

ANNUAL MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FRIDAY 12 APRIL 2019 AT 10AM

**FIRST FLOOR MEETING ROOMS 8/10 OLYMPIC HOUSE
MANCHESTER AIRPORT M90 1QX**

(Please use the Staff and Visitors Car Park – signposted Mid Stay – accessed from Parade Road opposite T3 Multi – Storey entrance).

AGENDA

1 PROCEDURAL MATTERS

- (a) Apologies for Absence
- (b) Appointment of Vice Chairman
Nominations have been received from Cllr. George Walton and Jack Thomas and seconded by Keith Whitmore, that Sandra Matlow be appointed as Vice Chairman of the Committee for the ensuing year.
- (c) To confirm as a correct record the Minutes of the meeting of the Committee held on 18 January 2019.
With regard to Minute 6 (Community Relations Statistical Reporting) to consider whether further action is needed to celebrate the 50th Anniversary of the Committee, which first met on 20 October 1969.
- (d) To receive the Minutes of the meeting of the Technical Advisory Group held on 8 March 2019.
- (e) To receive the Minutes of the meeting of the Airport Users Advisory Group held on 1 March 2019.
- (f) Membership and Attendance
 - (i) to receive a review of the substitution arrangements agreed in April 2018 (see attached report of the Secretary);
 - (ii) to note the appointment of Gary Ellis (Scandinavian Airlines) as the new AOC representative and approve his appointment to the Users Advisory Group; and
 - (iii) to note the ongoing vacancy for a Disability Representative on the Committee and Users Advisory Group.

2 MANCHESTER TRANSFORMATION PROJECT

To receive a presentation from Anna Russell, Head of Stakeholder Liaison and Communications, on progress with the MAN TP Project and developments at Terminal 2.

3 MAG FINANCIAL AND ECONOMIC PERFORMANCE 2017–18

To receive a briefing from Alexander Roy, Head of Strategy, on the MAG contribution to the overall UK economic value in 2017–18.

4 REPORT OF THE CHIEF OPERATING OFFICER

To consider the report of Brad Miller, Chief Operating Officer, Manchester Airport.

5 GROUND TRANSPORT

To receive–

- (a) a presentation from Caroline Whittam, Transport for Greater Manchester, on current levels of rail service and access to the Airport's Ground Transport Interchange;
- (b) a briefing from Andrew Saunders, Surface Access Strategy Manager, on bus and coach services at the Airport and any planned developments; and
- (c) a report on the quarterly performance data on the modal split of transport used to access the Airport.

6 DfT AVIATION STRATEGY GREEN PAPER

To consider the DfT Aviation Strategy Green Paper and to agree any appropriate response by the Consultative Committee.

Notes:

- (a) the deadline for responses has been postponed to 20 June which now enables the Committee to consider the consultation in detail;
- (b) the Airport will be responding directly to the Green Paper and Members will be briefed on the key issues involved (Samantha Carty, Government Affairs Manager);
- (c) both Advisory Groups considered the consultation (see Minutes at item 1(d) and (e) above); and
- (d) a Briefing Note produced by UKACCs and summarising the key points of the Green Paper is attached.

7 COMMUNITY RELATIONS

To receive from Wendy Sinfield, Community Relations Manager

- (a) the Aircraft Track and Noise Monitoring Reports for December 2018 – February 2019, and the Complaints Summary Report for March 2019; and
- (b) an update on the Airspace Change process and consultations, following the CAA's Airspace Modernisation Strategy published in December 2018.

8 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT

Lunch is arranged for 12.30pm

Date of Next Meeting: Friday 19 July 2019 at 10.00 am
at Olympic House, Manchester Airport

Contact: Mike Flynn by either
Telephone: 0151 608 3088 or Email: manaircc.flynn@gmail.com

MINUTES OF THE MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE held on Friday 18 January 2019 at Meeting Rooms 8 and 10, First Floor, Olympic House, Manchester Airport

PRESENT: Steve Wilkinson (Chairman)

Tony Dean - Cheshire East Council

Don Stockton – Cheshire East Council

George Walton - Cheshire East Council

Bob Rudd – Cheshire West and Chester Council

Roy Driver – Stockport Metropolitan Borough Council

John Taylor – Stockport Metropolitan Borough Council

Bernard Sharp - Trafford Metropolitan Borough Council

Mike Whetton – Trafford Metropolitan Borough Council

Graham Whitham – Trafford Metropolitan Borough Council

Keith Whitmore – Manchester City Council

Jack Thomas – North West Region Chamber of Commerce

Peter Burns - Heald Green and Long Lane Ratepayers Association

Eleanor Underhill – National Trust

Robert Thompson – North West CBI

Colin Booth – Mobberley Parish Council

Deborah Walker – Mere Parish Council

Kieran McMahon – Disability Stockport

Neville Duncan – Which?

REPRESENTING MANCHESTER AIRPORT PLC

Adam Jupp, Brad Miller, Wendy Sinfield, John Twigg, Chris Wild, Tricia Williams

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

ENVIRONMENTAL ADVISOR

Nick Kelly, Cheshire East Council

APOLOGIES:

Andrew Ashton, Stuart Corris; Bill Fairfoull; Julian Goodrich; Kristina Hulme; Sandra Matlow; David Neill; John Pantall; Steve Parish; Elizabeth Patel; James Power; Luke Raikes; Linda Reynolds.

1 MINUTES AND MATTERS ARISING

(a) **RESOLVED:** That the Minutes of the meeting of the Committee held on 19 October 2018 be approved as a correct record.

(b) The minutes of the meeting of the Technical Advisory Group held on 7 December 2018 were received.

Members were asked to consider the recommendation of the Group relating to Minute 2(b) – World Health Organisation Guidelines on the Health Impacts of Environmental Noise.

(c) The minutes of the meeting of the Users Advisory Group held on 30 November 2018 were received.

Members noted that Councillor Tony Dean's name be added to the list of apologies.

Jack Thomas asked that MAG reconsider the change in terminology from passenger to 'guest'; unless this term was for internal purposes only. Tricia Williams explained that at present this was an internal approach for use in training, etc. and a positive impact could already be seen in staff attitudes in dealing with passengers. There was no current intention to apply this terminology for external purposes and any such decision would be taken at strategic level.

(d) The Secretary reported that Kieran McMahon was retiring from the Committee and a new disability representative would be needed for both the Committee and the UAG. Kieran had suggested an alternative representative and the Secretary would contact him to see if he was interested in joining the Committee. Jack Thomas thanked Kieran for his positive contributions to the Users Advisory Group and his excellent role as an advocate for disabled people. Steve Wilkinson endorsed these views on behalf of the Committee and wished Kieran well for the future.

RESOLVED: that

- (a) The recommendations of TAG in relation to the World Health Organisation's Guidelines on the health impacts of environmental noise be endorsed; and
- (b) The Secretary progress an alternative disability representative to replace Kieran McMahon.

2 REPORT OF THE CHIEF OPERATING OFFICER

The Committee considered the report of Tricia Williams, Chief Operating Officer (COO). Tricia introduced Brad Miller who would be taking up the post of Chief Operating Officer from 4th February; Brad was previously CEO at East Midlands Airport. Tricia would be taking on the role of Chief Customer Officer for the whole Manchester Airports Group.

The report identified major issues affecting the business, updated Members on the current level of Airport activity and measures being taken to improve service delivery. The following issues were highlighted:

- MAG half year results – interim results to September had been announced in December. Passenger numbers had increased by 3.8% year on year to 35.7m for the 3 Group airports. The MAG revenue had increased by 8.3% to £508.5m which had contributed £7.8 billion to the overall economy of the UK, an increase of 9.9% over the previous year.
- Brexit – the Airport was working closely with UKBF and additional categories of passengers would be able to use e-gates including passengers from Canada and the USA. Talks between these countries and the UK had also concluded with agreement for a like-for-like aviation access to that which exists now.
- The new route to Mumbai by Jet Airways had been launched on 5th November. The launch included speeches by Chief Executive Officer Andrew Cowan and the Indian Consul General. The Aviation Minister Baroness Sugg had been in attendance and had made reference to the positive contribution the airport made to the economy. A new route to Addis Ababa by Ethiopian Airlines had also commenced in December.
- A number of awards had been won including four awards by the Public Relations Team and Business in the Community had awarded the Airport the Community Mark for the third time.
- The airport continued to celebrate its 80th Birthday with a final birthday lunch for over 300 Woodhouse Park residents and the planting of 80 oak trees along with the burying of some time capsules containing items reflective of the time period.

- Transformation Programme – works on Pier 1 were nearing completion and the Pier would be handed over to the airport during week commencing 21st January. The Pier would open on 1st April. To ensure the new facilities, systems and processes opening smoothly a period of ORAT was underway – this was Operations readiness, activation and transition activity and ensured staff were trained and familiar with the Pier.
- Operational Data: On Time Performance - OTP for all flights was below target of 85% in October, November and December. The figures for first wave were above target in October and November but below target at 83.1% for December. Passenger numbers continued to grow with the rolling total currently being over 28m passengers; this figure had been boosted with 2.5m people flying in October.
- Customer Service and Security Issues – The total complaints per 10k passengers had decreased over the past three months. Staff from the Customer Contact Centre had contacted ‘detractors’ (passengers who had given negative scores in the Net Promotor Surveys). The SLA of responding to 95% of feedback within ten working days had been met. Complaints had decreased in volume over November and December. Security performance of 92% of passengers queueing 15 minutes or less in security had been achieved in all 3 months from October - December 2018. In relation to Immigration the performance figures for October – December showed the 25 minutes SLA for EU passengers achieved at 99%; e-gate performance was also 99% and for non-EU (45 minutes SLA) performance was above 98% in October and November and 96.3% in December. For Special Assistance Services performance in November and December had achieved key European Civil Aviation Conference metrics. The new flights to Mumbai had increased demand for assistance services with one flight having 63 PRMs. OCS had obtained additional chairs and recruited additional Customer Care Agents to meet the increase in demand. A tender process had been undertaken and the Special Assistance service had been awarded to OmniServ from 1st April 2019.
- Community Matters – in October a day long ‘Masterclass’ had been held for Consultative Committee members with spare places offered to local Councillors. During 2018 there had been 41 outreach sessions at Knutsford library and 20 mobile outreaches. In December 1,400 schoolchildren had received tickets from the airport to the pantomime at Wythenshawe Forum. Airport colleagues had contributed toys and gifts towards the Salvation Army Christmas appeal, for the Cheshire East appeal for help for families in poverty; and for a Christmas party for children from Longridge and Shaw Heath in Knutsford. A Festival of Remembrance had been held under the wings of Concorde at the Runway Visitor Park on 8th November with around 800 attendees. The Community Trust Fund had awarded £32,016 to twenty four local organisations including £1,000 to 1st

Wythenshawe Scout Group towards camping equipment and £2,000 for trampolines to Trafford Trampoline Club.

The monthly traffic statistics for October, November and December were included in the report.

In discussing the report the following issues/questions were raised:

- Would the transfer of the special assistance contract from OCS to OmniServ be seamless and would existing staff be transferred under TUPE provisions? The Committee was advised that MAG was working hard to ensure a sensitive and effective transfer of services from OCS and staff would be transferred under TUPE;
- Dividends and profits were increasing but overall scores for Manchester and Stansted were low compared to other airports of comparable size; NPS score targets at Manchester had also been lowered which made them more achievable. It was felt that focus needed to be given to existing customer service and not just wait for the Transformation Programme. Tricia explained that service and operational measures had improved over the last quarter and that MAG was committed to continuous improvements. The investment in MAN-TP would improve infrastructure but it was also recognised that current and ongoing passenger experience was an important area of focus and improvement;
- It was confirmed that the half year results update covered the 12 months to September, and in addition to 28m passengers at Manchester, there were 28.4m at Stansted and under 5m at East Midlands – giving a total for the group of approximately 60m passengers in the year. Members asked for an explanation about how the figure of MAG contribution of £7.8bn economic value to the UK economy had been arrived at. Tricia explained that there would be data and work behind how the figure had been calculated and this would be brought back to the next meeting;
- Members reported that the lanyard system for passengers requiring special assistance had been a positive initiative especially for people with hidden disabilities;
- Members asked if a detailed update on MAN-TP could be made to the next meeting and this was agreed.

RESOLVED: that:

- (a) the report be received;
- (b) an explanation of the breakdown of how the figure of £7.8bn is arrived at as a

representation of the value from the Airport Group to the UK economy be made to the next meeting; and

- (c) an update report on the Transformation Programme be brought to the next meeting.

3 GROUND TRANSPORT

John Twigg updated on current ground transport issues:

- Actions to tackle anti-social parking – a number of initiatives had been introduced to address anti-social parking on nearby residential streets including a waiting area for Private Hire vehicles; work with Manchester City Council to target vehicles parked illegally over summer; work with TfGM to provide a free shuttle bus for people who live locally and work on the campus as well as longer term schemes such as residents parking;
- Rail services – New timetables introduced in December were an improvement on services from May – November. New trains were due to be rolled out shortly which would offer some increased capacity to the airport. However, concerns remained over a lack of advice and communication at Piccadilly Station over train cancellations which caused difficulties for passengers travelling to the Airport. Discussions were taking place with Network rail to improve this;
- Bus and Coach travel – a number of providers were soon to offer services to the airport from various locations including a direct coach service from Birmingham and an early morning service to enable passengers to catch ‘first wave’ flights. Work was underway to develop both National Express and Stagecoach services for the Airport and a report on progress would be made to the next MACC meeting;
- Staff travel – Mott MacDonald had carried out a staff travel to work survey before Christmas involving all staff who worked on the campus. Mott MacDonald were to write a travel plan to influence staff travel options and planning for future transport links for both the existing campus and Airport City North. There was shortly to be a trial of free bus services for employees from Altrincham and Wythenshawe which staff could book using a mobile app.

Members asked questions as follows:

- Had the new zoning and timetable for Metrolink had any impact on the airport? John responded that the Metrolink service to the airport had not been easy to use although there had been recent improvements. Also, the new rail timetables had led to initial improvements in December, but more recent levels of cancellation and industrial action had resulted in a diminution of service. Members suggested representatives of the rail operators attend a future meeting to report on and discuss the situation;

- What information was available on use of the Metro by passengers? John explained that the Metro was more commonly used by staff than passengers. Modal share could be advised outside the meeting. Members asked that this data be reported once again to Members on a regular basis;
- Were there plans to extend the Metrolink? John confirmed this was the position and a business case had been made based on demand. The development of Metrolink at the airport including the proposed Wythenshawe Loop was under consideration but the issue was linked to HS2 as the lines would have to cross at some point;
- There could be issues with off site car parks causing congestion and other problems in nearby residential areas – did the airport make representations on such planning applications? John advised that MAG did comment but had to tread a fine line as the applications could be viewed as legitimate competition. MAG took the view that on - site provision was preferable based on standards of service and security.

RESOLVED: that:

- (a) the update be received;
- (b) a presentation be made to a future meeting by representatives of rail services; and
- (c) information on modal share be produced and presented to Members for consideration.

4 DfT AVIATION STRATEGY GREEN PAPER

The Committee received a presentation from Adam Jupp on the Green Paper 'Aviation 2050: The Future of UK Aviation', published by DfT on 17th December 2018. This was a major piece of work to review the position nationally and update the UK wide strategy for aviation. The report recognised Manchester as a 'national airport' with influence well beyond the local catchment area. The document referenced the direct flights from Manchester to India and China and the range of other long haul routes as enablers of economic development.

The strategy in the report had a number of objectives:

- support growth
- help the aviation industry work for customers
- safe and secure travel
- airspace modernisation.

There was reference to surface access including:

- focus on stations at airports
- sustainable travel with the expectation that Airports would set targets for sustainable passenger and staff travel
- airports must use local influence to provide innovative solutions to reduce carbon impact.

The report made reference to global connectivity and trade and anticipated growth in emerging economies over the next 20 years in the Asia region. Manchester was encouraging the Government to look at measures to improve surface access and review Air Passenger Duty as a way of helping 'national' airports to rebalance the economy and improve links with emerging markets.

The report proposed a 'Passenger Charter' with the aim to improve passenger experience by setting out what can be expected throughout the journey including timely information; improved disability awareness training for staff; baggage treated with care; border clearance with service levels; and all - embracing Special Assistance services.

In relation to the environment, there were a number of elements including reference to the World Health Organisation guidelines on noise; and measures to manage noise including new indicators to track performance on noise, mitigation schemes and airports to set out plans to reduce noise. The role of the newly established Independent Commission on Civil Aviation Noise (ICCAN) was referred to.

The Government accepted the target that emissions from departing flights should be at or below 2005 levels by 2050. The report proposed air quality measures around cleaner fuels and standardised procedures.

Airspace modernisation was proposed to deliver quicker, quieter and cleaner journeys. Adam advised that the Airspace Change Programme would commence at Manchester later in the year.

The report also made reference to community engagement and that Consultative Committees were recognised as the proper and representative means of engagement.

Adam advised that formal consultation was underway and would continue until 11th April. This would lead to the publication of a Government White paper in the Summer. The Airport intended to respond fully to the current consultation. As the deadline was immediately ahead of the next meeting of MACC, it was felt that the Green Paper should be referred in March primarily to TAG for consideration (and to AUAG for the Passenger Charter section) with delegated authority to make any response which might be thought necessary on behalf of the Committee.

Members raised the issue that rather than being termed a 'national' airport, Manchester should be considered the Northern International Gateway. Would the airport's response emphasise this view? Adam confirmed that it would.

RESOLVED: That:

- (a) the briefing on the Green Paper be received and noted; and
- (b) delegated power be given to TAG and UAG to respond if necessary to the Green Paper on behalf of the Consultative Committee.

5 DRONE STRATEGY

Chris Wild, Head of Airfield Operations, updated on the Civil Aviation Authority paper 'Taking Flight – the Future of Drones in the UK' and on the initiatives at Manchester Airport.

He outlined legislation introduced in the July 2018 'Air Navigation Order Amendment' which included:

- drones were not permitted to fly above 400ft
- all drones over 250g and pilots must be registered with the CAA
- the creation of 'no drone zones' to give additional protection for airports. These zones were an inner zone reflecting the aerodrome boundary and the outer zone which was 1km from the aerodrome boundary.

The airport had responded to the DfT consultation that the age limit of at least 18 for drone use was a positive move; the 1km restriction zone was seen as not sufficient and should be extended to 5km; use of technology for flight information and notification systems was supported and it was felt this should be mandatory.

Manchester Airport supported an educational approach with press releases issued about drone use and a dedicated web page. The Airport had also undertaken an initiative in November 2018 to test drone integration with manned aviation – TAG had received a full briefing on this initiative – Operation Zenith. Further work would be undertaken by the Airport with a specific organisational focus on the issues, increased levels of risk assessment, encouraging the tightening of the regulatory framework, increasing deterrence and drone detection, tracking and identity. Information and communication processes were in place in case of any specific incident.

Members raised queries and issues as follows:

- It was noted that the issue of drone use near airports had been raised extensively by TAG and the Consultative Committee a number of years ago; the Secretary had undertaken a lot of work and research on the topic and was thanked for his

input;

- It was suggested that regulation and legislation should also take into account disruption that could be caused by Chinese lanterns and fireworks as well as drones;
- Was there any guidance from the CAA? Chris explained that the CAA was looking at initiatives involving the use of technology.

RESOLVED: that the update be received and noted.

6 COMMUNITY RELATIONS STATISTICAL REPORTING

Wendy Sinfield, Community Relations Manager, presented the MANTIS reports for September, October and November and a summary of noise complaints for December 2018.

The total number of complaints for September and November were lower this year compared to the same time period the previous year but a little higher in October. There had been 9 Noise Infringement fines during the period September - November. The MANTIS reports with additional information would now appear on the Airport webpages as well as within the Committee pages, and this was welcomed by Members.

Wendy referred to the Business in the Community 'Community Mark' which the Airport was proud to have been awarded again as it was only achieved by 37 organisations nationally. She explained that the work with the Committee had formed part of the application and the Chairman had given information as one of the referees.

Wendy summarised the work carried out by the Airport in the areas of skills and employment. This had resulted in 492 people being helped into employment in 2018.

The Airport had offered sets of 35 "Reach for the Sky" books to schools in order to encourage reading and over 100 schools had so far taken up this offer.

An update on Airspace Change would be submitted to the next meeting.

Peter Burns and Wendy also noted that the Committee would be reaching its 50th anniversary in October!

RESOLVED: that the report be received.

7 ANY OTHER BUSINESS

Members asked for clarification around various bodies to look at customer experience such as the MAN Improvement Board; Customer Board and Customer Services Board – where these the same body? Tricia explained that the MAN Customer Board was set up to look at short term improvements in customer services at Manchester. Brad Miller was

leading a project to look at guest experience across all sites – the “top ten” areas for improvement. Accordingly, there was no duplication.

DATE OF NEXT MEETING: Friday 12 April 2019 at 10.00am.

MINUTES OF THE MEETING OF THE TECHNICAL ADVISORY GROUP held on Friday 8 March at Meeting Room 11, 1st Floor, Olympic House, Manchester Airport

PRESENT: Mr Peter Burns (in the Chair)

Cllr Colin Booth

Cllr Roy Driver

Mr Alan Hubbard

Mr David Neill

Cllr Chris Novak

Cllr Steve Parish

Cllr Deborah Walker

Mr Steve Wilkinson

REPRESENTING MANCHESTER AIRPORT PLC

Jon Bottomley, David Foote, Andrew Murray, Wendy Sinfield,

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

ALSO PRESENT

John Mayhew – NATS and Nick Kelly, Environmental Advisor, Cheshire East Council (CEC)

APOLOGIES:

Cllr James Power, Cllr Bernard Sharp, Ms Eleanor Underhill and Cllr George Walton

1 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 7 December were considered.

All matters arising were covered on the agenda. Andrew Murray referred to Minute 4 when a query had been raised about traffic marshals and confirmed that he had been assured that marshals did enforce the rules equally for all vehicles across the airport site.

RESOLVED: that the Minutes of the meeting of the Group held on 7 December be approved as a correct record.

2 SECTION 106 AGREEMENT

a) Richard Cope, Principal Consultant, Acoustics and Vibration Group, Bureau Veritas, was not present at the meeting to give any further update on the Independent Audit of the S106 Agreement. The Audit Report for 2017 – 18 had been circulated. Members commented that the Quantifiable Indicators did not set very challenging targets which had been met easily by the Airport over the last ten years. Also, the 60dB noise contour area continued to increase in line with the increase in traffic and passenger numbers (paragraph

3.14). This would become a key metric especially over the night/day time shoulder period.

b) Jon Bottomley updated on the Review of the S106 and Governance arrangements. He had updated the previous meeting on a draft Concordat between the Airport and Cheshire East Council (CEC). The current approach was to establish a new agreement that reflected the wider strategic relationships and updated liaison arrangements. A Memorandum of Understanding (MOU) would:

- Include a wider range of community activity;
- Play a part in delivering economic growth;
- Minimise environmental impact on local communities;
- Include formal liaison arrangements between the Airport and Cheshire East Council.

The draft MOU was currently with CEC for comment and the intention was that it would be formally signed off in the next two months. This would trigger the update of the S106 Agreement.

