

PRESENT: Denis Knowles, Chairman of Consultative Committee
Cllr Owen Brady, Sefton Metropolitan Borough Council
June Chadwick, Wirral Older People's Parliament
Cllr Tommy Fearn, Knowsley Metropolitan Borough Council
Cllr Michael Green, Lancashire County Council
Cllr Evelyn Hudson, Hale Parish Council
Andy MacPherson, Helsby Parish Council
Jordi Morell, Cheshire West and Chester and North Wales Chamber
of Commerce
Marshall Morris, Chairman of Noise Monitoring Sub Committee
Alex Naughton, Merseytravel
Simon Osbourne, National Trust
Cllr Ralph Oultram, Cheshire West and Chester Council
Steve Pearse, Friends of Liverpool Airport
Cllr John Stockton, Halton Borough Council
Kush Thakar, Liverpool Chamber of Commerce & Industry
Angus Tilston MBE, Wirral Transport Users Association
Cllr Mark Warren, Frodsham Town Council

Liverpool John Lennon Airport

Robin Tudor, Head of Public Relations, Peel Airports
Ray Downward, Operations Unit Manager
Hamsin Hadziabdic, Head of Aviation Policy
Alan Lindo, Chief Immigration Officer with the UK Border Agency
Dave Walsh, Head of Terminal Services

Secretariat

Mandy Ramsden, Secretary
Mike Jones, Assistant Secretary

43 APOLOGIES

Apologies were received from:

Paula Coppell, Merseytravel Transport Access Panel
Keith Deakin, St Helens Metropolitan Borough Council
Normal Elias, passenger representative
Allan Harvey, Halewood Town Council
John Salter, Wirral Metropolitan Borough Council
Peter Teebay, MACANAD

44 MINUTES

DECIDED: That

subject to Doreen Knight being noted as apologies the minutes of the meeting of the Consultative Committee held on 8 July 2011 be approved as a correct record and signed by the Chairman.

45 MINUTES OF SUB-COMMITTEES

It was noted that Doreen Knight had submitted her apologies for the meeting.

DECIDED: That

the minutes of the meeting of the Noise Monitoring Sub-Committee on 16 September 2011 be received.

46 MEMBERSHIP

Members were informed of the disbanding of Merseytravel's Transport Access Panel, who had a place on the Committee promoting rights and consideration for passengers with reduced mobility. The Committee felt that the representative Paula Coppell had been a valuable member of the Committee. The Secretariat was requested to make enquiries with Merseytravel to see if any other suitable person could be the representative. If that could not be accommodated, other organisations or interest groups representing people with mobility problems would be contacted.

Members were also informed that Hale Bank Parish Council had reiterated its request for a place on the full Consultative Committee.

It was noted that:

- Halewood Town Council had appointed Allan Harvey as their representative.
- Halton Borough Council had appointed Councillor John Stockton in place of Councillor Kevan Wainwright.
- Lancashire County Council had appointed Councillor Michael Green in place of Councillor David O'Toole as Deputy representative.
- Frodsham Town Council had appointed Councillor Mark Warren as their representative.
- Elizabeth Hartley had left the Liverpool City Council Neighbourhood Management Service, leaving a vacancy for their representative that was unlikely to be filled until late November 2011 following a reorganisation.

DECIDED: That

Hale Bank Parish Council's request for a place on the Consultative Committee be approved.

47 UK BORDER AGENCY AT ARRIVALS

Alan Lindo, Chief Immigration Officer with the UK Border Agency, informed the Committee about the processes and challenges faced by the Agency in its operations at the Airport. The Agency was in the midst of staffing and legislation changes nationally and in the Airport had expanded its operational area from 5 stations to 9, although the newest four were not fully equipped. There had been reported delays of up to 60 minutes – though only up to 17 minutes was recorded when monitored. The Agency was aware of problems caused by aircraft not arriving on schedule in that the 'bunching' of arrivals caused queues as the area was staffed according to the schedule.

Members asked questions about changes in technology, including iris recognition, chipped ID cards and electronic pre-clearance. Some of these were being trialled or awaiting Government approval but none had been fully implemented. The newer technology already introduced, such as new scanners, had worked well by halving

processing time and helped the service cope with the holiday period in August, which had been the busiest month ever at the Airport.

It was emphasised that the airport and the Agency liaised regularly and worked together to resolve issues mutually.

DECIDED: That

the update on the Border Agency operations be noted.

48 AERODROME BIRD STRIKE MANAGEMENT

Ray Downward, Operations Unit Manager at the Airport, provided members with detail on the techniques used to manage birds around the airport, as requested after his presentation in July 2010.

He reminded members that:

- ✦ bird strikes were not uncommon
- ✦ were serious enough to be in the top 10 safety requirements from the Civil Aviation Authority
- ✦ had a legal requirement for a Management Plan, and
- ✦ 90% of bird strikes occurred within 200 feet of the runway.

Of the methods used, the most straightforward and successful was harassment and dispersal, usually by the Bird Control Officer and their vehicle driving at the birds to scare them off. The methods had to escalate as birds become used to them, and other methods included:

- ✦ Lures to scare birds such as flags or kites
- ✦ Acoustic distress calls
- ✦ Pyrotechnic cartridges
- ✦ Green laser torches at night

If those methods failed, the process escalated to potentially lethal methods:

- ✦ Trapping for territorial species such as crows, pigeons or magpies
- ✦ Shooting

There were static units that could be deployed with gas cannons or solar powered distress call units. Falconry was another possibility but involved contractual arrangements being in place and was expensive as up to five birds would be needed for a full day.

There had been a review of wildlife control management, and bird transits, and areas attractive to wildlife nearby were regularly monitored to assess impact.

