

**PRESENT:**

Bob Swann, Chairman of Consultative Committee  
Norman Elias, passenger representative  
Councillor Chris Ellams, Helsby Parish Council  
Mike Elkerton, Disabled Persons representative  
Councillor Edna Finneran, Halewood Town Council  
Cedric Green, North Cheshire Rail Users' Group  
Councillor Michael Green, Lancashire County Council  
Councillor Stan Hill, Halton Borough Council  
Keith Levin, Liverpool Airport General Aviation Users Association  
Jordi Morell, West Cheshire and North Wales Chamber of Commerce  
Alex Naughton, Liverpool City Region Combined Authority  
Simon Osborne, National Trust  
Councillor Steve Parish, Warrington Borough Council  
Steve Pearce, Friends of Liverpool Airport  
Councillor Michael Roche, Sefton Metropolitan Borough Council  
Councillor Colin Rowan, Halebank Parish Council  
Councillor Malcolm Spargo, Hale Parish Council  
Councillor Luke Trevaskis, Hale Parish Council  
Others  
Robin Tudor, Head of Public Relations, Liverpool Airport  
Dave Batt, Head of Asset Management  
Andrew Dutton, Head of Environment  
Christina Smith, Customer Services Executive  
Mike A Jones, Assistant Secretary

**35 APOLOGIES**

Apologies have been received from:  
Councillor Ron Abbey, Wirral Council  
Councillor Caroline Ashton, Frodsham  
Councillor Tony Brennan, Knowsley Council  
Michelle Cameron, Liverpool & Sefton Chamber of Commerce  
Councillor Derek Long, St Helen's Council  
Tony Rice, disabled persons  
Angus Tilston, Wirral Transport Users Association  
Councillor J Wolfson, Liverpool City Council

**36 DISCLOSURE OF PERSONAL INTERESTS**

There were no disclosures of personal interests.

**37 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman:

- Informed members that Merseytravel had been subsumed by the larger authority in Liverpool so Committee member Alex Naughton would represent Liverpool City Region Combined Authority and its subsidiary organisations Merseytravel and the LEP

- Informed members that the Airspace and Noise Engagement Group which was run by the Department for Transport had been quite focussed on the South East of England since its creation, including having community groups on it, but there were now two places for UKACCS who could represent all Consultative Committees across the country.

### **38 MINUTES**

#### **DECIDED: That**

the minutes of the meeting of the Consultative Committee held on 25 May 2018 be approved as a correct record and signed by the Chairman.

### **39 MINUTES OF SUB-COMMITTEES**

#### **DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee on 20 July 2018 be received.

### **40 MEMBERSHIP**

The Committee noted that:

- (1) For St Helen's, Councillor Derek Long has been appointed in place of Councillor Barrie Grunewald.
- (2) For Merseytravel, Alex Naughton has been transferred and now represents Liverpool City Region Combined Authority and its subsidiary organisations Merseytravel and the LEP

### **41 PUBLIC QUESTION TIME**

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

### **42 COMPLAINTS AND COMPLIMENTS**

Christina Smith gave a presentation, which is attached to these minutes, on the comments and complaints received at the Airport in September. It was an improving situation, with 50% more compliments and a third less complaints than the same month in 2017, largely due to technical problems being resolved. Most complaints concerned car parking.

Christina spoke about other issues connected with the customer-facing part of the Airport, including:

- A decline in the availability of foreign workers as Brexit approaches since a number were employed as catering staff at some of the concessions.
- arrivals in poor weather and the lack of a covered walkway was frequently raised in complaints. The low cost airlines felt that air bridges that connected directly to the aircraft door made turnarounds slower so they preferred not to have them. However the Airport was considering providing more covered walkways.
- Liverpool had adopted a butterfly symbol to help people with hidden disabilities to identify themselves to staff. Other airports had begun to use a sunflower symbol so Liverpool has adapted its symbol to be a butterfly on a sunflower.

Members discussed and commented on some of the topics. It was noted that the number of passengers with hidden disabilities may increase from January 2019 when the blue badge scheme for disabled parking was broadened to include some hidden disabilities so more such people would be able to park at the Airport.

**DECIDED: That**

- (1) the update on complaints and compliments be noted and
- (2) future updates be provided on a suitable timescale.

**43 RUNWAY END SAFETY AREA WORKS**

Dave Batt gave an update on the Runway End Safety Area (RESA) works. The Airport perimeter fence at the eastern end of the airfield was to be extended to comply with Civil Aviation Authority (CAA) Regulations as part of a RESA to provide improved safety and security. This would be implemented in accordance with the planning permission granted on 30th June 2015 under reference and the subsequent Stopping Up Order which was made on 15 June 2018.

The Airport was finalising the commercial agreements with Halton Borough Council, who were to propose a programme of works. LJLA hoped that these works could commence prior to Christmas 2018 and would take approximately 5 months to complete. This would be firmed up once the programme was agreed.

The stopping up of a length of Dungeon Lane, which was adjacent to the existing boundary fence, and the whole of Ashtons Lane was an essential part of the RESA works in order to comply with CAA Regulations. However before they could be closed, a new bridleway had to be implemented which linked Hale Road directly to Baileys Lane, and Baileys Lane needed to be re-opened to vehicular traffic in order to maintain full public access for both pedestrians and vehicles to the areas south of the airport, continuing pedestrian access to the Oglet Shore and to the Mersey Way path.

