



# Liverpool John Lennon Airport

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## Liverpool John Lennon Airport Consultative Committee

<b>Date:</b>	Friday, 17 November 2023
<b>Time:</b>	10.30 a.m.
<b>Venue:</b>	Cavern Suite - Liverpool Airport L24 1YD

**Contact Officer:** Mike Jones, Secretary  
**Tel:** 0151 691 8363  
**e-mail:** MichaelJones1@wirral.gov.uk  
**Website:** www.wirral.gov.uk

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## AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIRMAN'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 8)**

To approve the minutes of the meeting of the Consultative Committee held on 29 September 2023, and to receive the minutes of the Noise Monitoring Sub-Committee held on 20 October 2023 (to follow).

5. **MEMBERSHIP**

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

## **6. 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.

## **7. QUARTERLY BUSINESS REPORT (Pages 9 - 14)**

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

## **8. CUSTOMER SERVICES UPDATE (Pages 15 - 24)**

Update from Christina Smith, Customer Services Executive.

## **9. AIRSPACE CHANGE PROCESS**

Update by Andrew Dutton, Head of Environment.

## **10. AIRPORT TRANSPORT FORUM**

Feedback on recent meetings by our representative Steve Pearse.

## **11. TOPICAL ITEM**

Update from Lucy O'Shaughnessy, Commercial Director.

## **12. HYBRID MEETINGS**

## **13. ANNUAL WORK PROGRAMME (Pages 25 - 26)**

To note the attached Work Programme.

## **14. CORRESPONDENCE**

To note the correspondence received by the Secretary for the Committee since the last meeting and the responses made by the Airport Company.

**15. ISSUES FOR DISCUSSION WITH NOTICE**

This is Committee members opportunity to raise issues which can be discussed with the Airport if they have potential to affect the Airport or would be of interest to the whole Committee and are not covered elsewhere on the agenda. These can be items they are aware of within their organisation or locally such as new developments, changes to the economy or to a relevant industry. Items should be forwarded to Mike Jones by 5pm two days before the meeting (i.e. 5pm on Wednesday 15 November 2023) so they can be considered. The Chairman will make the final decision whether to take items.

**16. DATE OF NEXT MEETING**

The next scheduled meeting is **Friday 16 February 2024 at 10.30 am**, where the next year of meeting dates will be determined. It is expected that the meetings from 2024 onwards will be in a different location.

**17. 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.

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

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## LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 29 September 2023

### **PRESENT:**

Bob Swann, Chair

Norman Elias, Vice-Chair

Chris Ellams, Helsby Council

Councillor Lynn Gibbon, Cheshire West and Chester Council

Phil Hart, Sefton Council

Alex Naughton, Liverpool City Region

Steve Parish, Warrington Council

Steve Pearse, Friends of Liverpool Airport

Tony Rice, Disabled Persons representative

Michael Roche, Sefton

Bill Woolfall, Halton Council

Graham Wood, Frodsham Council

### **Liverpool Airport**

Robin Tudor, Head of Public Relations

Andrew Dutton, Head of Environment

Christina Smith, Head of Public Relations

Dave Batt, Head of Technical Services and Capital Planning

### **Secretariat**

Mike Jones, Secretary

### 18 **APOLOGIES**

Apologies for absence were received from:

Councillor Tony Bennett, Knowsley Council

Councillor Victoria Berry, Hale Council

Michelle Cameron, Liverpool and Sefton Chamber of Commerce

Councillor Liz Grey, Wirral Council

Councillor Keith Laird, St Helens Council

Jordi Morell, independent passenger representative

Simon Osborne, National Trust

### 19 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

### 20 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman informed the Committee that items 9 and 12 would be considered earlier in the meeting to allow for the availability of the officer.

The minutes remain in the order of the agenda.

21 **MINUTES**

**Resolved: That**

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 26 May 2023 be agreed as a correct record; and**
- (2) the minutes of the Noise Monitoring Sub-Committee meeting held on 28 July 2023 be received and noted.**

22 **MEMBERSHIP**

The Secretary announced the following changes in membership since the last meeting:

- For St Helens, Councillor Andy Bowden is replaced by Councillor Keith Laird.
- For Halewood Town Council it is Councillor Victoria Berry replacing Councillor Andrew Hesford.
- For Frodsham Town Council it is Councillor Graham Wood replacing Councillor Caroline Ashton.
- For Sefton it is Councillors Phil Hart and Greg Myers replacing Councillor Michael Roche, who was retiring after 12 years and was at the meeting. He was thanked for his involvement and contributions over the years.
- For Liverpool Council, Councillor Doreen Knight was reappointed.

**Non-attendance**

The Committee's Constitution requires the Secretary to write to any members who have not attended for three consecutive meetings. The Secretary gave the following issues for consideration:

Lancashire Council - no attendance since June 2022. They were written to and offered to respond in May but had not. They were reminded in September.

Wirral Council – no representation since at least June 2022 though apologies had been given. They were written to in September and responded that they were unable to attend in person due to work commitments and had tried to get substitutes but no one had been available.

**Resolved: That Lancashire Council and Wirral Council be written to for new representatives who could attend.**

23 **PUBLIC QUESTION TIME**

No public questions had been submitted in advance.

