

Liverpool John Lennon Airport Consultative Committee

Date : Friday, 12 February 2016
Venue : Cavern Suite*, Liverpool John Lennon Airport, L24 1YD
Time : 10.30 am

Agenda

1 Appointment of Chairman

The Constitution requires the Consultative Committee to appoint a Chairman at its Annual Meeting. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

The Civil Aviation Act empowers the Airport Company to appoint whoever it wishes as Chairman (and/or Vice Chairman). The Company's appointee need not be an existing Member of the Committee.

2 Appointment of Vice-Chairman

The Consultative Committee is asked to appoint a Vice Chairman for the ensuing year. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

3 Apologies

4 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.

5 Chairman's Announcements

6 Minutes

To approve the Minutes of the meeting held on 20 November 2015.

(Pages 5 - 8)

7 Minutes of Sub-Committees

(Pages 9 - 26)

To receive the Minutes of the Noise Monitoring Sub-Committee held on 15 January 2016.

8 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.

9 Membership

To note the following changes in membership since the last meeting of the Committee, to be announced by the Secretariat.

10 Appointment of Sub-Committees and Panels

Appointment of Sub-Committees and Panels. Relevant sections from the Constitution, and current membership, attached for information.

11 Quarterly Report

(Pages 27 - 30)

To receive the Quarterly Report by the Airport Company.

12 Complaints and Queries

(Pages 31 - 32)

To note the complaints and queries received by the Secretary since the last meeting and the responses made by the Airport Company.

13 Any Other Business

14 Date of next meeting

To confirm the dates of meetings for the Liverpool John Lennon Airport Consultative Committee (LJLACC) and the Noise Monitoring Sub-Committee (NMSC) up to the February 2017 Annual General Meeting. The suggested dates are as follows:

NMSC	LJLACC
15 April 2016	27 May 2016
15 July 2016	16 September 2016
28 October 2016	18 November 2016
20 January 2017	17 February 2017

15 Exclusion of the 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.

16 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: 8 February 2016

* 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.

LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE**20 NOVEMBER 2015
(10.30 am - 11.30 am)**

PRESENT: Councillor Bob Swann, Chairman of Consultative Committee
 Councillor Ron Abbey, Merseytravel
 Terry Aldridge, Lancashire County Council
 Alan Ascott, ARCH Under the Bridge
 Andrew Ambrose, Liverpool General Aviation Users Association
 Councillor Steve Ball, Halewood Parish Council
 Councillor Keith Deakin, St Helen's Metropolitan Borough Council
 Norman Elias, passenger representative
 Matt Goggins, Merseytravel
 Councillor Allan Harvey, Knowsley Metropolitan Borough Council
 Councillor Roy Harvey, Hale Bank Parish Council
 Alex Naughton, Merseytravel
 Simon Osborne, National Trust
 Councillor Ralph Oultram, Cheshire West and Chester Council
 Steve Pearse, Friends of Liverpool Airport
 Angus Tilston MBE, Wirral Transport Users Association
 Councillor Mark Warren, Frodsham Town Council
 Councillor Jeremy Wolfson, Liverpool City Council
Liverpool John Lennon Airport
 Robin Tudor, Head of Public Relations, Peel Airports
Secretariat
 Mike A Jones, Assistant Secretary

43 APOLOGIES

Apologies were received from:

Michelle Cameron	Liverpool and Sefton Chamber of Commerce
Claire Delahunty	Liverpool LEP
Cllr Evelyn Hudson	Hale Parish Council
Cllr Tom McInerney	Halton Borough Council
Marshall Morris	Chairman of Noise Monitoring Sub-Committee
Cllr Steve Parish	Warrington Borough Council
Anthony Rice	Transform
Cllr Catherine Williams	Hale Parish Council

44 DISCLOSURE OF PERSONAL INTERESTS

Councillor Mark Warren declared an interest as a pilot for easyJet.

45 MINUTES

DECIDED: That

subject to Councillor Alan Harvey, Knowsley Metropolitan Borough Council, being noted as present, the minutes of the meeting of the Consultative Committee held on 11 September 2015 be approved as a correct record and signed by the Chairman.

46 CHAIRMAN'S ANNOUNCEMENTS

There was no business under this item.

47 MINUTES OF SUB-COMMITTEES

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 16 October 2015 be received.

48 MEMBERSHIP

There was no business under this item.

49 PUBLIC QUESTION TIME

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

50 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering July to September 2015. There had been a 7% growth in passenger numbers compared to the same period in the previous year, and increases in numbers every month since February 2015, because of new services being introduced.

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

- EasyJet had seen a slight reduction in capacity but passenger numbers remained roughly the same;
- Ryanair's had seen a slight reduction in capacity but passenger numbers had increased;
- Flybe commenced a three times a day service to Amsterdam with encouraging passenger numbers;
- Wizz Air had a new service to Riga and additional flights to Warsaw and Gdansk with growth in passenger numbers;
- Blue Air's route to Bucharest continued to perform strongly;
- Czech Airlines commenced a twice weekly Summer service to Prague;
- Car parking numbers remained high with low incident rates;
- The extension to the airport perimeter fence was progressing, with the stopping up order being advertised. This, and accompanying newspaper notices, would be displayed for 28 days and then any objections required reviewing;
- The customer services benchmarking survey results were positive with seven improving, four remaining static and only two decreasing in the last quarter. Liverpool was in the top three of the 19 airports in five categories, and higher than Manchester Airport in 8 of the 13 categories;
- Liverpool City Council have agreed to acquire a shareholding in the Airport;
- Liverpool joined an alliance of regional airports to respond to the Government's consultation papers on Air Passenger Duty;
- The Airport submitted a response to the Transport Select Committee's inquiry into surface access to airports;
- Spanish airline Vueling announced it would commence a service in Summer 2016 to Barcelona, bringing the number of airlines at the Airport to nine;
- the Airport were working with Merseytravel to look at ways to improve public transport access to the Airport. This included updating the Airport Surface Access Strategy (ASAS), and stakeholders for this met recently as an Airport Transport

Forum, with Steve Pearse representing the Consultative Committee. The ASAS will be presented to the Committee at a future meeting;

□ The Airport's Rescue and Fire Fighting Service were awarded the Gold Standard Cardiacsmart Award for the second time.

DECIDED: That

the quarterly report be received.

51 CONSTITUTION - CODE OF CONDUCT AND MEMBERSHIP CHANGES

The Assistant Secretary presented the Constitution to the Committee, which now included the Code of Conduct from the Department for Transport Guidelines which had been agreed by the Committee to be added in November 2014 (Minute 54/2014 refers).