Dave showed a plan, which is attached to these minutes, which detailed the extension of the 2.9 m high fence around an adjoining field, a bridleway around the edge of it and the opening of Bailey's Lane. The extension should also prevent fly-tipping on the field.

**DECIDED: That**

the update on the Runway End Safety Area works be noted.

**44 NOISE ACTION PLAN AND AIRSPACE DESIGN UPDATE**

Andrew Dutton provided an update on two issues – the draft Noise Action Plan (NAP) and Airspace Design, with a presentation which is attached to these minutes.

The Noise Action Plan had been drafted and circulated to local authorities and to the Committee members. The Plan was refreshed every five years. However, locally the Airport would seek to make improvements and amend it in between if it

was practical/feasible to do so. The NAP would remain a draft until accepted by Defra.

Changing the design of airspace around the Airport followed a set process called CAP1616. A Statement of Need had been submitted to the CAA and a questionnaire had been sent out to Committee members and other bodies as part of Stage 1 of the 7 stage process. There had been a number of responses from LJLACC members and focus groups had been held. The next stage was to report to the CAA. The Design Principles would be used to influence the design of the airspace. Andrew showed diagrams of aircraft movements to illustrate the current routes and the existing restrictions. The proposal was a change in navigation practice from ground based to satellite based which should enable flight paths to be more efficient, and should reduce overall noise as aircraft could line up and have a steady controlled descent from a further distance. Following the next stage there would be designing of options and formal consultation before submission, decision, implementation and review.

**DECIDED: That**

- (1) the update on the draft Noise Action Plan be noted.
- (2) the update on airspace change be noted.

**45 COMMUNITY DISCUSSION FORUM**

The Chairman gave feedback from his attendance at the Civil Aviation Authority's Community Discussion Forum on 12 July 2018. The meeting had considered noise abatement, airspace design, considered research, and the design of airport buildings. The main call from members was for respite for those on a flight path who were likely to experience sustained noise. The Forum was still predominantly focussed on Heathrow and the South East but the Chairman was pleased that pressure had encouraged the Forum to hold meetings in venues outside of the South East and broaden the organisations involved rather than focus on those concerned with Heathrow.

**DECIDED: That**

the update be noted.

**46 ANNUAL MEETING OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCS)**

The Chairman and Assistant Secretary had attended the annual national meeting of Airport Consultative Committees in June and introduced the item. The meeting had been split over two days, with the first day being 'internal' business and the second day involving civil servants from various Departments. The full minutes were attached to the agenda with additional comments for items relevant to Liverpool Airport.

**DECIDED: That**

the minutes on the annual meeting of UK Airport Consultative Committees be noted.

## 47 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering April to September 2018. Overall, there had been a 2.4% growth in passenger numbers compared to the previous year which had continued from previous quarters.

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

- EasyJet had a load factor of over 90%;
- Ryanair also had a load factor over 90%;
- Blue Air operated 8 routes and was the third largest carrier at the airport;
- General and business aviation had increased 10%;
- The ASQ passenger opinion survey had changed format with Manchester withdrawing from the survey and the results now shown as % rather than as a position rating, so that changes at other airports did not affect the rating for Liverpool. The average score was 83%, which was slightly below the target of 85%;
- There had been a 'drop-in' community event in Hale Village on 19 September with representatives from the Airport, Peel Land and Planning and Peel Energy all on hand to answer any questions from residents, which was likely to become an annual event.
- The latest phase of the terminal improvement works had been completed;
- The airports busiest day in May saw over 30 charter flights to Kiev for a Liverpool football match, as well as a bank holiday weekend and school holiday flights;
- The Airport again received a 5 star rating for punctuality;
- The CAA had rated Liverpool as 'very good' for accessibility;
- There were new routes from airlines Wideroe, easyJet and Wizzair;
- In July was the 85<sup>th</sup> birthday celebration for the Airport;
- Industrial action had continued throughout the period but there had been no disruption to flights. Robin also confirmed that this industrial dispute had now been settled.

Members discussed issues connected with the Airport and were content with the report and the growth.

### **DECIDED: That**

the quarterly report be received.

## 48 ANNUAL WORK PROGRAMME

Members noted that there were no urgent items for the meeting scheduled for November, and there was a possibility that the meeting would be cancelled and items deferred until the AGM in February 2019. Any decision on this would be communicated to members.

### **DECIDED: That**

the Work programme be noted.

**49 CORRESPONDENCE**

Disabled persons representative Tony Rice had requested that an item be included in the agenda which was published on the Daily Mail online website, detailing a wheelchair broken by staff at Barcelona. The article referred to Liverpool Airport which was the destination and could be interpreted that Liverpool staff were responsible, despite them attempting to help the passenger. The newspaper had given very little time for the Airport to investigate and reply.

**DECIDED: That**

the correspondence and explanation be noted.

