



Liverpool John Lennon Airport

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Liverpool John Lennon Airport Consultative Committee

Date:	Friday, 19 April 2024
Time:	10.30 a.m.
Venue:	Hampton by Hilton Hotel, Liverpool Airport L24 1YD

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

AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **CHAIR'S ANNOUNCEMENTS**
4. **MINUTES (Pages 1 - 22)**

To approve the minutes of the meeting of the Consultative Committee held on 16 February 2024 and to receive the minutes of the Noise Monitoring Sub-Committee held on 19 January 2024

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 23 - 26)

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

8. CUSTOMER SERVICES UPDATE (Pages 27 - 30)

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

Aviation Director Paul Winfield to talk about airline development and new business.

12. ANNUAL WORK PROGRAMME

To note the attached Work Programme.

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. 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 17 April 2024) so they can be considered. The Chairman will make the final decision whether to take items.

15. DATE OF NEXT MEETING

The next scheduled meeting is Friday 12 July 2024 at 10.30 am.

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 JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 16 February 2024

Present:

Bob Swann, Chair

Zafer Ceri, General Aviation

Councillor Liz Grey, Wirral Council

Phil Hart, Sefton Council

Councillor Doreen Knight, Speke Ward, Liverpool Council

Councillor Keith Laird, St Helens Council

Councillor Joe McNamara, Hale Council

Jordi Morell, West Chester BID

Alex Naughton, Liverpool Combined Authority

Simon Osborne, National Trust

Councillor Steve Parish, Warrington Council

Steve Pearse, Friends Of Liverpool Airport

Tony Rice, Disabled Persons Representative

Councillor Andy Walker, Lancashire Council

Councillor Bill Woolfall, Halton Council

Liverpool John Lennon Airport

Robin Tudor, Head of Public Relations

Andrew Dutton, Head of Environment and Sustainability

Secretariat

Mike Jones, Secretary

1 **APOLOGIES**

Apologies for absence were received from:

Councillor Victoria Berry, Halewood Council

Councillor Tony Brennan, Knowsley

Michelle Cameron, Liverpool Chamber of Commerce;

Norman Elias, Passenger rep;

Councillor Chris Ellams, Helsby

Brian Hargreaves Hale Council;

Councillor Graham Wood, Frodsham Council

2 **DECLARATION OF INTERESTS**

Councillor Doreen Knight declared an interest in the quarterly report as her nephew was a firefighter.

3 **APPOINTMENT OF CHAIR**

The Secretary requested nominations for the role of Chair for the year to the AGM in February 2025.

Councillor Bill Woolfall nominated Bob Swann, seconded by Tony Rice.

There were no other nominations.

Resolved – That Bob Swann be appointed Chair of the Liverpool John Lennon Airport Consultative Committee until the February 2025 AGM.

4 **APPOINTMENT OF VICE CHAIR**

The Chair requested nominations for the role of Vice-Chair for the year to the AGM in February 2025.

Bob Swann nominated Norman Elias, seconded by Jordi Morell.

There were no other nominations.

Resolved – That Norman Elias be appointed Vice-Chair of the Liverpool John Lennon Airport Consultative Committee until the February 2025 AGM.

5 **APPOINTMENT OF SUB-COMMITTEES**

The Chair introduced the extracts from the Constitution which had been amended this year so that the membership of the Noise Monitoring Sub-Committee was drawn from the Consultative Committee, plus technical officers and Parish Councils who were in the proximity of the airport. He emphasised that there was no commitment to attend every meeting but they could represent their constituents at that meeting.

The Chairman also requested that the General Purposes Sub-Committee, which met only when there was a particular topic to discuss, should not have a named membership but should have members that were suitable to the topic. The section of the Constitution would be redrafted for future approval.

Resolved – that

- 1. The membership and terms of reference of the Noise Monitoring Sub-Committee be approved;**
- 2. The section of the Constitution dealing with the General Purposes Sub-Committee be redrafted for agreement at a future meeting.**

6 **APPOINTMENT TO OUTSIDE BODIES - AIRPORT TRANSPORT FORUM**

The Committee were asked to nominate their representative on the Airport Transport Forum meetings.

The Chair nominated Steve Pearse.

There were no other nominations.

Resolved – that Steve Pearse be the Committee’s representative on the Airport Transport Forum meetings until the February 2025 AGM of the Consultative Committee.

7 CHAIR'S ANNOUNCEMENTS

There were no Chairman’s announcements.

8 MINUTES

Agreed:

Resolved: That

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 17 November 2023 be agreed as a correct record; and**
- (2) the minutes of the Noise Monitoring Sub-Committee meeting held on 19 January 2024 be received and noted.**

9 MEMBERSHIP

Changes in membership since the last meeting

The Secretary reported that Hale Parish Council had appointed two representatives so should be able to attend this Committee and the Noise Monitoring Sub-Committee.

Non-attendance

The Committee’s Constitution required the Secretary to write to any members who have not attended for three consecutive meetings to ascertain a reason for absence.

Liverpool Chamber are still awaiting a replacement for Michelle Cameron. The Secretary would continue to check with them.

10 PUBLIC QUESTION TIME

No questions had been submitted in advance.

11 QUARTERLY BUSINESS REPORT

The Head of Public Relations presented the quarterly report for the period 1 October to 31 December 2023. There had been an overall 17% increase in passenger numbers compared to the same period in 2022 but still 12% down on 2019. Passenger numbers were 4.2 million for the year with an expectation to reach 5 million in 2024. Highlights of the report included:

- EasyJet had announced new routes including Tunisia and also the basing of a fifth aircraft at the airport.
- Ryanair had announced a new route to Finland for Christmas.
- Loganair had reduced routes.
- Wizzair had returned to pre-covid passenger load factors.
- Lufthansa were suspending their service to Frankfurt.
- Danair was a new operator to Romania.
- Aurigny were a new operator starting in April to Guernsey.
- At a Recruitment Day in January there were over 1,000 people turn up for 200 jobs
- A bookable Sensory room had been opened for neuro diverse passengers and their families or carers.
- An airport trainee firefighter scheme had been introduced.

Members questioned the capacity of the terminal and airport but were reassured that it was designed for about 6 million passenger numbers and once 5 million was exceeded, further developments would be considered. The physical limit was likely to be the terminal and potentially car parking, but surface access improvements would ideally be made too. Members expressed concern for the gap in public transport for services between 3am and 6am, as staff were required well before flights. A new franchising model from the Combined Authority may help as it could allow considerations other than routes needing to purely be commercial.

Resolved – that the quarterly report for 1 October 2023 to 31 December 2023 be noted.

12 CUSTOMER SERVICES UPDATE

The Head of Public Relations presented the update on Customer Services. He noted the trends which included that the chatbot had reduced the number of direct contacts for simple enquiries. There were complaints about delays in baggage handling and he noted that easyJet had changed their handling agent. Car parking was the reason for the majority of complaints. There had been a new system with number plate recognition to avoid the necessity for tickets but that had some initial problems which had been resolved.

Members requested that the graphs of complaints and compliments have a consistent scale as they were hard to compare. Members also discussed the issue of parking or waiting in nearby estates, which may be a topic for a future

meeting to discuss. The signage for the 40 minute free parking was discussed.

Resolved – that the customer services report for 1 October 2023 to 31 December 2023 be noted.