Members mentioned changes to the named membership, which would be amended by the Secretariat, with the amended version of the Constitution kept on the Committee's website. The Secretariat would also write to all Members to get their individual approval to abide by the Code of Conduct.

DECIDED: That

- (1) the Constitution be approved; and
- (2) all Members of the Consultative Committee and its sub-Committees be asked to agree to the Code of Conduct.

52 COMPLAINTS AND QUERIES

There was no business under this item.

53 ANY OTHER BUSINESS

There was no business under this item.

54 DATE OF NEXT MEETING

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 12 February (not January as written in the agenda) 2016 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD

Chairman

Date

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NOISE MONITORING SUB-COMMITTEE

**15 JANUARY 2016
(10.30 am - 11.10 am)**

PRESENT: Marshall Morris, Chairman
Alan Ascott, ARCH Under the Bridge
Larry Dack, Speke Estate
Norman Elias, Passenger Representative
Ian Gaskell, Environmental Health, Knowsley Metropolitan Borough Council
Councillor Evelyn Hudson, Hale Parish Council
Dr Ian Rushforth, Environmental Health, Liverpool City Council
Simon Osborne, National Trust
Councillor Jeremy Wolfson, Liverpool City Council
Liverpool John Lennon Airport
Andrew Dutton, Head of Environment
Colin Barnes, Environmental Advisor
Secretariat
Mike A Jones, Assistant Secretary

23 APOLOGIES

Apologies had been received from:

Councillor Mary Aspinall	Liverpool City Council, Cressington Ward
Peter Hargreaves	Cheshire West and Chester Council
Isobel Mason	Halton Borough Council
Angus Tilston MBE	Wirral Transport Users Association

24 CHANGES IN MEMBERSHIP

There were no changes in membership to report.

25 MINUTES OF LAST MEETING

DECIDED: That

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

26 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 October to 31 December 2015. Colin Barnes gave a presentation to members on the Noise Log which included analysis of the number of noise complaints received by date, number of complainants, administrative area and the total number of complaints compared to the previous year. He also detailed the number of engine ground test runs. The presentation attached to these minutes showed the figures in more detail.

During the period the Airport Company received a total of 21 complaints regarding aircraft noise with the highest proportion (9, or 45%) from residents of Cheshire West and Chester mainly linked to arrivals on runway 09. It was noted that no more than 2 complaints had been received on any one day.

Members were concerned that some emails were quite personal and insulting but the officers accepted them as they could appreciate that there was a depth of

feeling over the perception of aircraft noise intrusion in their life and this was how it was expressed.

Over 60% of the complaints concerned aircraft arriving at the Airport. Officers informed members that there was likely to be a review of flightpaths throughout the North of England and Scotland after 2017 as the aviation industry (Air Traffic Service Provider, Airports & Airlines) sought to reduce overall CO2 emission and noise exposure. However, this was unlikely to influence the final approach (6-8 nautical miles) to the runway which would probably remain very similar to previously.

Colin Barnes then gave a presentation about the airport usage and complaints throughout the calendar year 2015. The draft annual report presentation is attached to these minutes. There were around 61,000 aircraft movements during 2015 of which approximately 33,000 were commercial aircraft movements. Night flights (between 2330 and 0600) amounted to approximately 1,000 aircraft movements. An average of 72% of runway use was on runway 27, but it varied from 85% to 66% each month. Over 2015 there was a total of 74 complaints about aircraft noise, the lowest figure since 2001. The highest proportion, 30%, concerned arrivals on Runway 09 and 97% of complaints were responded to within 14 working days.

DECIDED: That

the Noise Complaints Log for 1 October to 31 December 2015 be noted, and the analysis of complaints for the whole of 2015 be noted.

27 ANY OTHER BUSINESS

The Chairman noted that at the next meeting, which was likely to be on 15 April 2016, the Chairman of the Noise Monitoring Sub-Committee for the next year would be appointed. He had taken the role for 15 years and indicated that he would be willing to let another member take it.

28 DATE OF NEXT MEETING

The draft list of meetings for the 2016/2017 year (between Annual General Meetings) of the Noise Monitoring Sub-Committee at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport, were noted as follows:

15 April 2016
15 July 2016
28 October 2016
20 January 2017

The dates would be approved at the Annual General Meeting of the Consultative Committee on 12 February 2015, and would then be notified to Committee members.

Chairman

Date

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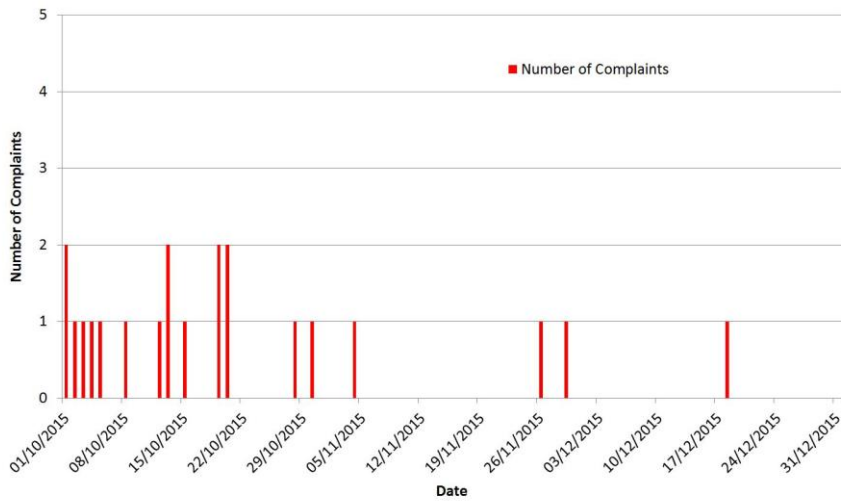
Noise Monitoring Sub Committee

15th January 2016

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Liverpool John Lennon Airport 

