

## Manchester Airport Consultative Committee Meeting

Friday 14<sup>th</sup> October 2022 10.00-12.30

Hilton Hotel Manchester Airport

### Agenda

1	<p><b>PROCEDURAL MATTERS</b></p> <ul style="list-style-type: none"><li>a) Apologies for Absence</li><li>b) To confirm as a correct record the Notes of the Committee meeting held on 15th July 2022 (attached) and to consider any matters arising</li><li>c) To receive the Minutes of the TAG Meeting on 9th September 2022 as attached.</li><li>d) To receive the Minutes of the AUAG Meeting on 2nd September 2022 as attached.</li><li>e) To note that the TAG will next meet on 2nd December 2022 and that the next meeting of the AUAG will be on 25th November 2022 as previously agreed.</li><li>f) To consider further any issues concerning the future arrangements for meetings of the Committee, and the meeting in and January 2023 be held “face to face” at the Hilton Hotel, Manchester Airport.</li><li>g) To note and consider that -<ul style="list-style-type: none"><li>(i) Councillor Tim Whiston has been discontinued as a representative of Manchester City Council and that details of his replacement on the Committee and AUAG are still awaited</li><li>(ii) Mr. David Neill (Scheduling Committee) has resigned from the Committee and TAG and those details of his replacement are awaited</li><li>(iii) The AOC (Mr. Gary Ellis), Airport Employees (Mr. Andy Ashton), Wythenshawe Community Housing Group (Ms. Wyn Casey) and the National Trust have not attended any meetings of the Committee or the Advisory Groups for a considerable time now and to consider any updates on their positions:</li><li>(iv) to consider any other membership issues, including the application from Sholto Douglas to join the Committee representing Manchester Airport Support Group</li><li>(v) to consider an update on the recruitment process for the MACC Chair from Helen McNabb.</li></ul></li></ul>
2	<p><b>REPORT OF THE MANAGING DIRECTOR</b></p> <p>To consider the attached report of <b>Chris Woodroffe</b>, Managing Director, Manchester Airport, to include</p> <ul style="list-style-type: none"><li>a) Update on Airport Operations performance and winter plans;</li><li>b) Terminal developments; and</li><li>c) Q&amp;A with MD</li></ul>
3	<p><b>Ground Transport</b></p> <ul style="list-style-type: none"><li>a) The currently understood position with HS2 and access to the Airport - <b>Andy Clarke</b>, (Head of Public Affairs).</li></ul>
4	<p><b>CSR UPDATES</b></p> <p>(a) The Aircraft Track and Noise Monitoring and Complaints Reports for July – September 2022.</p>

	<p>(b) An update on the Materiality Impact Survey Results - Adam Freeman, Head of ESG &amp; Environmental Strategy;</p> <p>(c) Any other update on Community Activity and Briefings in July - September together with any Community Trust Fund developments since the last meeting, including Community Consultation activities Helen McNabb, Community Engagement Manager</p> <p>(d) A presentation on 25 years of the Community Trust Fund – Helen McNabb, Community Engagement Manager</p> <p>e) Update on the CTF 25th Anniversary Eco Garden Competition. Helen McNabb, Community Engagement Manager</p>
5	<b>ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT</b>

**Date of Next Meeting:** Friday 20th January 2023 at 10.00 am

**Contact:** Mike Flynn by either  
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**MINUTES OF THE MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE** held on Friday 15 July 2022 at the Hilton Hotel, Manchester Airport

**PRESENT:** Steve Wilkinson – Chairman

Sandra Matlow - Passenger Representative

Nick Mannion – Cheshire East Council

James Nicholas – Cheshire East Council

Don Stockton – Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

John Taylor – Stockport Metropolitan Borough Council

Barry Winstanley – Trafford Metropolitan Borough Council

Rob Thompson – North West Region CBI

Steve Parish – Warrington Borough Council

Peter Burns - Heald Green and Long Lane Ratepayers Association

Peter Wilkins – Disability Stockport

Linda Reynolds - Mere Parish Council

Neville Duncan – Which?