13 AIRSPACE CHANGE PROCESS

The Head of Environment informed the Committee of the background and latest position regarding the LJLA Airspace Change Process (ACP) and the wider MTMA Cluster. The existing airspace had been established in the 1950s using ground-based navigation aids. Since then satellite navigation had become the main system and the ground based aids were being rationalised and reduced in number, and the airspace was being modernised to reflect this, as well as systemisation of the separation of aircraft and ensuring that the airspace use of different airports complemented each other. Engagement with other airports was continually ongoing co-ordinated through Airspace Change Organisation Group (ACOG). The changes should also improve environmental performance reducing fuel usage and noise overall.

Members asked about the process. They were reassured that there were multiple satellites so there was resilience if some failed, and air traffic control could always manually provide guidance.

14 TOPICAL ITEM

The Head of Public Relations presented the Airport's Environment, Social and Governance document ([See link here on airport website](#)) which is intended to be an annual report setting out the aims and achievements in the three areas in the title. The aims aligned with the United Nations Sustainability Goals, and this edition focussed on four – health and wellbeing, work and economic growth, reduced inequalities, and climate action. Achievements were detailed – carbon emissions had been measured since 2010 and had reduced by 70% with power usage reduced by 35%. This was as a result of the reduced carbon intensity of power generation and a culture of only using power where and when needed. There was to be future improvements including a solar energy farm on site and a move from diesel to electric power for ground vehicles. In terms of the energy use of employees, it was noted that only about 10% of staff who worked at the Airport were employed directly by the Airport. The Airport was also in the HINET scheme, looking at hydrogen as a future fuel for aircraft.

Member questioned the detail in the report.

15 **ANNUAL WORK PROGRAMME**

The Consultative Committee considered the current Work programme which detailed potential speakers.

Other speakers were suggested to broaden the knowledge of members regarding the work of the Airport including:

- Rebecca Lucy – to talk on local organisation, charities and schemes such as apprenticeships.
- A representative from the airport community such as the operators of private jets such as XLR or LAS
- Merseyside Police Inspector regarding the policing team based at the airport
- The Leader of Liverpool City Council Liam Robinson about his perspective of the Airport's contribution to the City Region.

**Resolved –
That the annual work programme be noted.**

16 **CORRESPONDENCE**

The Secretary informed the Committee that the national organisation of Consultative Committees, UKACCS, sends consultations and also a weekly digest of articles and documents of interest to the wider industry. Other airports circulated this digest so that would be looked into for this Committee.

17 **UKACCS ANNUAL CONFERENCE**

The Secretary presented for noting the minutes from the annual meeting of the national organisation of Consultative Committees, UKACCS, which were the notes of the Chair, the official minutes and some notes that the Secretary had made of particularly notable or relevant information from the annual meeting. The conference had highlighted that Liverpool Airport was sharing problems in common with many airports, including a return to pre-covid passenger levels, issues with ground handling staff numbers, and a slow move towards larger projects such as airspace change and jet zero.

18 **ISSUES FOR DISCUSSION WITH NOTICE**

Members raised several issues for potential discussion at future meetings:

Passengers with Reduced Mobility

Tony Rice asked about the public seating being taken away from departures which left people sitting on the floor or resting in shops.

Signage for deaf people

Tony Rice passed on comments asked about the departures area where signage was incorrect and staff compensate by shouting instructions which disadvantages deaf passengers who end up in the wrong queues. The Airport would feed this back to the handling agent who was responsible.

Hybrid or online meetings of the Consultative Committee

Several members raised the issue of allowing people to join meetings remotely, as the Combined Authority allowed. The Airport still had the intention of changing venue to the old control tower but the works to convert that to a usable space were delayed until Jet2 had completed their move into the terminal. Some members and officers valued the opportunity to meet in person to allow more general discussions. The Chair promised that the issue would come back to Committee in the future for a fuller debate.

19 DATE OF NEXT MEETING

The list of scheduled meetings (all on Fridays at 10.30 am) was approved as:

LJLACC	NMSC
(Reporting Jan to Mar) 19 April 2024	(Noise complaints from Jan to Mar) 26 April 2024
(Apr to Jun) 12 July 2024	(Apr to Jun) 13 September 2024
(Jul to Sep) 18 October 2024	(Jul to Sep) 1 November 2024
(Oct to Dec) 17 January 2025	(Oct to Dec) 7 February 2025

The Secretary would circulate the dates and issue invites.

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NOISE MONITORING SUB-COMMITTEE

Friday, 19 January 2024

PRESENT:

Norman Elias, Chair
Councillor Kimberley Berry, Liverpool Council Cressington Ward
David King-Hele, Wirral Council
Isobel Mason, Halton Council
Dr Ian Rushforth, Liverpool Council
Bob Swann, Chair of Consultative Committee
Niall Traynor, St Helens Council

Liverpool John Lennon Airport

Andrew Dutton, Head of Environment and Sustainability
Colin Barnes, Environment and Safeguarding Manager

Secretariat

Mike Jones, Secretary

40 **APOLOGIES**

Apologies for absence had been received from:
Martin Doyle, Cheshire West and Chester Council
Councillor Doreen Knight, Liverpool Council
Paul Farrell, Liverpool Council

41 **DECLARATION OF INTERESTS**

There were no declarations of interests.

42 **CHANGES IN MEMBERSHIP**

There were no changes in membership to report.

43 **APPOINTMENT OF VICE CHAIR**

The Chair invited nominations to be Vice Chair of the Sub-Committee.

No nominations were received so the item was deferred to the next meeting.

44 **MINUTES OF LAST MEETING**

Resolved - that the minutes of the meeting of the Noise Monitoring Sub-Committee held on 20 October 2023 be agreed as an accurate record.

45 **NOISE COMPLAINTS LOG**

The Environment and Safeguarding Manager introduced the Noise Log for the period 1 October to 31 December 2023. He provided details of runway orientation then compared complaints to aircraft movements by amount, passenger numbers, day and night, airline, and runway usage. The complaints were listed by complaints per day, number of complainants and per area. It was noted that although there were 97 complaints, there were 22 individuals making them so some individuals complained frequently, up to 39 times, and the total was three times the previous year. Departure from Runway 09 caused the most complaints – 46.

Members asked for complaints per 1,000 aircraft movements next time, to give an idea of scale. It was noted that the Sound Insulation Grant Scheme (SIGS) would be recalculated as a result of the increase in aircraft movements. In 2023, the airport was at 80% of the passenger numbers of pre-pandemic levels.

Resolved – that the Noise Complaints Log for 1 October to 31 December 2023 be noted.

46 **AIRSPACE CHANGE**

The Head of Environment and Sustainability gave an update on the Airspace Change Process (ACP). Liverpool Airport started the process in February 2018, and proceeded to stage 4 of the 7 detailed stages, having consulted on potential proposals. When the process was paused in November 2020 since then a national airspace masterplan had been developed and other airports in the Manchester Terminal Manoeuvring Area (MTMA) – Liverpool, Manchester, Leeds Bradford, East Midlands and Air Traffic Control (NATS) - had progressed to develop their own plans. They also undertook a review of stage 2 with revised options, which was done in Summer 2023. The next stage was a simulation to ensure that the five designs worked together and aircraft were sufficient distance apart. These options were to be tested in a simulation exercise in June 2024.

Members asked whether the pause had been financially detrimental. The Airport confirmed it had as costs had increased six-fold to review stage 2 and undertake a second consultation in stage 3. The Airport had discussed the issue with the Department of Transport and Civil Aviation Authority.

