

PRESENT: Denis Knowles, Chairman of Consultative Committee
Andrew Ambrose, Liverpool Airport General Aviation Users
Association
Councillor Keith Deakin, St Helen's Metropolitan Borough Council
Norman Elias, passenger representative
Councillor Alan Harvey, Halewood Town Council
Councillor Roy Harvey, Hale Bank Parish Council
Sam Lewis, Liverpool Local Enterprise Partnership
Councillor Andy Macpherson, Helsby Parish Council
Councillor Tom McInerney, Halton Borough Council
Jordi Morell, West Cheshire and North Wales Chamber of Commerce
Alex Naughton, Merseytravel
Steve Pearce, Friends of Liverpool Airport
Tony Rice, Transform
Councillor Michael Roche, Sefton Metropolitan Borough Council
Councillor Bob Swann, Knowsley Metropolitan Borough Council
Angus Tilston MBE, Wirral Transport Users Association
Councillor Mark Warren, Frodsham Town Council
Liverpool John Lennon Airport
Andrew Cornish, Chief Executive Officer
Robin Tudor, Head of Public Relations, Peel Airports
Secretariat
Mike A Jones, Assistant Secretary

44 NEW CHIEF EXECUTIVE OFFICER

Andrew Cornish, newly appointed Chief Executive Officer for Liverpool John Lennon Airport, spoke to the Committee about his background and his vision for the Airport. He had worked previously at Manchester Airport and with Aer Lingus and saw his role at Liverpool as steering the airport, growing the number of operators and increasing passenger numbers and choice of destinations. He believed that a good customer experience was crucial and recognised that more work in this area was needed but that Liverpool had the benefit of a very good, efficient operation, and valued the Committee as an engagement with the community.

Members questioned him about his plans for the Airport's Master Plan, youth employment and parking.

He offered to return with a progress report in the future.

45 APOLOGIES

Apologies had been received from:

Lila Bennett, Transform
Councillor Evelyn Hudson, Hale Parish Council
Marshall Morris, Chairman of Noise Monitoring Sub-Committee
Steve Parish, Warrington Borough Council
Simon Osborne, National Trust
Ralph Oultram, Cheshire West and Chester Council
Colin Rowan, Hale Bank Parish Council

46 DISCLOSURE OF PERSONAL INTERESTS

Councillor Mark Warren declared a pecuniary interest as a pilot working for EasyJet.

47 MINUTES OF MEETING FRIDAY, 12 SEPTEMBER 2014 OF LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE

DECIDED: That

subject to Councillor Allan Harvey's apologies being recorded from Halewood Town Council and Councillor Andrew Ambrose being noted as attending for LAGAUUA, the minutes of the meeting of the Consultative Committee held on 12 September 2014 be approved as a correct record and signed by the Chairman.

48 CHAIRMAN'S ANNOUNCEMENTS

The Chairman:

- welcomed Sam Lewis for Liverpool Local Enterprise Partnership and Tony Rice for Transform to their first formal meeting as representatives;
- welcomed Geoffrey Dormand who had returned to the Committee, as prospective representative for Wirral Older People's Parliament, following an illness;
- announced that he intended to retire in the next year and asked Members to consider whether they could take on the role or suggest nominations. The work of Chairman involved chairing the four Consultative Committees, attending the four Noise Monitoring Sub-Committees and attending the two-day annual meeting at other airports with their partner and the Secretariat.

49 MINUTES OF MEETING FRIDAY, 17 OCTOBER 2014 OF NOISE MONITORING SUB-COMMITTEE

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 17 October 2014 be received.

50 MEMBERSHIP

DECIDED: That

the following changes in membership be noted:
Tony Rice as Deputy representative for Transform (in the Community); and
Sam Lewis as Deputy representative for Liverpool Local Enterprise Partnership.

51 PUBLIC QUESTION TIME

There was one member of the public present but no questions had been submitted.

52 QUARTERLY REPORT

Robin Tudor, Head of Public Relations, presented the Airport's Quarterly Business Report, covering July to September 2014. Overall, there had been a 7% fall in passenger numbers but load factors continued to perform strongly.