**50 ANY OTHER BUSINESS**

Surface access via Halton Curve

The Chairman and Cedric Green raised a rail transport issue. The Halton Curve construction works had now been completed. Once the new train service commences this would open up rail access from North Cheshire and North Wales. Unfortunately the service was not due to commence until May 2019 and there had been issues of concern, including: the lack of car parking at North Cheshire stations; the fares which should be competitive with Chester to Liverpool using Merseytravel; and the train timetable which will see the earliest arrival at Liverpool South Parkway at 0617 which misses the first flight departures from LJLA at 0600, and needed to ideally arrive about two hours before to allow for check in. Transport for Wales Rail Services commences the new Wales rail franchise from 14 October and were to operate the new service using the Halton Curve so there may be more changes to come.

Disabled access to the from the Wirral

Mike Elkerton, the disabled persons representative, explained that disabled travellers found it difficult to access the Airport directly by bus from the Wirral. Alex Naughton explained that it was a longstanding issue, to which the best solution appeared to be a rail route to Liverpool South Parkway. It was accepted that it was not ideal, though the authorities involved were limited in the help they could provide as it would be a commercial service.

**51 DATE OF NEXT MEETING**

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 23 November 2018 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD.

Chairman .....

Date .....



Date: October 2018  
 To: LACC  
 From: Christina Smith  
 Subject: Customer Service Report – September 2018

**Passenger Engagement September 2018**

Total passenger engagements were -10% down on prior year. There has been a 5.39% increase in passenger numbers for the same period.

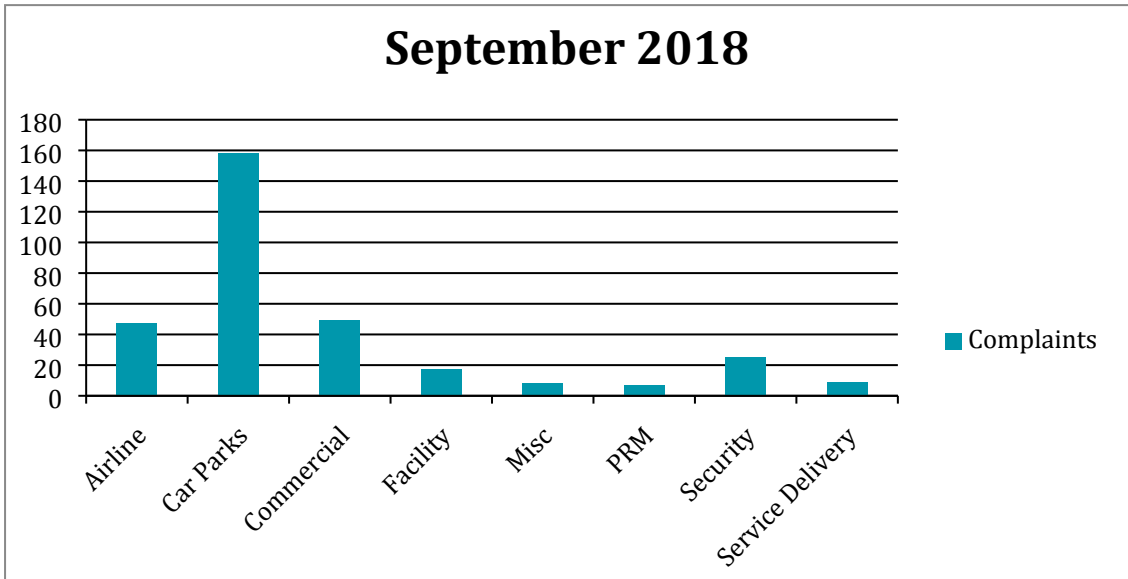
Passenger engagement with customer service is measured under the 4 types: Amend; Complaint; Compliment and Query and covers all areas of the business:

Type	Sept 18	Sept 17	YOY%
Amend	249	352	-29%
Complaint	316	473	-33%
Compliment	64	42	52%
Query	396	324	22%
Total	1081	1200	-10%

Total complaints reduced by 33% compared to the same period in the previous year, this is largely due to a technical issue regarding Ryanair car park booking confirmations being resolved and re-coding of “booking confirmation not received” to query rather than complaint. This is also driving the 22% YOY increase in queries.

The total number of complaints is 0.06% of the total passengers for September (483,570)

**Complaints by Area of the Business**



Car Parks accounts for 50% of all complaints in September, with the main issues being around drop off fees, pre booking issues (many via third party sites) and red route. However car park complaints in total are 47% below prior year.

#### Top areas of complaint received September 2018:

Area	Category	2018	2017	YOY	% Change
Car Park	Drop off	48	104	-56	-54%
Airline	Baggage Delivery	47	61	-14	-23%
Commercial	Food & beverage	49	40	9	23%
Security	Liquid restrictions & service	25	24	1	4%
Facility	Arrivals weather protection	17	11	6	55%
Service Delivery	Customer experience	9	24	-15	-63%
Misc	Bus and Train	8	9	-1	-11%
PRM	Assistance	7	3	4	133%

Baggage delivery complaints by the airline ground handlers remain the second highest area of complaint. The number of complaints is down 23% year on year despite Ryanair's baggage policy changing resulting in hand baggage being checked into the hold at the gate. Conversely recent publicity on social media of showing baggage handling issues at other airports has resulted in compliments regarding baggage delivery at Liverpool.