Resolved – That the update on the Airspace Change Process be noted.

47 **DATE OF NEXT MEETING**

The dates of the meetings up to January 2025 will be decided at the annual general meeting on the Consultative Committee on 16 February 2024 and would then be circulated to members.

48 **ANY OTHER BUSINESS**

There was no other business.

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Noise Monitoring Sub Committee

19th January 2024



1

Aircraft Movements

October to December 2023



2

Runway Orientation



3

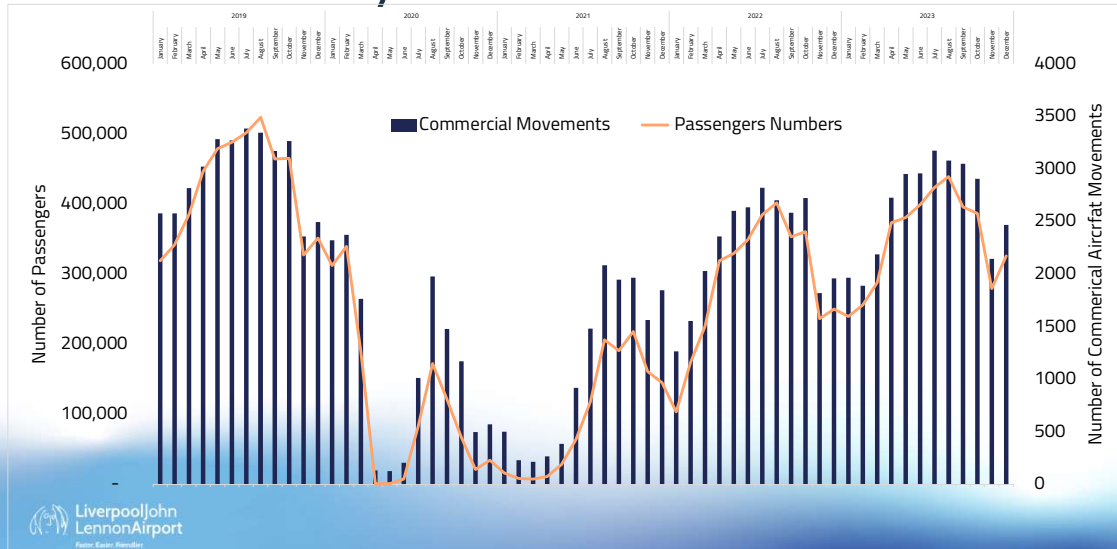
Rolling 24 months movements January 2022 to December 2023

Month	Total	Cargo	Charter	Diverted	GA	Positioning	Scheduled	Unknown	Commercial
2022									
Jan	2,629	58	16		1,363	10	1,182		1,266
Feb	2,546	39	27	1	990	32	1,457		1,555
Mar	4,018	8	34		1,989	33	1,954		2,029
Apr	4,431	10	67		2,073	43	2,238		2,358
May	4,417	1	78		1,816	95	2,427		2,601
Jun	4,534	78	4		1,899	23	2,530		2,635
Jul	4,732	80	30		1,911	45	2,666		2,821
Aug	4,747	14	17		2,045	27	2,644		2,702
Sep	4,107	12	25		1,524	20	2,526		2,583
Oct	4,146	8	39		1,422	54	2,623		2,724
Nov	3,099	60	13	24	1,255	37	1,710		1,820
2023									
Jan	3,176	45	19	7	1,202	29	1,874		1,967
Feb	3,341	47	20	1	1,449	31	1,793		1,891
Mar	3,474	34	19	7	1,278	35	2,101		2,189
Apr	4,430	26	31	3	1,701	44	2,625		2,726
May	4,939	46	26	6	1,980	41	2,840		2,953
Jun	4,793	31	6	6	1,815	14	2,908	13	2,959
Jul	4,606	61	21	5	1,426	39	3,054		3,175
Aug	4,819	4	10	2	1,738	39	3,026		3,079
Sep	4,543	31	12	6	1,484	31	2,975	4	3,049
Oct	4,396	13	24	3	1,390	58	2,908		3,003
Nov	3,424	19	20	4	1,209	25	2,146	1	2,210
Dec	3,394	7	33	1	827	46	2,480		2,566



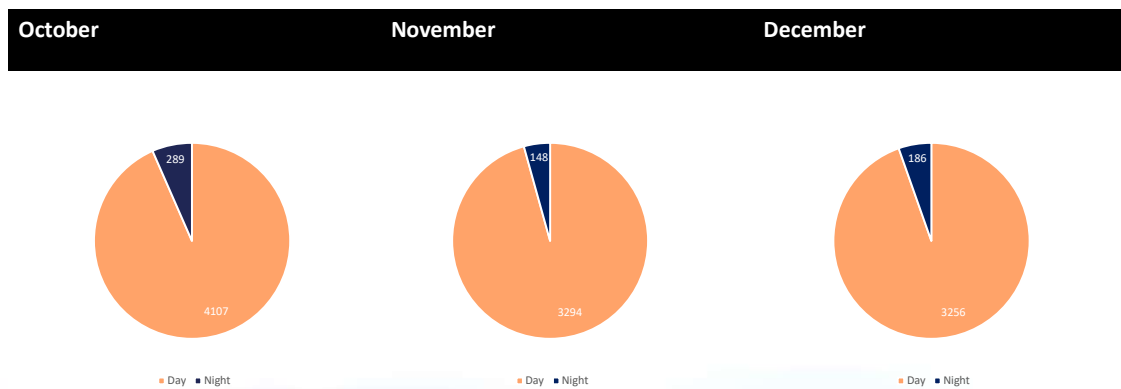
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Rolling 54 months movements & passengers numbers January 2019 to December 2023



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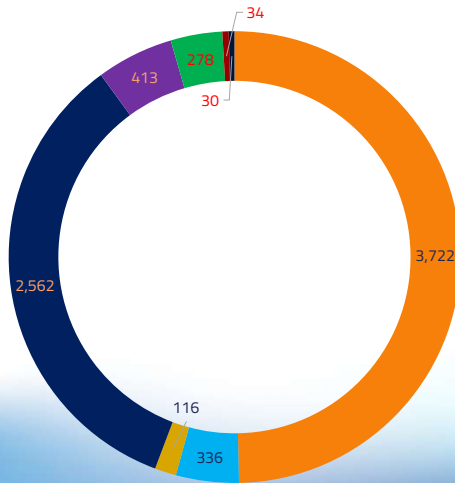
Movements by Day or Night (23:30 to 06:00) October to December 2023



