



Liverpool John Lennon Airport Consultative Committee

Date: Friday, 19 February 2021

Time: 10.30 a.m.

Venue: on Microsoft Teams

Contact Officer: Mike Jones, Assistant Secretary

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Website: www.wirral.gov.uk

AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **APPOINTMENT OF CHAIRMAN**

The Committee's 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. The Company's appointee need not be an existing Member of the Committee.

4. **APPOINTMENT OF VICE-CHAIRMAN**

To appoint a Vice-Chairman until the 2022 Annual General 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 Vice Chairman. The Company's appointee need not be an existing Member of the Committee.

5. CHAIRMAN'S ANNOUNCEMENTS

6. APPOINTMENT OF SUB-COMMITTEES AND PANELS (Pages 1 - 4)

To appoint Sub-Committees and Panels. Relevant sections from the Constitution, and current membership, are attached for information.

7. MINUTES (Pages 5 - 18)

To approve the minutes of the meeting of the Consultative Committee held on 20 November 2020 and to receive the minutes of the Noise Monitoring Sub-Committee held on 22 January 2021, attached.

8. MEMBERSHIP

To note any changes in membership since the last meeting and consider any issues of non-attendance.

9. PUBLIC QUESTION TIME

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with
- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

10. QUARTERLY BUSINESS REPORT (Pages 19 - 22)

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

11. CUSTOMER SERVICES UPDATE (Pages 23 - 24)

Update from Christina Smith, Customer Services Executive.

12. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment.

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

To approve the following provisional meeting dates:

Noise Monitoring Sub-Committee	Consultative Committee
23 Apr 2021	21 May 2021
16 July 2021	17 September 2021
22 October 2021	19 November 2021
21 January 2022	18 February 2022

16. EXCLUSION OF PRESS AND PUBLIC

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

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

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Liverpool Airport Consultative Committee – Sub-Committees

Extracts from Constitution concerning Sub-Committees

8. SUB-COMMITTEES AND PANELS
 - 8.1 The Committee may appoint Sub-Committees to assist the work of the Committee with such membership and powers as the Committee may decide.
 - 8.2 These Standing Orders will apply to meetings of Sub-Committees except that:
 - (i) a Sub-Committee will appoint a Chairman and Vice-Chairman at its first meeting.
 - (ii) no business will be conducted unless at least three Members are present at a meeting.
 - (iii) the frequency, dates and places of meetings will be at the discretion of a Sub-Committee.
 - 8.3 The Committee may appoint Panels to consider any matter and make recommendations to the Committee.
 - 8.4 A Panel will:-
 - (i) consist of the Chairman and Vice-Chairman of the Committee and at least three other Members.
 - (ii) meet as required in private unless the Committee or the Panel otherwise determine.
 - (iii) otherwise determine their procedures.
 - 8.5 The Committee will decide at its Annual meeting whether to reappoint any Sub-Committee or Panel and may alter its membership or powers or disband it at any other time. Current Sub-Committees are detailed in paragraphs 12 and 13, below.

12 NOISE MONITORING SUB-COMMITTEE

The current terms of reference of the Sub-Committee are as follows:

“(1) To be a technical sub-committee of the Liverpool Airport Consultative Committee.

(2) To meet when required (but at least quarterly).

(3) To act within the technical role identified within the Section 106 Agreement (dated 13 November 2000 between the Airport Company and Liverpool City Council), in particular to consider and progress issues related to the Airport’s proposed:

- Quiet Operations Policy
- Noise Monitoring and Track Keeping System
- Preferred Noise Routes
- Sound Insulation Grant Scheme
- Quota Count System

(4) To ensure that the reports required to be prepared each year for the Consultative Committee are submitted in accordance with the S106 Agreement, and to advise the Committee as necessary on Noise and Environmental issues.”

Membership

Chairman	1
Chairman of LACC	1
Speke Estate	1
Environmental Health, Liverpool City Council	1
Env. Health, Halton	1
Env. Health, Cheshire West and Chester	1
Airport Users/ Passengers’ Representative	1
Env. Health, Knowsley	1
Env. Health, Wirral	1
Env. Health, St. Helens	1
Hale Parish Council	1
Cressington Ward Councillor	1
National Trust	1
Speke - Garston Ward Councillor (or alternative Councillor)	1
Arch Under the Bridge	1
South Wirral Community	1
<u>Total</u>	<u>16</u>

13 GENERAL PURPOSES SUB-COMMITTEE

The current terms of reference of the Sub-Committee are:

“To meet when required:

- To consider in detail matters relating to Liverpool Airport and the Consultative Committee, and, where necessary, to make appropriate recommendations to the Liverpool Airport Consultative Committee; and
- To deal with matters of urgency on behalf of the Consultative Committee where a decision is required before the next available meeting of the Committee.