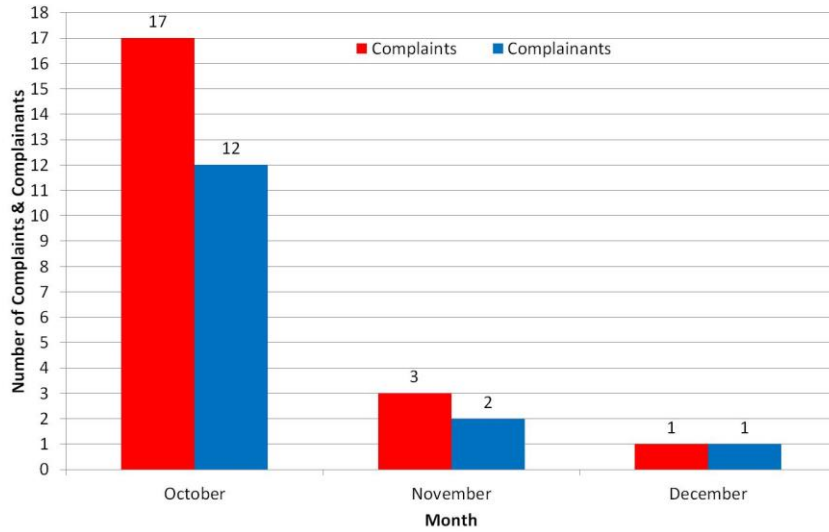
Liverpool John Lennon Airport Noise Complaints By Day 1st October to 31st December 2015



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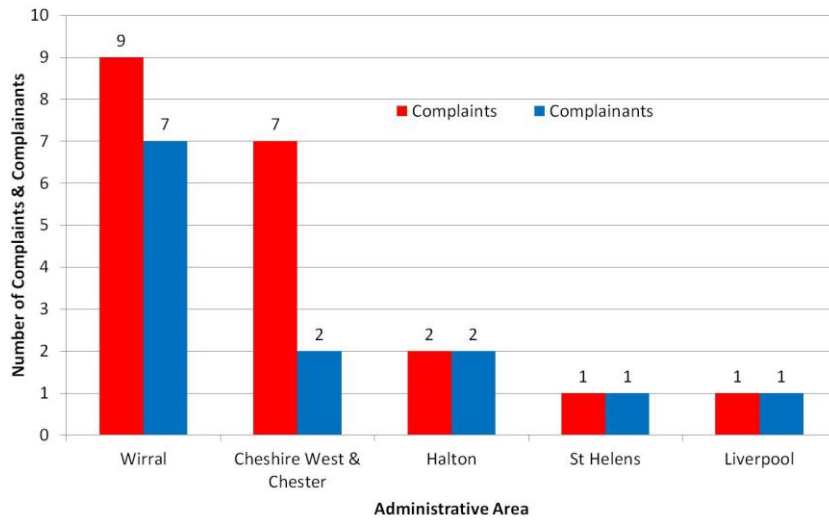
Liverpool John Lennon Airport Complaints and Complainants for 1st October to 31st December 2015



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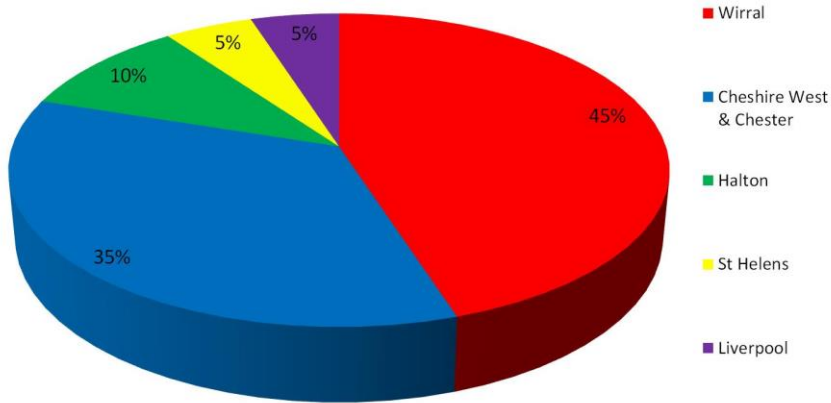
Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1st October to 31st December 2015



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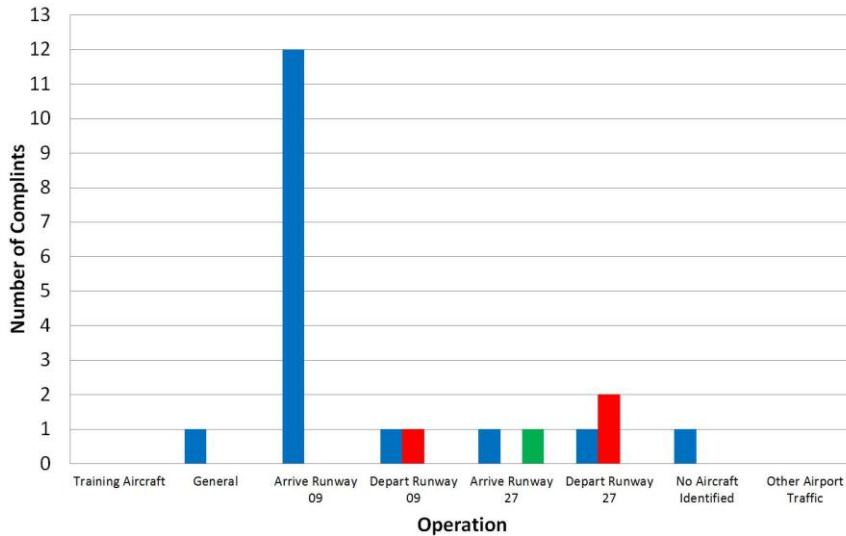
Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st October to 31st December 2015



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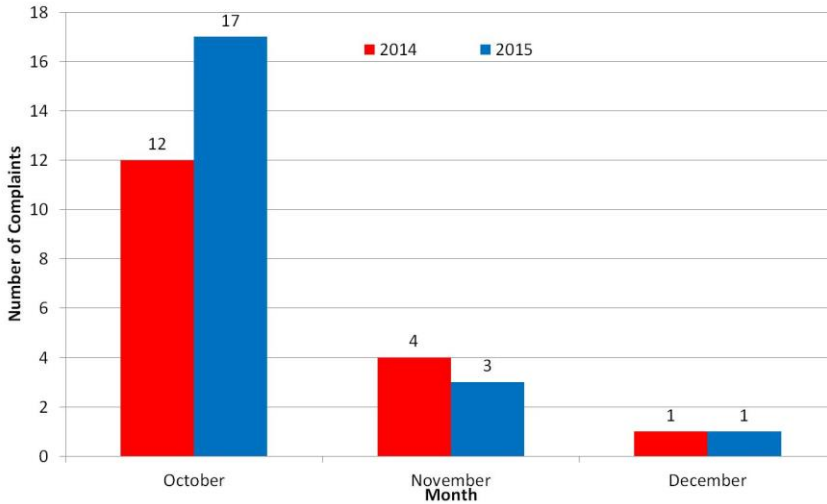
Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st October to 31st December 2015