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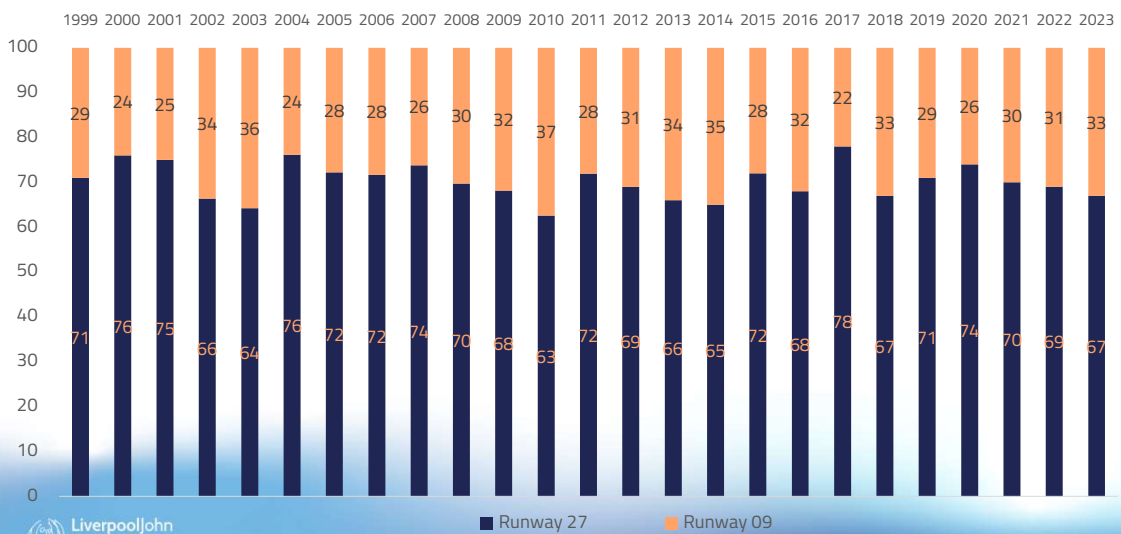
Movements by Airline October to December 2023