Key points (with comparisons with the equivalent period in the previous year) included:

- EasyJet had seen a 1.5% decrease in passenger numbers despite a 4.5% reduction in capacity;
- Ryanair's throughput for the period had decreased by 13%, despite a 17% reduction in capacity;
- Flybe had a load factor increase of 9%;
- Wizz Air saw a 5% increase in load factor despite a 19% reduction in capacity;
- Blue Air were to commence a service to Bucharest in December and announced a second destination of Bacau;
- Car parking remained strong, with a 0.002% crime or incident rate;
- The extension of the perimeter fence to the East of the runway was still delayed awaiting receipt of the Section 106 documents, which should be followed by formal planning approval then an application to stop up Dungeon Lane and re-open Bailey's Lane;
- The airport had launched a programme of initiatives to help students at nearby Enterprise South Liverpool Academy (ESLA) in Garston;
- The Airport had submitted written evidence to the Transport Select Committee Small Airports Enquiry;
- 600 Customer Service Surveys had been completed and the results appeared as graphs in the report;
- The Airport was developing a Customer Experience Programme to tackle dissatisfaction, benchmark against competitors and set targets. Officers may attend future meetings to update on progress.

DECIDED: That

the quarterly report be received.

53 REFERENCE FROM LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE (12/09/2014): ANNUAL MEETING OF AIRPORT CONSULTATIVE COMMITTEES

The Chairman introduced the report on the annual meeting of Airport Consultative Committees which took place at Gatwick Airport in June.

The meeting had included an introduction and tour of the airport, and the meeting itself which looked at a broad range of issues concerning the industry and the Committees.

The meeting was overshadowed by the Davis Inquiry, which was to decide whether to recommend expansion at Heathrow or Gatwick in its report in summer 2015. However, frank discussions during the meeting highlighted the fact that this is after the next election, so any actual decision and developments may well be delayed by further reviews by incoming administrations, public inquiries and planning considerations. Any implications for regional connections may therefore also be delayed until the decision.

Other issues which could affect Liverpool, included:

- That the Chancellor had referred to Liverpool in a speech about the Regional Air Connectivity Fund, which should provide funding for links to

other airports, but there was confusion over figures, since Liverpool's passenger numbers were below the stated threshold for being awarded the Fund, although the officer at the conference said that the higher figure is correct. The Airport was investigating this.

- The Future Airspace strategy, which should see aircraft flying straighter routes was to be tested on routes to Gatwick and London City before being rolled out to other airports. It should see cost benefits with more efficient routes, and reduced noise because the planes were gliding.
- new Guidelines for Consultative Committees.
- The experience and problems of Passengers with Reduced Mobility were discussed, as well as two items concerning the experience of consumers and passengers and how they were represented at Consultative Committees. It appeared that only airports with twice the numbers at Liverpool had separate arrangements for passenger discussion.

DECIDED: That

the report be noted.

54 REFERENCE FROM LIVERPOOL AIRPORT CONSULTATIVE COMMITTEE (12/09/2014): DEPARTMENT FOR TRANSPORT GUIDELINES FOR CONSULTATIVE COMMITTEES

The Assistant Secretary introduced the report on the Guidelines for Consultative Committees which the Department for Transport had issued in the summer of 2014.

Liverpool Airport Consultative Committee was broadly compliant with the guidelines although there were areas and suggestions which raised questions which the Committee tackled and commented on. These were:

- Airport users – giving greater emphasis to Customers or Customer Services. In Minute 52, above, it had been indicated that it was an area which the Airport management was concentrating on with the launch of the Customer Experience Programme, and there should be updates from that and possibly attendance by a responsible manager at future meetings;
- Private sessions – there was no facility for private discussion on agendas. Members felt that adding one on to the agenda was a sensible move as the practice was common among other bodies.
- An Annual Work Plan was suggested, but Members felt that major projects such as the Halton Curve or the Mersey Gateway bridge tended to result in presentations from involved parties, and the quarterly report tackled ongoing and regular events so no overall Plan was required.
- Code of Conduct – the Committee noted that having Members sign up to a Code was a common practice among other bodies so they were content with the Assistant Secretary arranging for all Members to personally indicate their agreement to abide by the Code.
- Planning authorities – the Airport accepted that the officers and local Members were best placed to identify any planning applications, Local Plans or developments which would affect the airport so they would be approached first and asked to flag them up to the Secretariat or Chairman for noting and monitoring.

DECIDED: That

- (1) the Department for Transport Guidelines for Airport Consultative Committees be noted;
- (2) private sessions be added to the agendas as a standard item; and
- (3) the Code of Conduct (Section 3.14) be incorporated into the Constitution and agreed by all Members.

55 COMPLAINTS AND QUERIES

There were no complaints or queries to report.

56 ANY OTHER BUSINESS

Robin Tudor gave advanced notification of an emergency exercise taking place on Bailey's Lane and Dungeon Lane near the Airport on 5 February 2015. Local residents and Councils will be notified.

57 DATE OF NEXT MEETING

The next meeting of the Consultative Committee was the Annual General Meeting, scheduled for Friday 13 February 2015 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date

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