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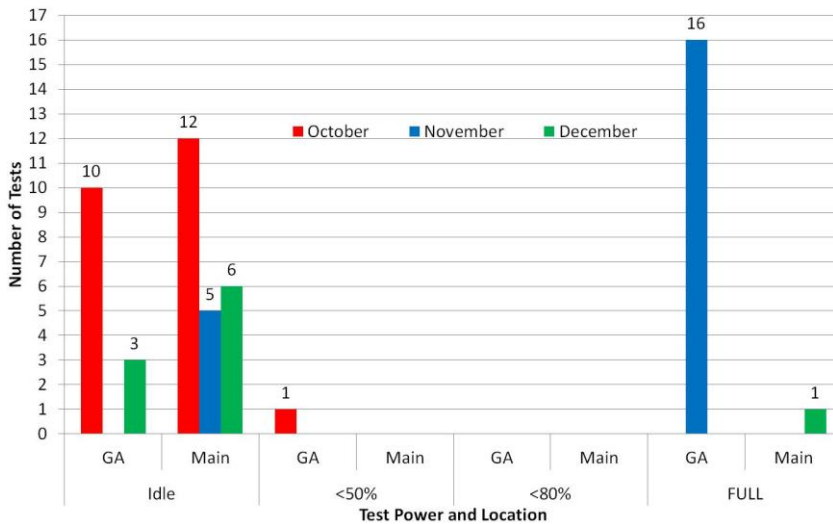
Liverpool John Lennon Airport Complaints Comparison for 1st October to 31st December 2014 & 2015



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Liverpool John Lennon Airport Engine Test Runs 1st October to 31st December 2015



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Annual Noise Report

2015

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Review of Aircraft Movements 2015

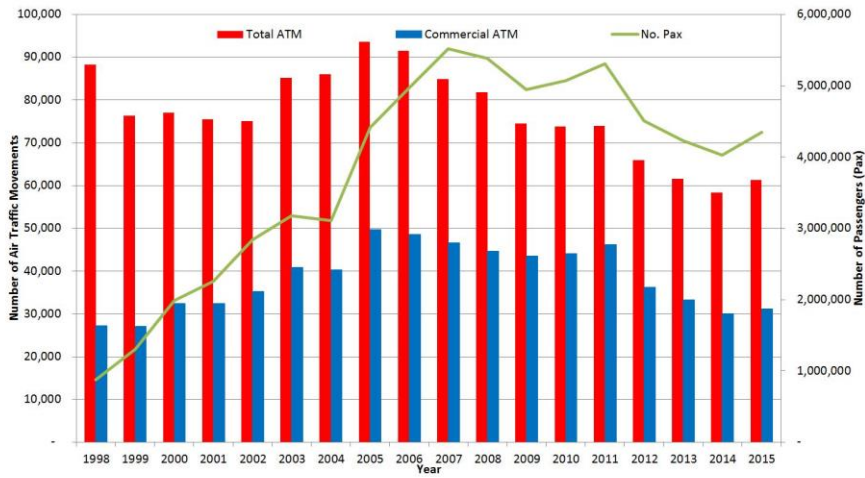
	Club	Commercial	Non Commercial	Other	TOTAL
January	1,211	2,058	119	101	3,489
February	1,813	2,160	123	85	4,181
March	1,886	2,467	138	132	4,623
April	2,313	2,837	122	116	5,388
May	2,403	2,969	134	103	5,609
June	2,940	2,881	71	137	6,029
July	2,479	3,003	110	166	5,758
August	2,857	3,198	104	179	6,338
September	2,765	3,021	110	198	6,094
October	2,399	3,077	99	200	5,775
November	870	2,801	89	119	3,879
December	1,073	2,816	78	117	4,084
Totals	25,009	33,288	1,297	1,653	61,247

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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Review of Aircraft Movement (ATM) Type and Passenger (Pax) Numbers from 1999 to 2015

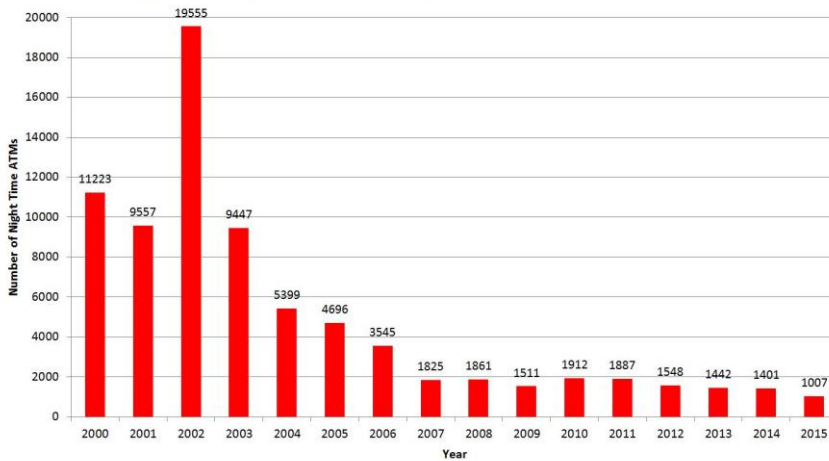


The chart illustrates aircraft movements (both total and commercial) as well as passenger numbers from 1998 to 2015. The number of commercial aircraft movements for 2014 were down by 33% on the peak number in 2005.

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Number of Night Time (23:30 to 06:00) Aircraft Movements 2000 to 2015

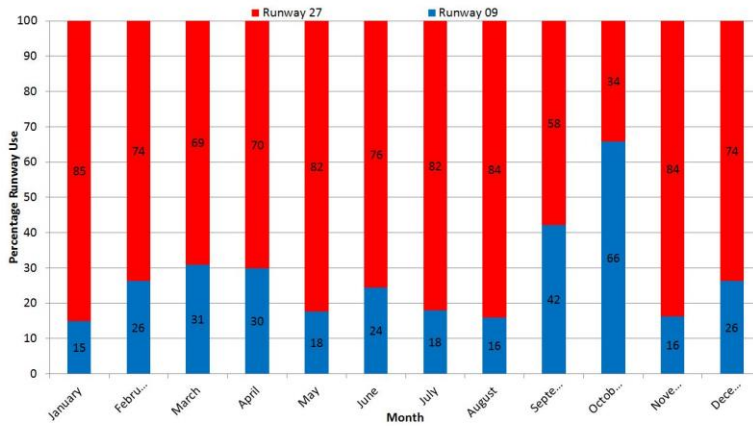


The number of aircraft movements during the night time quota period (23:30 to 06:00) from 2000 to 2015 is shown above. The number of night time aircraft movements for 2015 are down by 95% on the peak year of 2002 when there was a large night time cargo and mail operation at Liverpool John Lennon Airport.