A number of the obligations in the S106 Agreement had now been met or were no longer relevant, especially the design of environmental works associated with Runway 2 and local highways works around the airport. The obligations that would be retained included:

- Community obligations such as the Community Trust Fund and Sound Insulation Grant scheme updated where necessary to reflect current circumstances;
- Noise Controls – to be updated in line with the Noise Action Plan;
- Night Noise – updated in line with the Noise Action Plan. The Annual Independent Audit would also be retained;
- Ultimate capacity – this would be retained from the existing agreement but matters such as any development of a third runway would be extended to match the end date of the CEC Local Plan;
- Environmental Work – retained and updated obligations regarding landscape and a habitat management plan;
- Public Transport – to reflect current public transport priorities and establish new partnership and liaison arrangements. There would also be reference to the public transport funding arising from the Forecourt charging regime.

The above obligations were being discussed with stakeholders including Local Councils in Cheshire East.

In discussing the update Members raised queries and issues as follows:

- Could the obligations and agreement still be termed a Section 106 Agreement when the planning obligations had been met? Jon advised that there was a clause in the original agreement to retain its scope and the current proposals were to update the existing not create a new Agreement. Andrew Murray further clarified that a S106 was a charge on the land itself;
 - Was there input from areas outside of CEC? This was important for wider discussion and TAG could fulfill this role. Jon agreed and said TAG would be involved in further discussion of the draft MOU and S106 Agreement. He would also discuss with CEC whether other Local Authority Planning Departments should be consulted on the new arrangements.
 - Why was Stockport MBC not involved in the S106? Jon explained that they had taken part in the Public Inquiry into the second runway but had indicated that they did not wish to participate in the S106 Agreement;
 - The continued role of the Community Trust Fund was supported but it was suggested that levels of investment by the Airport should continue to grow in proportion to the growth of the airport.
- (c) Environmental Health Officers Group (EHOG) – the minutes of the last meeting held on 9th November would be attached to the next agenda.

RESOLVED: that

- (a) A further update be made to the next meeting on progress with the draft Memorandum of Understanding and the Section 106 Agreement between the Airport and Cheshire East Council;
- (b) The proposed obligations to be retained and developed as outlined at the meeting, be supported; and
- (c) The minutes of the last meeting of the EHOG be submitted to the next meeting of the Group.

3 AERODROME OPERATIONS

(a) The Group considered a briefing presented by John Mayhew (in the absence of Chris Wild):

- The numbers for the financial year to date (4th March) were outlined: passengers -26,778,693; air transport movements – 179,766.
- There were 16 Mandatory Occurrence Reports (MOR) between the period December – February and the details of 11 incidents of note were presented. The Air Accident Investigation Board was looking into one incident.
- Current airfield projects – included works in the vicinity of T2 to enable the opening of the new Pier 1 as part of MAN-TP; removal of substation B1D and construction of new substation; and installation of a new Fuel Hydrant.
- Future projects – included surface treatment works and Airfield Re-designation (Phase 1) – this project was aimed at simplifying the airfield. It had been deferred to later in the year to coincide with the new Pier coming on board.

RESOLVED: that the report be noted.

4 PLANNING AND DEVELOPMENT UPDATE AND AIRPORT MODERNISATION PROGRAMME

(a) Andrew Murray updated on Planning and Development:

- Aviation Strategy – the Executive Summary and briefing on the Green Paper was a separate item on the agenda.
- National Planning Policy – DEFRA had consulted on proposals to make Net Biodiversity Gain mandatory for all development proposals. MAG had discussed this with Natural England and were well placed to bring it into effect if the ability to compensate across administrative boundaries was expressly allowed.
- Local Planning Policy – Cheshire East had issued a report on consultation responses to the draft Site Allocations and Development Management Plan with the proposed policy on Aircraft Noise generating the most responses. A Supplementary Planning Document into Aircraft Noise was in preparation. The draft Greater Manchester Spatial Framework (GMSF) was out to consultation until 18th March. It included strong recognition of the economic value of the airport while accepting improvements to the accessibility of the airport were needed to enable the airport to reach its full potential. A number of suggested site allocations sought to release Green Belt land for new employment and housing within the vicinity of the airport. In the case of residential development local authorities and developers needed to ensure effective mitigation against the effects of aircraft noise. Manchester, Trafford and Stockport Councils were awaiting the completion of the consultation stage of the GMSF prior to triggering the next stages of their Local Plans. In

Warrington the Proposed Submission Draft Local Plan was going to consultation after the full Council meeting in March.

- Manchester Airport Transformation Programme (MAN-TP) – Phase 1 works were well advanced with Pier 1 and the Multi Storey Car Park on schedule to open on 1st April 2019. Phase 2 was on schedule to include the new Terminal extension to open by spring 2020 with the existing T2 being closed for refurbishment for around 18 months.
- Airport City – the remaining development land sale had been confirmed. Planning consent had been given for a production and storage facility associated with the Hut Group. A further applications for two logistics units had been submitted. The timing for the construction of the approved foot and cycle bridge across the M56 slip road was still to be confirmed as it needed to tie in with other schemes. Planning permission had been granted for 2 hotels – Holiday Inn and Ibis - on the site of the T2 petrol station with site preparation works underway.
- Car parking – a new multi-storey car park for Meet and Greet storage was due to be fully operational by April 2019. A further Multi-Storey car park for the public would be completed in 2020. Other surface car park options were being looked at to replace capacity lost to MAN-TP and to manage expected growth. A decked car park on the T1 arrivals car park was currently under construction.

Members asked questions or raised issues as below:

- What were the arrangements for staff parking? Andrew explained a staff travel plan was underway. There was currently replacement staff parking provision being built to replace the 'Staff West' car park that was becoming part of the apron. The intention was to drive down single use car travel by staff and to improve access to the airport by public transport especially in the unsocial hours when transport options were very limited. The currently moribund staff car sharing scheme was to be relaunched. Work would be carried out with transport providers to offer more options including work with Transport for Greater Manchester on a City Link scheme. At the moment 14% of staff used public transport or cycled to work.
- Members asked for baseline data on public and staff car parking, number of hotel bedrooms serving the Airport and the size and occupancy of Airport City. Andrew confirmed that this was contained within the Sustainable Development Plan and that he would make it available to the Group in a separate format at the next meeting.
- What was the view of the airport regarding land in Green Belt located near the airport being released for residential development? Reference was made to a potential residential development in Stockport close to the airport which could be affected by aircraft noise. Andrew advised that there were two further such proposals in the Stockport area and that the airport would respond to all three, making the point about aircraft noise which cannot always be addressed by mitigation and insulation measures. Planning policy should seek to reduce and minimise the impact of airport noise. Nick Kelly advised that CEC was devising policy that covered noise impact to be used in planning matters. It was currently out to consultation but could be shared with TAG and the EHOG once finalised.

RESOLVED: that the update be noted and that a baseline data sheet as indicated above be brought to the next meeting.

5 REVIEW OF THE NOISE ACTION PLAN

David Foote updated: the Noise Action Plan (NAP) had now been adopted by the Secretary of State and would be published on the website by the end of March; a paper copy would be available on request.

He presented the airport's response in detail to comments made previously by the Group and the Consultative Committee on the draft Plan, which included:

- Departure noise and 'off track' surcharges – it was accepted that these had not been reviewed for some time; therefore, from winter 2019 the surcharges would be linked to Retail Price Index and adjusted each year accordingly;
- Using baseline data from 2001 was considered out of date and did not give stretching targets. This was acknowledged and would be reviewed with the Group and local authorities via EHO. New targets would be developed taking into account forecast traffic volumes and aircraft type information. This would form part of the revised S106 Agreement and be part of the 5-year review of the NAP for formal adoption.

Members raised concerns about the length of time which might be taken to make the changes overall and expressed the view that the targets in the S106 review could be reduced fairly quickly in the medium term.

RESOLVED: that the update be noted.

6 DfT AVIATION STRATEGY GREEN PAPER

Wendy Sinfield updated on the key issues raised in the Green Paper, apart from the "Passenger Charter" aspects which had been considered by the Users Group. The consultation period closing date had recently been extended to June. The Green Paper recognised Manchester as a "national airport" with influence well beyond its local catchment area.

The draft strategy was centred around a number of objectives:

- Support growth while tackling environmental impacts;
- Help aviation industry to work for its customers;
- Build a global and connected United Kingdom;
- Ensure safe and secure travel;
- Develop innovation, technology and skills;
- Airspace modernisation.

The focus areas were:

- Surface Access – for both staff and passengers. Stations at airports were recognised as regional transport hubs. This reflected the role at Manchester where the Ground Transport Interchange would be used to support Airport City. Airports were expected to set sustainable travel targets.
- Global trade and connectivity – this referred to a shift in global travel with expected growth in the Asia-Pacific region over the next 20 years. This focus had already been recognised at Manchester with direct flights to China having been introduced and the "China Dividend" report as presented to the Consultative Committee in October. There were also new direct flights from Manchester to India; Forums had been set up to recognise the new direct flights to Asia and the benefits accruing to the wider North West;
- Passenger Charter – there was a focus on improving passenger experience. This included border control and PRMs. At Manchester a new role to focus on customer experience had been introduced with Tricia Williams in post;
- Environment – this included focus on noise; improvements to noise insulation schemes; carbon targets; and air quality. An Independent Commission on Civil Aviation Noise (ICCAN) was to begin in March;
- Airspace Modernisation – this part focused on modernising airspace to deliver 'quicker, quieter and cleaner' journeys in order to deliver growth while minimising noise from individual flights. The

Government was to ask ICCAN to advise how they could best support communities to engage in the airspace change process.

- Community Engagement – this section looked at how growth in aviation could benefit local communities. It also stated that the government believed most airports should establish community funds. All Manchester Airports Group (MAG) airports had a Community Trust Fund.

The Secretary advised that a UKACCS briefing paper had been produced and circulated to the members of the Group.

Jon Bottomley advised that a detailed response on behalf of MAG would be prepared and would be shared with the Committee.

RESOLVED: that the UKACCS briefing paper be circulated with the Consultative Committee agenda pack and the Consultative Committee formulate a response to the Green Paper.

7 COMMUNITY RELATIONS DEPARTMENT

(a) Wendy Sinfield presented the MANTIS reports for December and January. There had been 2 noise infringements over the period. The January report included swath maps as well as the summary data sheets. All this information would be on the Community Relations section of the airport website as well as the Consultative Committee section. Members noted the maps were a little faint but it was thought the information would be clearer on the website; this would be checked.

(b) Wendy updated on the Airspace Change process. Manchester had submitted a formal need for Airspace Change to the CAA where it would join a waiting list which was around 8 months. An initial meeting would then be held with the CAA which was expected to take place around October. The Secretary advised that UKACCS was producing a Guidance Note for Consultative Committees on the Airspace Change process which would be circulated once ready.

RESOLVED: that the Community Relations update be noted.

NEXT MEETING: Friday 21 June at 10.00am.

MINUTES OF THE MEETING OF THE AIRPORT USERS ADVISORY GROUP held on Friday
1st March 2019 at Meeting Room 13, First Floor, Olympic House, Manchester Airport

PRESENT: Mrs S Matlow (in the Chair)

Ms W Casey

Cllr T Dean

Mr N Duncan

Mrs K Hulme

Mr R Thompson

Mr K Whitmore

REPRESENTING MANCHESTER AIRPORT PLC

P Alexander, M Austin, S Carty, M Etchells, C Hughes, A Kelly, P Lupton and S Patel

ALSO PRESENT

A Knight, UKBF

SECRETARIAT:

M F Flynn, Secretary and D J French, Assistant Secretary

APOLOGIES:

Cllr J Pantall and Cllr E Patel

1 MINUTES AND MATTERS ARISING

The Chairman noted that all Matters Arising were covered as individual items on the agenda. There were two corrections to the minutes: to add in apologies from Cllr T Dean: and to note the correct opening times of the Contact Centre as 9.00am – 5.00pm every day and the Sales Team as 8.00am – 8.00pm every day.

RESOLVED: That the Minutes of the meeting of the Group held on 30 November 2018 be approved as a correct record subject to the inclusion of Cllr T Dean in the list of apologies and a correction to the opening times of the Contact Centre and Sales Team.

2 UK BORDER FORCE

Adam Knight updated on Border Force:

- Brexit planning – a main focus over the winter months was on training to upskill UKBF staff especially regarding customs activity. Work over March would focus on any last minute changes as the situation over Brexit was still unclear. UKBF was now

benefitting from the commencement of the seasonal workforce in preparation for the summer season.

- E-gate usage – discussions were underway with the Airport regarding increasing the number of e-gates in T3. There were higher rejection rates in T3 and it was thought this could be due to inadequate lighting; which would be changed. Matt Etchells confirmed that to date the glazing had been blocked out and ceiling lights were to be replaced in the near future to give a uniform approach. In relation to MAN-TP, the T2 extension would be operational from April 2020. There would be 10 e-gates at the opening and another 10 for the current T2 giving a total of 20 e-gates once the whole new Terminal was operational. In June there would be an increased cohort of passengers eligible to use e-gates including those from the USA, Canada, Japan, New Zealand and Australia – Adam said the current provision of e-gates would be sufficient to cope with the additional numbers of eligible passengers as e-gates were currently underused and most additional passengers would be travelling through T2.
- Queue times and performance – the figures for November 2018 – January 2019 were presented with the report of the Customer Service and Security Director. The Security Generic Service Standards (GSS) had been met in all months over the period. Immigration performance showed totals at above 99% for both EU passengers and for e-gate usage and performance at above 95% in November and December and 92.2% in January for non EU passengers.

Members raised queries and issues as follows:

- What was the position post Brexit relating to passengers with visas? Adam explained that most of the work for passengers with visas was done in advance. It was important to ensure communications and signage was effective so any passengers who needed to see an officer were prepared. In the longer term, EU passengers would need to show their passport rather than an ID card. UK passport holders travelling to Europe would need at least 6 months remaining on their passport but this would impact on UK passengers rather than on UKBF staff;
- Were there any concerns UKBF staff would be diverted from Manchester to deal with issues elsewhere? Adam explained there was a specific UKBF task force to deal with any such specific issues and he was not concerned that staff would be diverted from Manchester.
- Concern was raised around passenger comfort when flights were cancelled at the gate; especially for PRMs. Adam explained that in this case it was mainly the airlines and ground handling agents who would deal with passengers. UKBF would “de-control” passengers as quickly as possible. Matt agreed there were issues but they were not due to UKBF. There was a need to look at the process for dealing with PRMs in such cases.
- It was noted that the e-gate performance against 80% usage was below target in all

Terminals and was 69% in T3. Adam explained that there was a balance to be met between usage of e-gates and staffed desks so as to manage queues. If there was a manned desk and a queue at the e-gate it was human behaviour to go to the manned desk rather than queue which affected the usage figures. T3 would continue to be a challenge especially as work was ongoing. It was noted that on the NPS scorecard, immigration scores were high.

RESOLVED: That the update from Adam Knight be noted.

3 CUSTOMER BOARD

Matt Etchells, Head of Terminal Customer Service, updated on the work of the Customer Board. The Board was looking at 10 priorities which included:

- (a) Landside Wayfinding – postcodes had been obtained for some of the car parks across the site to improve ease of getting there. A naming strategy for car parks was being produced taking a local and wider approach. It was not permissible to have coloured signage on public highways but a consistent approach was planned with delivery in time for the summer season.
- (b) Bus/transfer times – mystery shoppers were used to give feedback. GPS tracking had not been installed on buses so there was a lack of data as to where delays may occur. 'Live chat' would be introduced at bus stops which passengers could access using a smartphone app. Members asked why digital signage could not be installed to inform when the next bus was due, noting that this issue had been raised by the Group a number of years ago. Matt explained that there were constraints on use of capital funding. There were also issues with obtaining baseline data due to various issues across the site including the A6 MARR (now A555) construction works. There was confidence now that accurate data could be obtained and a commitment to obtain data to inform future developments.
- (c) Ease of access to car parks – some problems had been caused by ANPR issues. Solutions lay around introducing QR codes and a process to separate pre booked and turn up customers. Members referred to issues of accessing the Mid Stay car park for meetings when they would have to press the call button and cause delays for other car park users – it was queried how other users accessed the car park? Matt explained that other users were either pre booked passengers and the ANPR would cause the barrier to lift, or staff whose number plate would be recognised.
- (d) Facilities Management – Paul Lupton would present on this later at the meeting.
- (e) Special Assistance Services – Matt explained that performance had improved recently and the SLAs had been met; preparations were well underway to handover to the new provider from 1st April. There was a positive feeling amongst staff who would be transferred to the new provider. There were a number of additional Special Assistance points across the campus and in Terminals which had been welcomed.

- (f) End to End Security – performance levels had improved generally, particularly staff attitudes as confirmed by the NPS data. The focus in training was on staff engagement and quality service provision as standard. All – colleague briefing meetings had been introduced with a focus on the “guest” experience.
- (g) Comfort at gate and Terminal Hotspots – the Airport recognised the difficulties and the need to maintain high standards for current customers while the MAN TP developments were ongoing. Key issues were facilities management and cleanliness including hygiene factors and congestion especially in T3.
- (h) Immigration – this had been covered earlier in the meeting.
- (i) Baggage Reclaim and Here to Help – Easy Jet had now changed their baggage handler to enable a more effective service and minimal delays; however, there was limited resource on the campus meaning some handlers had moved to the Easy Jet provider from other Manchester ground handlers. The Airport management and ground handlers had met in December and February and there were no significant areas of concern. The meetings would continue to encourage effective planning and delivery for the Summer. The Community App gave live information on baggage reclaim, and it was noted that baggage delays could generate a lot of feedback through social media.

Members raised queries and issues as follows:

- There appeared to be a lack of wheelchairs for passengers when disembarking. Matt agreed and said this was most noticeable on high volume flights including newer long haul services and when there were poor levels of pre-notification. The Airport continued with efforts to address this through the new contract.
- Members referred to signage on main roads, some of which was felt to be misleading. It was felt that the signs on the M56 which showed an aeroplane symbol could lead drivers from the North Wales area towards Liverpool Airport rather than Manchester. It was noted that the Highways Agency required around a 2 year lead in for highways signs.
- Did the Metrolink have a positive impact on travel to the airport? Also, there was a need to encourage staff to access the Airport more by public transport, car share schemes and cycling. Members were advised Metrolink was more often used by staff; and information on modal share would be provided to the April meeting of the Consultative Committee.
- Were Airport staff visible in the Baggage Reclaim Hall? Matt explained that there was no budget to put staff in the Reclaim Hall as a fixed post but there was flexibility to move staff as the need arose from other areas. There was a Customer Service Desk in the Baggage Reclaim Halls and Customer Service Staff who were visible in pink hi vis. Members suggested the responsibility to provide staff in Baggage Reclaim was on airlines. Matt suggested that airlines would feel this

was subcontracted to the Ground Handlers and if a change were to be made this may mean adjusting the ground handling licence.

- Which staff were in pink hi vis? Matt advised all Customer Service staff apart from the Information Desk staff wore hi vis pink. He noted some staff were not keen on the colour but visibility was important and it was important to have a noticeably different colour from hi vis yellow. There would be a review of uniforms subject to the availability of Capex funding but in the meantime the hi vis pink tabards would remain.

Patrick Alexander, Guest Experience Transformation Director, updated on Guest Experience:

He explained the change in terminology to include the use of the term “guest”:

- Internally the term “guest” was used to reflect a change in philosophy that people should be treated as though they were a guest in your home; drawing on an intuitive knowledge of how guests would be treated;
- Externally – a variety of terms would be used including guests, customers, passengers depending on the situation. In cases where excessive alcohol caused disruption – the term used would be disruptive passengers. In site wide communications to airport partners, reference would be made to customer service.

The Guest Experience work was a Group wide review with a number of workstreams each ‘owned’ by a Senior MAG member. These included:

- Strategy and standards – an announcement would be made in the summer with inputs from colleagues, business partners and ‘guests’ (from the Guest Insight Panel);
- Diagnostics – what were the key driving factors of dissatisfaction;
- Tools, technology, measurements – what new tools and technology should be used? What and how should we measure?
- Operational solutions – look at the whole operation and assess where solutions can be found to ensure a seamless journey.
- ‘Our people’ – what do MAG staff need to deliver great guest experience. This recognised the role of staff in contributing to a good experience and Colleague Focus Groups would be established.
- Continuous Improvement.
- Communications – an internal communications strategy would be developed.

There would be training for staff which would look at how to deal with difficult situations and how

to ensure good experience. MAG was committed to training even though it was expensive as staff attendance at training required temporary backfilling of posts, but MAG recognised the value of training.

Members raised the issue of Manchester having a 'monopoly' in the area and whether there was an incentive to improve? Patrick suggested Manchester did not have a monopoly due to competition from other Airports and also it was recognised that staff satisfaction led to lower turnover and better service. Staff were given 2 paid days leave to undertake voluntary work, there was an internal reward programme and the Community Relations Team undertook many initiatives which were reported to members.

Members felt that the regulations and requirements of air travel made it a stressful experience so anything that the airport could do to make it a smooth process was welcomed.

The work fell under the new Directorate of the Chief Customer Officer and the Customer Board would continue as a specific Manchester Airport initiative.

The Chairman asked how the Consultative Committee through the User Group could be involved with the Guest Experience transformation and Patrick agreed to take this as an action to consider further but the input of the Committee would be welcomed. He undertook to update the Chairman on the outcome, and to report further to the Group on the Guest Experience work later in the year.

RESOLVED: That

- (a) The update on the work of the Customer Board be received and noted; and
- (b) A further update on the Guest Experience work be made to the Group in due course including how the Group can be involved.

4 REPORT OF THE CUSTOMER SERVICES AND SECURITY DIRECTOR

The Group considered the report of Fiona Wright, Director of Customer Services and Security, presented by Matt Etchells:

(a) Special Assistance Performance – Matt Austin updated on current issues.

- Pre-notification levels showed an average 66.51% pre notification across all months November - January. January was a quieter month with fewer PRMs than November and December.
- January Performance Service Level Agreement – figures for January were presented. The target around PRMs being at the boarding gate in time showed 82.05% performance against a target of 100%. The CAA targets were now being met or were above target; regular meetings were held with the CAA who were pleased with the performance at Manchester and the direction of the Assistance Service.
- Welcome sessions had been carried out for current OCS staff who were transferring

across to the new provider Omniserv, who would be operating as ABM. There would be an in-depth training programme.

- Missed flights – there had been 2 PRMs who had missed flights during the reporting period, both of which was due to OCS failure. One passenger eventually decided not to fly.

Members asked if airlines attended the Accessibility Forum? Matt explained that airlines did not attend the Forum as its role was to focus on passenger experience at the airport; there were meetings with the Airline Operators Committee (AOC) and Special Assistance Sub Group. The agenda for the meeting of the Forum on 20 February was circulated. The Secretary confirmed that a new representative from the AOC would be invited to the Consultative Committee meeting in April.

Members asked about the style of wheelchair as some had a luggage shelf which was very useful. Matt explained that OCS had 10 wheelchairs with a luggage shelf but from 1st April all wheelchairs would be the type with a shelf.

Members reiterated previous views that PRMs who missed flights due to the provider's failure should receive financial compensation. Matt confirmed it was not Manchester's policy to provide cash compensation and it was rarely given at other airports. OCS would cover the cost of a replacement flight and for accommodation, food and beverage while waiting. It was hoped that the new IT system would help to eradicate missed flights. The Department for Transport Aviation Strategy would give the opportunity to comment if wished. The Secretary referred to changes to CAA guidance around PRMs – CAP1228; a report on this would be submitted to the next meeting. The CAA had organised a seminar on 1 March on the changes to the Guidance and this was being attended by senior staff from the Airport. Mrs Hulme explained she was also attending the ABTA Aviation Forum and would report back to the Group.