Membership

Chairman and Vice-Chairman (ex-officio)	2
Disabled Persons	1
Liverpool City Council	1
Hale Parish Council	1
Passenger Representative	1
Friends of Liverpool Airport	1
West Cheshire and North Wales Chamber of Commerce	1
General Aviation (LAGAUA)	1
<u>Total</u>	<u>9</u>

Meetings frequency: ad hoc

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LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 20 November 2020
10.30 - 11.40 a.m.

PRESENT:

Bob Swann, Chairman
Caroline Ashton, Frodsham Council
Michelle Cameron, Liverpool & Sefton Chamber of Commerce & Industry
Councillor Ken Dalton, Halewood Parish Council
Norman Elias, Passenger rep
Councillor Phil Gilchrist, Wirral Council
Cedric Green, North Cheshire Rail Users' Group
Councillor Michael Green, Lancashire Council
Councillor Stan Hill, Halton Council
Keith Levin, General Aviation
Jordi Morell, Independent
Alex Naughton, Liverpool City Region Combined Authority inc Merseytravel
and the LEP
Simon Osborne, National Trust
Steve Parish, Warrington Council
Councillor Michael Roche, Sefton Council
Councillor Malcolm Spargo, Hale Parish Council
Liverpool Airport
Robin Tudor, Head of Public Relations
Christina Smith, Head of Customer Relations
Secretariat
Mike Jones (Secretary)
Katy Brown (Assistance Secretary)

29 **APOLOGIES**

Apologies had been received from:
Cllr David Baines, St Helens Council
Cllr Liz Grey, Wirral but Cllr Phil Gilchrist attended on her behalf
Cllr Steve Parish, Warrington
Cllr Lynn Riley, CWaC

30 **DECLARATION OF PERSONAL INTERESTS**

There were no declarations of personal interests.

31 **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

32 **MINUTES**

Resolved: That

- (1) The minutes of the Liverpool Airport Consultative Committee meeting held on 18 September 2020 be agreed as a correct record; and**
- (2) The minutes of the Noise Monitoring Sub-Committee meeting held on 23 October 2020 be received and noted.**

33 **MEMBERSHIP**

The Secretary reminded members that the Constitution required members to be contacted if they failed to attend three consecutive meetings. He reported back that for neither Liverpool City Council and Halebank Parish Council had held meetings to appoint representatives so their vacancies would continue to appear.

The Chairman welcomed Councillor Ken Dalton as the new Halewood Town Council representative.

34 **PUBLIC QUESTION TIME**

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

35 **QUARTERLY BUSINESS REPORT**

Robin Tudor presented the update report for July to September to the Committee. August had seen an improvement on passenger numbers from the previous quarter's months but then the quarantine rules began to have an effect, restricting travel to all locations initially then became country specific and changing frequently at short notice which undermined passenger confidence. From April passenger numbers were 85% down which was similar to other airports. Staff and services had been cut back to limit costs, with staff furloughed where possible, but there was a minimum level which could not be avoided with air traffic control, security, maintenance etc. even though revenue was minimal. Many staff had been put on 3.5 days a week.

Members questioned Robin which drew out details including:

- Finances were tough but shareholders were taking a longer-term view and remained supportive
- The Airport believed that the airlines that operated from Liverpool were able to ride out the fallow period
- Freight had been very low in volume but it was hoped this would start to return soon

- Local authority funding had been used for refinancing in the Spring, unconnected with Covid

Robin continued and talked about the increase in general aviation when commercial air traffic was reduced, and about the effects of the removal of tax-free sales which accounted for about 20% of sales.

Resolved

That the quarterly Business Report be noted.

36 CUSTOMER SERVICES UPDATE

Christina Smith, Head of Customer Services, gave an update for July to September 2020. With less passenger numbers, enquiries, complainants' and bookings there were only 65% of normal contacts. She also noted that customers wanted some certainty for their plans which the Airport could not provide with accuracy. Staff had been furloughed and worked reduced hours to minimise costs, and the accessibility partner was operating with flexi-furlough and had made some redundancies but the service was still operational and had seen new clients.

Resolved: that the update be received.