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Runway Utilisation per Month 2015

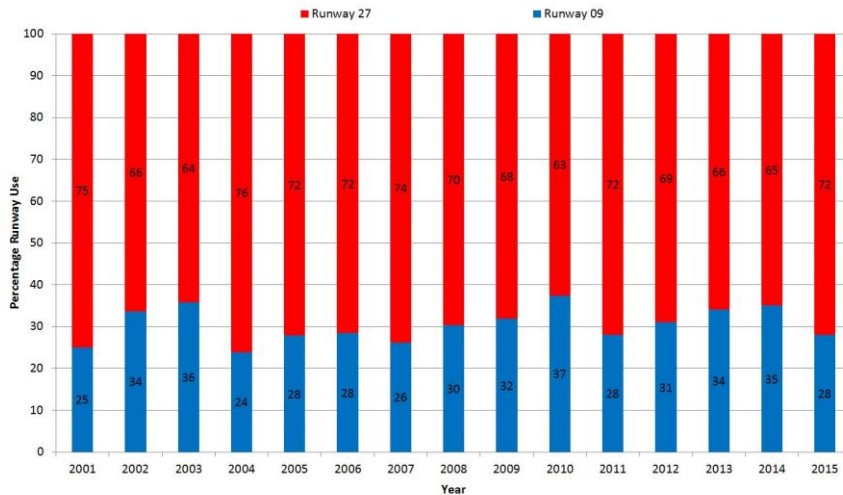


The overall percentage figure for 2015 were runway 09 = 28% and runway 27 = 72%. Runway 09 operations are aircraft arriving (over The Wirral Peninsula) and departing (over Hale Village) to the east. Runway 27 operations are aircraft arriving (over Hale Village) and departing (over the Wirral Peninsula) to the west.

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Runway Utilisation 2001 to 2015



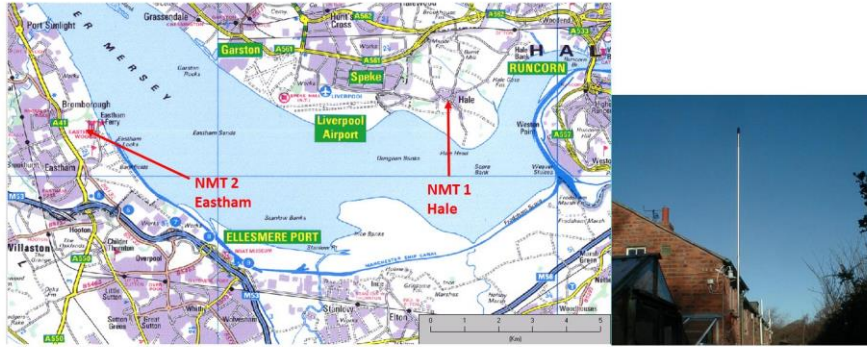
The average for the 2001 to 2015 period shown are runway 09 = 30% and runway 27 = 70%.

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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) 2015

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.

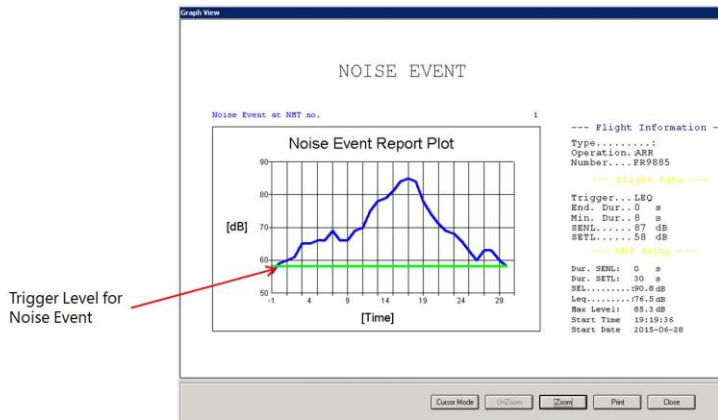
The Noise Levels vary at NMT 1 and NMT 2, because NMT 1 (4.6 km) is located closer to the Airport than NMT 2 (8.5 km).

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Noise Event Report

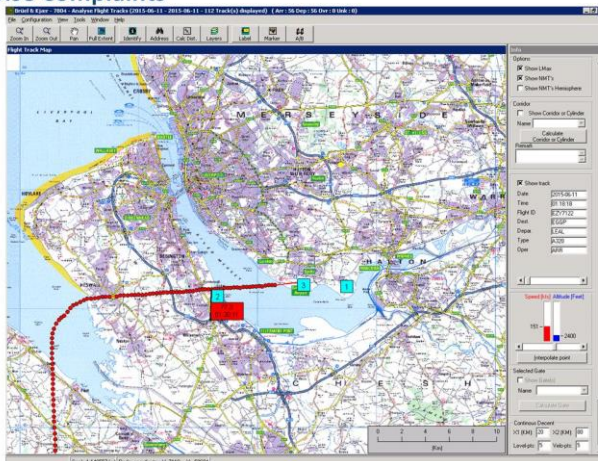
Example of a Noise Event Report form the Noise Monitoring System (NMT 1) for a Ryanair Boeing 737-800 arrival on runway 27.



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Noise Complaints



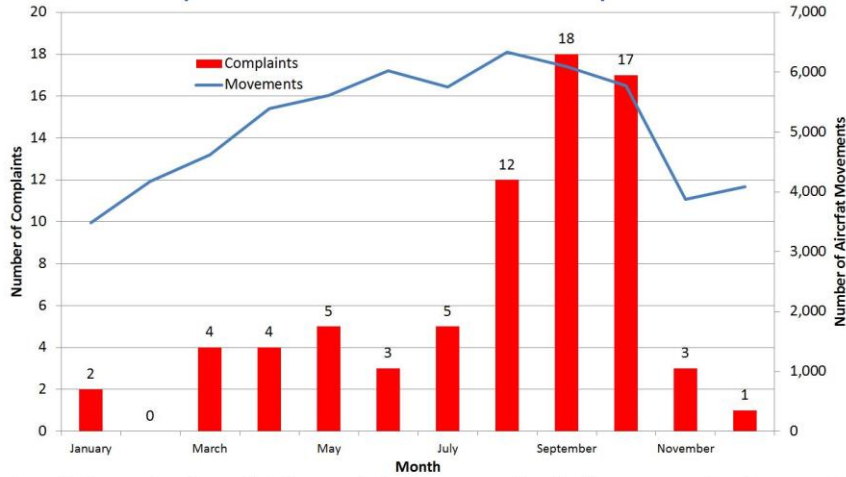
The Airport operates a Noise Complaints Management System to accurately record the nature of the noise complaint made by the local community to the Airport Company, to investigate the potential source of the complaint and to respond to the complainant. A complaint can be made by telephone, letter, email 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 2015