- (b) Customer Contact Team and Feedback – Smit Patel updated: there had been a slight dip in numbers of calls answered in January compared to previous months but it was explained there had been increased numbers of calls later in the month due to bad weather on 30th January. There had been an increase in staff in the Sales Team. The opening hours of the Customer Contact Teams at the London airports had been sent as requested to the Chairman; opening times were longer at those airports but call charges were higher – Manchester charged the standard mobile network charge or local rate. It should be emphasised that comparisons with other contact services were not “like for like” and that income from higher charges enabled longer opening hours and more staff.

Customer feedback was shown – forecourt drop off continued to generate the most amount of complaints and damage to vehicles parked in M&G also generated a high number of complaints. However, the overall number of complaints about forecourt charging were decreasing and it was assumed this was due to the system becoming more accepted over time and better information and awareness. Members asked whether the Meet & Greet parking was still a premium product when the return location

for T1 was MSCP floor 13 and suggested the website was misleading in its description of M&G as “hassle free”. Matt explained that M&G was no longer the highest priced car parking product and agreed to check the website information.

Smit advised that in October and November 2018 there was a decrease in the number of complaints per 10,000 passengers but complaints increased in January which was seen as being a result of the bad weather. January had also seen the highest number of compliments per 10,000 passengers.

A number of projects to improve customer experience were underway or planned including in T3 the installation of picnic style benches and a park style seating area in departures and a replacement lift; in T3 there were desk refurbishments to improve appearance, upgrades to lift 433 and escalator 406 and installation of a Disruption Desk at Gate 150 to enable better management when flights were cancelled.

Members referred to the Skylink and placing of buckets to catch leaks during heavy rain – were there any plans to improve the Skylink? Matt Etchells advised there were no plans in the short term, ad hoc repairs would continue to be made as and when required. The Chairman felt that as the Skylink was permanent and well used a request for capex should be made to upgrade the link, including ensuring the Walkways were in working order.

- (c) NPS scores – Chris Hughes updated: new questions had been added to the survey including whether travelling for business or leisure and detail of Terminal and airline; this gave more valuable data. Immigration scores were generally good and T2 continued to score best of all Terminals. Business passengers showed lower satisfaction rates than leisure passengers. The In-Terminal NPS scores showed poor performance for comfort of departure lounge and comfort of gate. As the amount of data increased the airport would be able to introduce targets for In-Terminal NPS scores. Members asked that targets were not lowered and queried why T2 generally received good scores. Matt confirmed that GSS would not be lowered. It was important not to focus on areas of worst failure which could reduce staff morale. T2 scored well due to its size, construction and because there was less pressure on it; however, it would soon be experiencing the impact of MAN-TP. “Feedback now” buttons were being well used and cleanliness scores were increasing. It was explained that misuse of the buttons was minimised as constant pressing did not get recognised as there had to be a 10 second gap between presses.

Members asked about WiFi and were advised that improvements had been carried out to routers; increased bandwidth would be introduced from April to improve connection speeds.

RESOLVED: that the report of the Customer Services and Security Director be received and noted.

5 DfT AVIATION STRATEGY GREEN PAPER

Samantha Carty, External Affairs Manager, briefed on the Passenger Charter aspects of the Green Paper. She explained that the consultation had been extended to mid June. The proposals were based around seven strategic themes one of which was to enhance the passenger experience and included proposals for a Passenger Charter.

The Passenger Charter included 6 key areas:

- PRMs
- Disruptive passengers (primarily due to alcohol consumption)
- Service levels at the border
- Complaints and compensation
- Transparency of terms and conditions
- Airline failure.

In relation to PRMs there were direct proposals around improved pre-notification; removal of limits on payments for damage to wheelchairs; consistent standards for allergy sufferers; hidden disabilities; and awareness raising of services to those who need assistance.

For disruptive passengers it was proposed to introduce zero tolerance; awareness raising of penalties and encourage greater use of existing sanctions; and adoption of any measures proposed in response to the findings of the call for evidence on airside alcohol licensing.

Border experience proposals including the creation of a new operating model between the government and industry to enhance collaboration and considering options to encourage innovation and new technology; review the current SLA and process to ensure it is robust and balance security and service at the border; support innovation and technology.

After the consultation period the government would review comments and issue a White Paper; the date for this was not yet known following the extension of the consultation period.

Members commented on outbound security as part of the passenger experience – Samantha advised this was not mentioned in the Green Paper. It was also requested that any comments from the Committee should recommend that PRMs who missed flights due to airport failures should receive financial compensation. This could be based on a calibrated scale in accordance with the distance to be travelled and the length of the delay involved. Members commented also that more effective levels of pre – notification for PRM passengers remained a priority, and that a return to the provision of more detailed paperwork and information would help with this.

There was also the possibility that the role of Transport Focus could be extended to act as a representative body for air passengers. This was opposed as it would duplicate one of the current roles of Airport Consultative Committees, and it was felt that the ongoing work of

Transport Focus was in the process of being reduced in any case.

RESOLVED: That the Passenger Charter aspects of the Green Paper be noted and, in view of the extension of the deadline, the Consultative Committee be recommended to provide a response taking into account comments made by this Group and the Technical Advisory Group.

6 CLEANLINESS

Paul Lupton and Andrew Kelly updated:

- (a) Passenger numbers – there had been an increase in passengers in October – December with an additional 389,000 compared to the same period the previous year. This had been followed in January with a 116,000 increase in numbers so the pattern of sustained increase continued.
- (b) Q Audit – this was the new internal scoring system. Each Terminal was split between a landside and airside zone and was scored by a group comprising Karla Heyes, Andrew Kelly, the MITIE Duty Manager and a MITIE colleague. The pass rate was set at 85% to be a challenging target. There were now far more pass scores than fail and in December there had been no areas that failed. This improvement was due to a number of factors – MITIE recruitment which included part time roles; new equipment including a Kivak machine to deep clean toilet areas; staffing up for the new Pier and link which would open on 1st April; new welfare facilities for MITIE staff including a kitchen and restroom. Members asked what had driven the improvements and were advised that there were a number of factors but the new Account Manager had had an impact especially as he had previous knowledge from working at an airport; in addition there had been an increase in resource.
- (c) A query was also raised as to whether there would be a smoking area for users of the new Pier and Link, which Paul agreed to check out.

RESOLVED : that the update on Cleanliness be received and noted.

7 UPDATE ON OUTSTANDING ISSUES FROM PREVIOUS WALKABOUTS

The Group received the update on previous Walkabouts including to T3 on 15th November and T3 on 14th February. The issue of cleaning tables at the Lion and Antelope area would be discussed with Food & Beverage teams. The overflowing nappy bin at the Trattoria was due to a missed collection. Smoking Areas were now subject to twice daily cleans. Paul Lupton agreed to check the leak by the T3 PRM desk. He also agreed to check whether there would be any investment at the Skylink.

RESOLVED: That the update be noted.

8 UPDATE ON MAN-TP

A summary of current MAN-TP activity had been attached to the agenda papers. The new Pier – Pier 1 – and multi storey car park would open on 1st April. Sales were online for the new car

park; there was as yet no link from the car park to the Terminal. Familiarisation tours were taking place. The Secretary reminded members that the whole Committee had been invited to visit on 23rd May and as a result the MAN TP Workshop due to be held on 22nd May had been cancelled.

RESOLVED: That the update on MAN-TP be received.

NEXT MEETING: Friday 7 June at 10.00am.

NEXT MAN-TP WORKSHOPS: Wednesdays 27TH March, 24th April, 26th June, and 24th July

DATE of NEXT WALKABOUT: Thursday 23rd May (for whole Committee to new T2 Pier)

MEMBERSHIP OF THE COMMITTEE

NOMINATING BODY	MEMBER	ADV GROUP/CTF PLACES
Manchester Airport plc	Mr S Wilkinson (Chairman) steve.wilkinson976@btinternet.com	User and Tech Advisory Groups (Ex Officio)
Cheshire East Borough Council	Councillor G Walton george.walton@cheshireeast.gov.uk Councillor D Stockton don.stockton@cheshireeast.gov.uk Councillor T Dean tony.dean@cheshireeast.gov.uk Cllr J Macrae jamie.macrae@cheshireeast.gov.uk Receives MACC papers	Tech Adv Group (Vice Chairman) Community Trust Fund User Adv Group Substitute Member
Cheshire West and Chester Borough Council	Cllr B Rudd bob.rudd@cheshirewestandchester.gov.uk Cllr B Clarke	User Adv Group Community Trust Fund Substitute Member
Stockport Metropolitan Borough Council	Councillor R Driver cllr.roy.driver@stockport.gov.uk Councillor J Pantall cllr.john.pantall@stockport.gov.uk Councillor J Taylor cllr.john.taylor@stockport.gov.uk Councillor S Corris	Tech Adv Group User Adv Group Community Trust Fund Substitute Member
Trafford Metropolitan Borough Council	Councillor B Sharp bernard.sharp@trafford.gov.uk Councillor M Whetton michael.whetton@trafford.gov.uk Councillor E Patel elizabeth.patel@trafford.gov.uk Councillor G Whitham	Tech Adv Group Community Trust Fund User Adv Group Substitute Member
Manchester City Council	Councillor P Andrews cllr.p.andrews@manchester.gov.uk Councillor L Raikes cllr.l.raikes@manchester.gov.uk Mr K Whitmore kwhitmore59@btinternet.com	Community Trust Fund User Adv Group
Tameside Metropolitan Borough Council	Councillor B Fairfoull bill.fairfoull@tameside.gov.uk Councillor Y Cartey	Community Trust Fund Substitute Member
Warrington Borough Council	Councillor S Parish sparish@warrington.gov.uk	Tech Adv Group
North West Region Chamber of Commerce	Mr J Thomas j.g.thomas12@btinternet.com	User Adv Group (Vice Chairman)
North West Region of CBI	Mr R Thompson rob.thompson@addleshawgoddard.com	User Adv Group
Airline Operators Committee	Mr G Ellis Gary.Ellis@sas.dk	User Adv Group
Airport Employees	Mr A Ashton andrew.ashton@magairports.com	User Adv Group
Scheduling Committee	Mr D Neill david.neill@jet2.com	Tech Adv Group

Association of British Travel Agents	Ms K Hulme kristina@travelbydesigngroup.com	User Adv Group
Heald Green and Long Land Ratepayers Association	Mr P Burns peterind@aol.com Mr C Walsh	Tech Adv Group (Chairman) Substitute Member
Wythenshawe Community Housing Group	Ms W Casey Post only	User Adv Group
Knutsford Town Council	Councillor J Power james.power@knutsfordtowncouncil.gov.uk Councillor J Goodrich	Tech Adv Group Substitute Member
Mobberley Parish Council	Councillor C Booth c.booth528@btinternet.com Councillor D Swan	Tech Adv Group Substitute Member
Styal Parish Council	Councillor C Novak chris@id-fs.co.uk Councillor R Dixon	Tech Adv Group Substitute Member
Mere Parish Council	Councillor L Reynolds l.reynolds555@btinternet.com Councillor D Walker	Tech Adv Group Substitute Member
Passenger Representative	Mrs S Matlow (Vice Chairman) sandra@matlow.co.uk	User Adv Group (Chairman) Tech Adv Group (Ex Officio)
WHICH?	Mr N Duncan neville.duncan46@gmail.com	User Adv Group
National Trust	Ms E Underhill eleanor.underhill@nationaltrust.org.uk Mr A Hubbard aandchubbard@hotmail.com all TAG papers	Tech Adv Group Substitute Member

SUMMARY

TOTAL = 32

Chairman = 1
Airport Users/Reps = 10
Town and Parish Councils = 4

Local Authority Reps = 15
Community Reps = 2

September 2018

In addition:

MACC – Nick Kelly and Margaret Hopley of CEC
Nick.kelly@cheshireeast.gov.uk
Margaret.hopley@cheshireeast.gov.uk

TAG – John Mayhew, Andrew Murray, David Foote, Margaret Hopley and Nick Kelly
UAG – Smit Patel

Review of Substitution Arrangements

1. At the Annual Meeting of the Committee in April 2018, it was agreed that the membership be amended by the inclusion of Town and Parish Councils adjacent to the Airport and that the arrangements for substitute attendance should be extended. It was also agreed that the position on substitutes should be reviewed after the first year of operation.
2. The Local Authorities in membership have always been able to identify one substitute to attend the main Committee, and all except Manchester City and Warrington Borough Councils have named a substitute representative. When Knutsford Town Council, and Mobberley, Styal and (subsequently) Mere Parish Councils joined the Committee last year, they too were invited to appoint a substitute and all have done so.
3. Since April 2017, all other Groups represented on the Committee have been able to identify a substitute if they so wish. In practice, this facility has not really been taken up, with only two bodies (Heald Green and Long Lane Ratepayers Association, and the National Trust) naming a substitute to attend if necessary.
4. At the April meeting last year it was also agreed that named substitutes for the main Committee would also be permitted to attend the appropriate Advisory Group in the absence of the full Member, provided that notice was given in advance to the Secretary. In the case of the National Trust (NT) their alternate attends all meetings of TAG in place of the full Member and these arrangements appear to have worked well.
5. In terms of actual attendances, over the last year involving three meetings of MACC and four of the Advisory Groups, substitutes have only been used sparingly, the position being as follows:

Cycle

June/July: MACC = 0 AUAG = 0 TAG = 2 (Mobberley PC and NT)
Sept/Oct: MACC = 1 (Styal PC) AUAG = 0 TAG = 1 (NT)
Nov/Dec/Jan: MACC = 2 (Trafford MBC and Mere PC) AUAG = 0 TAG = 1 (NT)
March/April: MACC = ? AUAG = 0 TAG = 2 (NT and Mere PC)

6. Accordingly, Members will see that the attendance of substitutes has been minimal over the past year, despite the changes which were introduced last April. For completeness, a copy of the Committee's current membership list and appointments to Advisory Groups is attached.
7. The Committee is invited to consider whether any further action is required following this review, and otherwise to note the position.

Mike Flynn

Secretary.

1. INTRODUCTION

This paper highlights major issues affecting the business, updates members on the current level of Airport activity and measures being taken to improve service delivery.

2. POLICY MATTERS

Brexit -*Please note this section was correct as of Friday 5th April 2019*

We have always been clear that the best result for the aviation industry would be a deal which preserves the liberal flying freedoms and the competitive approach to the aviation market that have driven so much important connectivity and economic growth across the continent over the last couple of decades. We are therefore pleased that the Her Majesty's Government has confirmed details of measures to ensure that flights will continue if the UK leaves the EU in a 'no deal' Brexit. The Department for Transport will match the EU's offer to protect flying rights in the event of a 'no-deal' Brexit, allowing planes to take off unhindered after departure from the EU.

There have been several other announcements relating to Brexit:

- As part of the Spring Statement, the Chancellor announced the expansion of ePassport gates for nationals from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America will start from June. Citizens from these countries will be exempt from the landing card requirement from June.
- The UK signed post-EU exit air safety agreements with the USA, following discussions between the CAA, DfT and the US Federal Aviation Administration (FAA). They provide assurance for airlines and aerospace companies in both countries that transatlantic trade may continue, with minimal change, to the current oversight regime in a no deal scenario.
- EU Ministers have formally adopted laws which mean UK airlines, hauliers and passenger bus and coach operators will continue to be able to provide services to and from the EU in a 'no deal' scenario.
- The Government announced a new Brexit fund for local councils with a major port in their area to help with Brexit preparations. All of MAG's airports were listed amongst the major ports so Manchester City Council will be one of the councils receiving £136,362 Government funding. We are in conversation with Manchester City Council about the needs of the Airport regarding the fund.

Transport for the North Strategic Transport Plan

Transport for the North (TfN) published its 30 year 'Strategic Transport Plan' in January. This is an important step forward and we are supportive of the plan to improve connectivity between northern towns and cities, and key assets such as Manchester Airport.

The STP includes a range of road and rail interventions along the strategic corridors previously identified by TfN, which connect centres of economic activity. The plan is effectively a long 'wish list' of schemes of various sizes totalling £70bn. The priority for us is that transformative schemes, such as Northern Powerhouse Rail (NPR), are funded and delivered. At the same time, the Strategic Outline Business Case for NPR was signed off by the TfN board and so we will be working closely with them to ensure that it captures the wider benefits of improved connectivity to the global reach of our Airport. NPR will provide high speed east-west rail connectivity via Manchester Airport, transforming journey times between the airport and the North's major cities.

Aviation Strategy

The Department for Transport (DfT) announced an extension to the deadline for consultation responses to 20th June. We have been holding aviation strategy meetings with key stakeholders to discuss messaging, submissions and joint activity to raise awareness. Briefings have been delivered to both the Technical Advisory Group and Passengers User Group. Manchester Airport's detailed response, as part of a wider MAG submission, is being prepared and an update will be provided to members in due course.

GM Clean Air Strategy

Greater Manchester Combined Authority (GMCA) launched its Clean Air Plan in February, with ambitions to make Greater Manchester one of the best places to live, work and grow old. It proposes a Clean Air Zone which will cover all 10 Greater Manchester local authorities and puts forward an upgrade programme to clean up the city region's bus, HGV, taxi, private hire and van fleets.

It proposes introducing £100 daily fines for high-polluting buses or lorries by 2021 and a £7.50 daily charge for high-polluting taxis. From 2023 a £7.50 charge will also apply to the most polluting vans. Private vehicles are not included. The report concludes that considerable financial support will be needed from Her Majesty's Government to help support businesses to switch to cleaner vehicles and sustain economic growth. The plans were agreed by the 10 councils, before the plan went to Government at the end of March. There will be a public consultation on the plans, which we will respond to. GMCA expects to develop a business case by the end of 2019 and introduce the proposed measures by 2021, subject to Government funding.

The proposals do not apply to vehicles operating on private land, including Manchester Airport's private road network and airfield. They also do not apply to the strategic road managed by Highways England. GMCA, led by Andy Burnham, are challenging Highways England and Government to address the air quality impacts of traffic using strategic roads which pass through Greater Manchester. Many of the vehicles operating at Manchester Airport also regularly travel on public roads. These vehicles, including car park buses, engineering vehicles, and airline catering vehicles will, be required to comply with the Clean Air Zone. We are looking into the specific impact of the Clean Air Zone on airport-related vehicle movement but expect the impact to be bigger on third-party organisations who operate at Manchester Airport. We will work with our partners to help them understand the implications of the Clean Air Zone and work towards a plan which will deliver compliance and support the spirit of the Combined Authority's Clean Air Plan.

There will also be an impact on Hackney Carriages and private hire vehicles serving the airport. We will be working closely with the trade to ensure information is available to inform drivers' plans. Importantly, the Clean Air Zone will apply to Hackney Carriage and private hire operations anywhere within Greater Manchester, not just the Airport.

Drones

In January, Transport Secretary Chris Grayling announced that the Government would increase drone exclusion zones around airports to 5km, as well as stating that counter-drone technology would be tested by the Government. This extended exclusion zone came into force in March. Members received a detailed presentation on this issue at the January meeting.

3. AWARDS

1903 Lounge rated joint best in the country

Inspectors have visited 21 pay-as-you-go lounges at some of the biggest airports in the UK. With comfortable seating and champagne on tap, undercover inspectors from consumer group *Which?*, commented that the *1903 Lounge* offers a true 'VIP experience'. The Terminal 3 lounge shared the top spot with two of Heathrow's airport lounges.

Manchester wins Best UK Airport at the Travel Weekly Globe Awards

For the fifth year running, we won 'Best UK Airport' at the Travel Weekly Globe Awards. The awards are voted for by travel trade professionals on their experience and that of their clients. This is the first time an airport has ever won five times in a row. Head of Marketing Patrick Alexander, Travel Trade Marketing Manager Olivia Bussey and Press Office Manager Seb Thompson collected the award.

Institute of Civil Engineers Heritage Award

On 14th March, we were awarded the Heritage Award at the Institute of Civil Engineers North West Annual Dinner. The Award celebrates historically important civil engineering in North West England whilst raising public awareness of civil engineering and the benefits it brings to society. We were recognised in our 80th year for our continuous investment and growth and the positive impact we have had on the wider region.

4. MANCHESTER TRANSFORMATION

The first flights departed from the new Pier and 'Multi Storey West' car park opened to our guests on Monday 1st April. We marked these important milestones with a celebration with guests departing at 04.30 hrs to Funchal and Naples with TUI Airways.

Guests were treated to sticks of rock, entertainment from the 'Loose Change Buskers', a digital caricaturist and of course plenty of cake. The opening of the first Pier and its' Stands follows nearly three years of consultation and design work with our airline customers and service partners. In preparation for these first departures we have invested in three-months of training, trials and familiarisation activity. There has been an equivalent focus on the design and testing of the new Multi-Storey Car Park; which will provide car parking spaces for customers using Terminal 2 for many years to come.

It is hard to believe that the first spade only went in the ground in June 2017 and it is fair to say that the delivery teams and our construction partners have worked tirelessly to deliver against an ambitious schedule. We wanted to deliver the scheme as quickly as we could, whilst not compromising safety or the quality of the products. The lessons we have learnt to date and the experiences we will gain in operating the Pier, Stands and Car Park will be put to good use in April 2020, when we are preparing to open the Terminal extension and the new bus gate lounge. [We produced a short video to mark the opening of this first phase of our' Transformation'](#).

5. DEVELOPMENTS

PremiAir Terminal

In January we announced the construction of a new luxury terminal offering passengers a 'private jet experience' even if they are flying with a budget airline. The Terminal will be the first of its kind in the UK and will be an entirely separate building to our three existing Terminals. Perks will include speedy check-in and bag drop, complimentary food and drink, a dedicated security channel and being driven straight to aircraft in a private car transfer. Arriving passengers will also be able to use the service; benefitting from a car transfer direct from the plane, the use of a dedicated passport control service and be able to relax in the PremiAir lounge while their luggage is returned personally to them. It is anticipated that the premium service will appeal to our guests who are travelling for business, for a special occasion or simply want to add a touch of luxury to their trip. Prices will start from £50.

6. OPERATIONAL DATA

On Time Performance (OTP)

On Time Performance (OTP), by departing aircraft, is determined by many factors; these may be airline, weather, airport related, en-route or from the destination airport. On a month by month basis performance was as follows:

- January -On time performance for all flights was 74.7% and 86.0% for first wave.
- February -On time performance for all flights was 81.5% and 89.6% for first wave.
- March -On time performance for all flights was 76.0% and 88.0% for first wave.

Airport 'On Time Performance' is a measure against factors that are solely within our control (such as movement around the airfield). On a month by month basis performance was:

- January -97.80% → February -97.7% → March -98.1%

Performance in the 2018/2019 Financial Year was 97.7% On Time.

Passenger numbers

As indicated in the 'Traffic Statistics' summaries, at the end of this report, the number of guests using our site has continued to grow. The Financial Year 2018/2019 finished with just under 28.6 million guests using our site.

Transition from Menzies to DHL

Overnight Monday 18th/Tuesday 19th February saw the easyJet ground handling contract transition from Menzies to DHL. This was a huge undertaking for everyone involved and has been our most complex ground handling contract change to date. The first wave of departures on Tuesday went without a glitch, achieving 100% on time departures.