**REPRESENTING MANCHESTER AIRPORT PLC**

Alistair Andrew, Andy Clarke, Adam Freeman, Alison Green, Helen McNabb, Neil Robinson, Chris Woodroffe

**SECRETARIAT**

Mike Flynn, Secretary; Denise French, Assistant Secretary

**APOLOGIES:**

Bill Fairfoull (Tameside Metropolitan Borough Council), Anne Holloway (Mobberley Parish Council, and her substitute David Brush), Kristina Hulme (ABTA), Sam Naylor (Cheshire West and Chester Council), Jan Nicholson (Knutsford Town Council), Jack Thomas (North West Region Chamber of Commerce); Chris Boyes and Liz Patel (Trafford Metropolitan Borough Council), Geoff Moss, Marcella M'Rabety and Robert Pattison (Manchester Airport), and Nick Kelly, Cheshire East Council (Environmental

Advisor)

## **1 WELCOME TO NEW MANAGING DIRECTOR OF MANCHESTER AIRPORT**

Chris Woodroffe was welcomed to his first meeting of the Committee.

## **2 PROCEDURAL MATTERS**

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 29 April 2022 be approved as a correct record. Members noted on page 4 of the minutes reference to there being “4980 staff in December 2019” but said this figure should be 4180; this would be checked and clarified.

(b) The notes of the meeting of the Technical Advisory Group held on 10 June 2022 be received.

(c) The notes of the meeting of the Airport Users Advisory Group held on 27 May 2022 be received.

The Chairman of AUAG reiterated the Group’s request that a representative of the AOC join meetings of the Group and the Committee. This was being pursued by Airport officers.

(d) The next meeting of the Technical Advisory Group would be held on Friday 9 September and the Users Advisory Group would be held on Friday 2 September, both meetings to be held at 10am at the airport.

(e) The Committee discussed future meetings and whether they would be face to face, virtual or hybrid. Members agreed that face to face was the preferred option but that a virtual option should remain available for any member who needed it. An onsite hotel was a neutral venue and could accommodate the whole committee in a spacious setting pending MAG accommodation becoming available; it was noted that rooms at Olympic House were currently in use for training.

(f) The proposed schedule of meeting dates for 2023/24 was considered. There was doubt over the date for AUAG in June 2023 due to the dates for the spring Bank Holiday being under review; it was agreed that this would be moved to a date in May so as to give certainty; the date would be confirmed at the next agenda setting meeting and circulated to the membership. [Note: It has been agreed subsequently that AUAG will meet on 19<sup>th</sup> May 2023 and a revised schedule of meetings has been circulated to all Members].

(g) The Committee’s accounts were presented by the Secretary. He thanked MAG for their continuing support. MAG officers said the level of contribution would be favourably

reviewed in the event that the Committee had to continue to hire onsite hotels for meetings if Olympic House remained unavailable.

The annual subscription to UKACCS had remained at the reduced rate for a second year but was likely to increase to its previous rate from 2023/24. Members queried the formula for arriving at the subscription rates and the UKACCS funding in general; the Secretary advised that information on subscription rates would be available before the UKACCS Annual Meeting in autumn, the Secretary would share this information.

(h) The Committee noted that Cllr Tim Whiston had been discontinued as a representative of Manchester City Council and his replacement on the Committee and UAG was still awaited. Mr David Neill (Scheduling Committee) had resigned from the Committee and TAG and details of his replacement were still awaited. Councillor Sally Kendall (Mobberley Parish Council) had resigned from the Committee and TAG and her replacement was confirmed as Councillor Anne Holloway with Councillor David Brush as her substitute. The representatives of the AOC (Mr. Gary Ellis), Airport Employees (Mr. Andy Ashton), Wythenshawe Community Housing Group (Ms. Wyn Casey) and the National Trust had not attended any meetings of the Committee or the Advisory Groups for a considerable time now and the Committee was asked to consider whether any further action was needed. The Secretary updated that he had been in recent contact with the National Trust Regional representative who was positively considering representation on the Committee and TAG. He agreed to make contact with the representation of Wythenshawe Community Housing Group.

### **3 REPORT OF THE MANAGING DIRECTOR**

Chris Woodroffe, Managing Director, had submitted a report to the Committee and was welcomed to his first meeting. He had been in post almost four weeks.

His report had been circulated with the agenda pack and he highlighted the following points:

He explained that he felt that the airport was more in control of operations than at Easter but there was still some way to go before the airport could deliver the passenger experience that the airport wanted to provide. The current focus was to manage operations and process passengers through summer and be honest with passengers about what they should expect. The aim was to process 95% of passengers through security within 30 minutes; this was not the ideal passenger experience but a realistic one. The next few weeks would be the busiest as school summer holidays began; this period would be a good test of the operation. The airport had already begun to prepare for the forthcoming fortnight.