EASYJET LOGANAIR LUFTHANSA RYANAIR WIZZ AIR AER LINGUS PLC WIDEROE Play



7

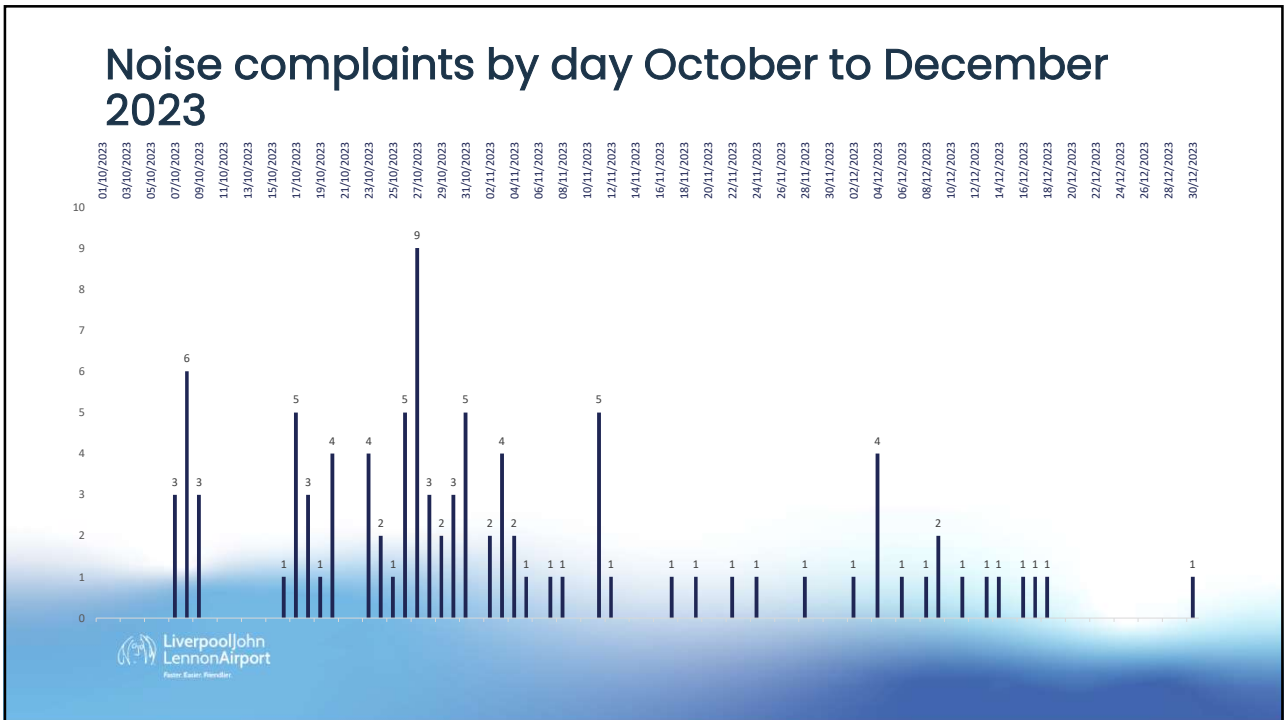
Annual % runway use 1999 to 2023



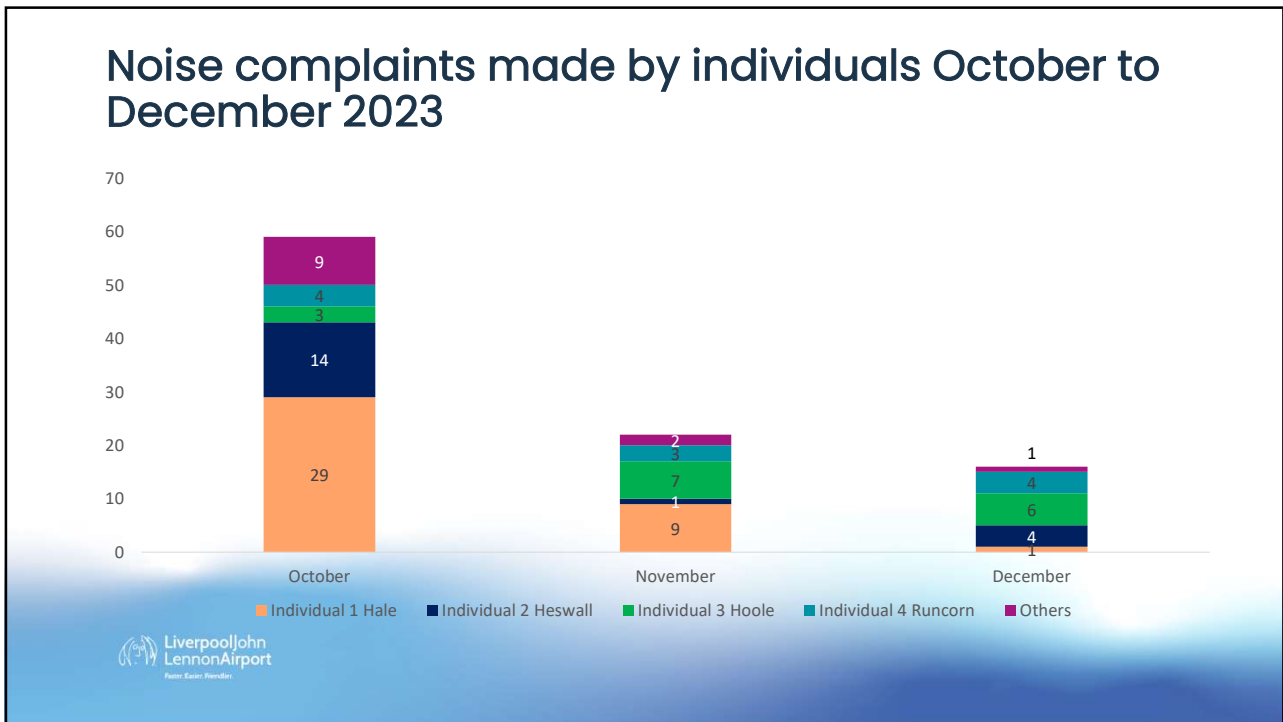
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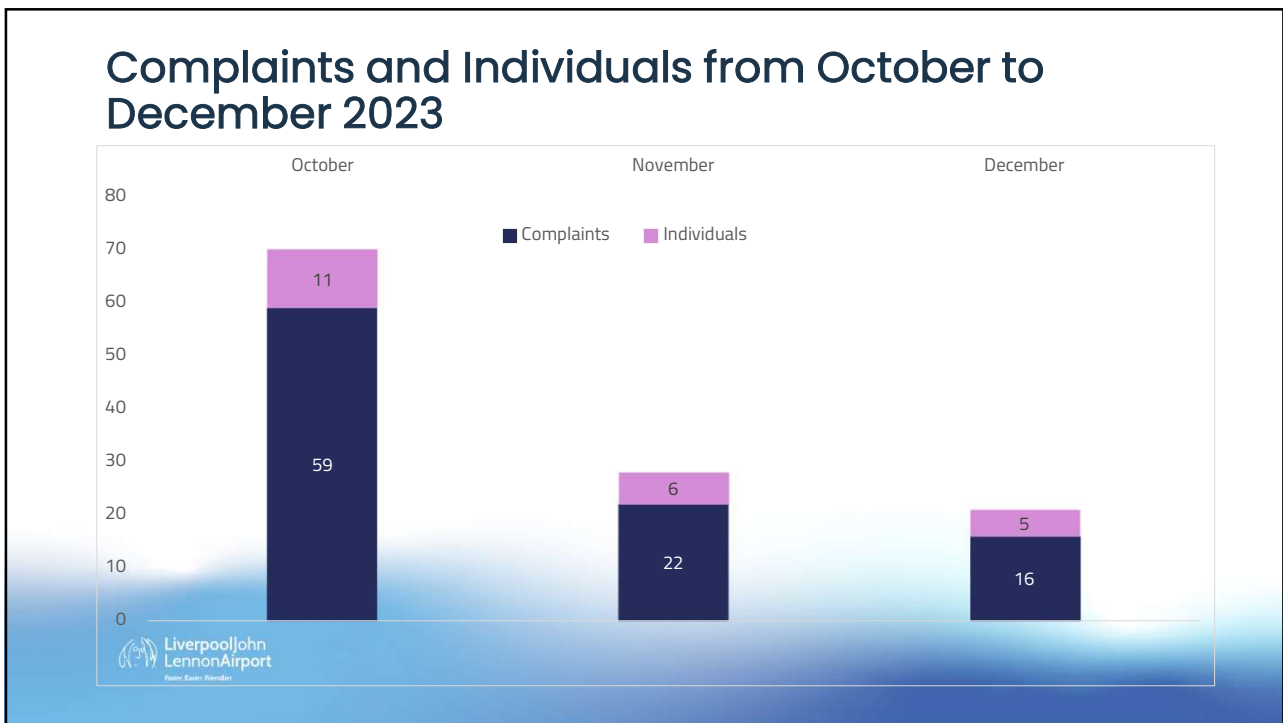
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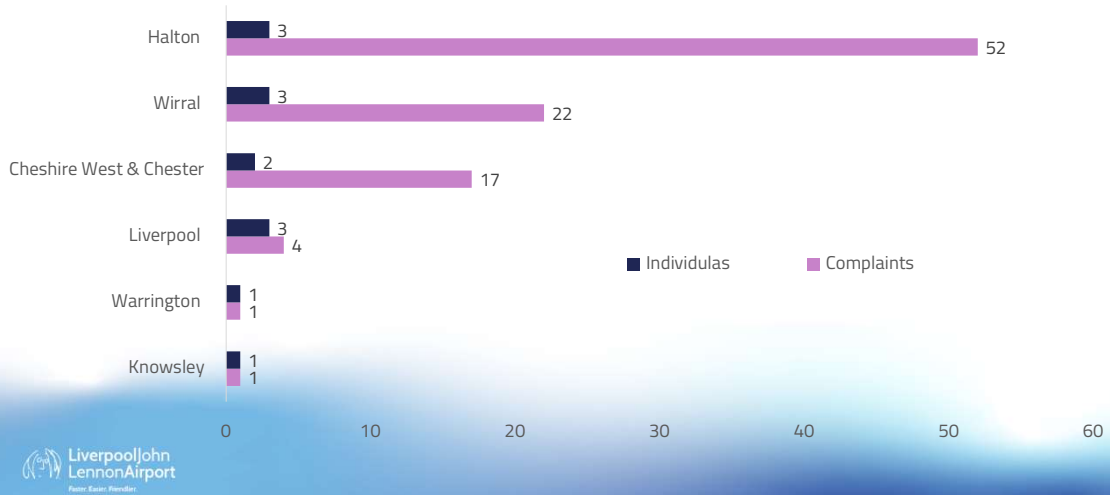


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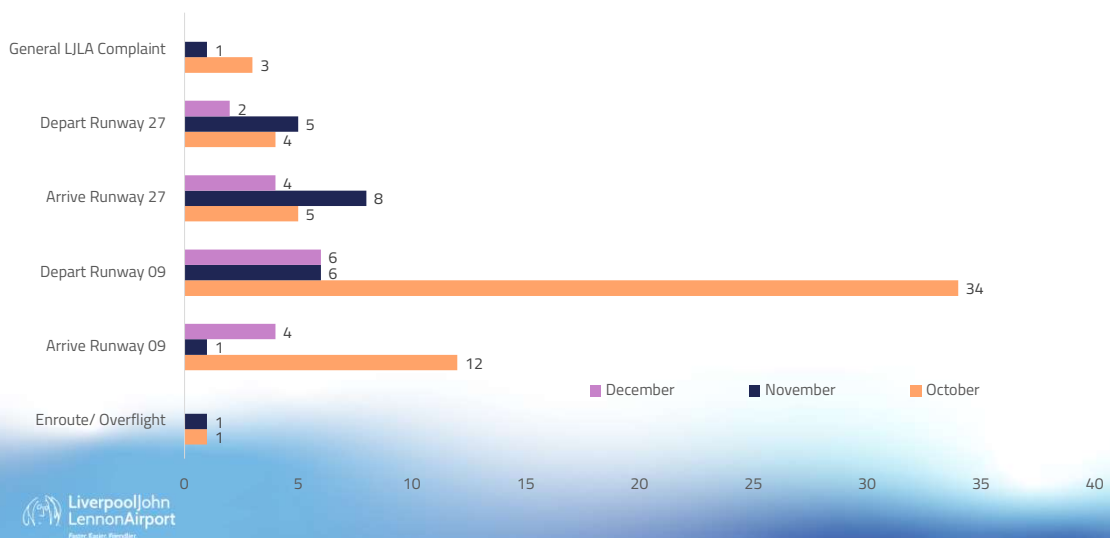
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Number of complaints and individuals from each administrative area from October to December 2023