Robin Tudor shared information from the Quarterly Business Report for the period 1 April to 30 June 2023 which was part of the 'Summer season'. Key points included:

- Passenger traffic continued to recover post covid, with numbers 16% up on the same period in 2022 but still down by almost a fifth of what it was pre-covid in 2019.
- easyJet had seen a good level of growth with the introduction of a seventh based aircraft for the Summer season.
- Ryanair had seen high levels of growth for the summer season with the re-introduction of a fourth based aircraft.
- Performance with Loganair had been challenging. The route to Derry was reduced to 3x weekly from a maximum of 10x weekly in 2021, largely due to Ryanair competition in Manchester. This coupled with poorer than pre-covid levels of demand on the Isle of Man has seen a decrease in passengers of over 30% versus 2022.
- Load Factors have been extremely high with Wizz Air during the Summer, with 9 routes operated on the network.
- The Lufthansa route to Frankfurt increased to 6 times weekly (from 4) and encouragingly load factors continued to improve year on year. Levels of connectivity were good.
- Aer Lingus, the Oneworld operator, began a new 11 times weekly service during Summer and the route has performed admirably with high levels of connecting traffic to North America.
- General and Business Aviation performed similar to commercial with 20% less than pre-Covid levels.
- The airport handled 110 dedicated cargo flights which was a 23% increase on the same point in the prior year.
- The Airport was named best in the UK in a Which? annual survey.
- The latest report from the Civil Aviation Authority (CAA) on Airport services for disabled and less mobile passengers, has scored Liverpool with the top 'Very Good' rating for the last 12 months.
- On 1st July, the Airport celebrated its 90th anniversary.
- At the end of July, the airport launched a refresh of its brand which has now started to be rolled out across all aspects of the business.

Members discussed the capacity of the airport but were reassured that it was designed to cope with 6.5 million passengers and was currently at about 4 million, although it was acknowledged that parts of the arrivals areas required expansion.

**Resolved: that the report be noted.**

## 25 CUSTOMER SERVICES UPDATE

Christina Smith talked through the analysis of contacts with Customer Services from 1 April to 30 June 2023. Although April was down compared to 2022, May and June were considerably higher. A chatbot called Jude was being developed which may take about 25% of enquiries and be available at all times. Figures for passengers requiring assistance were also increasing but were still a low proportion of overall passengers.

Members were informed that comments and enquiries were considered in weekly meetings, and the Disabled Persons representative commented that a big issue was that the time allowed for free car parking did not allow sufficient time for dealing with a colleague with reduced mobility when being dropped off or collected by a non-Blue Badge holder. Comment was also made that the Airport workers could not assist when there were problems with baggage handling because of demarcation between airport and handlers. The Chair offered to take the issue to the UK Association of Consultative Committees for consideration and possibly for taking to the Department for Transport.

**Resolved – That the report be noted, and the issue of assistance with baggage handling be taken to UKACCs for consideration.**

## 26 AIRSPACE CHANGE PROCESS

Andrew Dutton updated the Committee on the Airspace Change Proposal (ACP) which was seeking to migrate the Liverpool John Lennon Airport (LJLA) procedures for the way aircraft arrive and depart LJLA from those based on land based to satellite-based navigation whilst seeking to systemise the way the airspace is used within the Manchester Terminal Manoeuvring Area (MTMA) overall.

LJLA had been asked by the overseeing body, the Airspace Change Organisation Group (ACOG), to move back to stage 2 of the 7-stage process (CAP1616) from Stage 4a. Stage 2 was seeking to engage with stakeholders on route options and as part of this engagement additional options had emerged. These additional options had been submitted to the Stage 2 Gateway for consideration by the CAA. The Committee would be updated with future progress, if the LJLA ACP progresses through the Stage 2 Gateway.

## 27 AIRPORT TRANSPORT FORUM

Steve Pearse gave an update from the meetings of the Airport Transport Forum, which considers the surface access to the airport.

The Forum had met in July with a discussion on Green Routes. An issue emerged which was lack of connection for the 11 aircraft arriving between 11pm and 3am, for passengers and staff. This was yet to be explored by the



bus operators. New train units were to be in use in late 2024, and the possibility of a through route to Wrexham and North Wales.

Members discussed the logistics of having surveys of passenger addresses and transport method. Pre-Covid this was undertaken by the CAA but they had not restarted this activity, it was expensive to gain a sufficient sample size and airlines would not share details.

## 28 **TOPICAL ITEM**

Head of Technical Services and Capital Planning, Dave Batt, provided an update on airport maintenance by the engineering, technical services and development teams. They covered functions such as transport, lighting, heating, fire alarms, radar, asset replacement, daily runway inspection and future redevelopment projects. Safety and efficiency were the key drivers and there was a system for faults to be logged. Some facilities were at a large scale which could take larger resources – there were 100 conveyors on site, 14 substations, 1,500 runway lights plus 7 baggage carousels and many x-ray machines. Vehicles in the fleet included fire engines, grass cutters, snow clearance and passenger coaches. The Immigration Hall and Control Point 1 (staff security scanners) required expansion which were capital management projects. The solar farm and locating of Jet 2 were also new large projects. One change which will affect the Committee is that the normal meeting room, the Cavern Suite, will be converted to Jet 2's Crew Room.

Members noted the report and it was suggested that an update be given in the future on Jet2 and their new base at the Airport.

**Resolved: That the update on Technical Services and Capital Planning be noted and an update be provided in future on Jet2 be based at the Airport.**

## 29 **DECARBONISATION PLAN**

Andrew Dutton, Head of Environment, updated the Committee on the Airport's Decarbonation Plan, which was due to be launched.

Liverpool Airport had always sort to mitigate its environmental impact, but perhaps has not always been the best at communicating this to stakeholders. For example, it was one of the first airports to convert its high masts to all LED lighting luminaires. The Decarbonisation Plan will make a declaration for airport operation by 2040 which is in line with the Liverpool City Region Combined Authority. The focus of the Decarbonisation Plan was the airport's ground emissions. However, the airport would be seeking to facilitate the airlines aspirations to decarbonise or reduced carbon intensity of flight.

The planned solar farm had received planning approval and was to supply 22-25% of the airport's power used from onsite renewables.

Members gained clarification on the location of the solar farm and asked that Electric Vehicles be investigated in terms of effects on charging points and car park structure.