In terms of the security operations, the Community Relations Team had supported a number of Jobs Fairs which had been successful in attracting candidates to the airport. There were around 435 new starters; the airport would not usually have so many new

starters at the peak period but circumstances had meant that recruitment was an ongoing process. The airport had introduced a number of mitigation measures to help with security resourcing including use of contractors and limiting annual leave.

The number of PRM passengers had increased by 30% compared to pre Covid levels. This increase had not been anticipated. This had brought challenges especially with the arrivals process. The service to PRM passengers had shown some improvement recently but was currently below the ECAC standard of collecting all PRM passengers within 20 minutes. Apart from the impact on passenger experience there was also an impact on the operations as aircraft had to wait for PRM passengers to be collected and therefore turnaround times were increased.

Meetings were being held fortnightly with ABM, the provider of PRM services at Manchester. A number of actions had been introduced including an increase in pay effective from 8 July, incentive bonuses and security passes being processed more quickly to enable new starters to commence work as speedily as possible. It was not acceptable that PRM passengers had a poor experience.

That morning Chris Woodroffe had undertaken a FOD (foreign object debris) walk in T1 with colleagues; this was an important process to ensure the airfield remained safe.

On Time Performance was below target but this was a reflection of resource pressures.

The customer feedback team was now better resourced which meant that responses were provided in 10 working days. The Senior Leadership Team had introduced a process whereby they would each manage 6 complaints and take responsibility for responding and resolving the issue. Chris gave an example of a complaint that he had dealt with and he had arranged for a bouquet of flowers to be sent to the complainant by way of an apology.

Aircraft traffic was now at 85% of pre pandemic levels with 25m passengers compared to 29m in 2019. The Government was encouraging airlines to ensure schedules were realistic; this had resulted in some airlines reducing their flights. At Manchester this meant a reduction in passenger numbers from 25.4m to 25m.

The community engagement programme had commenced with a focus on attending existing events with high footfall; events attended had included the Mobberley Rose Queen event and the Cheshire Show.

The Airspace Change Programme continued to progress and it was intended that the airport would pass through Stage 2 – Develop and Assess in October.

Car parking continued to be in demand and all car park products were now open. There had also been the successful recruitment of over 100 staff to support car parking

operations.

Immigration targets for the year to date had been met across all terminals.

The transformation programme (MAN TP) was now well underway with progress being made in the new baggage system in T2 with the final two carousels in the west baggage hall fully operational by August and good progress was being made with the demolition of the old immigration hall and arrivals corridor.

Members were given the opportunity to raise questions or issues as follows:

- The latest staffing numbers in the report related to April 2022, could more up to date figures be provided? An update would be provided outside the meeting.
- Measures to improve the airport experience included recruiting hundreds of temporary staff but the figures showed far fewer (actual figures for April 22 showed 44 temporary staff in post); could this be explained. Chris advised that the temporary staff in the report referred to staff employed directly by the airport but there were also many additional staff employed to support the security role as an interim measure and the staffing figures did not include these staff.
- Reference was made to the Security GSS section and the previous SLA with airlines, it was noted that the current focus was on recovery. A query was raised in relation to the specific focus of recovery and Chris clarified that this meant in particular addressing shorter queue times. The current average time was 95% of passengers through security within 30 minutes and it was intended to achieve shorter times by autumn. Members asked about targets for summer 2023 and how the Committee could measure performance. Chris advised that discussions around targets and SLAs would be discussed with airlines in the autumn.
- A question was raised around delays due to issues with boarding card readers or passengers struggling with accessing documents on their phones? Chris said there had been some issues with boarding card readers not working; also passengers needed to ensure sufficient brightness on their phone to enable the documents to be read.
- Members suggested more passengers would take hand luggage as airlines charged for hold baggage and one solution could be for hold baggage charges to be reduced to help with queues.
- Members noted experiences of queueing longer than 30 minutes and Chris confirmed that at the moment around 5% of passengers would queue for over 30 minutes. That day there had been one queue of one hour in T2. Staff would enable passengers to be brought forward from the queue to ensure flights were not missed. Staff also reminded queuing passengers about using bags for liquids; most issues with bag rejects was due to passengers not taking out liquids or laptops. It was understood that many people had forgotten the processes of

travelling by air and the requirements of security. It was also noted that the Department for Transport had required new arrangements in place by the end of 2024 which would allow passengers to travel without separating liquids etc. and this would be managed by new technology.