Ray answered member's questions. He explained that the work was continuous as wildlife activities varied constantly depending on weather, food supplies, population and other factors. Besides birds, there was also other wildlife to consider, such as cats, foxes, rabbits and moles often returning a week after being moved on.

DECIDED: That

the update on bird strike management be noted and Ray Downward be thanked for his informative and interesting presentation.

49 CUSTOMER SERVICES UPDATE

Dave Walsh, Head of Terminal Services, provided an update on Customer Services at the Airport. A major source of complaints was about the toilet facilities in the terminal. A rolling programme to replace them from October 2011 onward had been delayed due to financial constraints, with possible improvements commencing in early 2012. In the meantime, the cleaning and maintenance services rectified particular issues, such as missing doors or sink blockages and redecoration of toilets at Gate 30. There was an unexplained ongoing problem with toilet seats being stolen: 12 had gone missing over the summer 2011.

Another issue was the holding area for passengers with reduced mobility which was near Gate 40. Following comments, including those made at the Committee meeting in July, the area was now manned to avoid the reported feeling of 'abandonment' and extra seating had been installed in corridors throughout the terminal to assist passengers who found standing in queues difficult.

A longer term vision was to establish a 'sense of place' for the terminal, as mentioned by Craig Richmond the CEO of Vancouver Airport Services in the April meeting.

Regarding the Airport's performance, Liverpool was the top of the league in July for EasyJet's on-time arrivals. Any dips in performance tended to be for weather or operational reasons, whereas airport related reasons accounted for only about 1% of delays. Maximum queuing time at arrivals had been reduced to 45 minutes initially and now to within the Border Agency's own Service Level Agreement of 25 minutes. There was a continued problem of passengers who required assistance not notifying the Airport in advance, although the proportion notifying in advance had increased from 30% to 75% following a campaign to raise the profile of the assistance service.

The processing of passengers through Immigration had improved with the installation of four more desks and the planning of staff for peak times of flight arrivals. There had been 21 complaints about this area in July but none in August.

Complaints had been received about car parking but these were usually as a result of passenger's plans changing, such as when they registered their vehicle online but then arrived in a different vehicle, or because they did not understand the system. The car parking had been re-priced and this had generated increase take up of airport parking. The prices were compared to competitors and amended frequently, although there was a continuing problem with people waiting on Hale Road or leaving their cars there for the duration of their trip. There were outline plans to amend the car parking management system and utilise car hire spaces to alleviate problems.

DECIDED: That

the update on Customer Services be noted.

50 UK AVIATION FORECASTS

Hamsin Hadziabdic, Peel Airports Limited (PAL) Head of Aviation Policy/Market Intelligence, presented members with a report on the Department for Transport

(DfT) aviation forecasts “UK Aviation Forecasts – August 2011”. The Airport disagreed strongly with the forecast of no growth at Liverpool Airport to 2020 with passenger figures remaining static at 5 million passengers per annum, followed by a minimal growth to 6 million passengers per annum by 2030. Liverpool had been one of the UK’s fastest growing airports over the previous ten years, and the forecast would have detrimental effects on the local economy as well as on the airport if the new aviation policy was to be based on the DfT traffic forecasts. It was suggested that Member Organisations write to the Department separately to express their concerns.

It was noted that the Department had not consulted on the forecast, and had not released the data it was based upon. PAL representatives were due to meet with the Department on 20th October 2011 to discuss concerns.

Members were supportive of the Airport’s stance and concerns. It was noted that the Airport’s Master Plan was for growth up to 8 million by 2015. The timescale of this had slipped because of the effects of the recession but growth was expected to return.

DECIDED: That

- 1) the letter of objection from Liverpool Airport to the Department for Transport regarding the aviation forecasts and background information, be circulated to all members of the Committee for them to share with their respective organisations; and
- 2) individual organisations be asked to consider sending a letter in support of the Airport’s contentions.

51 QUARTERLY REPORT

Robin Tudor presented the Airport’s Quarterly Business Report, covering June to August 2011.

August had been the Airport’s busiest month ever, despite reductions in some services, and saw year on year monthly growth of up to 6%.

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

- EasyJet had seen a 13% increase in passenger numbers with strong passenger traffic on new routes including Gibraltar, Brussels and Tallinn.
- Ryanair’s throughput for the period had improved.
- Flybe had an 81% increase in passengers.
- Wizzair saw a 7% decrease in passengers, due to the Prague route ceasing, although Polish traffic was increasing steadily.
- KLM Royal Dutch Airlines remained strong in their three flights to the Amsterdam Schiphol hub, and continued a strong advertising campaign.
- Eastern Airways discontinued its services to Southampton and Aberdeen from Liverpool in July.
- Charter and transit throughput was almost 4,500 passengers.
- Cargo traffic was down 41% to 29.6 tonnes.
- Car parking remained strong, with low crime rate.

- The Public Inquiry regarding the Wind Farm in Frodsham was set to start on 22 November and discussions had continued with the developer to agree mitigation for the radar effects.
- There were plans for a wind turbine in the Warrington area, which was also subject to agreed mitigation of the radar effects.
- The phase VI development works had been completed ahead of the peak summer season, including expansion of the UK Border Agency control area. The next developments would be the new Executive Lounge and additional retail units. These were expected to be complete by Spring 2012.

DECIDED: That

The report be received.

52 ANY OTHER BUSINESS

Robin Tudor informed members that Andy Gower had left his position as Airport Director, with Paul Staples becoming the new Airport Director.

Robin had spoken to Air traffic Controllers regarding the stop lights on Dungeon Lane, reported at the last meeting, and they had informed him that no faults with the stop lights had been identified, but that any further problems be detailed for investigation.

53 DATE OF NEXT MEETING

Friday 3 February 2012 at 10.30 a.m. in the Cavern Suite, Liverpool Airport.

Chairman

Date