**Resolved: That the update on the Decarbonisation Plan be noted.**

### 30 **NOISE MONITORING SUB-COMMITTEE MEMBERSHIP**

The Chair informed the Committee that Liverpool Council had nominated two Councillors to the Noise Monitoring Sub-Committee. Traditionally they had two places for Councillors from the nearest two Wards but following a reorganisation of Wards they had chosen the closest and one farther away. The Chair wanted to only have lay members on the Sub-Committee (apart from Environmental Health officers) who were already members of the main Consultative Committee. He proposed that the membership be reconsidered at the annual meeting in February.

**Resolved: That the membership of the Noise Monitoring Sub-Committee be reviewed at the annual meeting in 2024.**

### 31 **ANNUAL WORK PROGRAMME**

**Resolved –  
That, subject to the addition of Dave Batt returning to talk about the work done to base Jet2 at the Airport, the annual work programme be noted.**

### 32 **CORRESPONDENCE**

The Secretary informed the Committee of two communications received.

The first was complaints from a Wirral resident about flights early morning which she claimed were affecting her health and causing structural damage. The messages had been passed to the Airport and explanation and contact had been offered.

The second was from the national body of Consultative Committees, UKACCS, who had conducted a survey on the public visibility of the Committees. Out of 24 airports Liverpool were one of only six who were fully transparent in their dealings. UKACCs intends to encourage all ACCs to reach the highest level and had asked if members felt that all airports should be expected to publish a contact, calendar and minutes within a year.

Members discussed meetings and requested that the survey results and questions be circulated for comments.

**Resolved: That the survey results and questions be circulated.**

33 **ISSUES FOR DISCUSSION WITH NOTICE**

Alex Naughton had messaged the Chair and Secretary suggesting that that Committee vote on the possibility of holding hybrid meetings in the future. He saw the benefits of enabling members to have a choice and to allow the widest possible geographic area to attend.

The Chair accepted the item and suggested that it would be added as an agenda item to a future meeting.

Members had varying views, from experience of it working well and encouraging inclusivity to experience that they are not productive and hard to manage. It was also noted that, as a result of the Cavern Suite being converted to the Crew Room for Jet2, an alternative meeting room was being sought, which may make hybrid meetings easier or not possible depending on facilities.

**Resolved: That hybrid meetings be added to a future agenda for discussion and vote.**

34 **ANY OTHER BUSINESS**

There was no other business.

35 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 17 November at 10.30 am at the Cavern Suite, Liverpool Airport.

The Chair expressed a wish to move the meeting dates to enable a more fixed quarterly reporting period for each.

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## QUARTERLY BUSINESS REPORT

### 1.0 Airport update

#### **Commercial passenger traffic**

Passenger traffic at the Airport has continued to recover post covid, with numbers for the third quarter 11% up on the same period last year as shown in the table below, but still down by 14% compared to what it was pre-covid in 2019.

Month	2023	2022	Variance v 2022 (%)	2019	Variance v 2019 (%)
July	426,528	385,344	+11	495,955	-14
August	439,709	401,734	+9	517,866	-15
September	395,803	353,645	+12	459,156	-14
<b>Totals</b>	<b>1,262,040</b>	<b>1,140,723</b>	<b>+11</b>	<b>1,472,977</b>	<b>-14</b>

As highlighted previously, full recovery is not expected until next year.

**easyJet** has seen a strong summer in Liverpool with the addition of its 7th based aircraft delivering material year on year growth. Leisure routes have performed very strongly throughout the summer. The domestic market is yet to recover to pre-pandemic performance. Winter 2023/24 will again see additional growth compared to last Winter, with increases on existing routes whilst Barcelona returns to be operated year round and new routes to Hurgada (Egypt) and Lyon. Additionally, a new route for Summer 2024 has recently been announced, with flights to Enfidha in Tunisia commencing next April. easyJet's full Summer 2024 programme will be fully on sale by the mid-point of December, where it is expected some level of growth will be seen.

**Ryanair** had a strong performance during last Summer with the addition of a 4th based aircraft returning to the Liverpool fleet with routes to Shannon, Ibiza (returning) and Madrid (new). Winter will largely see a flat year on year capacity allocation with a new route to Rovaniemi in Finland. Ryanair's Summer 2024 programme is expected to be on sale in the coming weeks with the potential for a couple of new routes to be added.

Our regional operators **Aer Lingus** and **Loganair** have seen contrasting performance. Scheduled service by Loganair to Derry has now been discontinued with the airline serving the Isle of Man as its only route in Liverpool. This will continue through Winter on a 12x weekly basis. Aer Lingus which commenced flights at the end of April has seen a good performance through the summer with strong levels of onward connections to North America. The airline has confirmed its Winter 2023/2024 and Summer 2024 programmes will continue to operate at 11x weekly.

**Lufthansa** will operate its Frankfurt route on a 4x weekly basis throughout the Winter period, with the exception of January where there is a limited schedule

owing to a few factors. Their Summer 2024 programme is now on sale at Liverpool, currently maintained at 6x weekly.

**Wizz Air** will see 6 routes operate through the Winter period. The carrier cancelled its service to Varna in September owing to commercial reasons. Their service to Cluj has become summer seasonal and will be a 7th route operating in the Summer season 2024.

**Play** and **Wideroe** will continue to operate their respective twice weekly frequencies during the Winter. Both airlines will operate a limited schedule in January where there is currently a limited football programme and therefore currently less demand.

Guernsey airline **Aurigny**, will become the airport's tenth airline to operate flights from Liverpool when it starts a new service to Guernsey next Summer, with departures to the channel island of Guernsey on Tuesdays, Thursdays and Saturdays commencing on 2<sup>nd</sup> April 2024, with Aurigny operating their 72 seat ATR-72 aircraft on the route.