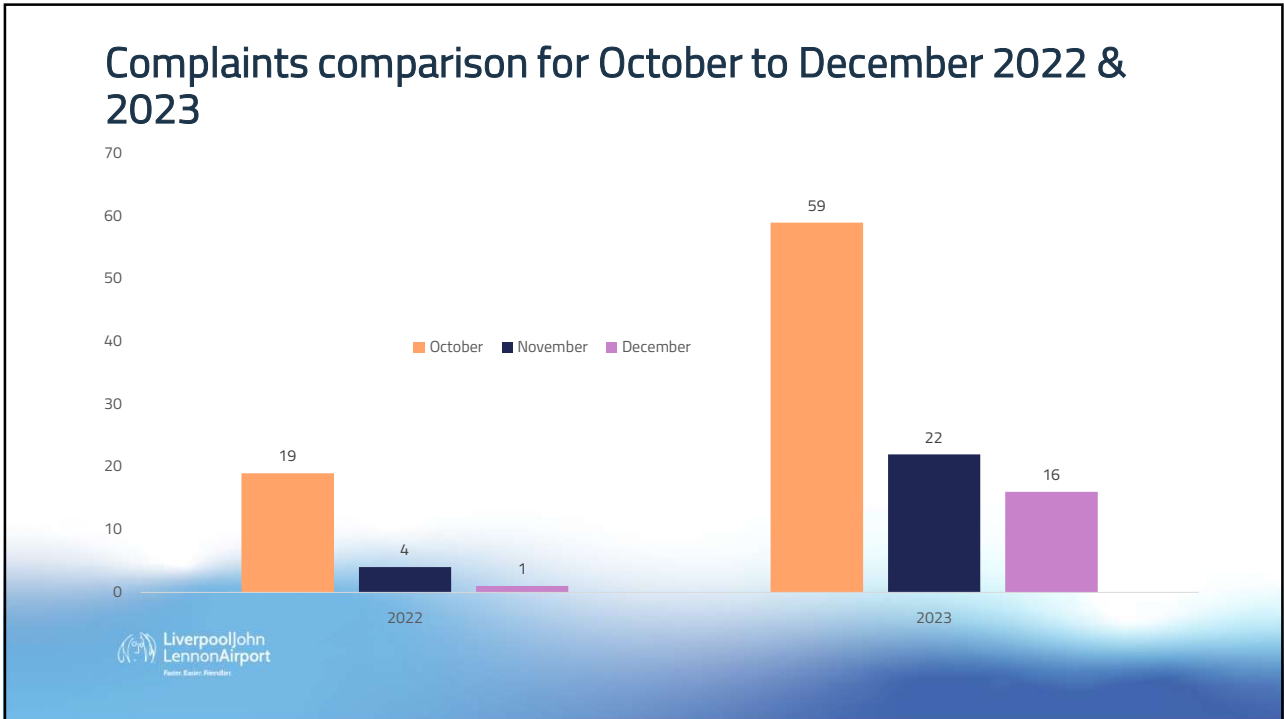


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Operations that caused noise complaints from October to December 2023



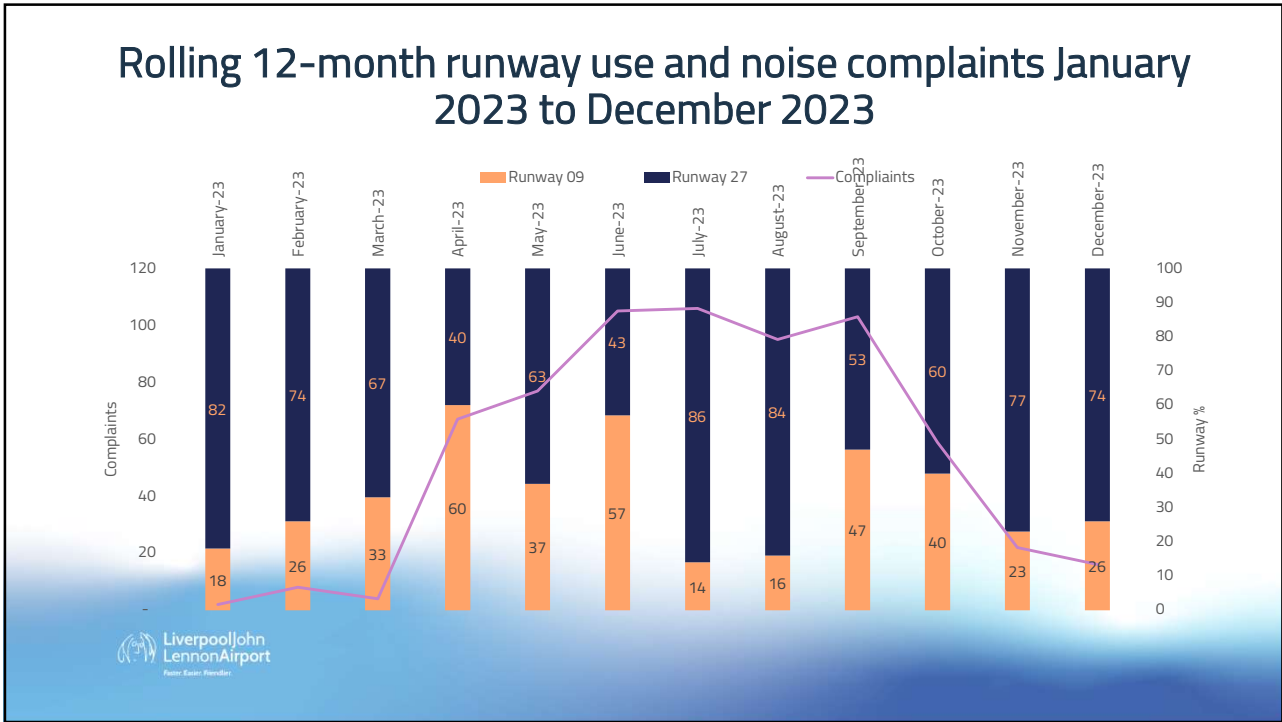
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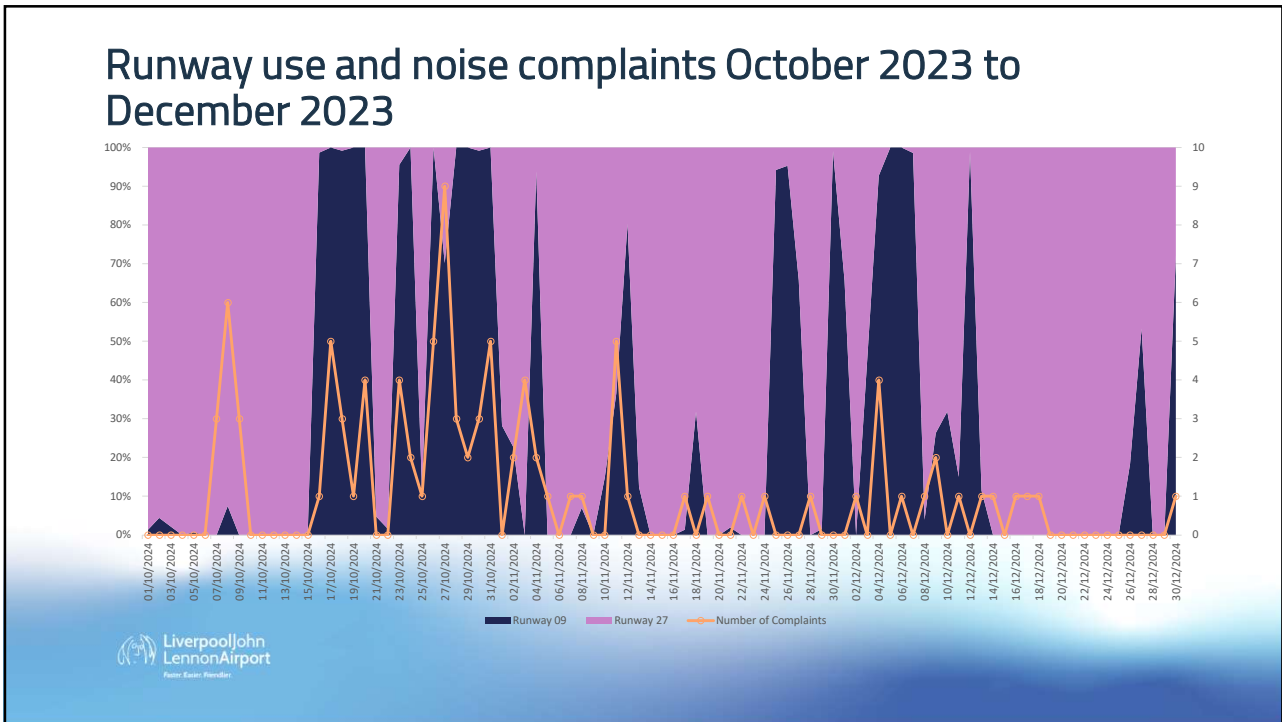
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16



