

MINUTES OF THE MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE held on Friday 20 January 2023 at the Hilton Hotel, Manchester Airport

PRESENT: Steve Wilkinson – Chairman

Rachel Bailey – Chair elect

Sandra Matlow - Passenger Representative

Marc Asquith – Cheshire East Council

Nick Mannion – Cheshire East Council

James Nicholas – Cheshire East Council

Sam Naylor – Cheshire West and Chester Council

Stuart Corris – Stockport Metropolitan Borough Council

John Taylor – Stockport Metropolitan Borough Council

Elizabeth Patel – Trafford Metropolitan Borough Council

Barry Winstanley – Trafford Metropolitan Borough Council

Bill Fairfoull – Tameside Metropolitan Borough Council

Valerie Allen – Warrington Borough Council

Jack Thomas – North West Region Chamber of Commerce

Tim Ward – Airport Employees

Kristina Hulme - ABTA

Peter Burns - Heald Green and Long Lane Ratepayers Association

Anne Holloway – Mobberley Parish Council

Chris Novak – Styal Parish Council

Linda Reynolds - Mere Parish Council

Neville Duncan – Which?

Wayne Carter – National Trust

REPRESENTING MANCHESTER AIRPORT PLC

Alistair Andrew, Andy Clarke, Adam Freeman, Alison Green, Helen McNabb, Rob Pattison, Neil Robinson, Emma Stone, Chris Woodroffe

SECRETARIAT

Mike Flynn, Secretary; Denise French, Assistant Secretary

ENVIRONMENTAL ADVISOR

Nick Kelly, Cheshire East Council

APOLOGIES:

Paul Andrews and Tommy Judge (Manchester City Council), Chris Boyes (Trafford Metropolitan Borough Council), Jan Nicholson (Knutsford Town Council), Steve Parish (Warrington Borough Council), Don Stockton (Cheshire East Council), Rob Thompson (North West Region of CBI), Peter Wilkins (Disability Representative)

1 RETIRMENT OF CURRENT CHAIR AND WELCOME TO NEW CHAIR

The Chairman, Steve Wilkinson, confirmed that this was his final meeting. He introduced Rachel Bailey who would be taking over as Chair of the Committee from the next meeting on 28 April. Rachel was welcomed to the meeting.

2 PROCEDURAL MATTERS

(a) **RESOLVED:** That the minutes of the meeting of the Committee held on 14 October 2022 be approved as a correct record subject to the inclusion of Chris Novak in the list of those present (online).

(b) The notes of the meetings of the Technical Advisory Group held on 14 October and 2 December 2022 be received.

(c) The notes of the meeting of the Airport Users Advisory Group held on 26 November 2022 be received. The Chair reported that the next meeting would include an item on travellers. It was also noted that a request had been made at the last meeting for information on numbers of Security Officers currently employed compared to the number pre Covid but the information had not been received. The Chair explained that she had chased up this information and it had been received the previous day and would be circulated by the secretariat. Members noted that T1 was scheduled for closure in 2.5 years and urged that the facilities be maintained in good condition up to the point of closure.

(d) The next meeting of the Technical Advisory Group was on Friday 10 March and the Users Advisory Group would be held on Friday 3 March, both meetings to be held at 10.00am at the airport.

3 MANTP DEVELOPMENTS

Emma Stone, Head of Stakeholder Engagement, updated on the transformation programme, MANTP.

The overall programme involved £1.3b investment in the airport facilities; Phase 1 was complete and the programme was currently progressing Phase 2 which would

complete in 2025. The core focus of MANTP included:

- Passenger experience
- Improved service levels with partners
- Growth and capacity
- Flexibility
- Innovation
- Compliance
- Technology and products

Emma recapped on the achievements of Phase 1:

- Terminal 2 extension, opened in July 2021, key points – first Teardrop and increased use of self-service technology; new Check In hall bulkhead, new Security Hall with 10 lanes, Departure Lounge featuring 35 shops, bars, restaurants with hexagon feature lights and a media wall. The focus was on the north, giving a strong sense of place.
- Pier 1 – new pier opened in 2019.
- Immigration Hall with 20 x e-gates and 32 desks
- Baggage System – 7 new reclaim carousels.

Emma outlined the key developments in Phase 2, which would be formally launched on 25 January:

- Pier 2 would be the next Pier to be built.
- Airfield works were outlined which would improve the efficiency including dual taxiways.
- An extended baggage system.
- The existing Terminal 2 would be reconfigured including a new security hall and new bulkhead feature to match the look and feel of the extension and create a composite Terminal.

A video was shared to show the development of Phase 2.