**Jet2** have announced further operations from Liverpool and a sign of their continued commitment, having placed their Summer 2025 holiday programme on sale, giving the region's holidaymakers the ability to lock in a price for their holiday some 18 months in advance.

Jet2 has put 23 sunshine destinations on sale from Liverpool including three new routes to Malaga, Malta and Reus. The addition of these new routes and increased capacity to other destinations also means that they will be adding a fifth based aircraft at the airport for Summer 2025, with almost 70 departing flights during peak periods.

### General and Business Aviation

Month	2023 Movements	2022 Movements	Variance v 2022 (%)	2019 Movements	Variance v 2019 (%)
July	1,426	1,911	-25	2,130	-33
August	1,739	2,045	-15	2,231	-15
September	1,484	1,524	-3	2,010	-3
<b>Annual Totals</b>	<b>4,649</b>	<b>5,480</b>	<b>-15</b>	<b>6,371</b>	<b>-27</b>

As can be seen from the table above, general aviation monthly movements are once again lower than the same period last year and are down by 15% overall and 27% below pre-pandemic levels.

This reduction in traffic post covid is likely to be still due a reduction in demand for private business related travel with Zoom/Teams calls replacing some of the need to travel.

## **Freight**

Between July and September, 97 dedicated cargo flights were handled by our partner Wynne Aviation. The majority linked to the automotive and construction industry. The main destinations were Milan Bergamo and Ostrava with the leading operator, Fleet Air.

## **2.0 Other Matters**

### **Recruitment day**

Following its success for the past two years, the Airport will once again be organising a recruitment day on behalf of a host of business partners on Thursday 11<sup>th</sup> January 2024 to highlight all the various employment opportunities available ahead of the Summer 2024 season.

### **Terminal works to accommodate the Jet2 operation**

In order to accommodate the new Jet2 operations development has commenced to firstly construct a dedicated Jet2 Customer service/ticket desk adjacent to the ABM passenger assistance desk on the ground floor, which involves the removal of one of the staircases leading to the mezzanine floor/John Lennon statue and one of the old escalators too.

Further works will commence opposite here to develop the Jet2 check-in area and upstairs to convert the Cavern Suite into the airline's crew room.

Work to accommodate larger numbers of arriving passengers in the UK Border Force area of will also take place in the coming weeks.

All these works are scheduled to be completed in time for the start of the Jet2 operation at the end of March 2024.

### **Departure Lounge development works**

Work is now underway in parts of the Departure Lounge too, aimed at continuing to give passengers the best possible airport experience ahead of the increase in passengers expected next year.

These works relate to a mix of exciting new food and beverage developments across the terminal, working closely with the airport's long time partner SSP.

The first phase of this work has already started and will be completed by the end of March in time for the start of the Jet2 operation and includes a large new Bar and Brasserie on the upper level which will replace the current Cabin Bar and the current Burger King, by becoming one large outlet with a premium feel, new menus, a new drinks range and a complete transformation regarding the look and feel.

In addition, prior to Christmas a new "Tap & Brew" bar is due to open on the lower floor of the Departure Lounge, which replaces the former Beerhouse and will be offering a wide range of craft beers.

SSP then intend to commence phase 2 of their works after the peak of next Summer in September 2024, fully refurbishing and transforming their other core food and beverage units.

### **New security equipment to be installed**

UK airports are in the process of installing new security screening equipment over the next year, in line with new regulation requirements and the Airport plans to be one of the earlier adopters of this new technology, hoping to have this installed by the end of February 2024.

Airports with over 1 million passengers will be required to have the new equipment in place prior to June 2024, with some airports having these lanes in place already, usually in a trial phase. Colleagues from security, development, assets and engineering departments have been visiting other sites to share the expertise and see the various equipment in use before procuring the equipment to be installed here.

In addition to this new equipment, the airport will be required to remove the walk through metal detectors and screen all passengers using the security scanners (also known as body scanners), therefore 100% of passengers will be screened via this equipment resulting in a need to double the number of security scanners here.

This new technology has been tested and approved to enhance security screening of passengers and hand luggage at UK airports. The new screening technology which will allow passengers to leave electrical items such as tablets, laptops and liquids in their cabin baggage. In addition, larger amounts of liquids, aerosols and gels will be allowed through security up to a maximum volume of 2 litres.

Airports have until June 2024 to upgrade their screening equipment and processes. Until then, passengers must follow the same rules as now until further notice or unless told otherwise. There are no changes to the rules on the carriage of dangerous goods.

From a passenger perspective it is hoped that some efficiencies will be seen with people being able to leave all items in their bags at Liverpool.

The airport anticipates the need to communicate effectively on this issue as there will be some disparity between airports, as airports install at different rates, with passengers able to leave all items in their bag on their departure from Liverpool, but when returning from a destination that does not yet have the new technology, passengers might need to adhere to the old regulations and liquid restrictions.

### **Parking issues in the vicinity of the airport**

Residents in Speke living close to the Airport have complained about levels of cars parking outside homes, on pavements and grass verges which are all associated with either the picking up or dropping off of passengers and also for longer periods of parking whilst away, having flown from the airport.



The Airport is naturally disappointed to see drivers parking on public roads adjacent to the airport who are clearly doing this so as not to incur any parking charges and this is despite there being a free drop-off/pick up car park at the airport which is closer to the terminal than where the majority of these vehicles appear to be parking on adjacent roads, forcing their passengers to walk further.

The parking charges at the airport are in line with fees charged at other airports and in many cases they are lower, with on site parking available for as little as £51.99 for a week's parking with all the associated security benefits too and the Airport will continue to encourage all drivers to make use of the choice of on site car parks whether they are picking up, dropping off or going away for a few days.