Passenger behaviour in arriving extra early for flights was exacerbating congestion and queue issues and it was hoped that as confidence grew then passengers would return to arriving at the airport the usual 3 hours before their flight. The size of the Departure Lounge in T2 had been based on one hour dwell time which was currently being exceeded. The focus on recovery did not refer to financial aspects but to recovery of the airport operations. The issues around staffing were based around recruitment challenges not financial constraint. Members noted a vast reduction in staff numbers compared to 2019 when there were around 4k staff but Chris could not comment on issues prior to his appointment.

- Members queried passengers for a Jet 2 flight arriving at one terminal then having to be bussed over to another terminal for their flight departure. Chris explained that Jet2 was temporarily operating across terminals and the flights arriving at Manchester in an evening would land at the appropriate terminal for the next day's departing flight.
- Members noted the increase in PRM passengers. Chris explained that if a passenger requested assistance, then the airport was legally required to provide this. Both Manchester and Heathrow had experienced the most increases in PRM passengers. It was not yet known if this was a temporary or ongoing position. The media coverage of lengthy queues could make passengers seek assistance on the basis that they would be unable to stand in a queue for a long period. Members noted the involvement of the Users' Advisory Group in the design process for MTP and that the issues of long walking distances would be challenging and add to pressure on assistance services; it was felt this would always be the case especially without autowalks. Chris said planning for 2023 would include an expectation of 30% more PRM passengers and the PRM service would be of focus for the operation. In the meantime, September was the peak month for PRM passengers at Manchester.
- Members noted staffing numbers across recent years which showed a 25% loss of permanent staff per year. Chris referred to specific difficulties in security recruitment including staff failing the training programme or leaving after a short while in post – often due to not fully understanding the role. There would be a review after the summer peak. In autumn all staff would be asked their views on their experience of working at the airport and any suggestions for change.

The traffic statistics for April, May and June were submitted with the agenda pack.



**RESOLVED:** that the report be received and noted.

#### **4 CLIMATE CHANGE, ENVIRONMENT AND SUSTAINABILITY ISSUES**

Adam Freeman presented his report on climate change, environmental and sustainability issues. The UK had been a forerunner in adopting legislation to tackle the issue through the Climate Change Act in 2008. A subsequent amendment had seen a legally binding commitment that the nation achieve net carbon zero by 2050.

Adam outlined how the airport had demonstrated a long-standing commitment to addressing climate issues with a plan in 2006 about how to reach carbon neutral operations by 2015. This had been achieved and a number of measures had been introduced to achieve this position including LED lighting with Manchester having the UK's first LED lit runway, energy efficient heating and cooling systems and intelligent building controls that meant systems were operating only when required. The airport had systematically reduced energy use such that across the airport site gas and electricity usage was now around half that used in the 1990s. The airport had also increased its usage of renewable energy and by 2011 all of its electricity was sourced from carbon neutral renewable sources.

To compensate for any unavoidable emissions the airport had undergone a tender process to select carbon offsets from "cookstove" whose projects provided a range of climate, environmental and societal benefits.

The airport was transparent in reporting its energy use and emissions publishing a detailed emissions report alongside the annual Corporate Social Responsibility Report. The Manchester Airport Group had won a number of awards and had been included as the highest performing transport organisation in the Financial Times 2021 assessment of European Climate Leaders, and the only airport to be listed in the 2022 assessment.

The report set out a number of ways the airport was investing in infrastructure to contribute towards net carbon zero including a transition by 2025 for new buildings and infrastructure to run on renewable energy and vehicle fleet to run on ultra-low emissions by 2030. The airport also worked with regional and national partners in climate change initiatives. There was also support for public transport to the airport for staff and passengers.

The airport worked to decarbonise all flights. The Future Airspace Project would help modernise the airspace around the Airport and contribute towards a wider programme that was expected to deliver around a fifth of UK aviation decarbonisation this decade. The airport was also working directly with Fulcrum Bioenergy, who were developing a sustainable aviation fuel (SAF) production facility at Stanlow. This plant was expected to come online in 2026 and would produce around 10% of the fuel used by airlines at

Manchester Airport and could make Manchester the first airport in the UK to be directly connected (by the Manchester Jetline) to a SAF production facility.

Members noted that regular updates were made to the Technical Advisory Group on the topic of climate change and sustainability.

**RESOLVED:** that the update be noted.

## **5 GROUND TRANSPORT**

Alistair Andrew updated on ground transport.

The modal share update was not available as since Covid the only data related to the last 2 months of Quarter 2.

Passenger behaviour had changed to much greater on-site parking rather than drop off or Kiss and Fly.