Emma went through each level in more detail:

Level 0 – Baggage and Arrivals – some refurbishment works were to take place in the existing hall; there would be work and new equipment back of house to increase capacity and improve resilience. In the East Arrivals Hall there would be refurbishment works to match the existing facility; new food and beverage units would be introduced.

Level 1 – Immigration and Baggage System – the old immigration hall was to become the new baggage hall. The arrivals corridor from East Pier was to undergo refurbishment to match the existing look and feel. There would also be additional toilet provision to increase capacity.

Level 2 – Check In – a bulkhead would be installed to match the T2 extension and ensure both sides of the terminal had the same look and feel. There would be increased Check In capacity and refurbishment works in the Check In hall. A map showed the layout of the new security hall. It would have 10 lanes and new screening equipment to manage the changed regulations around hand luggage that was due to be implemented in a few years along with body scanning equipment. The look and feel would match the existing security hall.

Level 3 – the International Departure Lounge was located on this level. There would be 27 new outlets including a premium high street offer and a champagne bar, along with a more regular high street offer. There would be food and beverage units taking inspiration from the north.

Pier 2 – as outlined above, the next pier to be built was Pier 2. It would have the same specification as Pier 1, the aircraft stands would be flexible and accommodate both narrow and wide bodied aircraft along with capability for Code F aircraft. There would be 12 contact gates and the design ensured the maximum number of contact gates for the space. There would be an aircraft lounge in the pier.

There would be improvements to the access from the Terminal to Gates 201 – 208.

Phase 2 would also see improvements to the airfield and security access points to the site. There were also enabling works including a temporary tunnel to access East Pier during construction.

Emma outlined how the transformation programme was also focused on 'leaving a legacy' – this was one of the Airport's Corporate Social Responsibility targets and actions included apprenticeships, offering work experience, providing jobs in the local community, using local suppliers, education engagement, volunteer work and fundraising. This focus was for both the airport and its construction partners.

The timelines for Phase 2 were shown with completion scheduled for summer 2025.

Members were given the opportunity to ask questions and the following points were raised:

- What consideration had been given in the designs for Passengers with Reduced Mobility (PRM)s? Emma explained that the team had worked with both the Accessibility Forum and ABM, the current provider of services to PRMs at the airport, to ensure the design took account of accessibility and PRM needs. The architects, Pascall and Watson, had considered accessibility in the design process. Members felt the length of Pier 1 was just below the threshold for requiring a traveller but the distance meant some passengers sought assistance who could otherwise walk a shorter distance or struggled to walk it without assistance which meant a poorer passenger experience.

Emma agreed to provide further detail outside the meeting.

- Reference was made to an ABTA review of walking distances that had found from Check In in T2 to the furthest gate was a distance of 800m, a question was asked about the longest distance for the T2 refurbishment? Emma explained that the refurbishment of the existing T2 was based on having a symmetrical design; Pier 2 was closer to T2 than Pier 1. She agreed to confirm more detail outside the meeting.
- Members referred to a previous AUAG walkabout which had looked at the baggage system. They had noticed blockages in the system due to the use of mobile units to transport bags and asked how many entrance points existed from the airfield for bags particularly as passenger numbers and bag numbers were increasing. Emma agreed to confirm outside the meeting the number of entrance points.
- Members asked whether all retail and food and beverage units were now open in T2 and this was confirmed.
- Members asked whether there was seating in the baggage hall which Emma agreed to check and feedback.
- Members asked how passengers would know where to enter the new T2 at the right point for their check in? Emma advised there would be one large forecourt with 3 zones. For passengers being dropped off on the forecourt there would be digital signage indicating where there were spaces. Once inside the Terminal there would be information and wayfinding to direct passengers to the correct areas for their flight Check In. The details were still under consideration and discussion with airlines. Members noted that the check in for the no frills airlines were usually further away from the entrance therefore information was important regarding entrance into the terminal.
- Members asked how efficient was the new design and development? Chris Woodroffe explained that the new security operation would involve new security lanes and a 25% improvement in the numbers of passengers that could be processed by security officers per hour.
- How did the closure of T1 integrate with the new T2 development? Emma explained there would be a programme of airline moves from T1 to T2. Once T1 was closed the building would not be demolished in the immediate future.

RESOLVED: that

- (a) The update be received and a further update on MTP be made to a future meeting; and
- (b) The points and queries regarding the future retail and food and beverage offer be discussed at the Airport Users Advisory Group.

4 REPORT FROM THE ANNUAL MEETING OF UKACCS ON 24 NOVEMBER 2022

The Chairman updated on the Annual Meeting of UKACCS which he had attended at Birmingham Airport on 24 November 2022.