Discussions have taken place previously with Liverpool City Council and Merseyside Police regarding this issue and with the help of the Council's Licensing Department the Airport has communicated with the City's private hire drivers, requesting that they do not park in roads adjacent to the airport but use the official airport car parks including the free drop-off car park where they can wait for up to 40 mins free of charge. Enforcement has taken place at times, with fines issued for vehicles parked illegally in the area.

The airport agrees with many local residents that a resident's only parking permit scheme is the best solution, similar to successful schemes introduced elsewhere across the city that had previously suffered from similar parking problems such as near Anfield and Goodison Park on match days.

### **Press releases**

The following press releases were issued by the Airport over the past few weeks:

- |                          |   |
|--------------------------|---|
| 5 <sup>th</sup> October  | Jet2.com and Jet2holidays announce hugely expanded Summer Sun programme for 2025 from Liverpool John Lennon Airport |
| 26 <sup>th</sup> October | Aurigny become LJLA's 10 <sup>th</sup> airline with new Liverpool to Guernsey service                               |
| 7 <sup>th</sup> November | easyJet add flights to Tunisia for Summer 2024  |

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## Customer Services and Accessibility Report July to September 2023

**Total customer contact by month** through the customer service platform

### July

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 662	66	1 571	92.0%	7.1%

Email and social media contact decreased from 1,898 to 1,662 following the introduction of the Chat bot on the 19<sup>th</sup> June. A drop from 2,344 in July 2019. Chat bot analytics confirming self service options to find information was the key option selected.

### August

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 837	78	1 782	85.6%	13.4%

With the increase in passenger numbers in August, customer contact rose to 1,837. Significant drop on August 2019 with 2,400 customer contacts. Analytics from the chat bot trending upwards following self-serve options to find information.

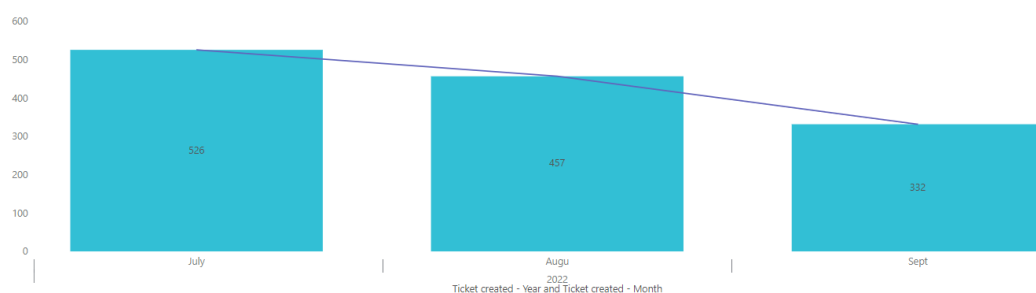
### September

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 488	7	1 471	85.9%	10.1%

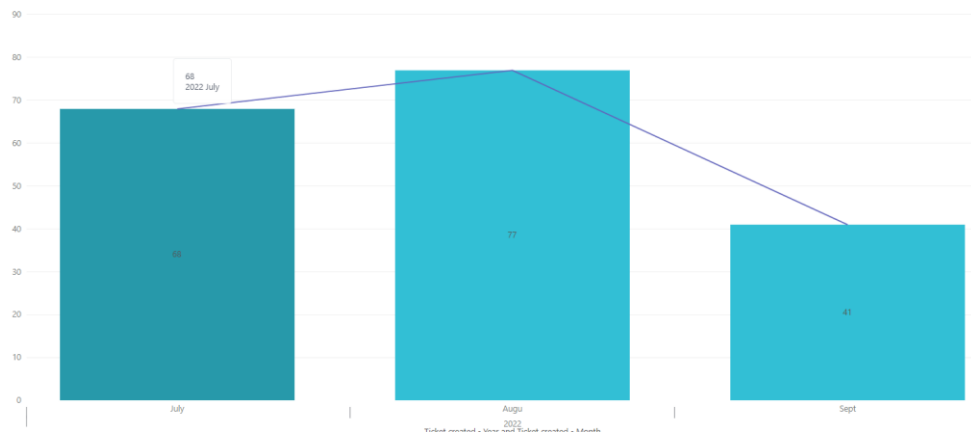
At the start of the Autumn school term the passenger demographic shifts from families travelling and passenger numbers drop as the end of the summer season approaches. Ticket numbers for the same period in 2019 were 1,914, with conversations with the chat bot continuing to grow.

The chat bot, powered by Laiye, used AI technology to help with frequently asked question which are a large volume of contact made with the airport.

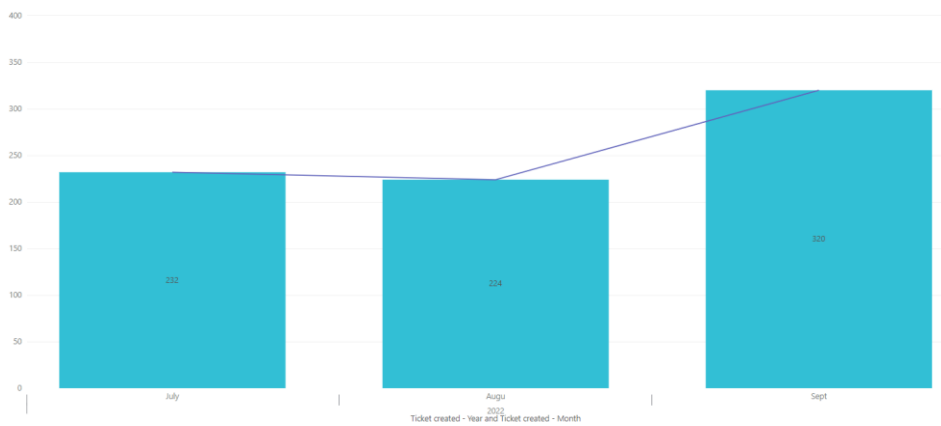
Enquiries have decreased month on month following the introduction of the chat bot.