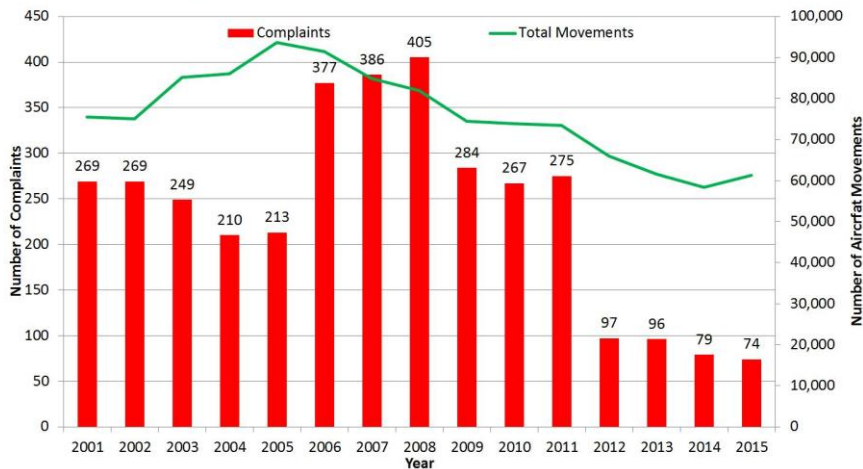


Generally the number of complaints increase during the summer when there are more aircraft movements but this is not always the case as in 2015 where other factors such as the weather and runway orientation can have a bearing on the number of noise complaints and where they originate from that are received by the Airport.

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Number of Complaints and Total Aircraft Movements 2001 to 2015

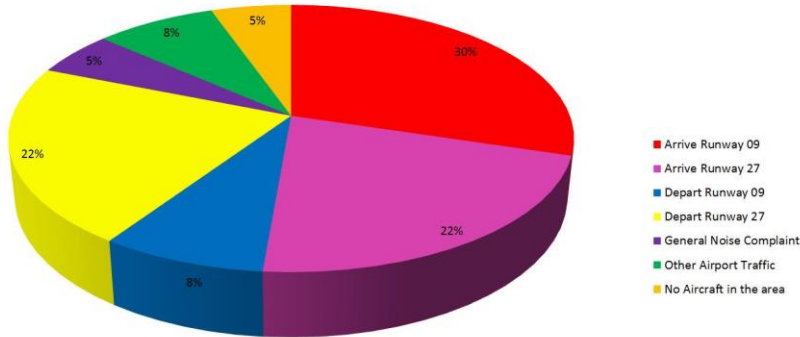


2015 shows a 82% reduction from the peak number of noise complaints in 2008. The absolute number of noise complaints is not a good indicator of actual noise exposure, nor should it be the determining factor in how or what steps can be taken to mitigate noise impacts.

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Activity which Caused Noise Complaints in 2015

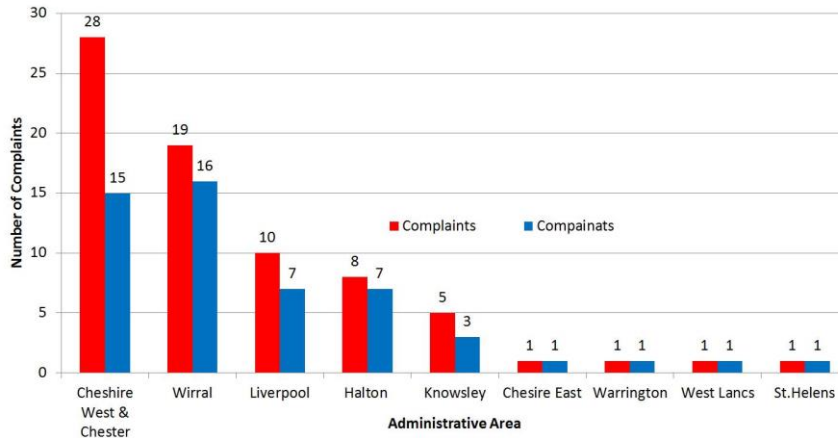


During 2015 30% of complaints were generated by aircraft arriving on runway 09 over the Wirral Peninsula. 22% of complaints were generated by arrivals on runway 27 over Warrington, Runcorn and Hale Village. 22% of complaints were generated by departures from runway 27 over the Wirral Peninsula. Just 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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Number of Noise Complaints and Complainants for each Administrative Area 2015

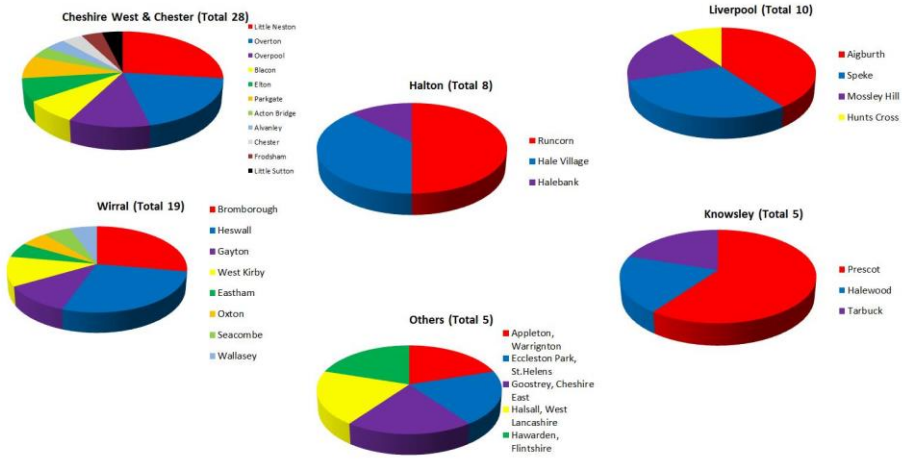


The chart illustrates the number of complaints received from each Local Authority Area and the number of complainants who made the complaints in 2015. 38% of complaints were received from Cheshire West & Chester residents with 26% coming from Wirral residents. Liverpool had 14%, Halton 11%, and Knowsley 8%. Cheshire East, St. Helens, Warrington and West Lancashire all had 1%.