7. SUFACE ACCESS

HS2/NPR Update

In January, MAG alongside 40 civic leaders and business leaders from across the Midlands and the North of England, came together in a landmark open letter urging party leaders to publicly commit to the completion of HS2 Phase Two. In February, Transport for the North's (TfN) Strategic Transport Plan and the business case for Northern Powerhouse Rail (NPR) were signed off at the TfN board, meaning that the board will progress the case for NPR and submit the case to Government.

Northern Powerhouse Rail (NPR) will dramatically improve access from all parts of the North to Manchester's existing long-haul connectivity, boosting trade, inward investment and tourism in each of the Northern Powerhouse regions, helping to rebalance the UK. The improved journey times of NPR would treble our public transport catchment area (from 3m to 10m), and automatically make several direct long-haul routes viable in the eyes of airlines.

It is vital that NPR is aligned with HS2 to maximise the benefits from both schemes and we support both. The Airport station is key to spreading the benefits of these schemes. The leaders have since had a response from Government, re-affirming commitment to the full phase 2 of HS2.

Rail

The new rail timetable will come into operation on Sunday 19th May. It is anticipated the recent improvements in performance will be maintained throughout summer 2019. Sadly, it seems likely that the rollout of new trains by Trans Pennine Express will be delayed slightly due to minor technical issues.

Bus and Coach services

National Express will start to roll out additional services to Liverpool, Sheffield, Nottingham and Birmingham in April. Some of these will provide much needed capacity in the early morning, allowing customers to get to our site in time for the first wave of flights.

Stagecoach will improve their services to our site:

- ➔ Service 103 will commence at 0445 and continue until 0350 (Mon-Fri) – operating hours will be slightly reduced at weekends. Additionally, the service will be extended to serve the World Freight Terminal and so provide access to businesses on the West of our site. These changes come into effect on 28th April.
- ➔ The 330 service from Ashton under Lyne to the Airport will be split from 28th April. A new brand 'X30' will run non-stop between Stockport and our site. This X30 will operate earlier in the morning with the first service leaving Stockport at 0415, running until 2215 hrs.
- ➔ The Megabus branded long-distance coach services will run additional services between to Liverpool, Glasgow, Preston, Birmingham and London from early May.

Ground Transport Interchange (GTI)

We are developing proposals for the new look ticketing and information area at the GTI. Three options will be assessed shortly in conjunction with our project team members (TfGM, TransPennine Express and National Express). Once a final design has been agreed, we expect to commence work this summer.

Actions to tackle anti-social parking

The provision of a 'Private Hire waiting area', reported last quarter, has seen a significant reduction in the number of Private Hire cars parking in areas nearby; removing this nuisance. Uber have reconfigured their 'geo boundary' so that Uber drivers can only be allocated 'Airport work' if waiting in this area. Our efforts have been so successful that the 50-space area now sometimes reaches capacity and so we are now looking for a sustainable longer-term solution.

Staff Travel

We will present the results of the recent sitewide staff travel to work survey to Members at the meeting. Work on the new Travel Plan is progressing and it is expected that the final document will be published at the end of April.

The trial of the new demand responsive bus service for colleagues (Airport Link) is progressing well. More than 2,000 passengers in total were carried during January and February. The scheme is scheduled to run until 7th April; discussions are underway to determine the feasibility of extending the scheme.

Car sharing

In April we will launch a site-wide Car Share Scheme utilising the TfGM web-based system. The Scheme is available to all colleagues and is free of charge. The first road show to promote the Scheme was held on Friday 29th March at the Station.

Car Parks

- Two new levels are being added to the **Terminal 1 Arrivals Car Park**, adding 238 new spaces so that 550 spaces will be available. The re-modelled Car Park will open for the summer.
- Construction of a new 7,500+ space Multi-Storey Car Park, known as A2/A3, on the site of the **Terminal 1/3 Long Stay Car Park** is now well advanced. Construction will incorporate a new link road between the Hotel Roundabout and Ringway Road, completion is anticipated April 2020.
- **Terminal 1/3 Mid-Stay** added 300 additional spaces in February with the extension of the 'decking' west in to the colleague parking area.

8. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

- **Thomas Cook Group** have announced that its airline operation is effectively up for sale. This is likely to be a long process, with a multiple of potential outcomes. Therefore, it is too early to predict how this will impact their overall operation, but for now it appears to be business as usual.
- **FlyBe** concluded its sale to a consortium led by **Virgin Atlantic Airways** on 22nd February. It was subsequently learnt that had this sale not been completed (on this date) the airline would have ceased operations that evening. We are working with both teams and we look forward to assisting in developing the future **Virgin/FlyBe** proposition on our site.
- **Ryanair** have announced new routes; to Poitiers for Summer 2019 and Milan Malpensa, Katowice and Prague for the Winter season. The Winter 2019 will also see growth in the capacity of their Milan Bergamo service (Boeing 737-800 aircraft).
- **easyJet** have confirmed additional aircraft to be introduced this summer; bringing their fleet to seventeen based aircraft by the peak summer period. With the additional aircraft easyJet are adding new routes to Jerez de la Frontera, Kalamata, Nice and Bari and increased frequency to Belfast International (additional Airbus A320s).
- **United Airlines** have increased the number of seats for the summer 2019 schedule (to Newark New York); by upgrading from their 169-seat Boeing 757-200 to 240-seat Boeing 767-400 aircraft.
- **Loganair** have announced a new daily service to Derry, which is a Public Service Obligation (PSO) air services route, that will commence on 24th May using a 49-seat Embraer EMB145 Amazon aircraft.
- **Finnair** celebrated their 25th Anniversary of Helsinki flights on 27th March.
- **Scandinavian Air Systems SAS** launched three times a week service to Aarhus, Denmark's second largest city, on Monday 1st April.
- **TUI** -due to the grounding of the global Boeing 737 MAX fleet, TUI currently have six of the aircraft type parked on our site. The airline is working hard to charter replacement aircraft where suitable as well as deploying some of their long-haul fleet wherever possible.
- **Jet Airways** has temporarily suspended its successful Mumbai service until the end of April. The airline is taking all possible measures to minimize guest inconvenience, including offering a full refund for the affected guests as well as exploring re-accommodation possibilities on other airlines.
- **FlyBe** attracted nationwide media attention at the beginning of April with some flight cancellations. The issues were caused by a combination of factors including the end year for pilots' leave, the Easter holidays, base restructuring and the shortage of pilots across the industry. At Manchester the result was the cancellation of a single return flight to Edinburgh.

9. CUSTOMER SERVICE

Current Complaint Statistics

Complaints per 10,000 travelling customers and the total volume of complaints received increased gradually over the last three months. Two peaks in complaints were monitored:

- Adverse weather on 30th January 2019 resulted in 19 complaints and 38 comments.
- Between 18th January and 18th February, 13 complaints were attributed to the service changeover between Menzies and DHL.

Despite the increased volume, the Customer Feedback Team were able to proactively recover a greater number of 'service failures' each month.

Complements have fluctuated in volume over the last three months. Although M&G accounted for a large proportion of complaints, the service delivered by M&G colleagues also drew many complements. A few examples include helping with changing a tyre, reuniting a guest with lost property and accepting a 'walk-in' booking when a third-party company had let the guest down.

Overall performance against complaint handling SLA has been successfully achieved for all three months during the reporting period. 'Initial response time' reached a maximum of two working days for over 95% of feedback.

	January 2019		February 2019		March 2019	
	Number	% of all	Number	% of all	Number	% of all
Complaints	854	68.5%	880	73.6%	984	71.6%
Per 10k passengers	5.9		4.3		4.6	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		100%	
Compliments	62	5.0%	36	3.0%	68	5.0%
Suggestions & Comment	297	23.8%	239	20.0%	270	19.7%
Service Recovery	34	2.7%	41	3.4%	52	3.8%

Random acts of kindness

On Sunday 17th February we marked 'national random acts of kindness day' across the Terminals. The Public Relations, Customer Service and Lounge teams, worked together to treat passengers to 'Fast Track' security passes, entry to the Escape Lounges and a range of other goodies like Airport "top trump" cards and other items. The content was all captured by the Social Media Team and led to lots of positive sentiment and engagement across the channels.

Special Assistance Services update

As reported last quarter, following a robust OJEU process ABM Aviation was awarded the contract to provide Special Assistance services at Manchester for five years. On the 1st April Special Assistance services transitioned to the new provider from OCS, which had had the contract for around 20 years. ABM Aviation bring with it a wealth of experience in operating Special Assistance services at several other major UK airports, with their flagship operation at London Heathrow. ABM is also able to provide a wide support network for the Manchester team with close management attention.

The ABM team has been working very closely with the Manchester Airport Special Assistance team since the contract was awarded in early December 2018. These three months have enabled preparation to launch their operation and transfer approximately 270 staff from OCS. In addition to the transfer of staff ABM are investing in brand new equipment such as three of the latest generation of ambilift, the Bulmor Sidebull, and four brand new Mallaghan Ambilifts. All this new equipment will be delivered over the first few months of the contract with ABM providing alternative vehicles, from elsewhere in their network, in the meantime. Brand new 'Staxi' wheelchairs were purchased by ABM, in time for the start of the contract, which afford a much better experience for our guests. ABM are now able to offer a consistent service and brand with uniform equipment, something that we did not have previously.

In the lead up to the contract change OCS staff were invited to attend welcome sessions with ABM. The sessions were well received with many staff reporting they were excited for the change and investment in new equipment. The change of contract represents a significant investment from our whole Airport community and demonstrates our commitment to provide an excellent customer experience for all our guests. As the first few days of ABM's operation have got underway we are already enjoying the benefits that the new technology, new equipment and improved management structure have brought.

Security Performance

The following data illustrates the percentage of passengers queuing 15 mins or less in security; target 92% or better:

	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
T1 A	87.5%	95.5%	81.9%	75.5%	89.2%	93.9%	90.8%	97.0%	95.5%	96.3%	98.4%	97.0%	98.8%
T1 B	86.2%	97.4%	91.3%	89.0%	95.1%	97.6%	91.8%	97.1%	94.1%	94.8%	97.6%	98.4%	98.4%
T1 Total	87.0%	96.1%	86.0%	81.7%	92.1%	95.7%	91.3%	97.0%	94.9%	95.6%	98.1%	97.6%	98.7%
T2	95.7%	97.1%	97.0%	89.3%	96.8%	97.3%	94.8%	98.8%	95.4%	97.0%	99.2%	97.4%	99.1%
T3	98.6%	99.7%	98.4%	93.1%	97.5%	98.3%	98.7%	97.9%	99.9%	99.9%	100.0%	100.0%	99.6%
Total	92.2%	97.5%	92.0%	86.8%	94.7%	96.8%	94.2%	97.7%	96.7%	97.2%	99.0%	98.3%	99.1%

Immigration Queue Measurement

An immigration queue measurement system is running in all three Terminals:

		Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
EU	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA	25 min SLA
	T1	99.6%	98.8%	99.4%	99.1%	99.0%	97.1%	98.5%	99.3%	99.7%	98.5%	99.4%	99.7%	99.6%
	T2	100%	99.1%	100.0%	99.6%	99.8%	99.2%	99.7%	99.6%	100.0%	100.0%	100.0%	98.1%	99.8%
	T3	100%	99.9%	99.9%	100.0%	99.8%	99.8%	100.0%	100.0%	99.6%	99.9%	100.0%	99.8%	94.5
	Total	99.8%	99.2%	99.7%	99.5%	99.4%	98.0%	99.0%	99.6%	99.7%	99.0%	99.7%	99.5%	99.8%
E-Gates	T1	99.9%	99.9%	100.0%	99.9%	99.7%	99.8%	99.2%	99.9%	99.9%	99.9%	100.0%	100%	99.9%
	T2	100%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%
	T3	99.6%	98.3%	99.5%	99.7%	99.8%	98.1%	99.2%	98.4%	99.6%	99.4%	99.4%	99.8%	99.8%
	Total	99.8%	99.5%	99.9%	99.9%	99.5%	99.4%	99.4%	99.6%	99.9%	99.8%	99.9%	99.9%	99.9%
	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA	45 min SLA
Non-EU	T1	98.8%	95.4%	98.4%	94.8%	91.6%	90.2%	91.7%	99.9%	99.4%	96.1%	92.3%	97.2%	99.5%
	T2	96.6%	87.5%	97.6%	89.8%	96.4%	95.7%	82.3%	96.9%	97.9%	94.2%	87.6%	93.2%	94.5%
	T3	98.9%	98.7%	99.1%	99.3%	99.9%	98.6%	98.0%	98.8%	99.4%	99.7%	98.9%	99.7%	99.3%
	Total	98.2%	93.7%	93.8%	94.3%	94.3%	92.7%	89.9%	98.3%	98.9%	96.3%	92.2%	96.4%	97.8%

Passengers per Terminal

	Terminal 1			Terminal 2			Terminal 3		
	Arriving	Departing	%	Arriving	Departing	%	Arriving	Departing	%
Mar-18	494,439	522,305	51%	154,110	170,647	16%	312,620	334,044	33%
Apr-18	552,739	506,265	48%	204,145	178,484	17%	390,630	370,056	35%
May-18	564,073	623,921	48%	245,072	274,067	21%	379,554	405,205	31%
Jun-18	677,660	677,954	48%	316,442	308,486	22%	435,000	434,709	31%
Jul-18	711,236	753,259	48%	321,125	353,038	22%	444,949	462,617	30%
Aug-18	759,455	750,580	48%	361,306	353,266	23%	462,689	458,746	29%
Sep-18	717,403	640,988	48%	334,122	296,485	22%	436,357	412,792	30%
Oct-18	622,068	582,632	47%	251,043	243,584	19%	431,044	417,433	33%
Nov-18	453,253	423,549	47%	168,918	158,304	18%	330,784	319,219	35%
Dec-18	446,930	489,924	48%	170,227	194,525	19%	316,148	338,320	33%
Jan-19	422,946	390,959	46%	182,732	171,121	20%	316,817	296,646	34%
Feb-19	416,907	424,375	47%	169,144	178,599	19%	303,837	305,268	34%
Mar-19	487,242	483,601	47%	206,819	205,725	20%	338,392	340,510	33%

STAFFING CHANGES

	Dec-18	Jan-19	Feb-19	Our colleagues as of February 2019 (corrected for leavers/starters listed left)	
Starters Permanent	47	157	121	Permanent	3,943
Starters Temporary	8	15	4	Temporary	128
Leavers Permanent	51	65	79	Casual	7
Leavers Temporary	2	5	14	TOTAL	4,078

Apprentice Forum and National Apprenticeship Week

Apprentices from across Manchester Airport came together at our first 'Apprentice Forum' in January. The session was designed to give our apprentices the chance to share how they are getting on in their roles and discuss ideas for National Apprenticeship Week which took place from 4th-9th March.

We celebrated National Apprentice Week with our 25 apprentices; who spent the week attending our jobs fair, touring MAN-TP and volunteering in the community. [We also produced a short video about our Apprenticeship scheme.](#)

Jobs Fair

The 2019 Jobs Fair was held at The Point, Emirates Old Trafford, Lancashire County Cricket Club on Thursday 7th March. Twenty-six exhibitors attended the event including companies such as Jet2.com, Menzies and Swissport. Over 1,000 roles were available between them. These roles included Security Agents, Customer Service roles, Management positions, Ramp Agents, Baggage Handlers, Drivers etc. Over 2,000 candidates attended the event, and some were booked into interviews. We had positive feedback from exhibitors who all advised they would attend again and that the beginning of the year is the best time for the fair to take place.

All colleague briefings

Throughout March the Manchester Airport Leadership Team and I have delivered 89 all colleague briefing sessions under the title of 'The Big Update'. Reaching over 2,500 of our colleagues, the sessions were designed to share more about our once in a generation transformation and future growth plans, as well as provide an understanding around how we are performing as an Airport. We also used the sessions as an opportunity to share more about our Guest Experience Programme, which included rolling out the first of four training modules to enhance the guest experience at Manchester Airport in time for the summer and beyond.

10. COMMUNITY MATTERS

Community Communication and Consultation

Through the quarter we have maintained our weekly presence at Knutsford Library and in March commenced our Spring/Summer 2019 Mobile Outreach programme with sessions in Woodford, Heald Green and Wythenshawe. We will also be attending Mobberley and Tabley as listed below:

Wednesday 1 st May	16:30-18:30 hrs <i>Masterclass Express 15:00-16:30 hrs</i>	Rajar Building	Mobberley
Tuesday 19 th June & Wednesday 20 th June	08:30-17:00 hrs	Cheshire Show	Tabley

We will publish dates for the autumn later in the year.

At Mobberley we will be holding our second *Masterclass Express*; over 90 minutes we will provide an in-depth overview of operations and the future of Manchester Airport. Pre-booking is required by mailing community.relations@manairport.co.uk.

In January, for the second time, we met with Councillors representing Cheshire West and Chester Borough Council, in Winsford, and updated them on our business.

In February we met with thirteen persons representing 17 Parish/Town Councils and the Partnerships and Communities Team of Trafford Metropolitan Borough Council. In March we met with 51 Councillors representing Stockport/Trafford/Cheshire East Borough Councils, and the 51 Parish and Town Councils from Cheshire, Trafford and Warrington (around our site). Through these meetings we took 50 Councillors/Clerks/Officers through Security to tour the works associated with MAN-TP.

Later in March we met with Councillors representing Manchester City Council for the first time extending our offer beyond Wythenshawe to Members representing Didsbury, Withington and Chorlton.

Feedback from all the meetings was very positive, with Councillors, Clerks and Officers rating them excellent. One Wythenshawe Councillor commented:

"I do really enjoy the airport updates. To me it's things that affect our residents -that are important and useful".

The Journey Flying through time

In February I opened a new display of artwork that shows the development of our latest art project with Manchester Cathedral; The Journey. A total of 600 porcelain wings are being produced to commemorate the 600 years of Manchester Cathedral. The event was attended by the artists, children from two of the participating Schools (Prospect Vale, Heald Green and The Willows, Wythenshawe) and dignitaries from the Cathedral. The display includes work from the children and some of the porcelain wings.

GCSE Travel & Tourism students

In January we delivered a landside tour for 18 GCSE Travel & Tourism students from St Peters RC High School in Longsight Manchester. The students met Security Training, Airfield Operations and the Corporate Affairs Director and learned about how our site works and future career opportunities for them.

Airport Academy Housing Associations Event

In March we met with 16 Housing Association Officers and provided a briefing on the Airport Academy and recruitment opportunities on our site. We showcased positions with our Escape Lounges and Dufry as well as highlighting support available to out of work/unemployed persons in their areas from the Airport Academy.

Creative writing challenge

Through December, January and February ten schools in Greater Manchester and Cheshire, penned their sequel to our birthday book 'Reach for the Sky'. Margaret Duff from *Read Manchester* and Community Relations Officer Joanna Jackson judged the entries and chose Year 2 student, Molly from Mersey Vale Primary in Stockport as the winner. Molly's story had the Community Relations Team in stitches, whilst reading about 'Captain Adam's' further adventures! As a reward the whole School will receive a series of sessions with Gabby Dowe (the illustrator of Reach for the Skies) who will help the children write, illustrate and publish their own book.

Job Shadow

In March we hosted four schools (Manchester Health Academy, Manchester Enterprise Academy, Leftwich County High School and Knutsford Academy) for our annual Job Shadow event. Over 30 colleagues and their teams from MAG, MAG-O, GMP, NATS, Hilton, Marriott, BCEGI and Enterprise Rent-a-Car helped host the students, investing over 60 volunteering hours. The students had the opportunity to have a whistle-stop tour of the world of work and get a flavour of the variety of jobs and careers on offer on the Airport, visiting areas such as ATC, The Escape Lounge, Fire, Capital Delivery, Customer Service, Hospitality, Engineering, Airfield Operations, Car Parking, Security, Construction and Policing.

World Book Week

Through the week, commencing Monday 4th March, we celebrated National Reading Day with a 'National Reading Week'. Alongside colleagues from the Airport Community Network and Knutsford Support Group 42 M.A.G colleagues read at eight Primary Schools in Wythenshawe, Heald Green and Knutsford. The volunteers shared their love of reading with over 2,300 pupils.

Cheshire WI Visit

In March we hosted a visit by twenty Cheshire Members of the Women's Institute. Whilst here they received presentations on the Airport City, New Routes/Services, the history of Manchester Airport before participating in an airfield tour (including MAN-TP).

Community Trust Fund

A total of £30,020 was awarded to 14 local voluntary non-profit making organisations at the January meeting. Successful applicants included:

- £2,700 to Northenden Players Theatre Club (Manchester) – towards theatre lighting.
- £2,304 to Heaton's Men In Sheds (Stockport) – for a 'Router table' and 'Motor cutters'.
- £2,940 to Friends Of Coppice Library (Trafford) –towards racking/shelves.
- £3,000 to 1st Handforth Scouts (Cheshire East) –towards disabled toilet access.
- £1,300 to Royal Mencap Society (Tameside) –towards purchase of garden tools and a rotavator
- £,3000 to Comberbach Parish Council (Cheshire West & Chester) -for replacement of 'wet pour' safety surfacing in a children's play area.

The total number of projects to benefit from the Fund now stands at 1,520 amassing £3,543,322.

11. MANCHESTER AIRPORT IN THE NEWS JANUARY-MARCH 2019

Snow

A heavy snowfall overnight 29th/30th January led to disruption across the northwest. We suspended runway operations whilst we cleared a significant amount of snow from the runways, taxiways and stands. The sheer volume of snow in such a short time created some really challenging conditions on the airfield, our landside areas and the surrounding area. The fantastic efforts from Team Manchester did not go unnoticed on social media with much praise and positive comment for the efforts our Guests witnessed.

Chinese New Year celebrations

My Public Relations and Marketing teams arranged a series of events on and off our site to celebrate Chinese New Year between 30th January and 13th February. We have seen a 17% increase in the number of passengers using China services with more than 260,000 travelling to Beijing and Hong Kong.

The entire Airport was decorated with Chinese lanterns and there were traditional wishing trees the departure lounge of Terminal 2 and Olympic House Reception. Customers and colleagues had the opportunity to make their wishes under the blossom tree during this festive time. On 5th February a traditional dragon dance, calligraphy sessions and Chinese snacks were all on offer to wish our Customers and Colleagues a fantastic New Year filled with good fortune.

Vodafone trials 5G

On Friday 22nd February passengers in Terminal 1 were able to test out 5G thanks to a Vodafone pod. My Public Relations and Commercial teams worked with Primesight to help setup the event and support

filming. Journalists from various 'Technical' titles came to see and experience the trial for themselves and interview our guests on their experiences.

Concorde celebrates 50th Anniversary

On Saturday 2nd March, in partnership with The Aviation Society, we held an afternoon tea under the wings of British Airways' flagship Concorde – G-BOAC at the Runway Visitor Park. The event to mark the first flight of a Concorde 50 years earlier, included an aircraft tour and the unveiling of modifications that allow the aircraft's famous drooped nose to move again. More than 100 media outlets picked up on this story in some form.

Family reunited with medication after leaving it at Terminal 2 security

A family contacted us through our social media channels to advise that they had left their son's diabetic medication behind in Terminal 2 security. The medication was tracked down and we liaised with the family through 'Whatsapp' before, as a gesture of good will, a colleague flew out with the medication to Egypt via Turkey.

International Women's Day

On Friday 8th March we celebrated International Women's Day (IWD) with activities across our site and social media channels. IWD was an opportunity to celebrate the work we have done to improve diversity and inclusivity but to also look at where we need to focus our energies for the future.