### Compliments peaked in August our busiest month



### Complaints peaked September



### Breakdown of complaints by category in September

Department	2022 September Tickets
Airline	41
Car Parks	181
Commercial	39
Facility	13
Immigration & Customs	5
Misc	9
PRM	3
Security	29

Airline complaints as featured in previous reports revolved around baggage delivery for easyJet.

easyJet have now appointed DHL, announced mid-October to replace Smart Handling by Swissport from the end of January 2024.

Car park feedback features the highest volume of enquiries and complaints.

1,227 of the 1,488 tickets in September relate to parking:

Department	Request Type	Car Park Categories	2022 September Tickets
Car Parks	Complaint	Booking	15
Car Parks	Complaint	Booking System Error/Fault	7
Car Parks	Complaint	Car Parking	1
Car Parks	Complaint	Car Parking Process	2
Car Parks	Complaint	Damage/Theft	6
Car Parks	Complaint	Drop Off	129
Car Parks	Complaint	Fees	3
Car Parks	Complaint	Long Stay	1
Car Parks	Complaint	Meet & Greet	10
Car Parks	Complaint	Re-send Confirmation Email	3
Car Parks	Complaint	Red Route/PCN	3
Car Parks	Complaint	Service	1

Drop off costs for passengers on delayed arriving flights as well as those with delayed luggage delivery feature heavily.

The delayed luggage issue is now decreasing with the winter schedule reduction and is expected to be much improved as easyJet have appointed their new service partner.

Drop off system issues are being addressed with the SKIDATA upgrade scheduled for the first week in November.

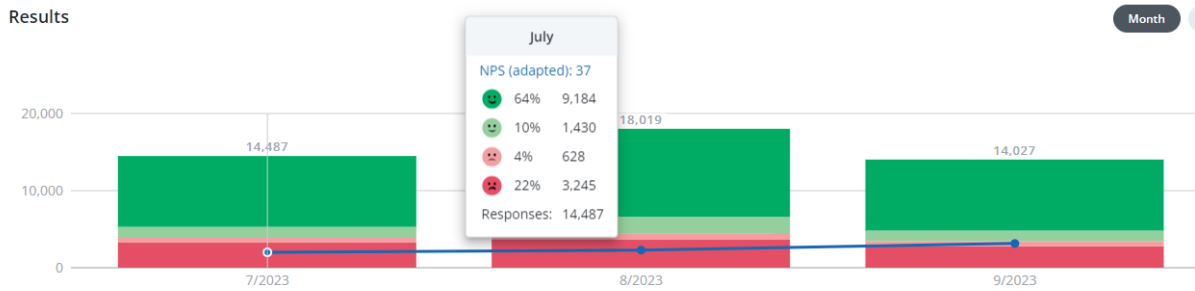
## Happy or Not

Now in key locations throughout the terminal with Net Promoter adapted analytics available.

Happy or Not gives us an indication of how passengers are feeling while they are at key locations at the airport.

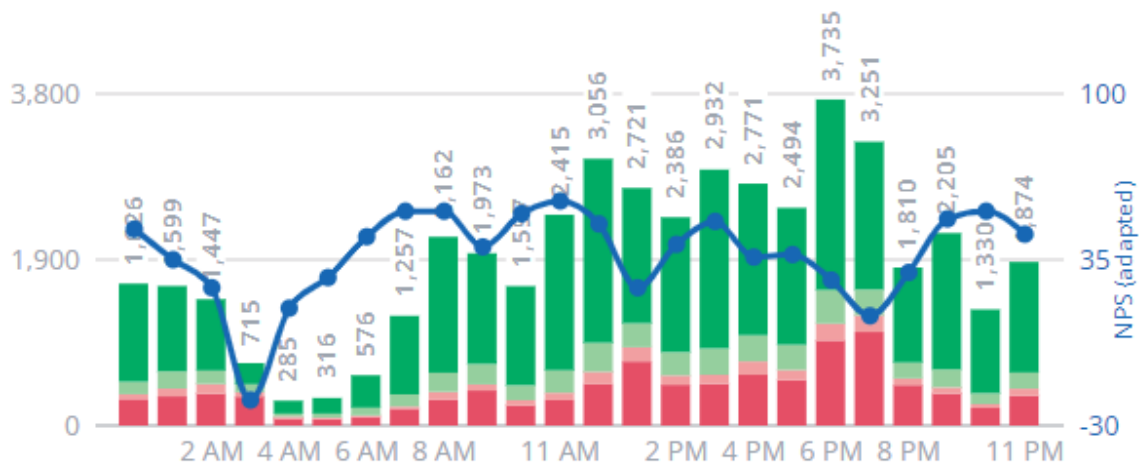


Taking baggage delivery by ground handling provider as an example. Happy or Not users fed back an improved service in September.



Pain points pinpointed by hour of the day with the number of passengers interacting with the terminals.

### Hourly distribution



Feedback from Happy or Not is shared with key stakeholders and airlines to help drive performance.