37 ICCAN (INDEPENDENT COMMISSION ON CIVIL AVIATION NOISE) REPORT

ICCAN were an organisation set up by the Government to look at noise around airports and they had published a questionnaire on their website (<https://iccan.gov.uk/>) about their role and aims and members of the Committee were invited to submit their views.

Members discussed the issue and pointed out that there were not similar organisations for other types of traffic noise so the focus on purely aircraft noise seemed out of balance. Also, Liverpool did not have the same amount or impact of noise as some other airports.

38 AIRSPACE CHANGE PROCESS

There was no progress to report on the Airspace Change Process.

39 CORRESPONDENCE

The Secretary informed the Committee that the national organisation of Consultative Committees, UKACCS, were holding a virtual meeting on 15 December to discuss and share the situations at airports around the country, and they had asked for Committees to consider what they could do to help.

Robin Tudor acknowledged that it was difficult to know what members could do that would make a difference at present as the issues were national in nature (e.g. quarantine, taxation, testing). Lobbying when opportunities arose was the most proactive action that was always welcome, especially in terms of the ongoing lack of Government support for aviation, whether that's through local MP's or Minister's etc. He recognised that a distributed vaccine was the solution to enable life to return to normal, but the aviation industry would still take time to recover and financial support would be needed to help bridge the gap, either through: extension of furlough beyond the current scheme; business rates relief/holiday; the reversal of the decision to axe tax free shopping airside at airports from 1 Jan 2021; or other areas where the Airport incurred regulatory costs for example. Other industries had received sector specific support (e.g. hospitality) but aviation had received none, other than the furlough scheme.

The Chair noted that he could raise any issues passed to him at the meeting on 15 December.

40 **ANY OTHER BUSINESS**

There was no other business to be considered.

41 **DATE OF NEXT MEETING**

The next meeting of the Committee will be on 19 February 2021.

NOISE MONITORING SUB-COMMITTEE

Friday, 22 January 2021

PRESENT:

Norman Elias, Chairman

Helen Bradshawe, Environmental Health, Knowsley Council

Jim Candlin, Environmental Health, Cheshire West and Chester Council

David King-Hele, Environmental Health, Wirral Council

Isobel Mason, Environmental Health, Halton Council

Andrew Dutton, Head of Environment, Liverpool Airport

Cllr Malcom Spargo, Hale Council

Bob Swann, Chairman of Consultative Committee

Secretariat

Mike Jones, Secretary

Katy Brown, Assistant Secretary

18 APOLOGIES

Paul Farrell of Liverpool City Council sent his apologies.

19 DECLARATION OF INTERESTS

Members of the Sub Committee were asked to declare any disclosable pecuniary and non pecuniary interests in connection with any item on the agenda and state the nature of the interest.

No such declarations were made.

20 CHANGES IN MEMBERSHIP

There were no changes in membership to report but the Secretary informed the Sub-Committee that:

- (1) the Liverpool City Council Speke Garston Ward representative post which had been vacant should be decided at the next meeting of Liverpool City Council.
- (2) Alan Ascott, who represents the ARCH under the bridge organisation had been out of contact for many months since lockdown began but should be able to participate once meetings are held physically again.

21 MINUTES OF LAST MEETING

Resolved –

That the minutes of the meeting of the Noise Monitoring Sub-Committee held on 23 October 2020 be agreed as a correct record.

22 **NOISE COMPLAINTS LOG AND AIRPORT OPERATIONS**

Andrew Dutton reported a fall in passenger numbers compared to 2019, resulting in less than 10% of the usual passenger numbers. The airport remained open and was operating an average of 3 to 4 flights per day at the time of the meeting. A majority of these flights were between the Isle of Man and Northern Ireland, and a small number were freight flights.

4 complaints were received and responded to in this period. However, due to a technical problem that occurred because of the movement to remote working, up to 30 complaints were not redirected to the correct airport staff. These complaints are from the period of the last nine months. Andrew Dutton hopes to have responded to all of these complaints before the next meeting of the Noise Monitoring Sub-Committee.

Andrew Dutton illustrated the change in airspace activity between 2019 and 2020 for the months of October, November, December, and January.

23 **AIRSPACE CHANGE**

The Airspace Change has been paused. Staff at other organisations on this project have been furloughed and will need to return to work in order for the project to progress. A start up protocol has been agreed with the Civil Aviation Authority and the Airspace Change Organising Group.

24 **DATE OF NEXT MEETING**

The next meeting of the Noise Monitoring Sub-Committee was provisionally scheduled for 23 April 2021 but would be confirmed after the Consultative Committee meeting scheduled for 19 February approves dates for the year.