#### Top Compliments received September 2018:

Category	Compliments	2018	2017	% Change
Facility	Terminal improvements	28	2	1300%
Security	Efficiency of procedures	11	6	83%
Car Parks	Service, proximity	8	5	60%
Miscellaneous	General airport	6	8	-25%
Airline	New services	4	6	-33%

Compliments in September were 34% above prior year, largely due to improved terminal facilities and speed of security.

#### Customer Service Charter performance in September 2018

Goals	Achieved	Breached
Acknowledgment with 24 hours	100%	0%
Response within 7 working days	98%	2%



**Other Customer Services updates**

**CAA Accessibility report 2017/2018**

Work continued on the restructuring of the Accessibility Page on the website due to go live in October. ReciteMe product information introduction with Customer Service team for future consideration for the Accessibility page


**Hidden Disability Voucher Launch**


Service partner and provider team updates in preparation for the launch of the Hidden Disability Butterfly Flyer

# Butterfly Flyer

**Please follow the Accessible route at Security. The route is identified by the 'wheelchair' symbol.**

<b>Name:</b>	Max Eaton
<b>Date:</b>	24th July 2018
<b>Flight Number:</b>	FR9862
<b>Travelling to:</b>	Paris, France



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**Hidden Disabilities – Dementia**

Initial meeting with Councillor Jeremy Wolfson, Joanne Kennedy and the Dementia Action Alliance to share assistance information and examine the part the airport can play in a Dementia Friendly Liverpool City Region

**Hidden Disabilities – Autism**

We have been shortlisted along with the Tate Liverpool and Everton Football Club for the Champion of Champions Finalist Autism Friendly Award to be celebrated in November at the Rose Gold Gala Ball in November at the Shankly Hotel.

**ASQ Q3 2018**

ASQ survey collection completed 7<sup>th</sup> September for final submission by 14<sup>th</sup>. 366 surveys submitted. Q3 results due 15<sup>th</sup> October.