### Accessibility

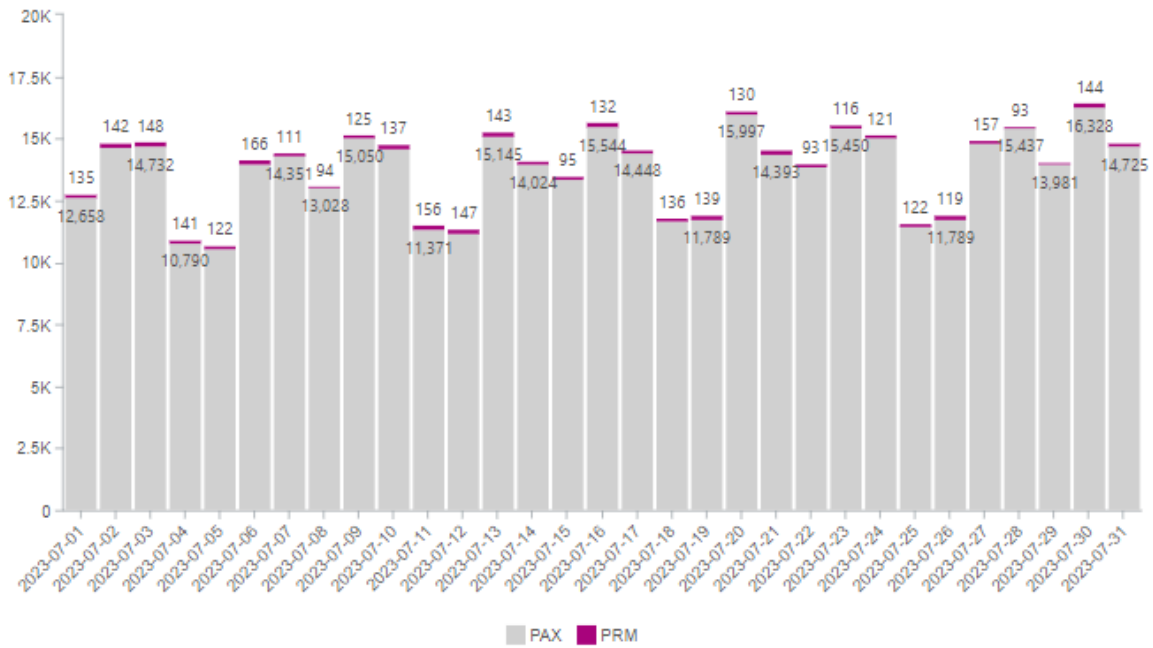
Assistance partner ABM continue to support those passengers requiring assistance across all scheduled flights.

Under 2% of all passengers passing through the airport are recorded as having received assistance during the quarter

Around 85% of all those assisted have prebooked assistance

The tables show the passenger numbers daily with a comparison based on prior year. Assisted passengers requiring wheelchair assistance included in the tables

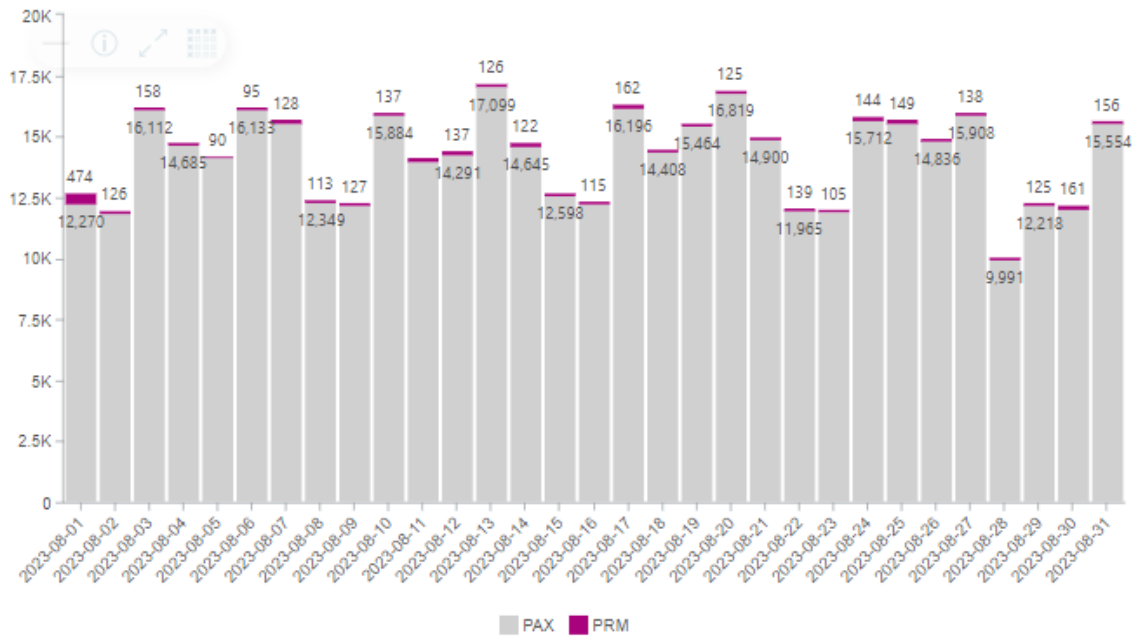
PAX	PRM	Percentage PRM
426,528	3,975	0.93%