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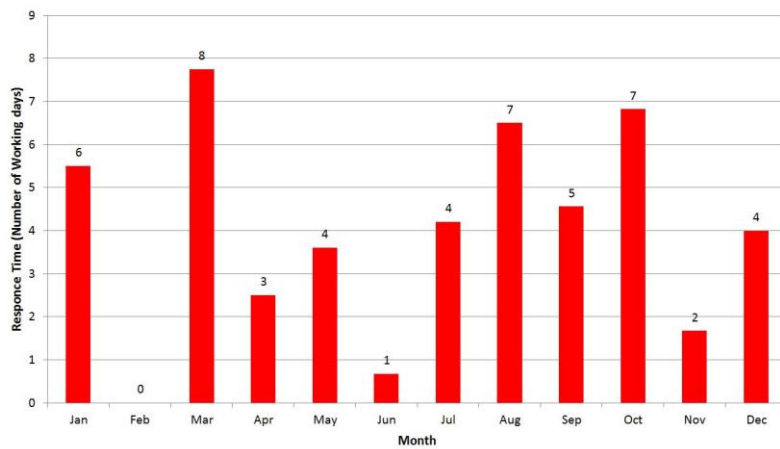
Number of Complaints Received from each Area of the Administrative Areas in 2015



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Average response time for Noise Complaints are Received by the Airport in 2015

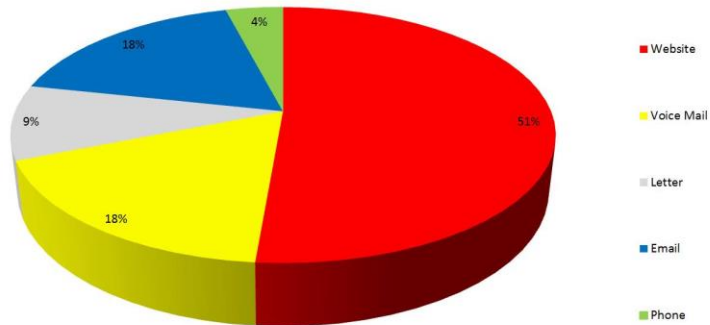


The Airport aims to respond to all noise complaints within 14 working days. During 2015 97% of all noise complaints were responded to within 14 working days.

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Method by which the Noise Complaints are Received by the Airport in 2015



The chart illustrates the method by which noise complaints were received as a percentage in 2015

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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LiverpoolJohn
LennonAirport 

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

For the year, 2015 was the Airport's busiest year since 2012 as over 4.3 million passengers chose to use the Airport - an increase of 8% compared to 2014 and the first sustained period of growth since 2011.

Month	2015	2014	Variance (%)
October	397,526	364,107	+9%
November	313,555	262,843	+19%
December	310,201	269,662	+15%
Q3 Totals	1,021,282	896,612	+14%
Annual Total	4,345,380	4,026,095	+8%

The Airport enjoyed a busy Christmas and New Year period to round off what has been a strong 2015, with final quarter passenger throughput 14% higher than the same period last year and with 11 consecutive months of growth.

2015 was a significant year for the Airport, having seen the number of airlines choosing to operate from Liverpool more than double to 9 – the highest in the Airport's recent history. 13 new routes were announced of which 9 were to new destinations.

2016 will see a number of new operators at Liverpool. Vueling commence their three times weekly flights to Barcelona at the end of March, Thomson Airways operate their weekly holiday flights to Palma in May and C. I. Travel Group will operate holiday flights to Guernsey every Saturday between early June and September. Czech Airlines will also be returning to operate twice weekly flights to Prague once again, also starting at the end of March.

For the final quarter of 2015, airline highlights included:

easyJet grew during the final quarter of 2015 and announced a second weekly service to Zakynthos for Summer 2016, a route that commenced during April 2015

Ryanair carried more passengers having added capacity for the final quarter. The carrier intends to operate two extra weekly services to Malaga from May 2016.

Flybe commenced services to Edinburgh during October 2015 and plans to add a new service to Newquay commencing in May 2016.

Wizz Air have continued to see growth over the previous year and will add additional services to Budapest and Katowice, meaning it will operate to five destinations in 2016, the most services it has ever operated.

Blue Air continue to perform strongly to Bucharest and also operated a high season Winter service to Bacau. By June 2016, the carrier will operate three scheduled services from Liverpool.

Aer Lingus commenced services to Liverpool in October with a 16 x weekly service to Dublin. Its morning service connects to ten destinations in North America. The carrier has started well at Liverpool Airport.

Vueling operated Christmas flights from Barcelona ahead of its scheduled launch from Liverpool during March 2016.

2.0 Other Matters

2.1 Car Parking

The following shows the recent car park statistics:

	Total no. of transactions
Oct	125,568
Nov	18,962
Dec	41,657

Almost 750,000 vehicles used the Airport car parks in 2015, with crime continuing to remain at very low levels, with a crime rate of just 0.01% for the year.

2.1 Planning and Development Matters

Extension to airport perimeter fence

The Airport received some objections to the stopping up order for the closure of Dungeon Lane, with the main one being from Scottish Power who have some equipment within the area

Following a meeting with Scottish Power, the Airport has agreed to grant them access to their equipment via a wayleaves agreement which is currently being drafted by legal teams. Following the signing of this agreement, Scottish Power will withdraw their objection and the Airport believes it will then be in a position to proceed with the stopping up order.

Airport Master Plan

The Airport is to update its Master Plan which was previously published following public consultation in 2007, to bring the document in line with current passenger and cargo forecasts.

This will once again include a period of public consultation regarding the Airport's proposals, though plans for expansion are broadly expected to be similar to those set out previously.

The Consultative Committee will be part of this consultation with a presentation expected to be provided at the next meeting.

2.3 ASQ surveys

The Q4 ASQ results have been delayed, however these are expected by the time of the Consultative Committee meeting and will be tabled separately at the meeting.

2.4 General Airport update

Airport Transport Forum

As reported at the last meeting, the Airport and Merseytravel are working together to look at ways to improve public transport access to and from the Airport. This includes updating the Airport Surface Access Strategy (ASAS) and an outline draft has now been shared with the Forum. An airport employee travel survey is currently being conducted as part of the ASAS revision and the updated ASAS is still scheduled to be completed in the next 2-3 months.

Customer feedback driving Airport improvements

The Airport now has a growing reputation for being Faster, Easier and Friendlier with a best in class operational performance. As seen from the ASQ Survey results throughout the past 12 months, customer feedback sees the airport top performance tables when it comes to the speed of security screening, baggage delivery times, reduced queue times and ease of access. However passengers also highlighted that there remained certain parts of the passenger journey through the airport that were in need of improvement in order to provide the best possible experience.