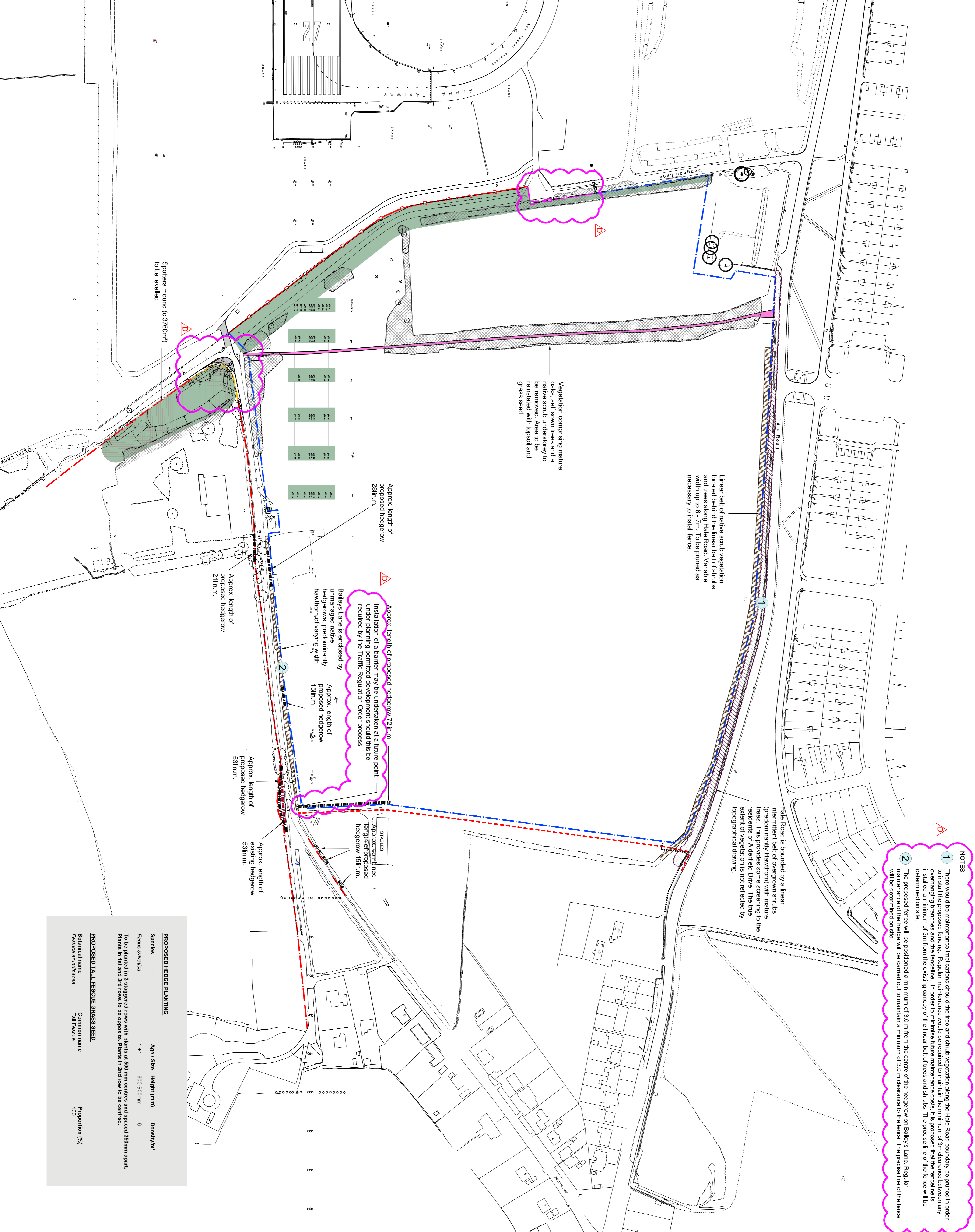
**Customer Services Training**

Wilson James new hire One Team Training delivered during September.

**National Customer Services Week – NCSW2018**

National Customer Services Week took place during the first working week in October and is celebrated worldwide. Events included, sharing insights into what our customers tell us, the launch

of the Butterfly Flyer serving a broader range of Hidden Disabilities, One Team Customer Services Training, Celebrating great customer service with service partners and providers and with internal colleagues.



- NOTES**
- There would be maintenance implications should the tree and shrub vegetation along the Hale Road boundary be pruned in order to install the proposed fencing. Regular maintenance would be required to maintain the minimum of 3m clearance between any existing trees and the proposed fence. In order to retain the mature oaks, the proposed line of the fence will be installed a minimum of 3m from the existing canopy of the trees and shrubs. The precise line of the fence will be determined on site.
  - The proposed fence will be positioned a minimum of 3.0 m from the centre of the hedgerow on Bailey's Lane. Regular maintenance of the hedge will be carried out to maintain a minimum of 3.0 m clearance to the fence. The precise line of the fence will be determined on site.

**PROPOSED HEDGE PLANTING**

Species	Age / Size	Height (mm)	Density/m <sup>2</sup>
<i>Fagus sylvatica</i>	1 + 1	600-900mm	6

To be planted in 3 staggered rows with plants at 900 mm centres and spaced 350mm apart. Plants in 1st and 3rd row to be opposite. Plants in 2nd row to be centred.

**PROPOSED TALL FESCUE GRASS SEED**

Botanical name	Common name	Proportion (%)
<i>Festuca arundinacea</i>	Tall Fescue	100

**SAFETY, HEALTH AND ENVIRONMENTAL INFORMATION BOX**

NOTES: THIS DRAWING IS TO BE READ IN CONJUNCTION WITH THE RISK REGISTER PRODUCED FOR INCLUSION IN THE HEALTH AND SAFETY PLAN. THE HAZARDS NOTED ARE IN ADDITION TO THE NORMAL HAZARDS AND RISKS FACED BY A COMPETENT CONTRACTOR WHEN DEALING WITH THE TYPE OF WORKS DETAILED ON THIS DRAWING.

**CONSTRUCTION RISKS**

**MAINTENANCE/CLEANING RISK**

**DEMOLITION RISKS**

- LEGEND:**
- Existing areas of vegetation to be removed
  - Existing hedge to be removed - extent to be determined by construction of barrier to entry point.
  - Existing trees to be retained
  - Existing unmanaged vegetation of varying heights to be retained where necessary to install fence (See Notes)
  - Existing broken linear belt of shrubs and trees of varying widths to be retained. Potential for pruning in some areas to enable 3m clearance between overhanging branches and installation of fencing (See Notes)
  - Proposed hedge planting, to comply with schedule)
  - Spotter's Mound to be levelled and prepared for grass seed and Tall Fescue. Soil to be taken to landfill. Some inert material may be used within the site to infill local depressions.
  - Existing timber fence/line to be retained
  - Paladin Fence (2.9 m high)
  - Proposed timber fence (1.0 m high)
  - Proposed Tall Fescue grass seed
  - Proposed road surfacing / handstanding
  - 1.5m High Fence - Type TBC
  - 1.5m High Paladin Fence

**PLANNING**

Spotter's Mound to be levelled and prepared for grass seed and Tall Fescue. Soil to be taken to landfill. Some inert material may be used within the site to infill local depressions.

**Revisions**

Revision	By	Date	Scale
1	SC/JW	14.06.12	A
2	SC/JW	14.06.12	-

**RESA MODIFICATIONS LANDSCAPE PROPOSALS**

**LIVERPOOL JOHN LENNON AIRPORT**

URS Infrastructure & Environment Limited  
 Brunel House  
 Brunel Way  
 Maidenhead, SL1 6LS  
 Telephone (0161) 9073590  
 Fax (0161) 9073501  
 www.urscorp.com

Drawing No: 47061138 - P - 030 Rev: D

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17 October 2018  
09:51

## Liverpool Airport Consultative Committee

12<sup>th</sup> October 2018

- Noise Action Plan
- Airspace Design Process

## LJLA Draft Noise Action Plan



## Draft Noise Action Plan (NAP)



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

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## LJLA Airspace Transition Design Principles @ LACC

