

**PRESENT:**

Councillor Bob Swann, Chairman of Consultative Committee  
Alan Ascott, ARCH Under the Bridge  
Michelle Cameron, Liverpool & Sefton Chamber of Commerce  
Norman Elias, Passenger Representative  
Councillor Chris Ellams, Helsby Parish Council  
Councillor Michael Green, Lancashire County Council  
Councillor Stan Hill, Halton Borough Council  
Keith Levin, Liverpool Airport General Aviation Users Association  
Simon Osbourne, The National Trust  
Councillor Steve Parish, Warrington Borough Council  
Councillor Malcolm Spargo, Hale Parish Council  
Others  
Robin Tudor, Head of Public Relations, Liverpool Airport  
Andrew Dutton, Head of Environment  
Christina Smith, Customer Services Executive  
Laura Bootland, Assistant Secretary

**19 APOLOGIES**

Apologies have been received from:  
Councillor Caroline Ashton, Frodsham Town Council  
Councillor Tony Brennan  
Councillor Phillip Brightmore  
Claire Delahunty, Liverpool Local Enterprise Partnership  
Geoffrey Dormand/Therese Irving Wirral Older People's Parliament  
Councillor Edna Finneran, Halewood Town Council  
Cedric Green, North Cheshire Rail Users Group  
Councillor Michael Green, Lancashire County Council  
Jordi Morell, West Cheshire and North Wales Chamber of Commerce  
Councillor Susan Murphy, St. Helens Metropolitan  
Alex Naughton, Liverpool City Region Combined Authority  
Steve Pearse/Mr D Lovell Friends of Liverpool Airport  
Councillor Micheal Roche, Sefton Metropolitan Borough Council  
Steve Pearse, Friends of Liverpool Airport  
Tony Rice, Disabled Persons  
Councillor Michael Roche, Sefton Metropolitan Borough Council  
Councillor Colin rowan/Kieran Reed Halebank Parish Council  
Angus Tilston Representative for South Wirral  
Councillor Jeremy Wolfson, Liverpool City Council

**20 DISCLOSURE OF PERSONAL INTERESTS**

There were no disclosures of personal interests.

**21 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman noted the change in Assistant Secretary and thanked the outgoing Assistant Secretary, Mike Jones, for his service to the Committee.

## **22 MINUTES**

### **DECIDED: That**

the minutes of the meeting of the Consultative Committee held on 15<sup>th</sup> February 2019 be approved as a correct record and signed by the Chairman.

## **23 MEMBERSHIP**

It was noted that due to the recent Local Elections, some Liverpool Airport Consultative Committee Members may no longer be local authority Elected Members and changes to the membership of the Committee would be reported at the next meeting.

## **24 PUBLIC QUESTION TIME**

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

## **25 CUSTOMER SERVICES UPDATE**

Christina Smith, Customer Services Executive, provided an update of the customer services statistics for February to April 2019. The number of customer engagements was down on the previous year, and most contacts were related to car parking, with most compliments related to the improvements to facilities.

Christina announced that the Airport had now installed 10 feedback terminals at key points which allowed passing passengers to rate services and leave comments. The terminals offered real time feedback so any issues could be quickly identified and rectified. The month of April had seen 12,677 passenger responses collected from the feedback terminals and work is beginning to process the data.

Discussion took place around the ongoing work to review facilities and processes at the airport for passengers with disabilities. The Committee were informed about the Butterfly Flyer and Sunflower Lanyards which are available to passengers with hidden disabilities who may require additional assistance. It was also confirmed that work was underway for airport staff to participate in Dementia Awareness training.

### **DECIDED: That**

the customer service update be noted.

## **26 DUBAI - MOST ACCESSIBLE AIRPORT UPDATE**

This item was deferred to a future meeting.

## **27 YOUNG PERSON'S REPRESENTATIVE - PRESENTATION**

The Committee received a presentation from Sophia Riley, PR Intern at Liverpool John Lennon Airport.

The presentation outlined the projects that Sophia had participated in during her year with the Airport, in particular writing articles for the Airport's staff magazine and assisting with news stories for the Liverpool Echo newspaper. The Committee were pleased to note the valuable skills and experience Sophia had obtained as she works towards graduating from university and how these will assist in her future employability.

Robin Tudor informed the Committee that Sophia had greatly assisted the PR team during busy periods and the Airport would continue to accept students for placements.

**DECIDED:** That

The presentation was noted.

## **28 PREPARATION OF QUESTIONS FOR THE LIVERPOOL METRO MAYOR**

The Chairman led a discussion on the attendance of the Liverpool Metro Mayor at the September meeting of the Committee and possible questions that could be circulated in advance to the Mayor.

**DECIDED:** That

Committee members were requested to email any questions for the Liverpool Metro Mayor to the Chairman and the Assistant Secretary in advance of the September meeting.

## **29 AIRSPACE CHANGE PROCESS**

Andrew Dutton provided an update on the airspace change process at Liverpool Airport. At previous meetings it had been reported that Liverpool was one of the first Airports using the new process, called CAP1616, which was an open process and could be tracked online through the Airspace Change Portal ([www.airspacechange.caa.co.uk](http://www.airspacechange.caa.co.uk)).

The Committee were advised that the project is currently at stage 2 and a public consultation on the changes was expected to commence in autumn 2019.

Andrew Dutton reminded the Committee that he is available to go out and talk to any Groups about the proposals.

**DECIDED:** That

the update on airspace change be noted.

## **30 QUARTERLY REPORT**

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering January to March 2019. Overall, there had been a 0.8% reduction in passenger numbers compared to the previous year at this point.

Key points in the update included:

- EasyJet had seen passenger numbers reach over 530,000 in quarter;
- Ryanair announced a new service to Copenhagen which commenced on 1<sup>st</sup> April;
- Flybe passenger numbers were down 12% due to ceasing the Belfast route in January;
- Wizz Air continued to grow following the introduction of new services;
- Blue Air carried 30,000 passengers which is half of what they carried last year, but services to Alicante, Malaga and Rome had ceased;
- Car parking transactions had risen each month January-March and it was reported that vehicle crime in the Airport's car parks remained low at 0.002% for the first quarter;
- The Runway End Safety Area works were well underway to prepare for the installation of the new perimeter fence. An ecologist had been on site to ensure wildlife is not being disturbed during the works;
- The Halton Curve rail track opened on 20<sup>th</sup> May with Transport for Wales services calling at Liverpool South Parkway;
- The Airport is to become a strategic partner of West Cheshire and North Wales Chamber of Commerce as part of its commitment to develop closer links with key stakeholders outside the City Region;
- The Airport recently gave a presentation at the North Wales Tourism members Annual Meeting highlighting recent airport developments and the opportunities to visit North Wales using the Airport as a gateway for European travellers;
- The Committee noted a number of press releases that had been released during the first quarter.

**DECIDED: That**

the quarterly report be received.

**31 ANNUAL WORK PROGRAMME**

Members discussed the Work Programme and noted the attendance of the Liverpool Metro Mayor at the next meeting.

**DECIDED: That**

the Work programme be noted.

**32 CORRESPONDENCE**

There was no correspondence to report.

**33 ANY OTHER BUSINESS**

There was no business under this item.

**34 DATE OF NEXT MEETING**

The next meeting of the Liverpool John Lennon Airport Consultative Committee is scheduled for Friday 20<sup>th</sup> September 2019 at 10.30 am in the Cavern Suite, Liverpool John Lennon Airport L24 1YD

Chairman .....

Date .....