PAX PY	PRM PY	Percentage PRM PY
385,344	3,573	0.93%

Monthly PRM Report  
Aug 2023

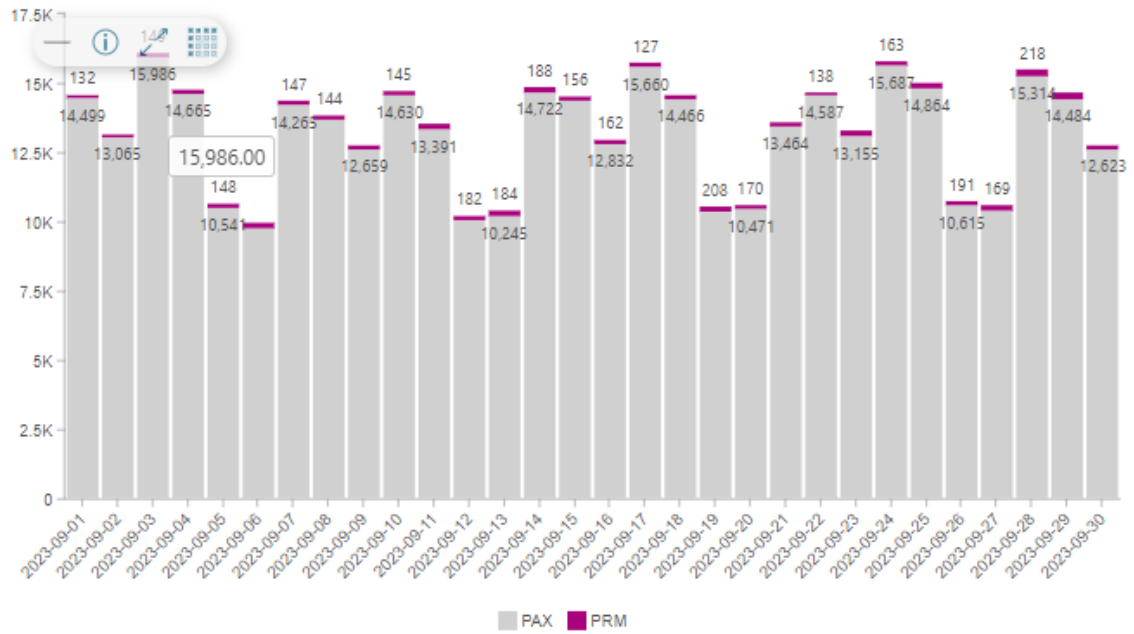
PAX	PRM	Percentage PRM
439,709	4,322	0.98%



PAX PY	PRM PY	Percentage PRM PY
401,734	3,411	0.85%





PAX	PRM	Percentage PRM
395,803	5,004	1.26%



PAX PY	PRM PY	Percentage PRM PY
353,645	4,498	1.27%

September is the peak month for Accessible travel closely followed by October. The table below shows the total number of assisted passengers (which is higher than the totals shown on the monthly report) with all non-mobility related assistance included.

01/07/2023    30/09/2023    Arr Assist Filter

All

	Jul 2023	Aug 2023	Sep 2023	YTD
ECAC Arrivals	2,395	2,291	2,639	7,325
No Show Arrival %	9.26%	12.80%	6.90%	9.52%
PB ECAC Arrivals	2,040	1,968	2,373	6,381
PB<5	67.06%	70.83%	67.34%	68.33%
PB<10	81.72%	87.14%	83.90%	84.20%
PB<20	97.45%	98.78%	98.02%	98.07%
PB<30	99.17%	100.00%	99.45%	99.53%
PB<45	100.00%	100.00%	100.00%	100.00%
PB<60	100.00%	100.00%	100.00%	100.00%
NPB ECAC Arrivals	355	327	270	952
NPB<25	94.93%	96.33%	97.41%	96.11%
NPB<35	98.03%	99.39%	99.26%	98.84%
NPB<45	100.00%	100.00%	100.00%	100.00%
NPB<60	100.00%	100.00%	100.00%	100.00%
NPB<75	100.00%	100.00%	100.00%	100.00%
PB ECAC Departures	1,767	1,548	1,837	5,152
PB Dep < 10	100.00%	100.00%	100.00%	100.00%
PB Dep < 20	100.00%	100.00%	100.00%	100.00%
PB Dep < 30	100.00%	100.00%	100.00%	100.00%
PB Dep < 60	100.00%	100.00%	100.00%	100.00%
NPB ECAC Departures	334	620	961	1915
NPB Dep < 25	100.00%	100.00%	100.00%	100.00%
NPB Dep < 35	100.00%	100.00%	100.00%	100.00%
NPB Dep < 45	100.00%	100.00%	100.00%	100.00%
NPB Dep < 60	100.00%	100.00%	100.00%	100.00%
Total with No Show	5,100	5,133	5,998	16,226

The data shows the number of assisted passengers, prebooked and non-prebooked and assistance as delivered against the ECAC ( CAA & EC1107/2006 ) targets by month.

## **Accessibility Forum**

The next date in the diary is the 14<sup>th</sup> November and will be attended by Jet2 and easyJet

Members include:

Thred CIC Dementia, Autism Adventures/EPIC, IAS (Ostomy Support), The Thomas Pocklington Trust (visual impairments), The Brain Charity, Southport & Ormskirk NHS Trust (Spinal Injuries) and the Spinal Injury Association

Independently Chaired by Andy Wright of Accessible Travel Consultancy Services

## **Christina Smith**

Customer Service and Accessibility Executive

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## Liverpool Airport Consultative Committee

### Annual Work programme 2023 - 2024

Meeting	Items	Detail
17 February 2023 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
26 May 2023	UKACCs notes	
29 September 2023		
17 November 2023		

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Christina Smith
Airspace Change update	Andrew Dutton
Environment, Social and Governance (ESG) (annual after launch, expected December 2023)	Robin Tudor

Additional items	Presenter
(aiming at November 2023)	Lucy O'Shaughnessy, Commercial Director
Environmental, Social and Governance publication (aiming at February 2024)	Andrew Dutton, Head of Environment, LJLA
Border Force	Senior Officer, Border Force
LCR Transport fund	Alex Naughton, Combined Authority
Links with local organisations/charities	Rebecca Lucy, HR & Community Manager, LJLA
Retail developments internally	Lucy O'Shaughnessy, Commercial Director, LJLA
Airline perspective	Paul Winfield, Director of Aviation Development, LJLA
Executive perspective	John Irving, Chief Executive, LJLA
City perspective	Metro Mayor or transport portfolio holder
Noise Action Plan	Andrew Dutton, Head of Environment, LJLA
Jet2 moving to be based at the airport	Dave Batt

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