Public transport use was low. There was reduced confidence in public transport partly due to strike action during the peak season. The upcoming RMT strikes were expected to result in reduced services.

A number of actions were to take place – the Transport Forum would be reformatted and a number of Working Groups with operators were to be set up based on sector. An Annual Event was planned for 19 October (or is this 19<sup>th</sup> September?).

Members referred to Flix Bus and whether the airport had any contacts with this operator; Alistair agreed to investigate.

Andy Clarke gave a brief update on HS2. A full report would be submitted to the next meeting in October. The Bill had now gone through its second reading and the airport station remained in the Bill. The airport had some concern around the design and the impact of construction work on maintaining safe and efficient operations during a build. Airport staff worked closely with Manchester City Council and Transport for Greater Manchester and other partners, the station would serve the city as well as the airport. Although not in current plans, the airport hoped to see a Metro station in place and fully operational at the same time as HS2 opened.

Members made reference to the Northern Powerhouse and the role of Manchester as a global gateway.

The Secretary reported that the Committee was invited to nominate a representative to join the Steering Group of the Crewe to Manchester Community Rail Partnership (CRP). The Community Rail Partnership area covered the Crewe to Manchester Piccadilly line and communities around those lines including the Manchester Airport route. The

Partnership was funded by rail operators and local authorities to deliver a wide range of activities which enhanced local stations, promoted sustainable transport and connected with diverse communities.

**RESOLVED:** that:

- (a) the update be received; and
- (b) Councillor John Taylor be appointed as the Committee representative on the Steering Group of the Crewe to Manchester Community Rail Partnership.

## **6 UKACCS WORKING GROUP**

The Secretary updated on the meeting of the UKACCS Working Group held virtually on 31 May 2022. The main points covered were as follows:

- A second draft of a report on future operations of UKACCS was circulated for discussion and points included:
- Regular meetings should take place with the DfT.
- There was a role to engage with the CAA's Sustainability Panel.
- Additional comments were made regarding the demise of PPG24.
- Passenger experience should be discussed at meetings along with skills and employment issues at airports.
- It was suggested all ACCs should email UKACCS after each committee meeting with key points to identify any common themes.
- The level of subscriptions was likely to rise but proposals would be discussed at the Annual Meeting. It was likely this would be held at Birmingham Airport as a one day face to face meeting in October.

**RESOLVED:** that the update be received and noted.

## **7 ENVIRONMENT AND COMMUNITY RELATIONS**

(a) The Aircraft Track and Noise Monitoring Reports for March - May 2022 were received. Towards the end of June there had been unusual operations due to the failure of equipment belonging to Air Traffic Control. The airport had worked with NATS to take learnings; the equipment that failed was only used by a small number of aircraft and Non Standard Departures would only relate to those aircraft that used that monitor which meant NSDs would see a reduction. Members noted a high number of complaints from Lymm and Adam advised that the airport was engaging with a number of complainants.

(b) Neil Robinson updated on the Airspace Change and Modernisation Programme. The current stage was "Design and Assess" where a long list of route options was being designed. In May and June, a second series of engagement sessions was completed

with 26 sessions that met with 171 stakeholders' representing 95 different groups. The route options would be reviewed against the feedback received and by technical experts. This would complete the requirements of Step 2A. In Step 2B, the Route Options would be subject to a Design Principle Evaluation and Initial Options Appraisal by the airport's technical and environmental experts. Information would then be submitted to the CAA for their review by Friday 30th September with the intention to pass through the 'Stage 2-Develop and Assess Gateway' in October 2022.

(c) Adam Freeman updated on the results from the Impact Survey. There had been 78 responses which comprised a 15% response rate; feedback had been positive. In terms of a number of parameters the results showed:

- Building Trust – 50% average trust level
- Integrity – 40% felt the airport listened but 30-40% were undecided
- Performance – the airport was recognised in its impact on environmental and local issues
- Transparency – there was 47% awareness of the Corporate Social Responsibility (CSR) Strategy "Working Together for a Brighter Future" and support for electronic updates.

(d) Community Activity – Helen McNabb updated. The Community Trust Fund had met in April and awarded grants to 16 groups totaling around £25,000. The Airport had committed to plant a tree for each respondent to the CSR Strategy plus one per colleague which totalled 2,500 trees; any suggestions for locations were welcomed.

**RESOLVED:** That the update be received.

## **8 ANY OTHER BUSINESS**

None

**DATE OF NEXT MEETING:** Friday 14 October 2022 at 10.00am.