With input invited from a cross section of leisure and business passengers, as well as from various tourism and customer service practitioners from across the region, the Airport has involved its customers throughout the planned improvement process. This has also included working with individuals who have previously expressed less favourable feedback about a part of their customer experience, inviting them back to show that the Airport has listened and to see for themselves the improvements made.

Recent developments have seen new toilet facilities opened shortly before Christmas, and new large flight information screens installed in the departure

lounge. A programme of works across the airport including replacement flooring, improved fast track parking and replacement seating, will continue in the coming months to further improve the overall customer experience.

2.5 Press Releases

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

26 th November	Ryanair launches Liverpool Summer 2016 schedule & celebrates 10 year base anniversary 9 th consecutive month of growth for LJLA
3 rd December	Passenger growth continues at LJLA with 19% increase in November
17 th December	Busy Christmas and New Year ‘getaway’ expected at LJLA
18 th December	Santa opens LJLA’s new toilets on his way to The North Pole
22 nd December	LJLA already looking ahead to next Christmas
29 th December	LJLA celebrates new Guernsey service for Summer 2016
7 th January	8% passenger growth sees 2015 become LJLA’s best year since 2012
8 th January	LJLA starts the New Year where it left off with first new route announcement of 2016
21 st January	Flybe’s latest route from LJLA means Cornwall is just over an hour away
21 st January	Wizz Air to launch another new service from LJLA
2 nd February	20% passenger increase in January makes it 12 months of continued growth at LJLA

Questions from Richard Buttrey, Stockton Heath, Cheshire, UK

At the 29 May 2015 meeting the **Chairman** felt that more information was needed about the legality of the Red Route at LJA, the legal basis for the penalties, the detail of the system in place and whether the system was fair and sustainable. It was decided that a report on the background of the Red Route be brought to a future Committee.

At the 20 November 2015 meeting Danny Williams, the Car Parks Commercial Manager (presumably a LJA employee), introduced a report on the 'Red Route'. This indicated that it was a no-stopping route along the main approach road to the airport on the Airport's private land and that the route and any penalty notices to drivers were operated by a separate company, which had an appeals procedure for disputed notices. Members discussed the issue and the free parking time limits at the Airport car parks. It was decided that the update be noted.

Given that the chairman in May 2015 had asked specifically for details about the legality, fairness and sustainability of the Red Route I do not consider that the 20 November statement by Mr Williams in any way satisfies the request that the chairman sought.

Since I submitted my original question in May 2015 I have subsequently learned that the signage has not received planning permission. (See Appendix A below). This suggests a rather cavalier attitude by LJA and casts serious doubt on the competence of those who permitted the signs to be erected and the signs' present legal status. I suggest it just isn't good enough for Mr Williams or LJA to wash their hands and effectively say "nothing to do with us gov' this whole business is operated by a 'separate company'".

LJA derive a lot of revenue from Vehicle Control Services Ltd. (VCS) the contracted company, and as a presumably responsible company have a duty to ensure their agents to whom they devolve airport matters act in a responsible way and in accordance with normal standards of legality, due diligence, accountability and fair play.

There is also the matter of the airport Byelaws. LJA's Commercial Manager believes and says these are obsolete. However the Parliamentary Under Secretary of State responsible for airports Robert Goodwill MP has confirmed in a letter to me that byelaws are in force and have been since 1982. Since they are in force then section 5(ii) (a) of the byelaws requires signs to be erected by the council - now Liverpool Council and any violation of the byelaws is clearly a matter for Liverpool Council to prosecute as a statutory fineable offence, and not for VCS to raise a parking charge invoice.

I therefore return to the essence of the matter.

VCS adopt the approach that because they have erected 'no stopping' signs anyone who does stop is deemed to have accepted their contract and must pay a charge. The signs have not received Planning Permission, neither have they been cleared by the Highways and Legal Department of Liverpool Council. Even if eventually they are shown to be legal as far as road traffic safety matters are concerned the number of words on the signs are about 10 times the recommended limit by the Road Traffic Regulations and cannot possibly be read and absorbed when travelling in a car at the permitted speed.

Since the signs can't be read and understood it's impossible for a contract to come into existence. Yet VCS and indirectly LJA as VCS's principal continue to pressure people into paying by issuing charge notices calculating that most people will just accept and pay. Furthermore anyone who stops at the roundabout which is redlined up until the stop line, or who finds

themselves in the cul-de sac and needs to stop to turn will have accepted the VCS contract. This is clearly untenable.

LJLA are complicit in all of these matters since VCS are their agents.

My questions for the February Consultative Committee are:

1. Would the committee agree that the Chairman's request at the 29 May 2015 meeting (paragraph 1 above) for specific assurances about **ALL** the matters requested has not been met by the report Mr Williams's tabled for the 20 November 2015 meeting?

2. Would the committee now seek **specific answers** to the questions the **Chairman** sought at the 29th May 2015 meeting?

3. Would the committee ask LJLA to indicate on what grounds they believe the 1982 bye laws to be obsolete and why they reject the Under Secretary of State's confirmation that byelaws are in existence? For LJLA to claim the byelaws are obsolete there must be some logical reasoning and supporting documentation. The Commercial Director's mere opinion is no substitute for hard facts.

4. LJLA have refused to make available the contract between themselves and VCS on commercial sensitivity grounds. Would the committee obtain a copy of the contract to determine for themselves whether VCS are indeed agents of LJLA and therefore ultimately in control of and responsible for all the acts of VCS?

5. Would the committee agree that LJLA can't absolve themselves from all the acts of VCS just because they have contracted out the management of traffic on the airport?

The fact that it appears that **LJLA** are the applicants (not VCS) for the retrospective signage Planning Application 15A/0657 rather suggests that they do retain control of these matters and is contrary to Mr Williams statement about VCS being a 'separate company'.

6. The Airport's web site that gives details of 'Dropping off & Picking up' says, " It is a parking offence to stop on the Red Route no stopping zone." Would the committee ask LJLA to indicate what is the precise nature of the offence to which they refer. Is this perhaps an offence under the Road Traffic Acts or some other offence?

Appendix A. This is the latest statement on January 19th 2016 from Liverpool Council's planning department re the signage Application 15A/0657

"As I understand it, the most recent development is that the proposed signs details have been forwarded/submitted to the Department of Transport to check that they meet with the relevant standards for information signs. The matter is largely being dealt with by the Highways department so we are awaiting them to advise whether

1. The design of the signs is appropriate
2. The number of signs is appropriate

That is caught up in Highways own assessment which in addition to the 2 planning points is also concerned with the legality of the placement of the signs, which I think they are taking advice from Legal Services on"