25 **ANY OTHER BUSINESS**

There was no other business.

LJLA

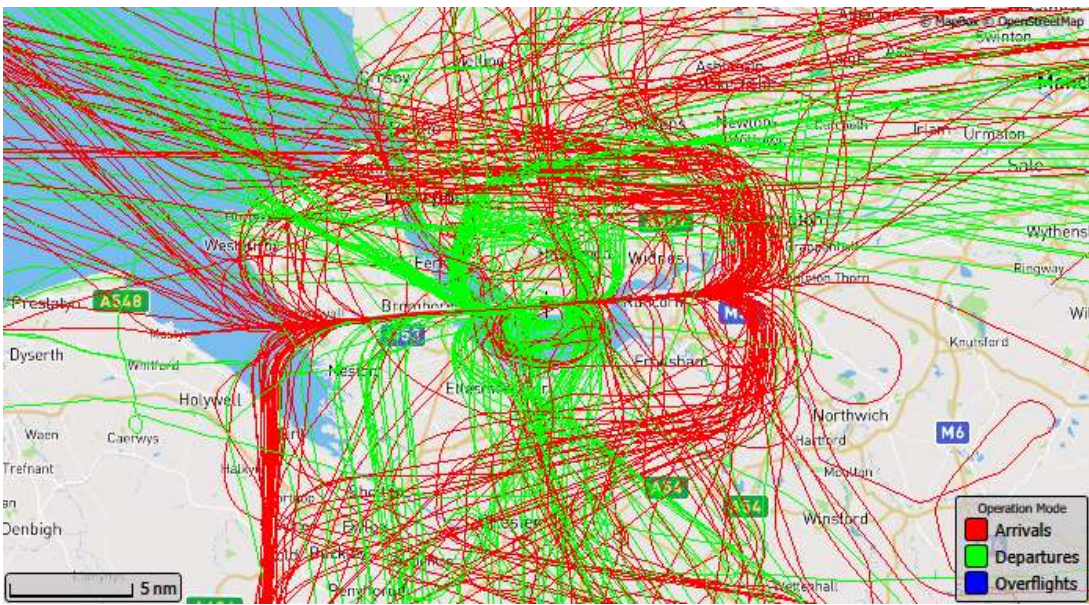
Noise Monitoring Sub-Committee

22nd January 2021

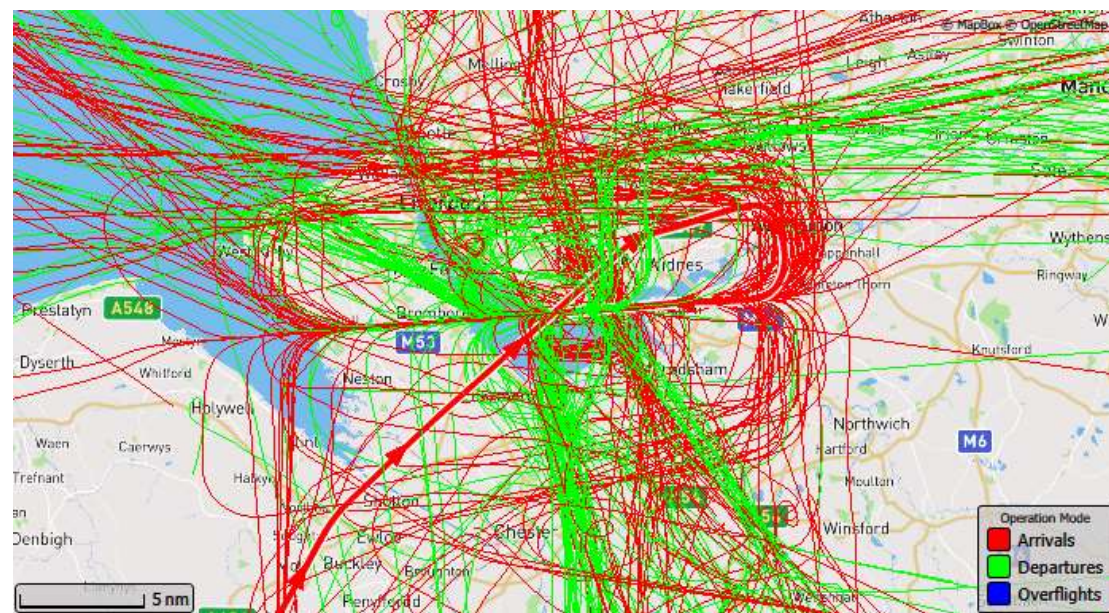
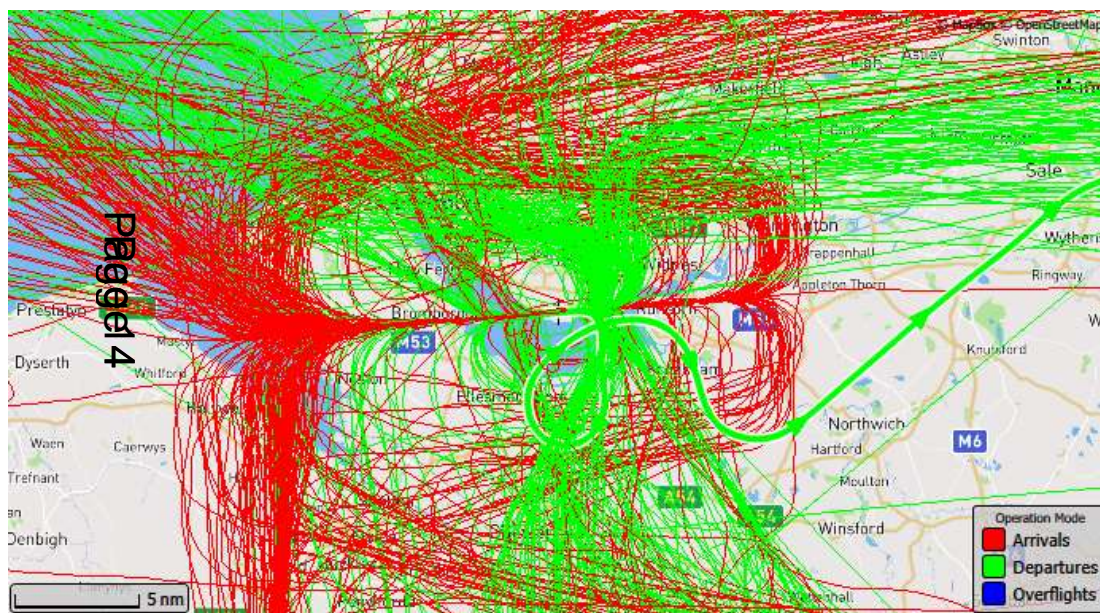
General Background