17



18

Ground Engine Runs October 2023 to December 2023

No complaints received regarding ground noise.

19

Number of Noise Complaints per 1000 movements October 2023 to December 2023



20

QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

The first quarter of 2024 continued to show further improvement compared to the previous year, with a 17% increase and a particularly good March with passenger numbers continuing to move closer to pre-covid levels, though totals for the first quarter of the year were still 12% below the same period in pre-covid 2019.

Month	2024	2023	Variance v 2023 (%)	2019	Variance v 2019 (%)
January	273,759	239,658	+14	316,516	-14
February	299,487	255,893	+17	339,340	-12
March	342,282	287,328	+19	382,557	-11
Totals	915,528	782,879	+17	1,038,413	-12

easyJet passengers were up 39% on the same period in the prior year, primarily due to the increase in winter capacity and with a load factor of 76%. A total of 436,053 passengers were carried in the first quarter, with ski destinations performing well and Belfast leading the way with the most passengers carried.

Despite winter capacity being cut with routes to Paris Beauvais, Brussels Charleroi and Lanzarote being discontinued, Ryanair carried 359,963 passengers during the first quarter, which is 3% up on the prior year. Load factor also improved at 80% average over the three months.

Wizz Air were down 12% on the prior year with 70,535 passengers carried during the period, although their services saw a positive load factor of 82%. Their Cluj service will not be resumed.

With the discontinued Loganair service to Derry, and Isle of Man their sole operation from Liverpool which was also reduced in service, passenger numbers were 14% down on last year for the period. However, load factor increased by 3%, up to 66%.

Aer Lingus performed better than expected during the quarter, owing to a much stronger load factor than historical trends. 16,535 passengers were carried, with a load factor of 79%.

Play suspended their Reykjavik route in January resulting in fewer passengers carried than in the same quarter in 2023, with 4,105 passengers overall. Load factors improved towards March and averaged at 58%. The summer suspension on the route to Reykjavík will begin earlier this year, finishing in April rather than May but returning on 30th September.

Wideroe continued to operate a limited service to Bergen, largely driven by the football fixtures. 8 flights operated during the first quarter, with passenger numbers at 558.

Jet2 operations began during the final week of March. A positive start with flights to nine destinations, departing load factors of 99% and just over 4,000 passengers carried. Jet2 have added winter destinations to Krakow and Prague as part of their Christmas Markets programme.

Lufthansa's service to Frankfurt is still suspended although there are ongoing discussions taking place to see if a resumption can be agreed.

Scheduled aircraft movements

In terms of scheduled aircraft movements, these figures follow similar trends and levels of growth to passenger numbers when compared to 2023 and likewise comparisons with pre-covid with movements for the quarter showing an 88% level of recovery.

Month	2024	2023	Variance v 2023 (%)	2019	Variance v 2019 (%)
January	2,111	1,875	+13	2,515	-16
February	2,181	1,793	+22	2,431	-10
March	2,434	2,101	+16	2,716	-10
Totals	6,726	5,769	+17	7,662	-12

General and Business Aviation

General & Business Aviation – 3,425 movements for the quarter, 13% below last year. Private aircraft movements largely driven by XLR and Ravenair.

Month	2024	2023	Variance v 2023 (%)	2019	Variance v 2019 (%)
January	846	1,205	-30	1,435	-41
February	1,204	1,449	-17	2,210	-46
March	1,375	1,278	+8	1,885	-27
Totals	3,425	3,932	-13	5,530	-38

Freight

Freight – 38 cargo movements with over half operated to Vigo in Spain for the automotive sector and several other movements for logistics companies.

2.0 Other Matters

Jet2 launch event

At the end of March, Jet2 commenced their operations from the airport with a big celebration ahead of their first departure from Liverpool which was their flight to Tenerife.

Various local media were on hand to see the airport and Jet2 welcome their first passengers on the full flight early in the morning, with a complimentary breakfast, live Beatles band, prizes and giveaways

New airside food and beverage facilities open in time for summer

Over the winter period a number of new food and beverage outlets in the departure lounge have been introduced as the first phase of a planned £9m investment by SSP, following a new 10 year contract with the Airport.

SSP operate most of the food and beverage outlets at the airport and included in this first phase of works has been a new Burger King unit located on the lower level of the Departure Lounge along with a new bar concept called Tap & Brew which serves a wide range of local craft beers from Birkenhead brewery Glen Affric alongside international favourites.

In addition, a new high-end eatery called Sable & Co Bar and Kitchen has been developed which is located on the mezzanine level after World Duty Free featuring a food and drink menu curated to showcase the best of local ingredients and suppliers, served in a design-led environment with fantastic views across the apron and beyond.

The next phase of works due to take place in the quieter winter 2024/25 period will include the refurbishment of the existing Upper Crust and a Starbucks coffee shop and for those looking for a classic meal, SSP will create a modern American-style diner offering an all-day menu. The popular Kissing Gate pub will be extended and will provide a lively place to enjoy a drink or bite to eat before a flight.

New 'Welcome Kiosk' for arriving visitors

A new digital passenger information facility is to be installed in the landside Arrivals area later this year aimed at helping visitors to the region find out more about all the great things to see and do and to highlight their ease of access to aid visitor dispersal across the City Region.

The project is being part funded through the Destination Marketing Strategic Investment Fund (SIF) Project, with a company now having been appointed to design and install this facility. It will include a large screen to showcase various visitor attractions/messaging with support from Marketing Liverpool and a series of interactive touch screens to help visitors find more visitor and travel information bespoke to their needs.

Press releases

The following press release was issued by the Airport over the past few weeks:

28th March

Jet2.com and Jet2holidays celebrate first flights from Liverpool John Lennon Airport

Customer Services and Accessibility Report January to March 2024

Total customer contact by month through the customer service platform:

January

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 193	2	1 223	84.5%	10.4%

Customer contact increased from December total of 863 with the start of the 2024 holiday booking peak. Jet2 marketing campaigns generating general enquiries.

The partnership with Laiye, our chat bot provider terminated with the company ceasing to trade. The bot remained live until the end of February.

February

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 032	0	1 031	82.8%	11.2%

Customer contact remaining buoyant ahead of the summer programme. February schools half term corresponding with Valentine's day and Random Acts of Kindness day generating positive feedback, particularly across social media platforms.