12<sup>TH</sup> OCTOBER 2018

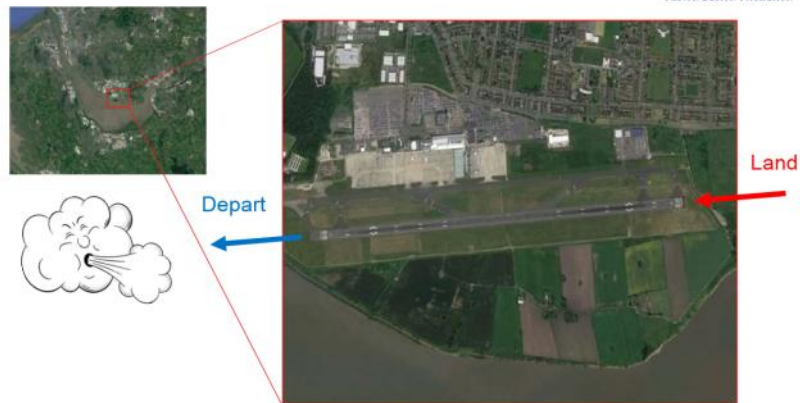
### Background – LJLA Drivers for Change



- Compliance with ICAO/ FAS - introduction of PBN by 2024
- DVOR Rationalisation & NDB Withdrawal programme
- Improved resilience and efficiency of operations
- Protect current capacity for future efficient operations & planned growth
- CAP 1616 "Statement of Need" Submitted to CAA on 8<sup>th</sup> Feb 18
- This LJLA once/generation opportunity to influence future local airspace designs in a systematic manner
- Seeking environmental improvements where possible (Noise and CO<sub>2</sub>)

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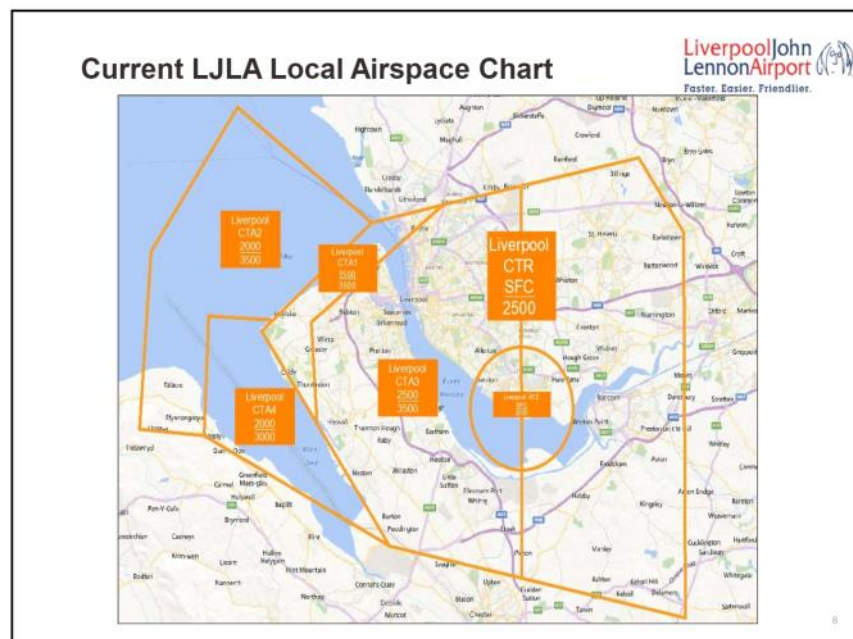
### LJLA Flight Paths – Westerly Wind