Female students from Xaverian, Trafford and Stockport Colleges were hosted by MAN TP and Laing O'Rourke for a special hosted; they learnt about the MAN-TP £1bn investment Programme and met some of the women involved in the programme to learn about their career journeys.

Heritage liveried Airbus A319

To mark the 100th anniversary of British Airways, they have painted a series of aircraft in 'heritage liveries' based on those previously used. The first commercial flight of an Airbus A319 in a British European Airways (BEA) livery landed at Manchester on Monday 4th March. The arrival attracted the attention of plenty of aviation enthusiasts and general media titles.

China Central TV interview Andrew Cowan on impact of our direct connectivity

CCTV, a major Chinese TV network with more than one billion viewers, interviewed Andrew Cowan and Greater Manchester Mayor Andy Burnham on our site. The interview focussed on our links to China and the positive impact they have had in the North for trade, tourism, investment and higher education. The piece has been 'aired' across China and was arranged through the China Forum.

Manchester Airport worker who saved a stranger's life

In March there was press interest in the recipient of the Chief Constable's Citizen's Commendation award for 'care and compassion', Samantha Platts, one of our car park team managers. Samantha had arrived for work and saw a young lady in distress at the top of the Terminal 1 Multi-Storey Car Park. On reaching the young lady Samantha calmly talked to her and persuaded her away from the edge and to safety. We are incredibly proud of Samantha and the action she took helped to save a young woman's life. We feel she is fully deserving of this award and is an inspiration to others.

Manchester Airport

Monthly Traffic Statistics for 2018/19



JANUARY 2019

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
	AIRCRAFT MOVEMENTS							
DOMESTIC	3,001	2,756	-8.16	31,537	30,892	-2.05	36,766	-1.26
SCHED INT	9,278	9,715	4.71	123,080	123,449	0.30	142,723	-0.08
CHARTER	624	594	-4.81	11,861	11,035	-6.96	12,341	-7.54
PRIVATE/MISC	635	580	-8.66	8,319	7,946	-4.48	9,518	-2.99
TOTAL	13,538	13,645	0.79	174,797	173,322	-0.84	201,348	-0.93
	TERMINAL PASSENGERS							
DOMESTIC	180,123	185,505	2.99	2,025,165	2,177,801	7.54	2,560,657	6.93
SCHED INT	1,356,278	1,472,121	8.54	19,795,909	20,278,457	2.44	23,304,348	2.66
CHARTER	127,584	118,078	-7.45	2,377,893	2,240,254	-5.79	2,502,730	-6.30
PRIVATE/MISC	638	5,750	801.25	14,239	18,960	33.16	17,376	-14.64
TOTAL	1,664,623	1,781,221	7.02	24,213,206	24,714,001	2.07	28,383,290	2.14
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	1,670,684	1,786,032	6.90	24,295,091	24,784,468	2.01	28,471,078	2.07
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	8,277	8,100	-2.14	105,636	99,999	-5.34	117,081	-5.33

Manchester Airport

Monthly Traffic Statistics for 2018/19



FEBRUARY 2019

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
	AIRCRAFT MOVEMENTS							
DOMESTIC	2,762	2,592	-6.15	34,299	33,484	-2.38	36,596	-1.95
SCHED INT	8,904	9,378	5.32	131,984	132,827	0.64	143,197	0.40
CHARTER	611	567	-7.20	12,472	11,604	-6.96	12,299	-6.92
PRIVATE/MISC	729	689	-5.49	9,048	8,634	-4.58	9,477	-3.56
TOTAL	13,006	13,226	1.69	187,803	186,549	-0.67	201,569	-0.70
	TERMINAL PASSENGERS							
DOMESTIC	182,999	193,347	5.65	2,208,164	2,371,148	7.38	2,570,672	7.07
SCHED INT	1,374,416	1,487,496	8.23	21,170,325	21,767,973	2.82	23,417,476	3.00
CHARTER	123,264	116,791	-5.25	2,501,157	2,359,773	-5.65	2,496,329	-5.78
PRIVATE/MISC	727	991	36.31	14,966	15,203	1.58	17,853	-13.37
TOTAL	1,681,406	1,798,130	6.97	25,894,612	26,512,131	2.39	28,500,296	2.50
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	1,686,271	1,805,164	7.05	25,981,362	26,589,736	2.34	28,590,075	2.44
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	7,641	7,851	2.75	113,278	107,790	-4.84	117,236	-4.85

Manchester Airport

Monthly Traffic Statistics for 2018/19



MARCH 2019

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
AIRCRAFT MOVEMENTS								
DOMESTIC	3,112	2,918	-6.23	37,411	36,402	-2.70	36,402	-2.70
SCHED INT	10,370	10,804	4.19	142,354	143,631	0.90	143,631	0.90
CHARTER	695	643	-7.48	13,167	12,247	-6.99	12,247	-6.99
PRIVATE/MISC	843	766	-9.13	9,891	9,400	-4.96	9,400	-4.96
TOTAL	15,020	15,131	0.74	202,823	201,680	-0.56	201,680	-0.56
TERMINAL PASSENGERS								
DOMESTIC	207,306	213,078	2.78	2,415,470	2,584,224	6.99	2,584,224	6.99
SCHED INT	1,640,627	1,718,387	4.74	22,810,952	23,486,360	2.96	23,486,360	2.96
CHARTER	139,387	130,367	-6.47	2,640,544	2,490,140	-5.70	2,490,140	-5.70
PRIVATE/MISC	913	992	8.65	15,879	16,195	1.99	16,195	1.99
TOTAL	1,988,233	2,062,289	3.75	27,882,845	28,574,420	2.49	28,574,420	2.49
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	2,000,339	2,067,950	3.38	27,981,701	28,657,684	2.42	28,657,684	2.42
FREIGHT (INCL. MAIL) TONNES								
TOTAL	9,443	9,437	-0.06	122,723	117,246	-4.46	117,246	-4.46

January
2019
FY 18-19

Enterprise & Culture



Bolton -continued to plant eighty #airportbirthdaytrees



Attended 'Jobs Fair' at Manchester Central Library

Communications



Quarterly meeting of our Consultative Committee

Education



SS John Fisher, Wythenshawe



February
2019
FY 18-19

Enterprise & Culture



Airbus Apprentices visited to see some real aviation engineering

Colleagues



Daniel from Landscaping at a What's My Job?
Haveley Hey Primary, Wythenshawe

Communications



Meeting Council Clerks & Officers



Rachel on day 2 Pure Innovations placement

Education



Guided tour for, Lancaster & Morecambe College



March
2019
FY 18-19

Communications



Parish/Town Councillors touring the MAN-TP Pier pre-opening, 18 of 57 Councillors we met in March

Employment



Over 2,000 job seekers attended our Jobs Fair

Education



78 students participated in our annual Job Shadow



Nether Alderley -continued to plant eighty #airportbirthdaytrees

Colleagues



9 MAG-O colleagues volunteered at Lower Moss Wood Animal Hospital





OUTCOME & PROGRESS KEY

	Activity taken place or ongoing		Secure future workforce pipeline		On target
	Activity planned		Support our future growth		Behind target
			Host neighbourhood events		Substantially behind target
			Demonstration of economic contribution		

EDUCATION	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	TARGETS	OUTCOMES	PROGRESS
Total number of children benefiting													5,000		13,287
High Quality Key Stage 1 & 2 Activities													1,000		2,610
High Quality Key Stage 4 & 5 Activities													450		740
Work Experience													50		51
EMPLOYMENT															
Attend & Support Jobs & Careers Fairs													10	£	14
Training to young people with learning difficulties													10		10
Jobs for young people with learning difficulties													✓		6
Training to unemployed													400		339
Airport Academy jobs													400		390
COMMUNITY															
Outreach Mobile & Knutsford													15 & 35	£	61
Bi-Annual Cllr visits													8	£	13
Annual Council Clerks & Officers meeting													1	£	1
No. of complaints													<1,200		661
Movements per complaint													>130		303
Response to complaints													97% <Five Working days		100%
Impact Study													1 in Heald Green & Styal		Complete
COLLEAGUES															
Contribute volunteer hours to Community													6,500		9,270
Number of volunteers													789		558
Volunteers as a % of colleagues													20%		16%
% of Volunteers that are shift-based													✓		23%
Host 'Bring Your Child to work Day'													✓		✓
Host volunteer roadshows													3		6
ENTERPRISE & CULTURE															
International culture project with Schools													6		8
Share benefits of M.A.G arts sponsorship													65 Organisations		76
Showcase community art in our business													3		4
Community Trust Fund Grants Awarded													>£100,000		£122,000
Social events for the community													3		10



SURFACE ACCESS – UPDATE FOR MACC

Andy Saunders April 2019

BUS & COACH SERVICES

- On a typical day the GTI currently sees
- 70 coach departures
- 220 bus departures

As well as 165 train and 100 tram departures

2019 GROWTH

- Recent discussions with Stagecoach and TfGM means that as from 28 April we will see route extensions
- **Route 103** will run additionally from the GTI to Westside
- Weekday operating hours are extended to 23 hours per day (04:40 – 03:50)

2019 GROWTH – PART 2

- **Route 330** will split at Stockport bus station.
- Newly branded **X30** will run fast to the airport
- Will additionally link the GTI to Westside
- Weekdays first bus from Stockport runs one hour earlier (04:40)

2019 GROWTH – PART 3

Coaches

Megabus launch 4 new services a day as from late May

- 2 serving Scotland / London
- 2 running Liverpool / Birmingham / London

2019 GROWTH – PART 4

Coaches continued

National Express are looking to launch 8 new services a day as from late May

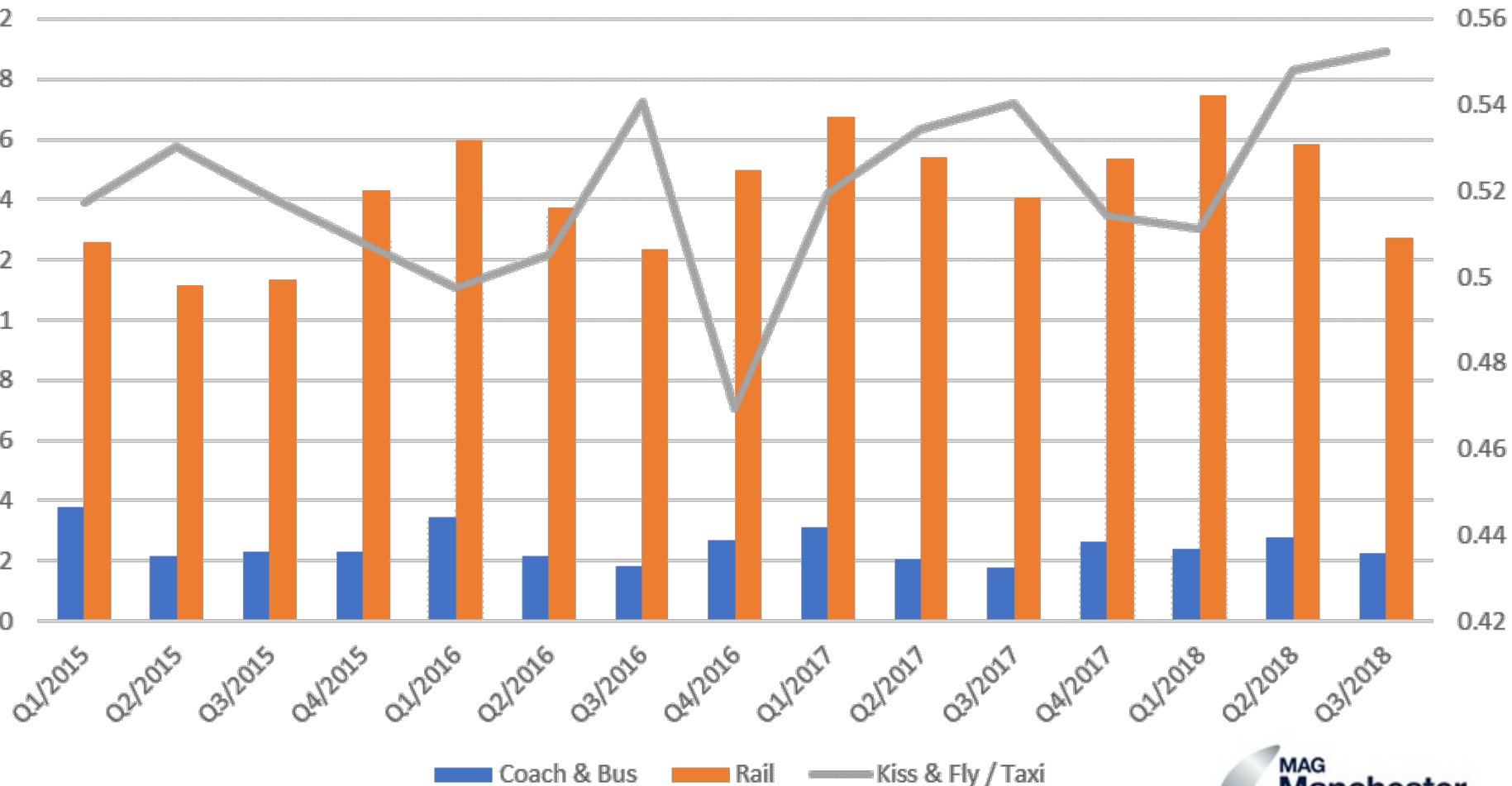
- Details to be confirmed, expected to include:
- Early morning links from Liverpool and Sheffield
- New links to Nottingham / Derby

MODAL SHARE – AIR PASSENGERS

Coach / Bus / Rail

Coach / Bus / Rail vs Kiss&Fly / Taxi

Kiss&Fly / Taxi



Government Green Paper Consultation on Aviation Strategy

What this paper is about

This paper provides an initial overview of the Aviation Green Paper and sets out for consideration questions on developing a possible collective UKACCs response to the Government's consultation.

Points for discussion

- The questions posed in the paper on a suggestion collective UKACCs response, particularly in respect of:
 - UKACCs position on sustainable growth and the proposals for noise, air quality, carbon, surface access etc
 - UKACCs position on building a global and connected Britain and regional connectivity
 - UKACCs response to work and role of ACCs as set out in paragraphs 3.69 -3.70 of the Green Paper
 - UKACCs position on the proposed Passenger Charter and role for Transport Focus

1. BACKGROUND

1.1 Just before Christmas, the Department for Transport published its Aviation Strategy Green Paper. (ACCS have been previously advised of the link to the DfT's website). This paper provides an initial overview of the Green Paper. This is a comprehensive document (200 pages) covering a wide range of issues. Consultees are asked to respond to 80+ questions as well as further questions on related issues such as possible legislation on airspace, slot allocation, carbon abatement measures and public service obligations criteria. The consultation sets out proposals on the seven strategic themes:

- build a global and connected Britain ensure aviation can grow sustainably
- support regional growth and connectivity
- enhance the passenger experience (this includes the Government's proposals for a passenger charter)
- ensure a safe and secure way to travel
- support General Aviation
- encourage innovation and new technology

1.2. Published alongside the Green Paper are additional supporting papers:

- Sustainable growth airspace reports
- Sustainable growth carbon reports
- Sustainable growth noise reports
- Consumers reports – three reports about integrated ticketing, surface access for foreign residents and data sharing, published alongside 3 international comparison briefing notes.
- Competitive markets reports
- Global and connected Britain report

1.3 The consultation document and its supporting documents are available on the DfT website at: <https://aviationstrategy.campaign.gov.uk>

1.4 The following pages outline some possible key issues for UKACCs and ACCs. It is expected that ACCs will wish to respond individually to the consultation reflecting local circumstances. However there will be issues where it would be appropriate for UKACCs to submit a response on behalf of all ACCs. The listed issues are not exclusive and ACCs may wish to suggest further issues.

2. GREEN PAPER EXTRACTS AND QUESTIONS FOR CONSIDERATION

Chapter 1 - the role of aviation in a changing world

Aviation has an important role to play in the future of our country. It is key to helping to build a global Britain that reaches out to the world. It underpins the competitiveness and global reach of our national and our regional economies. There are many challenges that aviation faces, such as meeting rising passenger demand while addressing environmental impacts and making the most of new technologies. The government supports the growth of aviation, provided that this is done in a sustainable way.

Would ACCs support the above statement but stress the need for any aviation growth on a sustainable basis? It is also important to recognise that growth should be on a national basis and not over focussed on the South East.

Chapter 2 Build a Global and Connected Britain

Aviation is vital to the government's goal of building a global and connected Britain. The government wants the UK to be best placed to build new connections in rapidly growing aviation markets, and to use our international influence to lead the way on liberalisation, security and safety standards, and environmental measures including robust, environmentally effective emissions reduction measures.

Would ACCs support this statement but recognise that it is important that the Government promotes a sustainable approach to aviation?

Chapter 3 Ensure that Aviation Can Grow Sustainably

Aviation provides significant economic and social benefits to the UK. Forecasts show that demand for aviation will continue to rise in the period up to 2050. The government welcomes the industry's future expansion. However, its growth must be sustainable – with affected communities supported and the environment protected. It is therefore vital that the government, the regulator, the industry and other interested parties work in partnership to achieve this shared goal.

This chapter covers a range of issues that have been a continued key interest for ACCs

Airspace modernisation objective

The Government's overall stated objective for airspace modernisation is to deliver quicker, quieter and cleaner journeys and more capacity for the benefit of those who use and are affected by UK airspace. It is planned to deliver this within the following parameters:

- create sufficient airspace capacity to deliver safe and efficient growth of commercial aviation;
- progressively reduce the noise of individual flights, through quieter operating procedures and, in situations where planning decisions have enabled growth which may adversely affect noise, require that noise impacts are considered through the airspace design process and clearly communicated;
- use the minimum volume of controlled airspace consistent with safe and efficient air traffic operations;
- in aiming for a shared and integrated airspace, facilitate safe and ready access to airspace for all legitimate classes of airspace users, including commercial traffic, General Aviation and the military, and new entrants such as drones and spacecraft not in conflict with national security requirements (temporary or permanent).

Resilience

The Government proposes working with the CAA and the industry to: encourage airlines to plan manageable schedules when disruptive events are forecast (such as snow). The proposals include:-

- to consider how to support the identification and agreement of airports to accept diversions during disruptive events;
- In the longer term, should the government need to play a greater role in improving resilience, it proposes to work with the industry to consider the circumstances in which government intervention would be appropriate and should be triggered

- to agree who should have powers to intervene, such as the CAA, NATS or an independent body
- to work with the CAA to consider how airports can be encouraged to consider resilience when declaring their capacity and whether declarations should be independently reviewed
- to consider whether future planning approvals should include resilience conditions

Slot handling

The Government proposes to work constructively with the industry, IATA and the countries the UK has aviation links with, to consider how to develop the existing slot allocation system to deliver the best outcomes for the consumer.

Consultative Committees

ACCs operate in accordance with Government guidance. The Government states that it will continue to work closely with those committees to consider the scope for supplementary guidance. Communities should use those existing statutory mechanisms to engage with airports, noting that locally elected representatives sit on the committees. Representatives from residents' groups or amenity societies may also participate.

Community Funds

The Government believes all major airports should establish and maintain community funds, to invest sufficiently in these so that they are able to make a difference in the communities impacted and to raise the profile of these funds. The levels of investment should be proportionate to the growth at the airport. Community funds are complementary measures to ensure communities get a fair deal and do not substitute for noise reduction. The government therefore proposes to produce guidance on minimum standards for community funds

Climate Change

To implement the government's long term vision and pathway for addressing UK aviation's impact on climate change, the Government proposes to:

- negotiate in ICAO for standards for all engine emissions with climate effects. As scientific understanding improves, the government will expect ICAO to issue best practice guidance on operational mitigations for non- CO2 effects
- consider the use of all feasible abatement options, particularly in-sector measures, to ensure effective action is taken at the national and international level. This includes policies that may evolve over the long term such as technological developments, operational efficiencies, sustainable fuels, market- based measures, demand management and behavioural change
- require planning applications for capacity growth to provide a full assessment of emissions, drawing on all feasible, cost-effective measures to limit their climate impact, and demonstrating that their project will not have a material impact on the government's ability to meet its carbon reduction targets

Surface access

The Government's expectation is that airports, through their surface access strategies, set targets for sustainable passenger and staff travel to the airport which meet, where possible, the ambitions set by the government and for these to be monitored by their respective Airport Transport Forums.

The Government's analysis shows that by 2050, although there are expected to be 70% more surface access journeys as a result of increased aviation demand, developments already in the pipeline such as cleaner engine technology, electrification of cars, and decarbonisation of rail electricity, could keep surface transport carbon emissions at similar levels to today unless airports also deliver more ambitious mode share targets. The Government expects airports to make the

most of their regional influence to provide innovative solutions and incentives against ambitious targets which reduce carbon and congestion and improve air quality.

The Government is proposing a number of measures. These include formalising the position of Air Transport Forum (ATFs), setting a requirement for membership to include relevant local and national transport providers, and a duty to co-operate with local government in the development of surface access strategies. These strategies should enable the ATFs to contribute to the delivery and monitoring of the mode share and environmental targets contained within them. In addition, emerging innovative transport service providers should be actively encouraged to participate:

- updating the 2013 Aviation Policy Framework Guidance to help airports in completing surface access strategies and master plans, by providing consistency in requirements and structures that align with future regional and national transport strategies. There would also be a requirement to reflect the international gateway and transport hub role of an airport
- working with transport service providers to assist ATFs in understanding and working within existing surface transport planning processes and develop an associated manual in partnership with the Airport Operators Association (AOA). This will include setting out clearly the relevant infrastructure investment and franchise timetables, to ensure that aviation stakeholders are clear when, and with whom, they need to engage. This will help to ensure their views are considered by the government, Network Rail and Highways England when decisions are made. The manual would be held by DfT and updated annually

Airports are also in a unique position to be integrated transport information and ticketing hubs, developing online, app and face to face facilities that integrate information and ticketing processes for passengers. Integrated ticketing can refer to a ticket for the whole journey or encompass multiple tickets.

Noise

The Government proposes setting a new objective to limit, and where possible, reduce total adverse effects on health and quality of life from aviation noise. This brings national aviation noise policy in line with airspace policy updated in 2017.

It is also proposed to develop a new national indicator to track the long term performance of the sector in reducing noise. This could be defined either as a noise quota or a total contour area based on the largest airports.

Other proposals include:

- routinely setting noise caps as part of planning approvals (for increase in passengers or flights). The aim is to balance noise and growth and to provide future certainty over noise levels to communities. It is important that caps are subject to periodic review to ensure they remain relevant and continue to strike a fair balance by taking account of actual growth and the introduction of new aircraft technology. It is equally important that there are appropriate compliance mechanisms in case such caps are breached and the government wants to explore mechanisms by which airports could 'pay for' additional growth by means of local compensation as an alternative to the current sanctions available.
- requiring all major airports to set out a plan which commits to future noise reduction, and to review this periodically. This would only apply to airports which do not have a noise cap approved through the planning system and would provide similar certainty to communities on future noise levels. The government wants to see better noise monitoring and a mechanism to enforce these targets as for noise caps. The noise action planning process could potentially be developed to provide the basis for such reviews, backed up by additional powers as necessary for either central or local government or the CAA. The Government is proposing new measures for people moving near to airports by developing tailored guidance for housebuilding in noise sensitive areas near airports as well

as improving flight path information for prospective home buyers so that they can make better informed decisions.