March

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 362	8	1 319	84.7%	12.3%

The Laiye chat bot has been removed as the provider's activities were wound up. Trials with a new provider are underway with a trial bot option being developed by the customer services team

Enquiries peaked at precovid levels in March ahead of the start of the summer schedule, effective 31st March and the launch of the Jet2 base on the 28th March.

Compliments by month

Ticket created - Month	Compliment				
	2024				
	Car Parks	Commercial	Customer Services	PRM	Security
	Tickets	Tickets	Tickets	Tickets	Tickets
January	1		7	1	
February	2		4	1	
March	3	1	25	1	2

Negative feedback by month

Ticket created - Month	Complaint			
	2024			
	Car Parks	Commercial	PRM	Security
	Tickets	Tickets	Tickets	Tickets
January	25	2	2	4
February	19		5	3
March	27	4	5	10

Query by month

Ticket created - Month	Query			
	2024			
	Car Parks	Commercial	PRM	Security
	Tickets	Tickets	Tickets	Tickets
January	89	8	32	10
February	97	9	28	28
March	114	15	66	42

Airline feedback

easyJet – DHL took over ground handling from Smart Handling by Swissport. CSAT feedback directly to easyJet since the transfer to DHL for Liverpool operations has seen Liverpool ranked number one in performance in the easyJet network. Investment in equipment and increased staffing levels are the key differences. From 31st March twilight check in is now offered to easyJet passengers between 1600 -2100 the day before travel, hot on the heels of Jet2 offering this service.

Car park feedback

Following a SKIDATA system upgrade negative feedback has reduced significantly as entry, exit and booking recognition systems are now working effectively.

The majority of complaints reference third party booking sites where a customer has selected a non-changeable product at a cost saving and then wishes to cancel or amend a non-changeable product

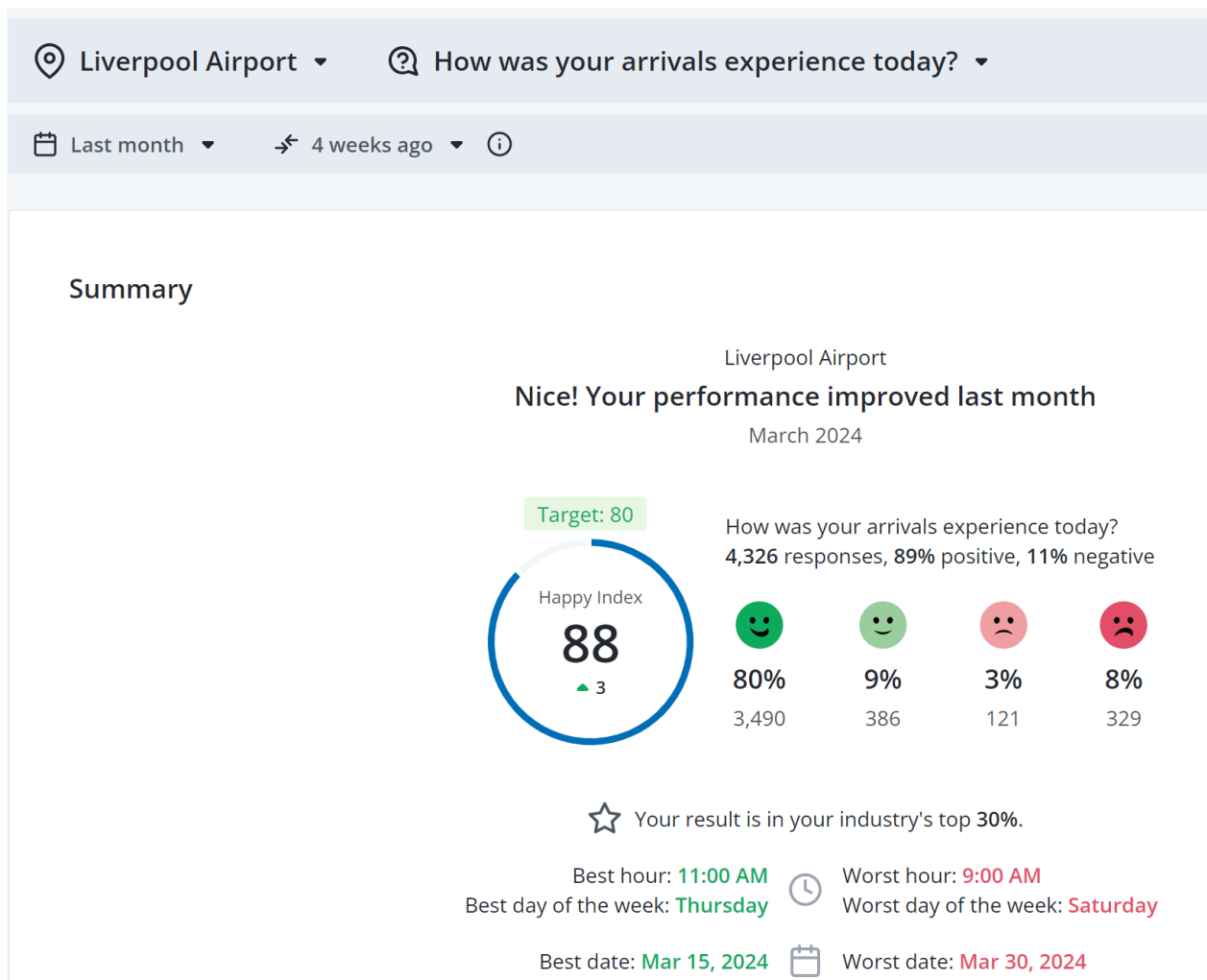
Happy or Not

Across 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 in real time.



Analytics for the first quarter of the year provided by the 'Happy or Not' system is assisting the operations and commercial teams to measure and monitor performance.

The following screenshot reflects feedback for March from passengers exiting arrivals.



Surprise and Amaze Events

February half term school holidays coincided with Valentine’s Day and Random Acts of Kindness Day. A Valentines event in the departure lounge featured a pop up photobooth and sweet treats for departing passengers. The Random Act of Kindness Day event included surprising departing passengers with free flights courtesy of easyJet, food and beverage offered to random passengers in the departure lounge and money off purchases at World Duty Free. Both days were broadly welcomed by departing passengers.

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 had prebooked assistance.

The table shows the number of passengers assisted by ABM for the quarter.

	Jan 2024	Feb 2024	Mar 2024	YTD
ECAC Arrivals	1,776	1,633	2,072	5,481
No Show Arrival %	10.58%	7.56%	6.93%	8.30%
PB ECAC Arrivals	1,569	1,460	1,893	4,922
PB<5	70.17%	75.14%	73.43%	72.90%
PB<10	85.47%	86.99%	87.06%	86.53%
PB<20	97.71%	99.59%	98.10%	98.42%
PB<30	98.85%	99.73%	99.37%	99.31%
PB<45	100.00%	100.00%	100.00%	100.00%
PB<60	100.00%	100.00%	100.00%	100.00%
NPB ECAC Arrivals	207	176	181	564
NPB<25	99.03%	99.43%	97.24%	98.58%
NPB<35	100.00%	100.00%	99.45%	99.82%
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	1,403	1,281	1,558	4,242
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	256	246	264	766
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 PRM with NoShow	3,698	3,432	4,231	11,361

The Accessibility Forum will meet on 15th April with the regulator in attendance.

Christina Smith, Customer Services & Accessibility Executive