- Passenger numbers for 2020 were 1.35m, 74% down compared to 2019.
- In December passenger numbers fell to around 10% of normal levels (recently an almost complete shutdown of UK aviation).
- Continual increase in international restrictions, including:
 - International arrivals must quarantine for 10 days or if they pay for a test with a 5-day minimal period quarantine
 - Many countries introducing the need for Fit to Fly tests – private test paid for by passenger 72 hours before departure to show negative COVID result
 - Ban on many countries accepting flights from the UK following the spread of the new strain of COVID
 - Introduction of pre departure tests for COVID 72 hours before arriving in the UK
- At present on average approximately 3-4 commercial departures per day.
- The Airport remains open maintaining important services such as IOM for resident's healthcare.
- Whilst current situation expected to continue throughout national lockdown(s), our airline partners continue to plan optimistically for more normal operations in the Summer. The vaccine rollout is seen as the only way to ease travel restrictions.
- The Airport continues to maximise the flexible furlough scheme, with colleagues once again having to be placed on furlough/flexible furlough during this difficult period.
- Throughout the pandemic, in addition to maintaining vital air links for communities, we have helped the health service deliver essential supplies (PPE, vaccines) and assisted our local automotive industry with the delivery of key components. We also facilitated almost 15,000 flights with our General Aviation Partners.