As regards operational measures new measures are proposed to ensure better noise outcomes from the way aircraft operate

- by increasing uptake of best practice operating procedures and improving compliance with mandatory controls: extending CAA's information duties to allow CAA to require additional information, for example the use of 'low power-low drag' procedures (which delay the lowering of landing gear to reduce noise on approach to an airport);
- introducing a new power to direct airports to publish information, such as league tables of airline noise performance;
- creating minimum standards for noise monitoring around airports; defining better targeted maximum departure noise limits which incentivise quietest performance across different aircraft types rather than a 'one size fits all' limit;
- requiring airports to make more use of sanctions available to them for breaches of noise controls, for example when airlines have poor track-keeping performance

It is also proposed to hold 'coding-house' companies to account for airlines' performance where their programming of flight management systems is a cause of poor track-keeping, monitor and enforce the analysis and reporting on noticeable changes to volumes of traffic by flightpath in accordance with future guidance issued by the CAA on transparency and engagement, and consider limiting the extent of these changes

It is expected that ICCAN - the newly formed independent noise body will play a key role in advising Government on noise issues. It is noted there is already reasonable compliance with noise controls at many airports and, in the first instance, the government proposes to seek voluntary compliance with these new measures. ICCAN has been asked to consider compliance and enforcement as a priority work area.

In the longer term the Government proposes to:

- look into creating new statutory enforcement powers for ICCAN or CAA if other measures prove insufficient to drive the outcomes it wants
- proposing new measures to improve noise insulation schemes for existing properties, particularly where noise exposure may increase in the short term or to mitigate against sleep disturbance. Such schemes, while imposing costs on the industry, are an important element in giving impacted communities a fair deal. The Government therefore proposes the following noise insulation measures: to extend the noise insulation policy threshold beyond the current 63dB LAeq 16hr contour to 60dB LAeq 16hr
- to require all airports to review the effectiveness of existing schemes. This should include how effective the insulation is and whether other factors (such as ventilation) need to be considered, and also whether levels of contributions are affecting take-up

The Government or ICCAN will issue new guidance to airports on best practice for noise insulation schemes, to improve consistency for airspace changes which lead to significantly increased overflight, to set a new minimum threshold of an increase of 3dB LAeq, which leaves a household in the 54dB LAeq 16hr contour or above as a new eligibility criterion for assistance with noise insulation

Air quality

The Government recognises the need to take further action to ensure aviation's contribution to local air quality issues is properly understood and addressed and is proposing the following measures:

- improving the monitoring of air pollution, including ultrafine particles (UFP), in order to improve understanding of aviation's impact on local air quality. This will be achieved by

standardising processes for airport air pollution monitoring and communication

- ensuring comprehensive information on aviation-related air quality issues is made available to better inform interested parties. This will be achieved through government guidance on the scope and content of airport air quality reports
- requiring all major airports to develop air quality plans to manage emissions within local air quality targets. This will be achieved through establishing minimum criteria to be included in the plans
- validation of air quality monitoring to ensure consistent and robust monitoring standards that enable the identification of long-term trends. This could be achieved by the government or a third party being given responsibility for overseeing aviation-related air quality monitoring at the national level
- supporting industry in the development of cleaner fuels to reduce the air quality impacts of aviation fuels. This will be achieved by international action to develop cleaner fuel standards and reviewing progress towards Renewable Transport Fuel Obligations by 2032

As will be seen from the above, this chapter covers a wide range of issues. Are there issues that should receive particular focus?

Chapter 4 Support Regional Growth and Connectivity

Airports are vital for local economies, providing domestic and global connectivity, employment opportunities, and a hub for local transport. The government wants to maximise these benefits through markets that operate for consumers and local communities. It wants to support airports that deliver the connectivity regions need, an industry that provides high quality training and employment opportunities to all, and a freight sector unburdened by unnecessary barriers.

Regional connectivity

This has been a key issue on which UKACCs has regularly lobbied Government especially preserving domestic services between the regions and London airports.

Would ACCs and UKACCs welcome measures to support regional connectivity eg ring fencing slots and PSOs as well as assistance for lifeline services?

Air freight

It is noted that the three main airports for handling air freight in the UK are Heathrow, East Midlands and Stansted. Collectively they account for around 85% of the total amount of freight handled at UK airports. The benefits of air freight to the UK, however, are not restricted solely to the areas around those airports.

The Government supports continued growth of the air freight sector particularly making best use of existing capacity at airports, to continue to facilitate global trade for UK businesses and consumers.

Do ACCs support measures to assist air freight development? It should however be noted that some freight flights operate during the night period and as such can have an adverse environmental impact on local residents. Any expansion should therefore be conducted on a sustainable basis to ensure minimum impact on local communities living around airports.

Chapter 5 Enhance the Passenger Experience

All passengers should have the confidence to fly. Airlines and airports are generally responsive to the needs of their customers but improvements should be made for passengers with additional

needs and when things go wrong. The government is committed to making flying a more positive experience for everyone. The proposed Passenger Charter aims to promote best practice and create a shared understanding of the required service levels for passengers.

This chapter sets out the scope of a new Passenger Charter for aviation. It is proposed that the Charter would set out clear standards for a range of passenger issues including, but not limited, to:

- accessibility standards for disabled passengers and passengers with reduced mobility (PRMs);
- service standards for consumers with hidden disabilities and/or allergies;
- expectations around the management of disruptive passengers;
- service levels for processing people at the border;
- standards for notification of delays, complaint handling and compensation claims;
- expectations and obligations on compensation and repatriation for when an airline becomes insolvent;
- standards for booking information and clear terms and conditions

The Charter would be supported by:

- a performance framework with clear Key Performance Indicators (KPIs) to allow monitoring, reporting and ongoing improvement;
- expanded enforcement powers for the CAA with respect to legal obligations for passengers with reduced mobility and compensation claims ;
- new standards for open data, data sharing and data protection ;
- improved border performance standards through changes to business and delivery models and funding arrangements;
- enhanced passenger representation

Some of these measures would require legislative change to be implemented. In the longer term, the Government proposes to:

- consider how to provide a clear indication of which companies have delivered an expected level of service under the Charter, to give consumers greater confidence in the standards they can expect to receive.
- improve the pre-notification process – to capture and transmit all relevant information, particularly around wheelchairs and batteries, in an accurate and timely manner so that the special assistance service provided can be tailored to the customer needs, and ground handlers can prepare for wheelchair loading;
- strengthen standards around waiting times, handover instances and requirements for critical infrastructure – to provide a quality assistance service;
- improve the storage standards for wheelchairs in the hold – through improving knowledge of wheelchairs and batteries for ground handlers, creating safe stowage areas in the hold, and considering wheelchair standards, such as universal tether points, for robust securement
- adopt the recommendations and provisions in European Civil Aviation Conference (ECAC) Document Number 30 in Section 5 on Facilitation of the Transport of Persons with Disabilities and Persons with Reduced Mobility
- remove limits to payments for damage caused to wheelchairs during flight so that realistic replacement or repair costs are remunerated by airlines
- increase uptake of training programmes to improve disability awareness for customer-facing staff including security and border staff, and for ground handlers to minimise damage to wheelchairs when loading
- expand the range of enforcement powers available to the CAA to provide for fines for breaches of Regulation [EC] 1107/2006 (accessibility requirements)
- provide consistent, standards for allergy sufferers to make certain that consumers know what to expect when they fly
- ensuring transparency in relation to airline terms and conditions. The CAA is engaging with industry to ensure that their terms and conditions are transparent, prominent and, ultimately,

fair. It intends to report on its work shortly and any recommendations may be adopted as part of the Charter. Ensuring that consumers can make informed decisions in relation to allocated seating. The CAA has recently reported on the first phase of its work on allocated seating. It intends to follow up on the findings with individual airlines to ensure that consumers are given the information they need to make an informed decision over whether to purchase an allocated seat. Any recommendations may be adopted as part of the Charter

- extending the role of Transport Focus to act as a representative body for air passengers. Transport Focus would work closely with the CAA to boost the voice of air passengers and inform understanding of passengers' wants and needs which will help identify priorities for more targeted improvement. This would be important in developing many of the elements of the Charter

Do ACCs welcome the development/introduction of a Charter? However it is important that the airport engages fully with all key stakeholders as many of these will provide third party services on behalf of the airport

Border Control

A number of measures are proposed for border control including:

- increase the number of travellers who are eligible to use eGates by summer 2019. Eligible travellers from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States will be able to use eGates at all ports which have them. The government has recently laid the Statutory Instrument to allow this to happen

In looking to improve the service at the border, while maintaining the security of the UK, the Government proposes to:

- work with industry to consider a new operating model between the government and the industry, enhancing collaboration and considering options to encourage innovation and new technology
- ensure the sustainability of funding through a new funding model
- review the current SLA level and process to ensure it is robust, and appropriately balances security and service at the border
- support innovation and technology through collaborative working across government and with industry

Over the years the Annual Meeting has regularly discussed Border Control issues. The general impression has been that there has been both improved performance and increased engagement between ACCs and Border Force. Do ACCs support the above measures to assist Border Force deliver an effective service?

Chapter 6 Ensure a Safe and Secure Way to Travel

The UK is a global leader in aviation security and safety, with one of the safest and most secure aviation systems in the world. The government and the CAA share knowledge and expertise with other nations, encouraging them to adhere to international standards and implement improvements with industry to make the skies safer for everyone.

There is not a particular UKACCs interest here but it is assumed that ACCs support policies that will maintain the high standards of safety and security that have been achieved?

Would ACCs wish to comment on their recent experience with drones?

Chapter 7 Support General Aviation

The Government aims to ensure that there are appropriate and proportionate policies in place to protect and support General Aviation (GA) and its contribution to GDP and jobs. The government recognises that the needs of GA have to be seen in the wider context of civil and military aviation. In areas such as the use of airspace and the allocation of slots it is important to balance the needs of private flying, commercial GA and scheduled aviation, so that all classes of aviation are properly and proportionately considered and the benefits GA can be supported.

Are there any particular issues that affect ACCs? At some airports it is known that helicopter noise can be an issue. Operators currently sign up to a voluntary good practice code - is this satisfactory or should this be strengthened eg some form of government control. At other airports helicopters play a key role in the operation of the airport and provide economic benefits.

Chapter 8 Encourage Innovation and New Technology

Promoting the development of innovation and technology will be a core part of the Aviation Strategy. The government wants the sector to make the best use of new technology for the benefit of consumers and to build on the aviation sector's track record of success in encouraging innovation.

It is assumed that ACCs would wish to support the development of new technologies that help address environmental impacts of aviation (noise, emissions, climate change); keep UK aviation sector globally competitive and allow faster journey times.

Annex A: Legislation to Enforce the Development of Airspace Change Proposals

As noted in Chapter 3 the Government's overall stated objective for airspace modernisation is to deliver quicker, quieter and cleaner journeys and more capacity for the benefit of those who use and are affected by UK airspace. The Government has identified the potential for conflicting Airspace Change Proposals (ACP's) from different Airspace Service Providers (ASPs) and is seeking:

To direct NATS en route (NERL) to come up with an airspace change 'masterplan' that delivers the Airspace Modernisation Strategy and to take legislative powers to direct ASPs to bring forward ACPs in line with the masterplan proposals, require them to co-operate with NERL to do so, or some combination of both.

Do ACCs agree that in the event of ASPs failing to agree that the Government should have the power to intervene? The key issues will be the criteria used by Government to obtain resolution and to avoid policy development that favours large international airports at the expense of smaller airports.

3. The Next steps

3.1 The Working Group's views are sought on the above questions to help inform a suggested response to the consultation. It is suggested that following the Working Group meeting the issues where it is felt a collective UKACCs response may be needed are circulated to all member ACCs for comment and endorsement. The comments and endorsement received from members will form the basis of the collective UKACCs response to the Green Paper consultation.

**Frank Evans
UKACCs Secretariat**

Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

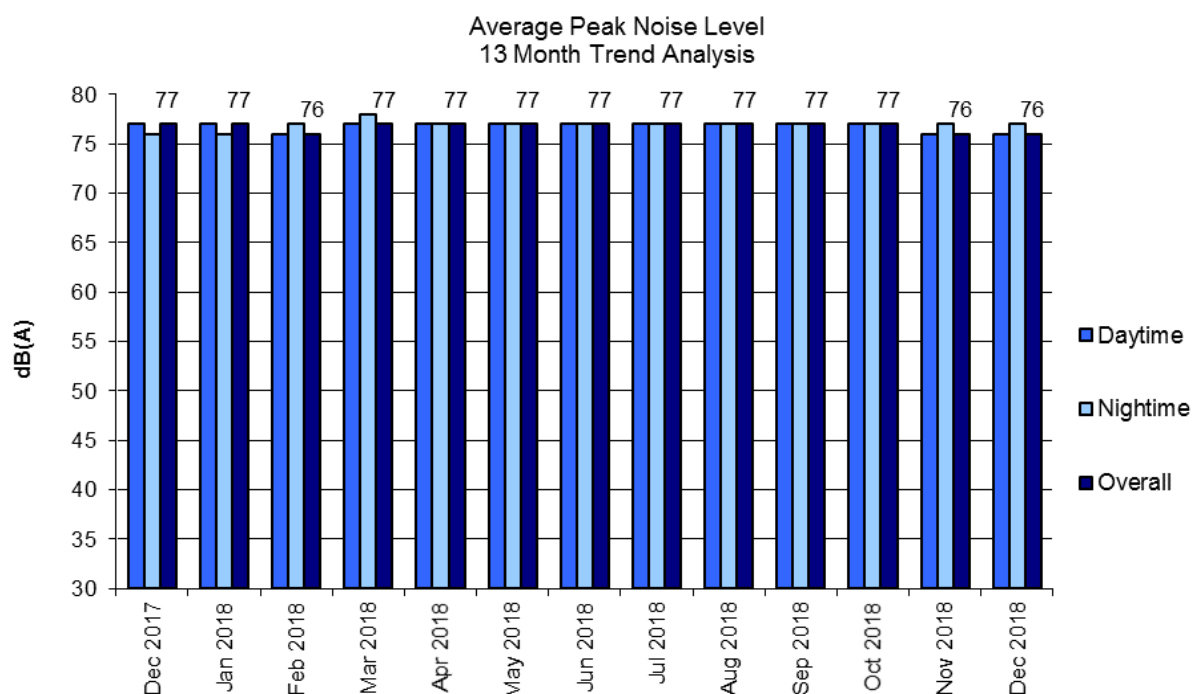
December 2018

Total Movements 14496

Movements Monitored 14496

Detection Rate (%) 100

Noise



	2018	2017
Daytime Average Peak Noise Level	76	77
Night time Average Peak Noise Level	77	76
Overall Average Peak Noise Level	76	77
Daytime Noise Infringements	0	1
Night time Noise Infringements	0	0
Total Noise Infringements	0	1

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	390	6857
Total MANTIS Correlated SIDs	369	6670
Total Extreme Deviations	0	0
Total Overall Deviations	20	576
Percentage Deviation	5.4	8.6

Operator	Departures	Ext Deviations	Percentage
None	n/a	n/a	n/a

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
None	n/a	n/a	n/a	n/a

Community Complaints

Total Number of Complaints received during December 2018 19

Total Number of Complainants during December 2018 17

Total Number of Complaints received during December 2017 75

Area	Noise	Track	Total	Complainant	Complaint/ Complainant	Night Complaints
Alderley Edge	1	0	1	1	1	0
Ashley	2	0	1	1	2	0
Bowdon	0	2	1	1	2	0
Cheadle	2	0	2	2	1	0
Hale	2	0	2	2	1	0
Heaton Mersey	1	0	1	1	1	1
Knutsford	0	2	2	2	1	0
Lymm	0	1	1	1	1	0
Matlock	1	0	1	1	1	0
Mobberley	0	1	1	1	1	1
Stalybridge	1	0	1	1	1	1
Unknown	1	0	1	1	1	1
Wilmslow	0	1	1	1	1	0
Wythenshawe	1	0	1	1	1	1
Total	12	7	19	17	1.1	5

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	972		390	
Monthly Total NSDs	2	0.2	0	0
Monthly Total Early Turns	0	0.0	0	0
Quarterly Total SIDs	2199		4607	
Quarterly Total NSDs	9	0.4	0	0
Quarterly Total Early Turns	1	0.0	0	0

Runway 23

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6016		6857	
Monthly Total NSDs	155	2.6	18	0.3
Monthly Total Early Turns	2	0.0	0	0
Quarterly Total SIDs	20690		18846	
Quarterly Total NSDs	459	2.2	95	0.5
Quarterly Total Early Turns	3	0.0	0	0

Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6988		7247	
Monthly Total NSDs	157	2.2	18	0.2
Monthly Total Early Turns	2	0.0	0	0
Quarterly Total SIDs	22889		23453	
Quarterly Total NSDs	468	2.0	95	0.4
Quarterly Total Early Turns	4	0.0	0	0

Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

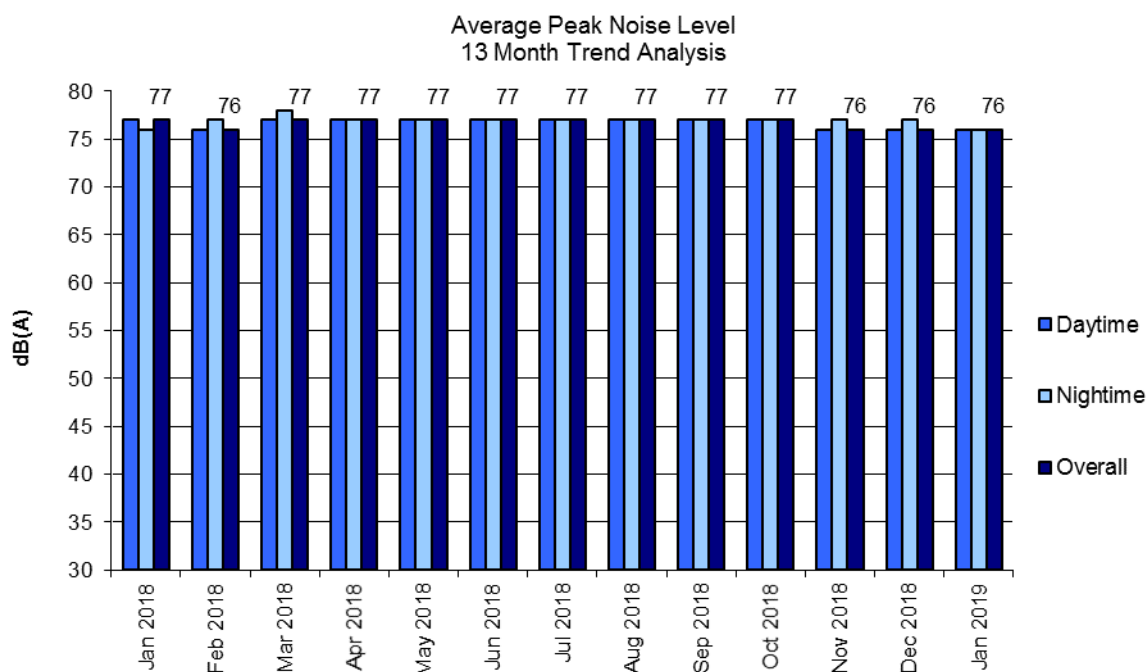
January 2019

Total Movements 13670

Movements Monitored 13656

Detection Rate (%) 100

Noise



	2019	2018
Daytime Average Peak Noise Level	76dB(A)	77dB(A)
Night time Average Peak Noise Level	76dB(A)	76dB(A)
Overall Average Peak Noise Level	76dB(A)	77dB(A)
Daytime Noise Infringements	0	0
Night time Noise Infringements	2	2
Total Noise Infringements	2	2

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	472	6360
Total MANTIS Correlated SIDs	461	6094
Total Extreme Deviations	0	0
Total Overall Deviations	28	433
Percentage Deviation	6.1	7.1

Operator	Departures	Ext Deviations	Percentage
None	n/a	n/a	n/a

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Cavok Air	1*	AN12	3	£900
Ryanair	1*	B738	4	£750

Community Complaints

Total Number of Complaints received during January 2019	17
Total Number of Complainants during January 2019	9
Total Number of Complaints received during January 2018	14

	Noise	Odour	Off-Track	Special	Complaints	Complainants	Complaints/ Complainants	Night time complaints
Ashley	2	3	0	1	6	1	6	3
Bowdon	0	0	2	0	2	1	2	0
Cheadle	1	0	0	0	1	1	1	0
Hyde	1	0	0	0	1	1	1	0
Knutsford	0	0	4	0	4	2	2	1
Lower Peover	0	0	1	0	1	1	1	0
Nether Alderley	0	0	1	0	1	1	1	0
Wilmslow	1	0	0	0	1	1	1	0
Total	5	3	8	1	17	9	1.9	4

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	726		472	
Monthly Total NSDs	0	0.0	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	2390		3244	
Quarterly Total NSDs	9	0.4	0	0.0
Quarterly Total Early Turns	0	0.0	0	0.0