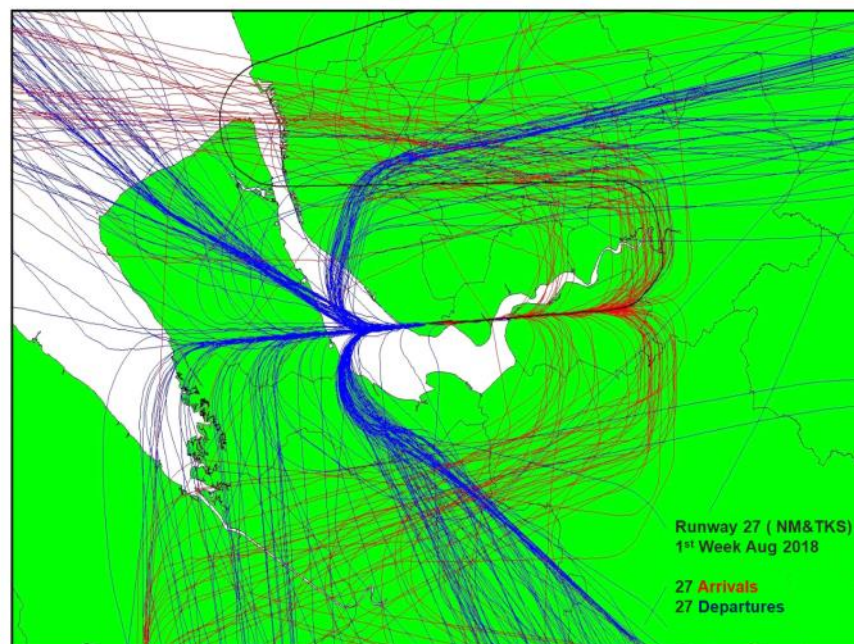
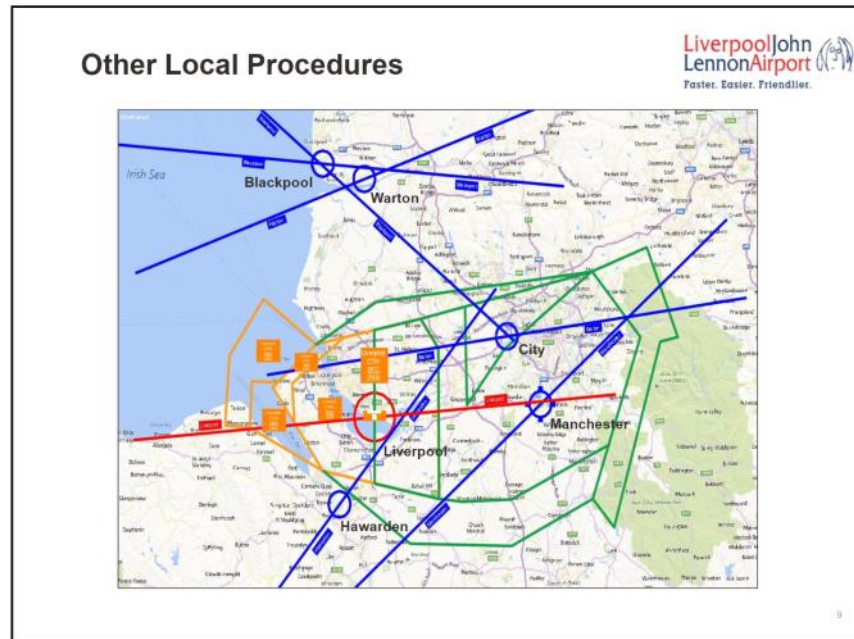


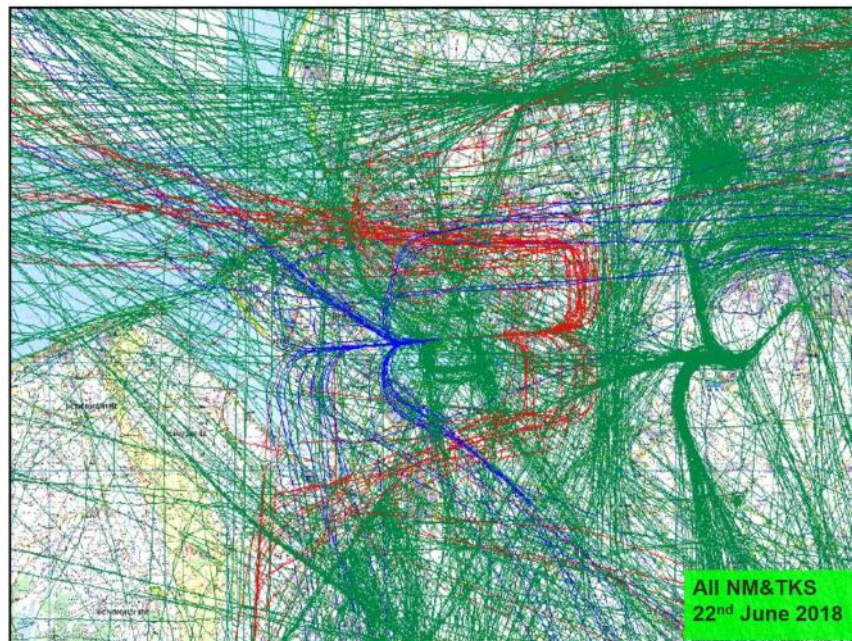
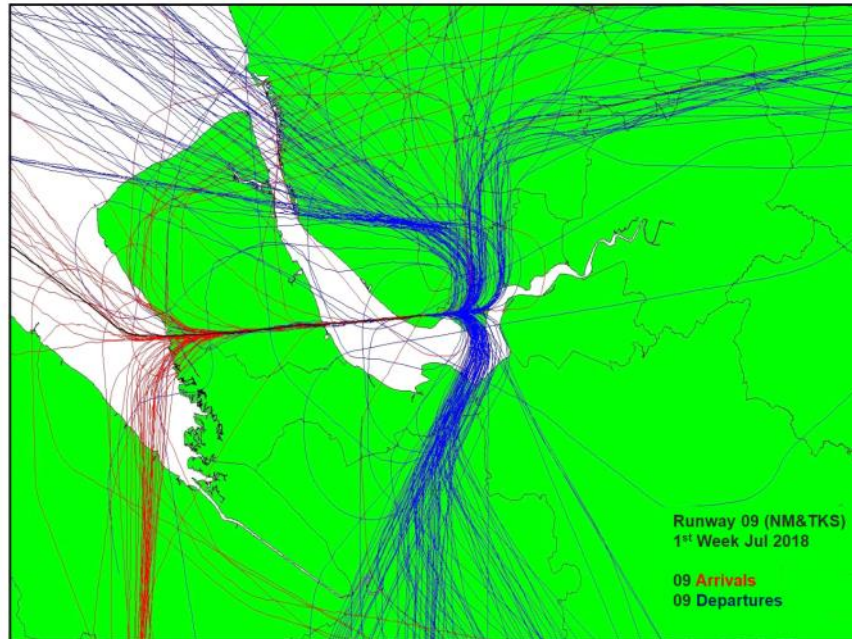
→→→ When wind is from West:  
Aircraft land and depart  
into wind on Runway 27