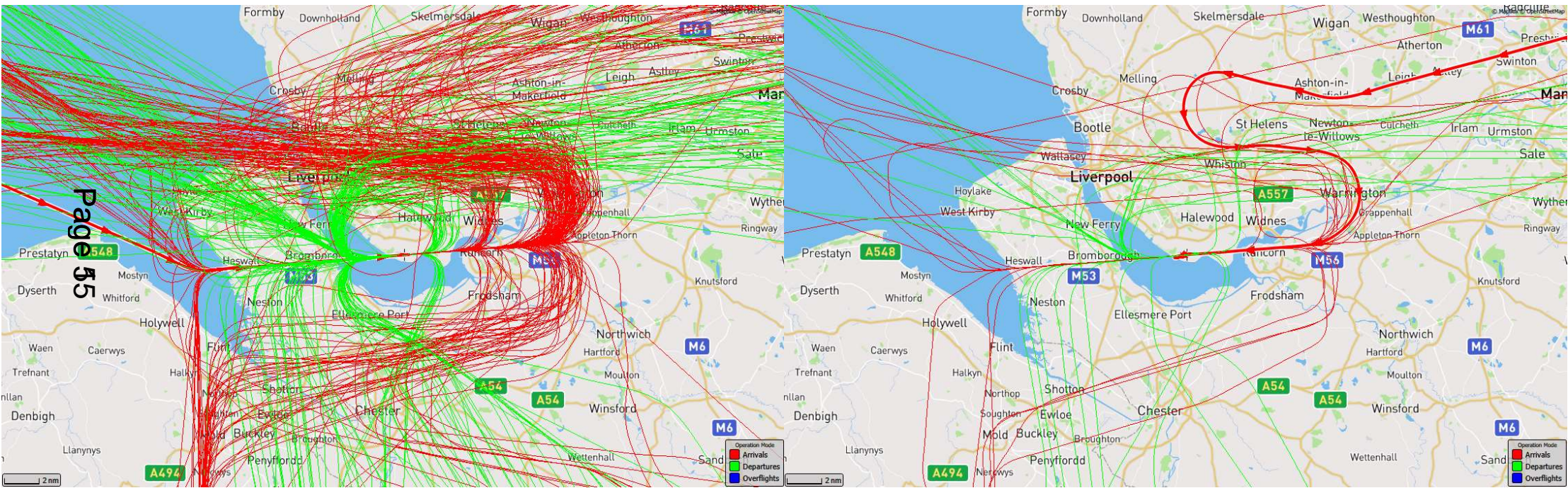
Comparison 1 to 7 Oct 2019 & 2020 Aircraft Movements



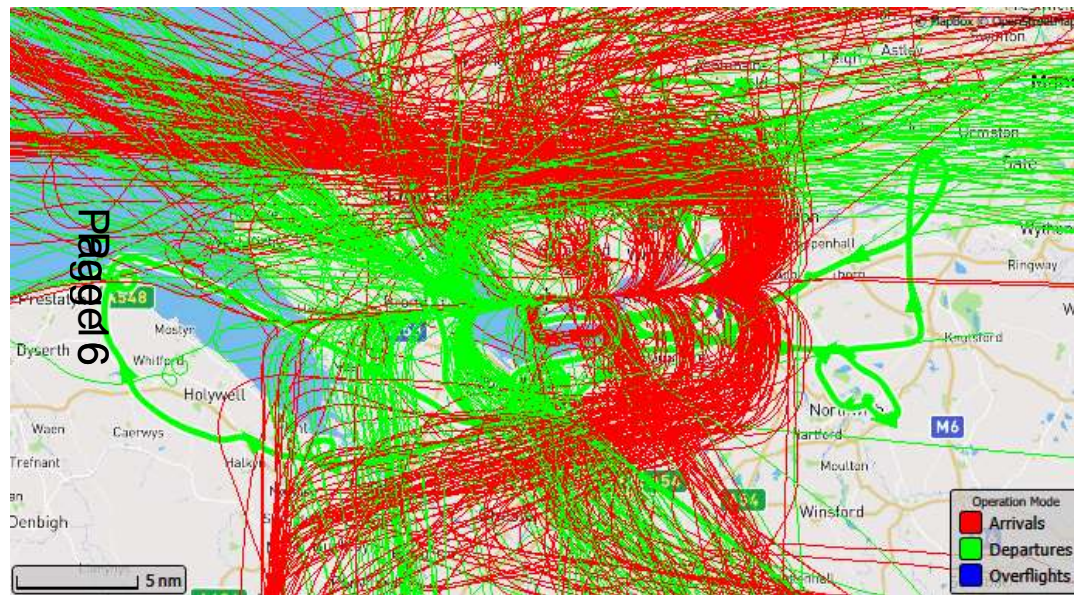
Comparison 1 to 7 Nov 2019 & 2020 Aircraft Movements



Comparison 1 to 7 Dec 2019 & 2020



Comparison 1 to 7 Jan 2020 & 2021 Aircraft Movements



LJLA Airspace Change Proposal

- LJLA ACP Paused
- CAA & ACOG – restart protocol developed
- <https://airspacechange.caa.co.uk/>

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QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

The continued impact of the COVID-19 pandemic on the passenger figures for the final quarter of 2020 and the subsequent total comparisons for the year as a whole are shown in the table below, with 1.35m passengers choosing to use Liverpool last year, down by 74% compared to 2019. For the final quarter, passenger numbers were down by 89%.

