in all the criteria shown.

2.4 General Airport update

Blue Air launch their latest European base

Blue Air officially launched their latest European base at Liverpool at the end of March with a morning of celebrations, including a short familiarisation flight for over a hundred guests including representatives from the Airport Consultative Committee.

Liverpool is now Blue Air's eighth European base and one of the airline's 189 seat Boeing 737-800 aircraft is now based here for Summer 2017 to operate the airline's four new routes to Rome, Milan, Hamburg and Alicante.

New Parking Arrangements

The Airport has introduced changes to the car parking arrangements for those drivers visiting to either drop off or pick up passengers. Following a review of the existing arrangements, drivers continue to have a choice of facilities at LJLA, however there have been changes to the parking charges. These include:

- The Free period in the Drop Off 2 car park, which is located a short walk from the terminal, has been extended from 20 minutes to 40 minutes.
- The tariff in the Express Drop Off and Pick Up facility which is located directly opposite the terminal, has been increased from £2 to £3 for up to 20 mins.

Written evidence submitted to the Transport Select Committee

Written evidence has been submitted by the Airport to the Transport Select Committee's inquiry on the Government's draft Airports National Policy Statement. The Airport's response welcomes the fact that the draft Airports NPS recognises the importance that regions of the UK attach to domestic connectivity with Heathrow Airport and is encouraged that the NPS highlights in particular the need to secure new domestic routes to airports such as Liverpool, which would benefit passengers and businesses across the UK.

Regional consultation event

The Department for Transport held one of its regional stakeholder information events in Liverpool on 5th April as part of its consultations on the Government's draft Airports National Policy Statement and its UK airspace policy. Representatives from the Airport and the Consultative Committee attended this event.

LJLA recognised as an Investor in People

The Airport has been awarded accreditation against the Investors in People Standard, demonstrating its commitment to high performance through good people management.

Three years ago the Airport Company introduced its People Strategy as a key part of its strategic vision, looking to become an employer of choice for existing and future employees. Achieving the Investors in People accreditation has been an important part of this process.

Routes Europe

The Airport recently attended the annual Routes Europe event, held this year in Belfast, which brings together airlines and Airports from all over Europe to meet and discuss possible future route opportunities.

Airport Transport Forum (ATF)

The latest ATF meeting was held at the end of April with a presentation to attendees on the Mersey Gateway Crossing and the tolling scheme. Forum members are to consider the need for further research to be undertaken to better understand customer's views on public transport links with the Airport and if an Airport specific brand needs to be created linked to all Airport related public transport links.

Emergency Exercise

An Emergency Exercise was staged by the Airport at the end of March, to test the Airport's Post Disaster Management Plan in the event of a major incident. The event involved all the Emergency Services and local authorities, putting plans in to action to look after passengers not requiring emergency treatment, friends and relatives attending the airport and the response to the media.

2.5 Press Releases

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

6 th February	2017 starts where 2016 left off for LJLA
28 th February	Ryanair adds new routes for Liverpool Winter 2017 schedule
2 nd March	Blue Air's Liverpool based aircraft livery unveiled
6 th March	LJLA recognised as an Investor in People
9 th March	Blue Air announce 8th route from LJLA
24 th March	Blue Air launch their latest European base at LJLA
28 th March	Wizz Air commence flights to Craiova from LJLA
30 th March	Ryanair's Summer 2017 programme gets underway at LJLA
31 st March	New Parking Arrangements at LJLA
12 th April	Busy weekend ahead as passengers jet off in search of Easter sunshine from LJLA
2 nd May	Summer season continues to build at LJLA
8 th May	Accessorize bring some fashion glitz and glamour to LJLA