6





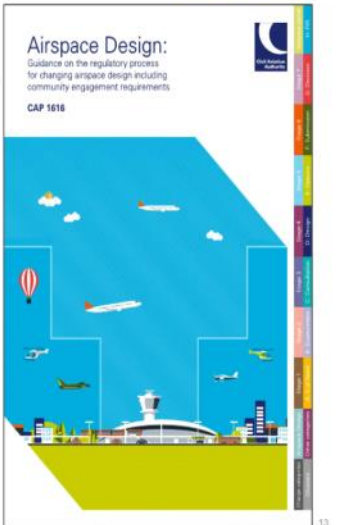




### CAP 1616 – Airspace Design

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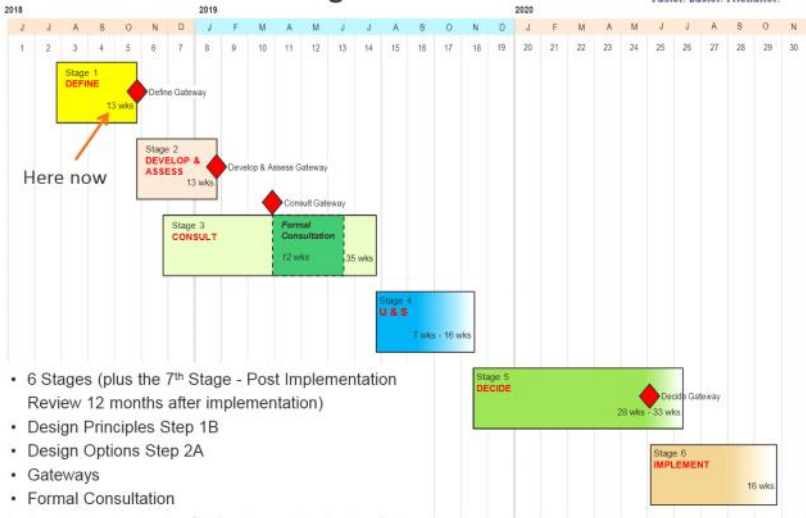
- New process introduced in Jan 2018
  - Developed by CAA and independent third party
  - Endorsed by DfT:
    - Secretary of State
    - Baroness Sugg of Coldharbour (Aviation)
- Replaced CAP 725 (2002, 4 revisions)
- Stated Aim:
  - More transparency
  - Greater engagement with stakeholders
- CAA Website
  - Follow Publications Search



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### CAP 1616 – Seven Stage Process


**Liverpool John Lennon Airport**  
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- 6 Stages (plus the 7<sup>th</sup> Stage - Post Implementation Review 12 months after implementation)
- Design Principles Step 1B
- Design Options Step 2A
- Gateways
- Formal Consultation

## Constraints


- Integration with FASI(N)
  - Manchester Terminal Control Area
  - Scottish Terminal Control Area
  - Belfast Terminal Control Area
  - Irish Sea Sector Ops
- Integration with other local airspace users
  - Prestwick Centre, Manchester Airport, City Airport, Hawarden Aerodrome, RAF Shawbury, BAES Warton, Blackpool Airport, Tilstock Parachute Centre, GA Community
- Safety
- Airway entry and exit points and runway position
- PANS OPS 8168 - design constraints






## We have asked you for your views?

- Scope for SIDs (ground upwards) & STARs (down to current approach)
- Urban Areas/ Open areas
- Rural Areas
- Technology & Innovation
- Noise Exposure vs Emissions (CO<sub>2</sub>)
- Timing of over flights (Diurnal or Day to Day)
- Flight Path Principle
  - Minimise the total number of people overflown
  - Minimise the number of people newly overflown
  - Share the routes over a wider area





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### Flight Paths – Considerations Summary

Setting Type	Preference A	Preference B
Route Preference	Expose fewer people to noise more often	Expose more people to noise less frequently
Densely vs Sparsely Populated Areas	Urban – More people overflowed in areas with high background noise	Rural – Less people overflowed in areas with low background noise
Urban Areas	Routes over residential/ commercial avoiding parks & open spaces	Design routes over parks & open spaces avoiding residential/ commercial
Noise vs Emissions	Design direct routes exposing people to noise, but minimising other emissions	Design routes to avoid exposing people to noise, but increasing other emissions

17

- LiverpoolJohn LennonAirport**  
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- ### Design Principles (Step 1B) - Next Steps
- Completed Focus Groups
  - Collate all questionnaire responses
  - Analyse all comments and questionnaire responses
  - Identify long list of Design Principles
  - Develop short list of Design Principles
    - Must include rationale for selection and rejection of individual principles
  - Submit to CAA for publication on CAA Portal
  - CAA will then conduct Define Gateway Assessment
  - Proceed to Stage 2, Step 2A Options Development
  - Consultation – Spring – Summer 2019
- 18