Month	2020	2019	Variance (%)
October	67,051	465,355	-86
November	21,304	327,425	-93
December	33,618	351,302	-90
Q4 Totals	121,973	1,144,082	-89
Annual Totals	1,349,225	5,093,379	-74

Of the 1.35m passengers travelling through the airport in 2020, some 840,000 or 62% of this total comes from the first three months of the year. Looking at the period of the pandemic from April to December 2020, passenger traffic fell by 87% compared to the same period in 2019, highlighting the huge impact the crisis has had and continues to have on business at the Airport, as it has for all airports across the UK.

Since the last Consultative Committee meeting, the UK has entered into two further national lockdowns and various tier restrictions in between, in addition to introducing a series of ever more restrictive travel related testing and quarantine measures. These include the introduction and then the suspension of travel corridors, the need for pre-departure testing in order to enter certain EU countries, pre-departure testing in order to enter the UK, quarantine for up to 10 days at home upon returning to the UK and now plans to introduce quarantine at a hotel for up to 10 days when arriving from certain 'hot spot' countries. Many of these measures also incur significant cost as well as inconvenience, that must be borne by passengers. Unsurprisingly demand for air travel has been eroded to minimal levels over the past few months.

Having said the above, under current UK Covid-19 restrictions, travel abroad is not permitted unless for a legally permitted reason and as a consequence flights from Liverpool have been as few as just 16 departures per week and to domestic destinations only, with around 95% fewer passengers than pre-Covid-19 levels.

The Airport has once again continued to remain open in order to enable these important flights to be maintained, helping the communities that they serve, including access to health services.

It continues to be important therefore for the Airport Company to take full advantage of the extended furlough scheme and to maximise its use, with colleagues across the business placed on a mix of full furlough and flexible furlough on differing rosters as operational and business needs change.

As passenger numbers and flights have reduced once again, the Airport's retail and food and beverage offer has reduced too. Over the Christmas and New Year period some shops were able to remain open whilst passengers passed through the terminal, however at present with so few flights operating and passenger numbers so low, there are few if any retailers open. During this time, passengers are able to purchase hot drinks and snacks from vending machines in the Departure Lounge.

Looking ahead however, the aviation industry remains optimistic that a decent level of activity will be possible for the Summer season, with flights on sale to a good range of destinations by airlines operating from Liverpool. Demand for such flights is expected to be good, but much will depend upon the continued rollout of the vaccine both at home and overseas and a subsequent lifting of travel related restrictions when it is right to do so. Timescales for a return of more flights remains unclear and is likely to be closer to the summer months than the Spring period as previously thought.

General and Business Aviation

Month	2020 Movements	2019 Movements	Variance (%)
October	1,965	2,624	-25
November	697	1,825	-62
December	1,511	1,758	-14
Q4 Totals	4,173	6,207	-33
Annual Totals	17,365	27,922	-38

As can be seen from the table above, the further lockdowns and tier restrictions have also impacted on General and Business Aviation at the Airport, with movements down by 33% for the quarter and 38% for the year compared to 2019.

Freight

Since relaunching the Airport's cargo focus in late 2018, more than 1.2 million kg of freight has been carried on over 800 flights, by working in partnership with freight brokers, forwarders and airlines and in particular with the Airport's based freight handling company Wynne Aviation.

The Airport is working hard to see this continue in 2021 and in January handled almost 200,000 kg of cargo, much of which has been to support the region's logistics sector.

2.0 Other Matters

Government's multimillion pound support scheme for airports

The Government's financial support scheme opened for applications on Friday 29th January, with commercial airports and ground operating companies eligible for up to £8m each while travel restrictions remain in place, for support with fixed costs including business rate relief. The scheme is aimed at helping to support the aviation industry while the Government continues to roll out its vaccination programme.

This scheme will provide some financial relief for airports in England devastated by the ongoing COVID-19 crisis. Airports such as Liverpool have remained open sustaining consistent losses for nearly twelve months, in order to facilitate essential services.

This support was first announced in November and the situation for airports since then has since deteriorated significantly with further lockdowns and travel bans being introduced. Looking at the detail of this scheme the Airport is likely to only be able to access funds significantly below the £8m maximum.

With airports effectively closed again by the Government's travel restrictions, much more significant financial support is now needed to see airports through the current crisis to safeguard jobs and to ensure their region's economic recovery.

COVID-19 PCR test centre at LJLA

The Airport has teamed up with Knowsley based Test Assurance Group (TAG) to offer passengers the opportunity to book a COVID-19 PCR test at a new facility based at the Airport, in order to obtain either a 'Fit to Fly' certificate or if they wish to reduce their quarantine to 5 days on their return.