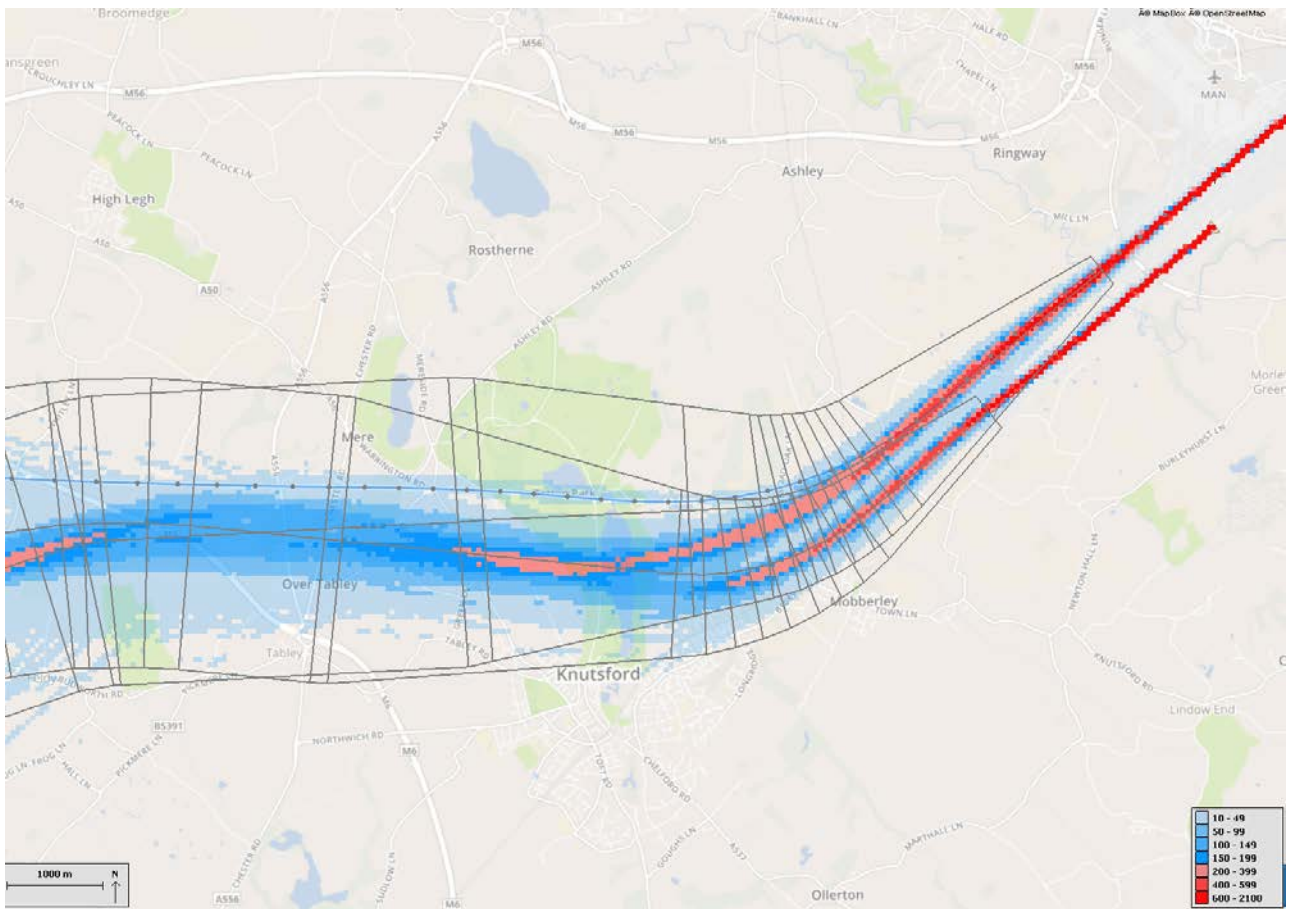
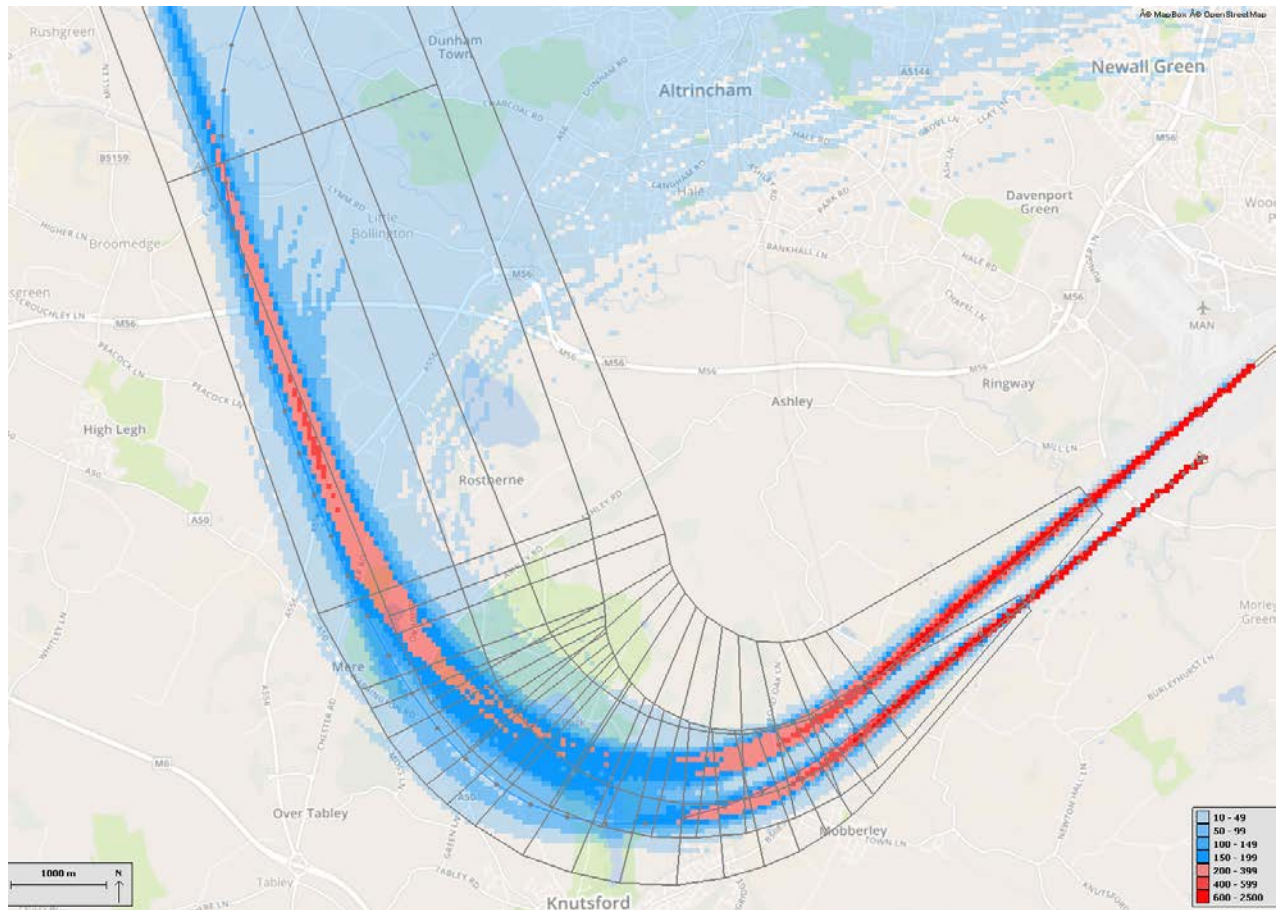
Runway 23

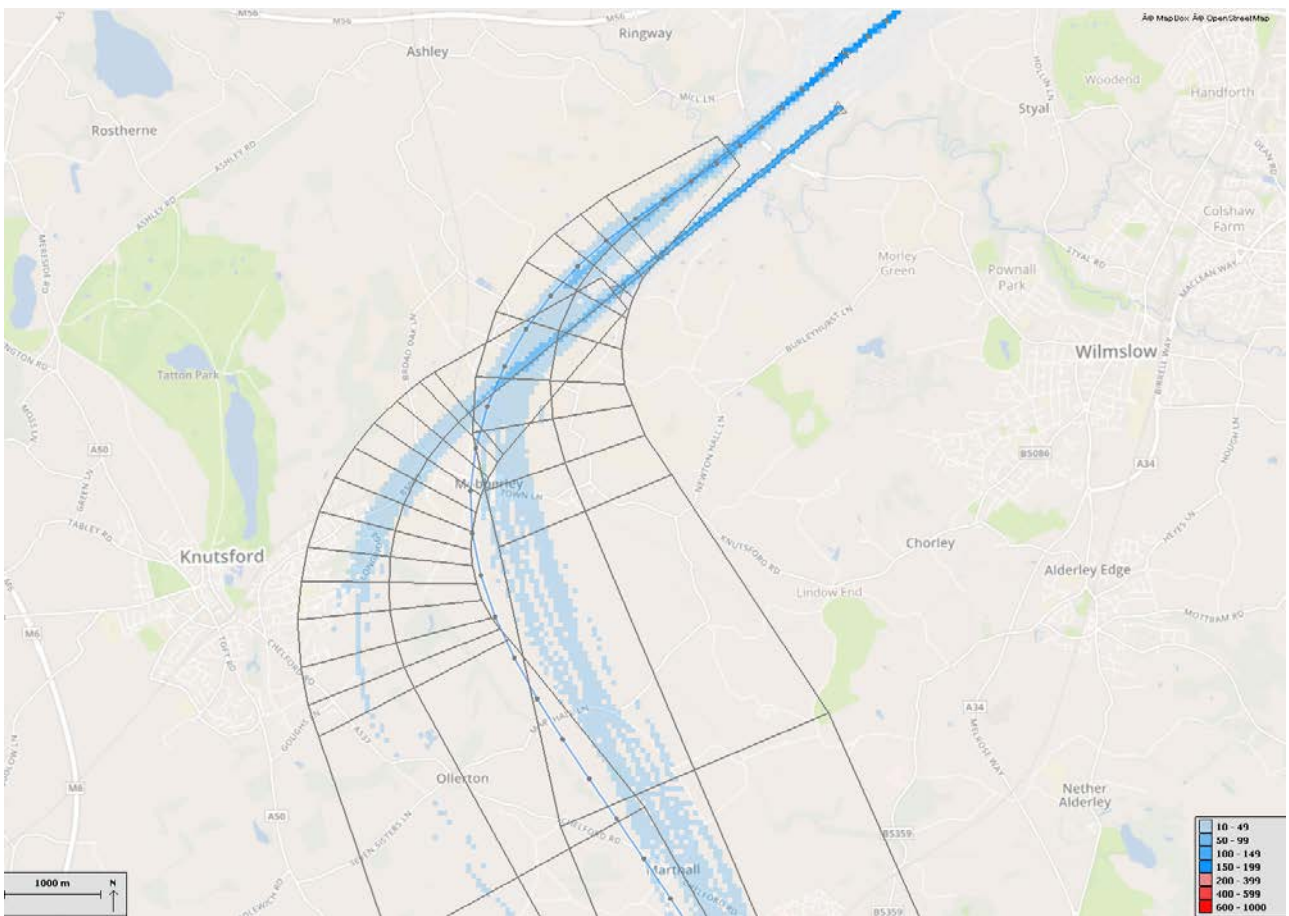
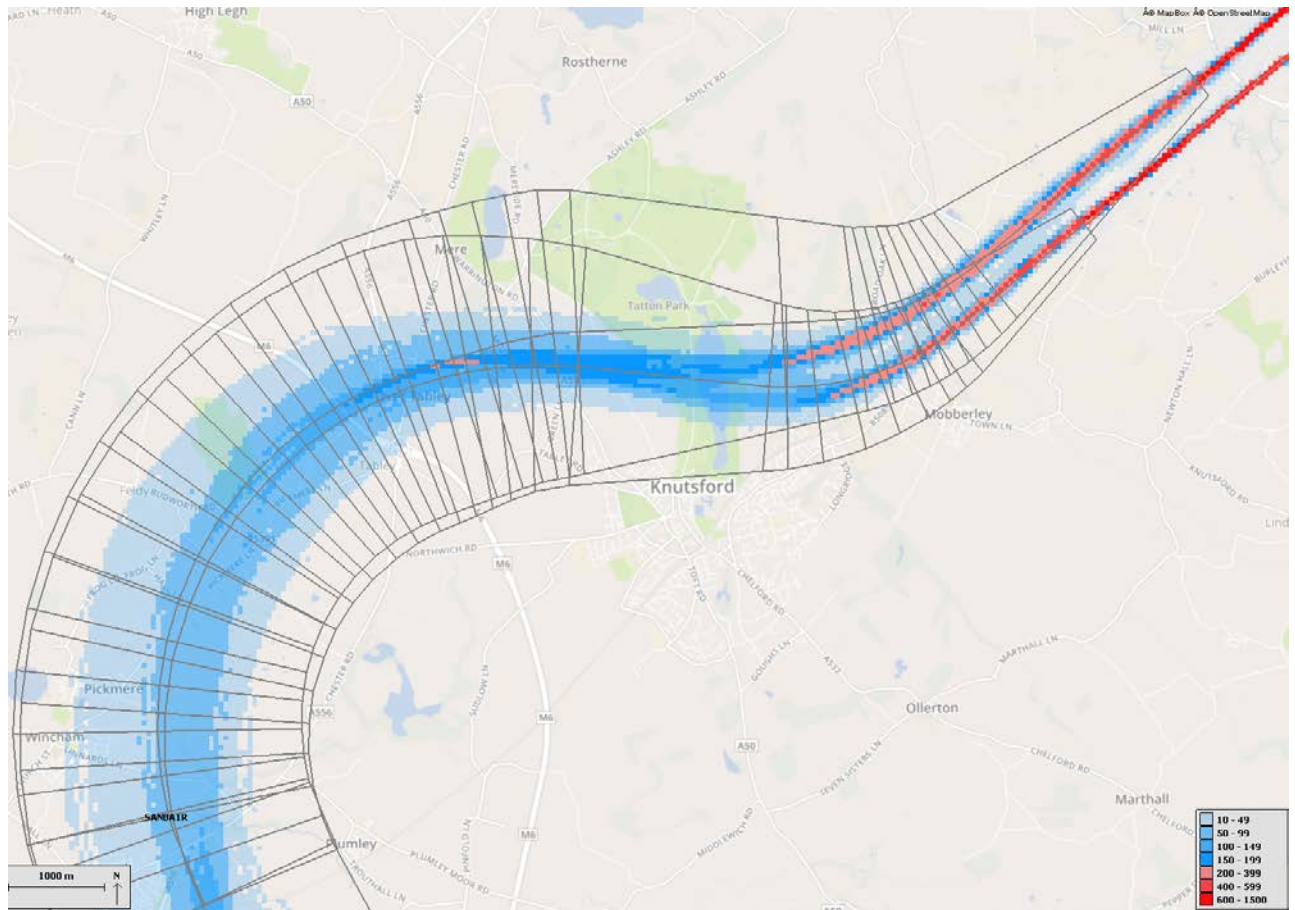
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6039		6360	
Monthly Total NSDs	206	3.4	59	0.9
Monthly Total Early Turns	1	0.0	0	0.0
Quarterly Total SIDs	18359		17946	
Quarterly Total NSDs	560	3.1	129	0.7
Quarterly Total Early Turns	3	0.0	0	0.0

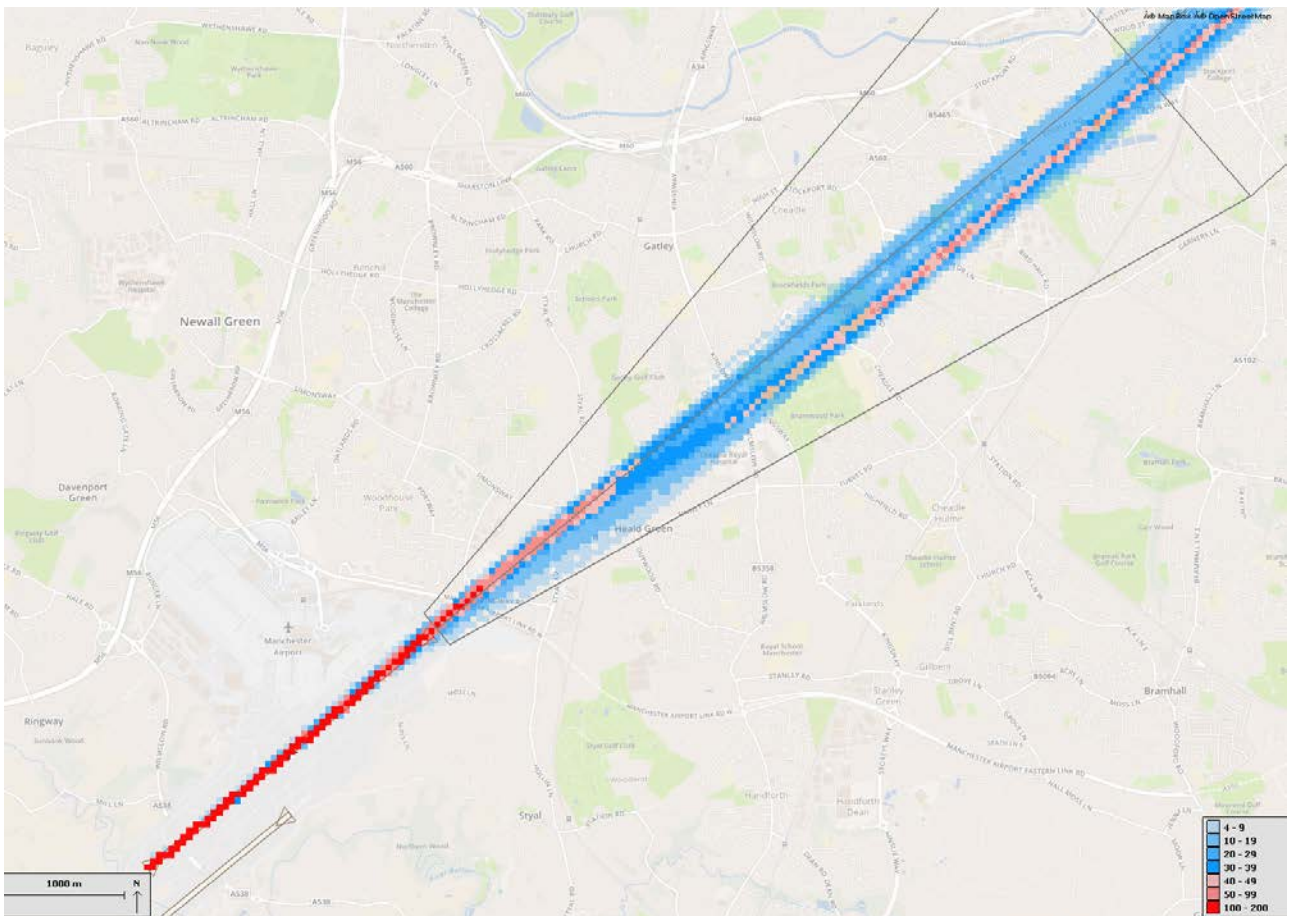
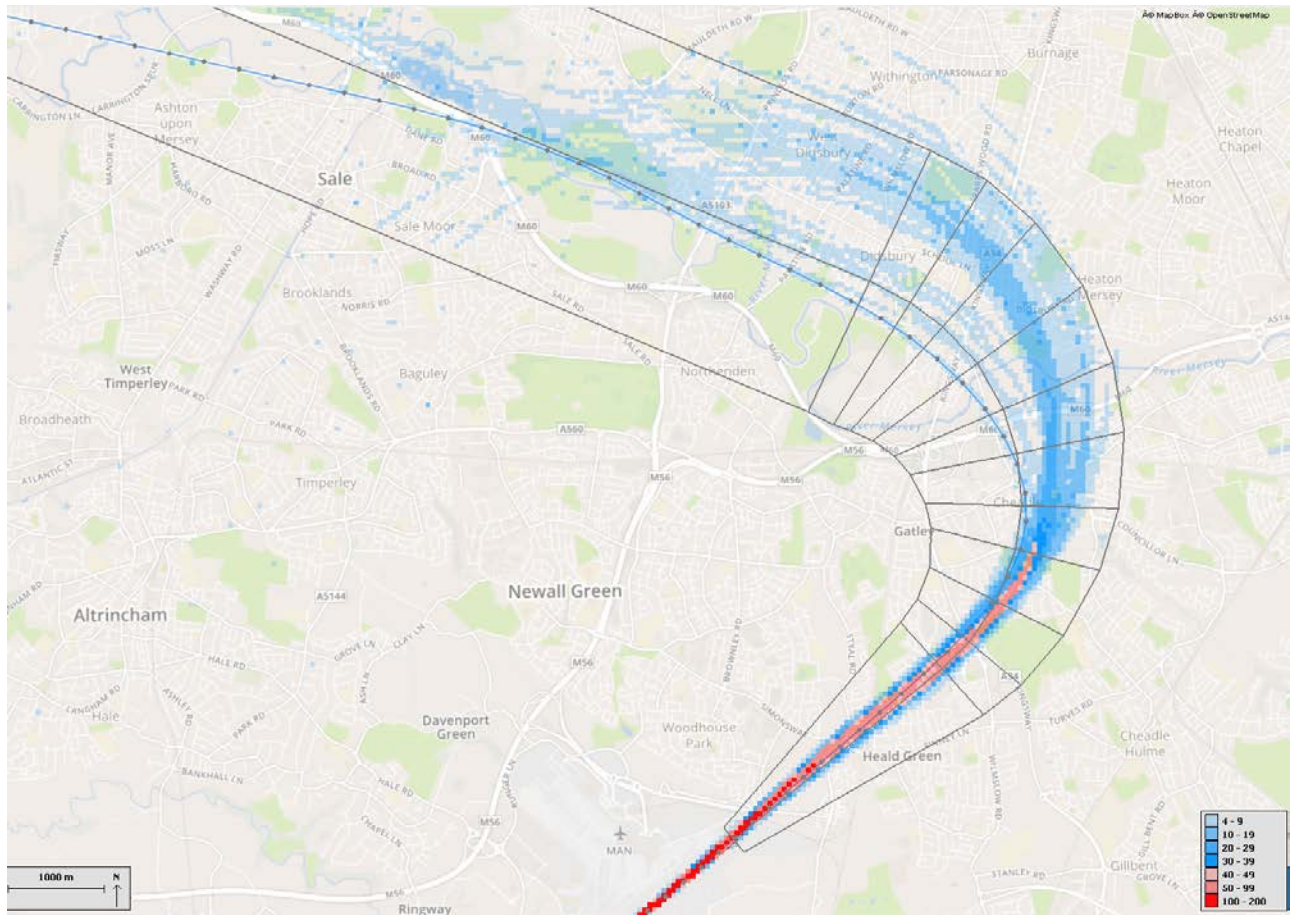
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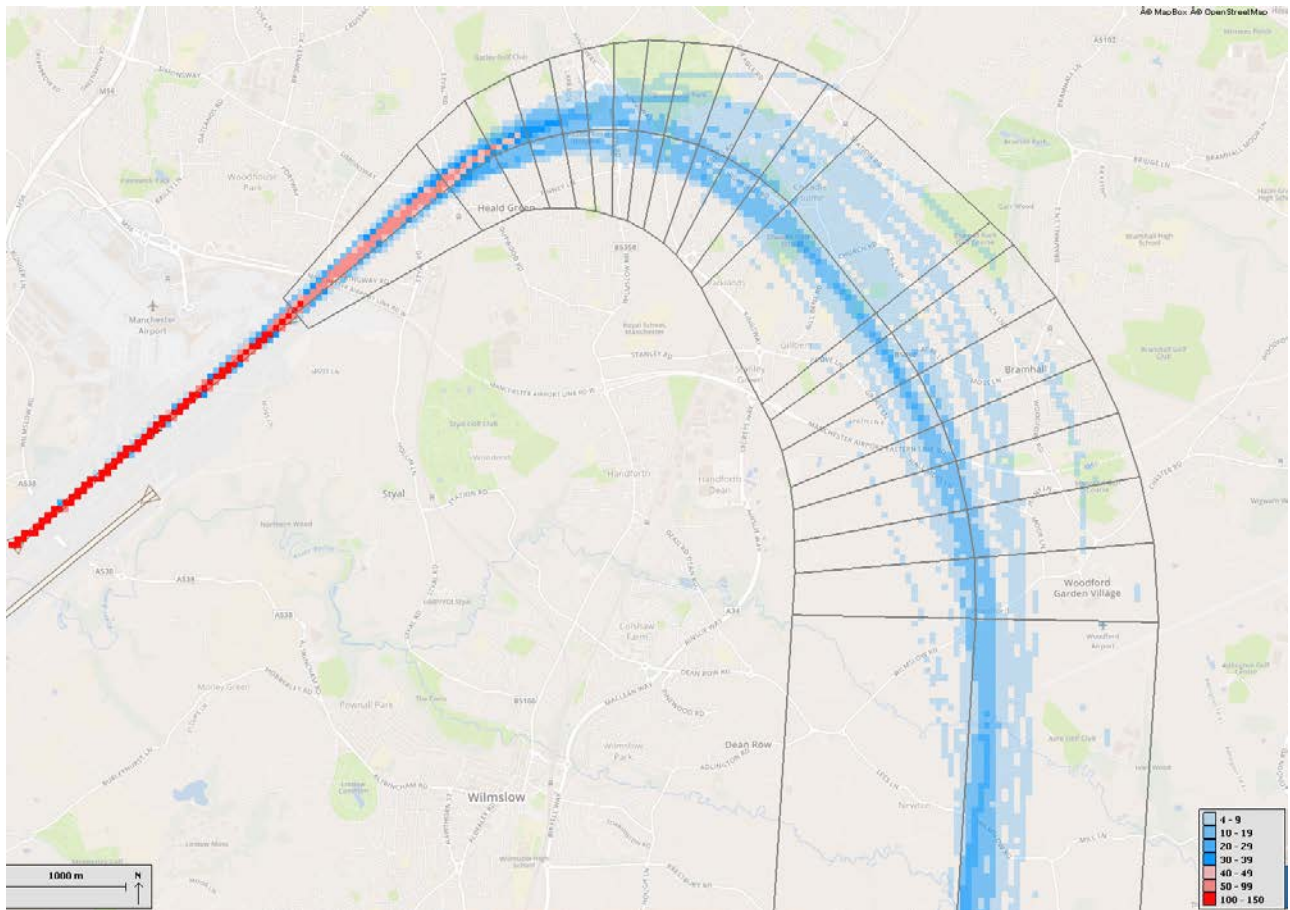
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6765		6832	
Monthly Total NSDs	206	3.0	59	0.9
Monthly Total Early Turns	1	0.0	0	0.0
Quarterly Total SIDs	20749		21190	
Quarterly Total NSDs	569	2.7	129	0.6
Quarterly Total Early Turns	3	0.0	0	0.0

nb. direction of take-off greatly influences the figures in the above tables.









Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

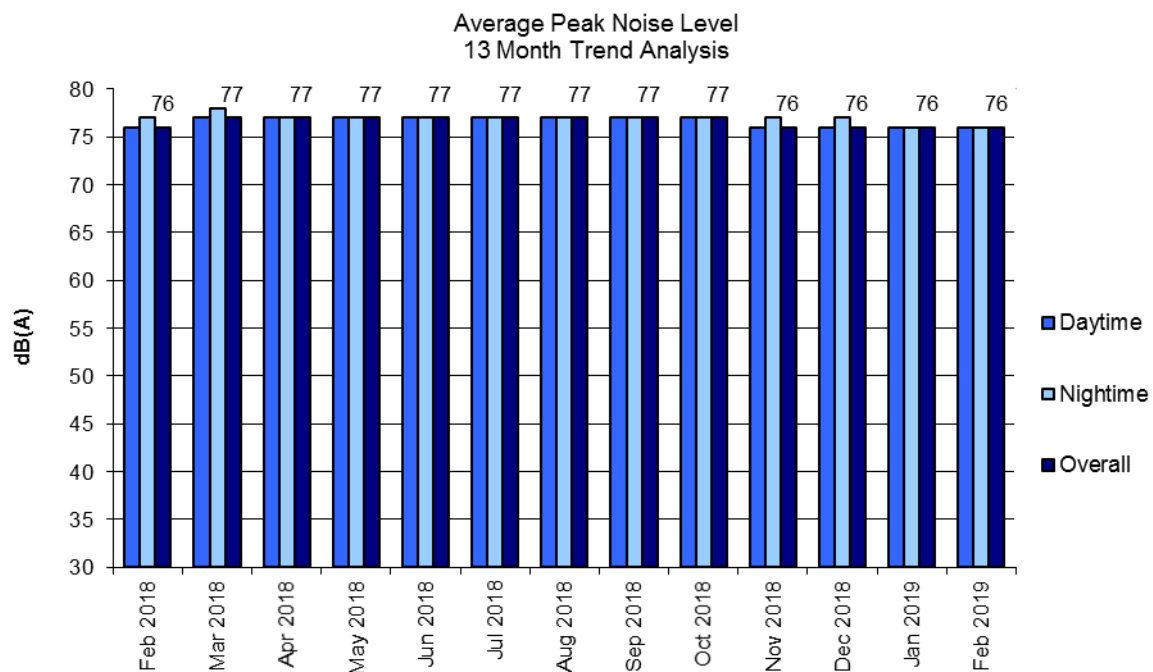
February 2019

Total Movements 13230

Movements Monitored 13227

Detection Rate (%) 100

Noise



	2019	2018
Daytime Average Peak Noise Level	76	76
Nighttime Average Peak Noise Level	76	77
Overall Average Peak Noise Level	76	76
Daytime Noise Infringements	0	0
Night time Noise Infringements	1	1
Total Noise Infringements	1	1

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	329	6288
Total MANTIS Correlated SIDs	329	6062
Total Extreme Deviations	0	0
Total Overall Deviations	10	490
Percentage Deviation	3.0	8.1

Operator	Departures	Ext Deviations	Percentage
None			

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Emirates	1*	A380-800	4	£900

Community Complaints

Total Number of Complaints received during February 2019 15

Total Number of Complainants during February 2019 14

Total Number of Complaints received during February 2018 24

Area	Noise	Track	Odour	Special	Vortex	Other	Total	Complainant Complaint/ Complainant	Night Complaints
Blackburn	1	0				0	1	1	1
Bowdon	1	0				0	1	1	0
Bramhall	1	0				0	1	1	1
Bury	1	0				0	1	1	1
Heald Green	2	0				0	2	1	2
Hyde	2	0				0	2	2	0
Knutsford	0	2				0	2	2	0
Oldham	2	0				0	2	2	1
Stockport	0	0				1	1	1	0
Wilmslow	1	0				0	1	1	0
Wythenshawe	1	0				0	1	1	0
Total	12	2				1	15	14	6

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	2462		326	
Monthly Total NSDs	2	0.1	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	4160		1188	
Quarterly Total NSDs	4	0.1	0	0.0
Quarterly Total Early Turns	0	0.0	0	0.0

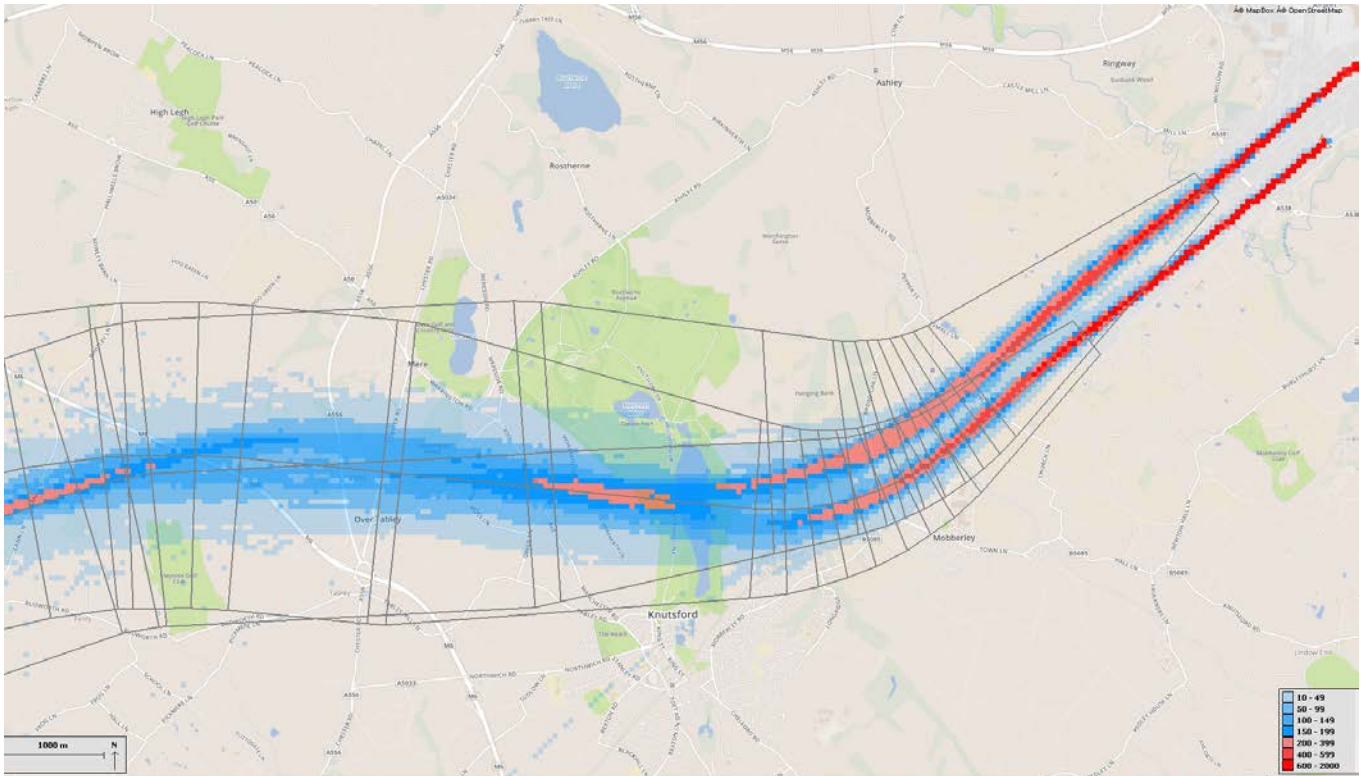
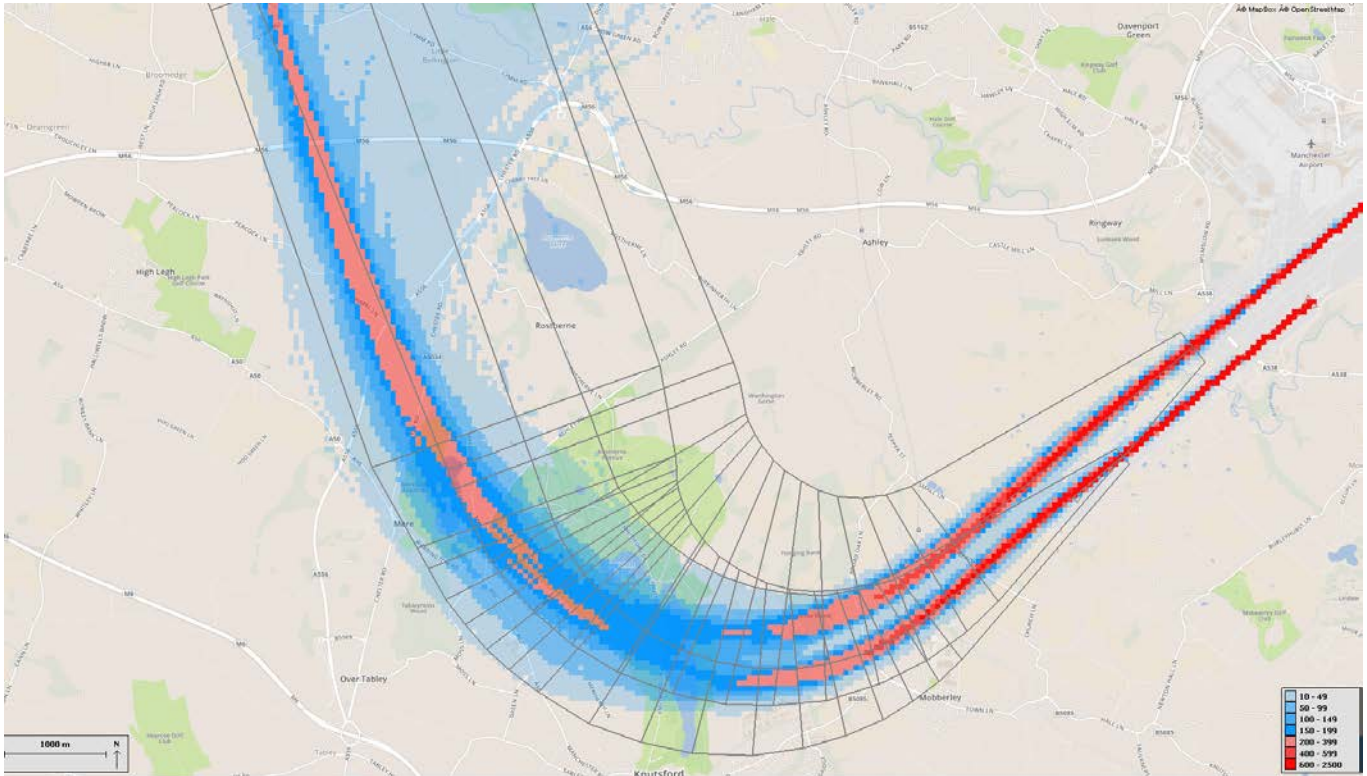
Runway 23

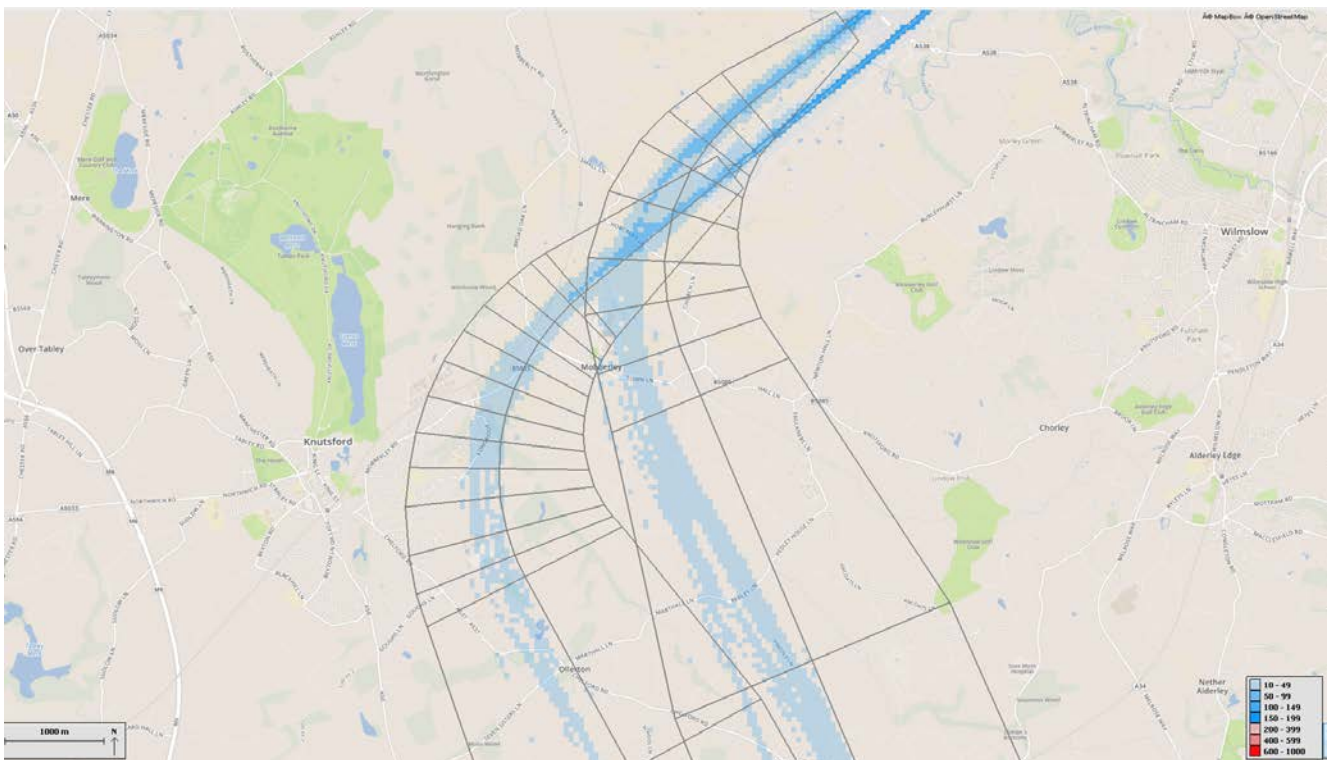
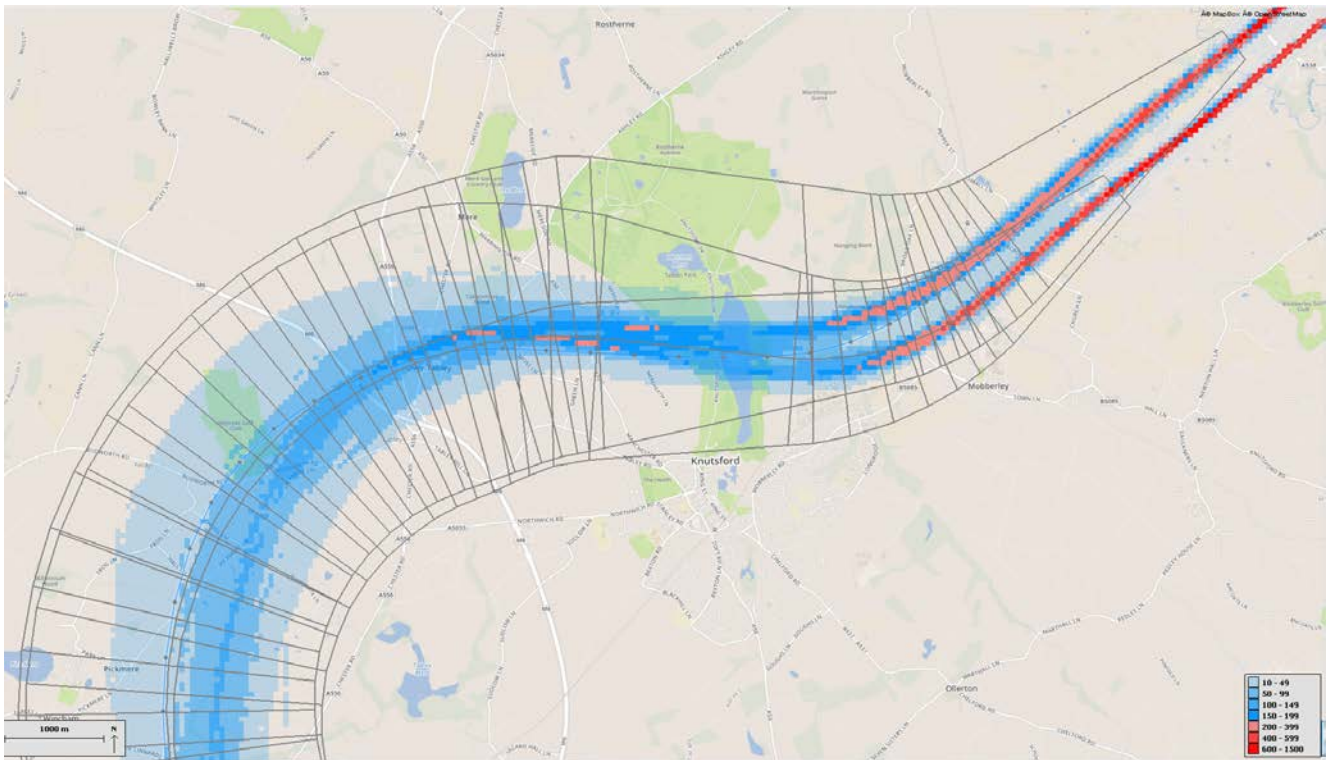
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	4041		6288	
Monthly Total NSDs	45	1.1	94	1.5
Monthly Total Early Turns	1	0.0	2	0.0
Quarterly Total SIDs	16096		19505	
Quarterly Total NSDs	406	2.5	171	0.9
Quarterly Total Early Turns	4	0.0	2	0.0

Overall

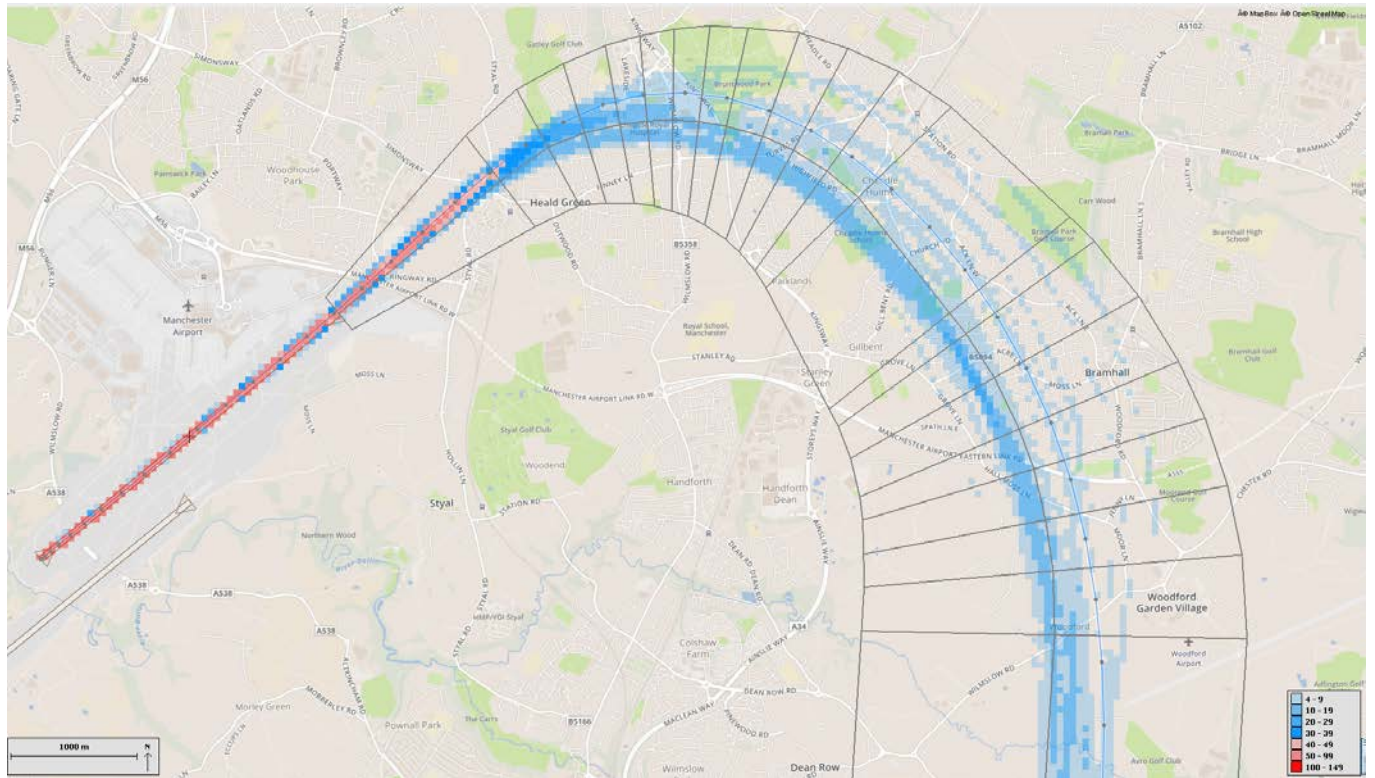
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	6503		6614	
Monthly Total NSDs	47	0.7	94	1.4
Monthly Total Early Turns	1	0.0	2	0.0
Quarterly Total SIDs	20256		20693	
Quarterly Total NSDs	410	2.0	171	0.8
Quarterly Total Early Turns	4	0.0	2	0.0

nb. direction of take-off greatly influences the figures in the above tables.









NOISE COMPLAINTS

Between 01 Mar and 31 Mar 2019

Overall	Complaints					Complainants			
	7					6			

	Noise	Odour	Off Track	Special	Other	Complaints	Complainants	Daytime	Night
Ashley	2	0	0	0	0	2	1	1	1
Hale	0	0	1	0	0	1	1	1	0
Hale Barns	0	0	1	0	0	1	1	1	0
Knutsford	0	0	1	0	0	1	1	1	0
Mobberley	0	0	1	0	0	1	1	1	0
Sandbach	1	0	0	0	0	1	1	1	0
Total	3	0	4	0	0	7	6	6	1

Repeat complainants

	Noise	Odour	Off Track	Special	Other	Complaints	Complainants	Daytime	Night
Denton	0	0	0	0	0	0	0	0	0
Didsbury	0	0	0	0	0	0	0	0	0
Knutsford	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0