This testing facility is based in one of the airport long stay car parks and whilst passengers are not currently allowed to travel internationally unless for a legally permitted reason, they can obtain a COVID-19 PCR test result between 48-72 hours before travel or 5 days after they return. The aim of this facility will be to encourage more passengers to start to travel overseas again once the time is right, confident they meet the necessary health requirements of the country they are flying to.

The company can also provide rapid 24 hour testing and intend to reduce this further to under an hour.

Airport Transport Forum

The January meeting of the Airport Transport Forum was cancelled due to the impact on operations for all transport providers and the subsequent lack of any progress by way of improvements or planned developments in relation to airport surface access.

The next meeting is scheduled to take place in April 2021.

Press releases

8 December

Festive getaway begins as more flights return at LJLA

17 December

COVID-19 PCR test centre to open at LJLA for passengers

Customer Services and Accessibility Report October – December 2020

The following is an update for the period October to December based on customer contact recorded on the customer services Zendesk platform.

Headline figures do not include call centre telephone tickets responded to and these are mentioned separately. Social media content is also not recorded.

October 2020

698 new tickets locally, plus 243 tickets recorded by the call centre who assist with telephone car park bookings Monday to Friday.

14 backlog tickets are those where a request for additional information from the customer is pending

First reply time takes into account reduced working periods taking flexi furlough into account

Reporting period: Custom	Start: October 1, 2020	End: October 31, 2020	Update		
Ticket Stats					
698 New Tickets (total)	501 Solved Tickets (total)	14 Backlog (current)	859 Agent Touches (total)	90% Satisfaction Rating (average)	38.27 hrs First Reply Time (average)

November 2020

470 new tickets locally, plus 139 tickets handled by the car park call centre.

14 backlog tickets are those where a request for additional information from the customer is pending.

First reply time takes into account unmanned periods due to reduced working periods taking flexi furlough into account.

Reporting period: Custom	Start: November 1, 2020	End: November 30, 2020	Update		
Ticket Stats					
470 New Tickets (total)	340 Solved Tickets (total)	14 Backlog (current)	804 Agent Touches (total)	91% Satisfaction Rating (average)	22.19 hrs First Reply Time (average)

December 2020

582 new tickets locally, plus 148 tickets handled by the call centre.

14 backlog tickets are those where a request for additional information from the customer is pending.

First reply time takes into account unmanned periods due to reduced working periods taking flexi furlough into account

Reporting period: Custom	Start: December 1, 2020	End: December 31, 2020	Update		
Ticket Stats					
582 New Tickets (total)	435 Solved Tickets (total)	14 Backlog (current)	950 Agent Touches (total)	89% Satisfaction Rating (average)	23.45 hrs First Reply Time (average)

50% of all tickets across the quarter related to car parks with the majority of passengers contacting us as a result of travel disruption due to the pandemic.

Car park customers wishing to cancel reservations are offered the option to accept a credit link valid until June 2022 to a higher value than their original booking or accept a cancellation and refund in line with our booking terms and conditions.

As flight disruption continued with the introduction of and additions to quarantine countries, large numbers of passengers were stranded and made contact to arrange extended parking.

With the introduction of Covid Tiers, followed by the second lockdown period we saw an increase in the number of airline related enquiries which included questions on Fit to Fly testing and quarantine restrictions at origin and destination.

Customer services is working reduced hours incorporating flexi furlough Monday – Friday (2 days per week split across 5 days).

Accessibility

ABM, our assistance partners, have continued to work with reduced colleague numbers due to the continued reduction in flight and passenger numbers. Furloughed colleagues are rotated to maintain skills and on line recurring training for all to keep up to date.

PRM penetration remains high in part due to the daily Isle of Man to Liverpool twice daily service operated by Loganair serving Isle of Man Patient Transfers to Liverpool coming in just under 3% of total passengers which is higher than before the pandemic

We continue to work closely with Loganair, ABM, Swissport and the Isle of Man Patient Transfers to assist returning patients to check in early and make use of the Quiet Space lounge which reopened with increased capacity in the spring of last year prior to the pandemic.

We continue to work closely with the CAA to report and share feedback on the service provided.

The Accessibility Forum meeting for October has been postponed with a proposed virtual meeting due in March to April. We keep in contact with forum members during this time.

The pandemic has, as expected, seen a decrease in the regular travellers using the PRM assistance service and an increase in the numbers of first time PRM assistance users.