The CEO of the Airport, Nick Barton, had welcomed members and given an introduction to Birmingham Airport. He spoke highly of consultative committees and their work.

He outlined the key challenges and issues for airports:

- Impact of Covid.
- Employment and recruitment, including staff employed directly by the airport. as well as those employed by third party employers on airport campuses.
- Airspace change – a simplified process was requested.
- Surface access and public transport.

The meeting had discussed Aviation Policy which members felt was often difficult to understand. The Department for Transport had carried out an information gathering exercise from Airport Consultative Committees and 36 out of 54 committees had responded; a report of the findings would be published early this year.

The conference had also enjoyed a presentation from Heathrow Airport about how their consultative committee undertook its work.

The meeting had discussed the format of UKACCS, the key issues with which it dealt and it was suggested that a formal work programme be developed and closer working with other consultative committees along with an Annual Report.

RESOLVED: that the update be received.

5 CSR UPDATES

Adam Freeman referred to the documents attached to the pack:

- Aircraft track and noise monitoring and complaints reports for October – December 2022. The overall performance for 2022 had shown improvement particularly in the context of the recovery of the aviation industry which had seen significantly increased flight numbers compared to 2020 and 2021. There had been 16 noise penalties which had resulted in £13,000 for the Community Trust Fund. There had been a modest increase in the number of complaints. The area from which complaints were generated had extended and complaints had been received from areas as far away as Yorkshire. The complaints often suggested the airport was busier and flight paths were different from pre Covid, there had not been any change to flight paths or aircraft numbers but the perception was impacted by a return to pre pandemic levels. The Noise Action Plan for 2024 – 2028 would be produced this year based on guidance from Defra. The data pack had been received and an internal workshop was scheduled for February to discuss concepts based on feedback already received from the TAG. The Chairman noted that at the UKACCS conference many other members referred to increased complaints due to people being used to quieter skies during Covid.

Community Engagement – Helen McNabb updated:

- The Community Trust Fund had celebrated its 25th anniversary in 2022. The eco garden competition for primary schools had been won by Cheadle Catholic Infant and Juniors School at the final event on 6 December. The sponsor for the event was Gardena who would work with all 3 finalists on their plans and costings. The airport had supplied bee bombs to all entrants. The airport was piloting a Youth Forum with an event in November which had been attended by 22 young people. The theme of the event had been employability with guest speakers; positive feedback had been received. The Community Relations Team had arranged a number of campaigns for the Christmas period including 'giftmas' with foodbank donations, 'warm spaces' support and all donations had been delivered by MASHCO. The support for warm spaces was ongoing. There had been a Dragons Den competition which had been won by Priestnall High School, Stockport. Pantomime tickets had been gifted to local schools and local families. The community flyer e-newsletter had been distributed. The Community Trust Fund had met earlier that month and agreed grants totaling £36,845.52. Since inception the Fund had made 1759 grants totaling £3.9m. Outreach sessions were being planned in Manchester, Stockport and Cheshire. Helen requested details of any local events which may be useful for the Community Relations Team to attend. The Airport had pledged to plant 1 tree for every employee as part of Queen Elizabeth II's Green Canopy; this meant 2451 trees would be planted including 1700 at the David Lewis Centre.

A question was asked about whether the airport had any relationship to Tatton Park? Helen explained that representatives of Tatton Park were part of Knutsford Business Support Group and the airport had links on that forum.

RESOLVED: that the update be received.

6 REPORT OF THE MANAGING DIRECTOR

Chris Woodroffe, Managing Director, started his presentation by thanking Steve Wilkinson for all the hard work he had undertaken as Chairman of the Committee, it was much appreciated by the airport staff.

Chris had now been in post for 7 months. In that time he felt that airport operations had successfully returned to a good position with positive trends in security queues, cleanliness and PRM experience. He was particularly pleased with the performance over the Christmas period which had been the best performance over a number of years including pre Covid. The airport had managed during the UKBF strike with

support from the Royal Navy which had seen an increase in resource of 25%. There had been positive feedback on social media. The performance of Border Force was very dependent on the amount of officer resource and Chris would pass on those views to the Home Office and Border Force.

There had been a hole on the runway which had meant a temporary closure while the repairs were made overnight. The works had run smoothly but Chris had been unhappy with the communications around the issue which he had feedback to the team. The communications over the recent snow disruption had been handled much better. The snow clearing measures had worked well and the weather problems this week had been managed very well.

The airport had experienced some IT issues on Tuesday, communications had been handled very well, there was little media coverage and passengers did not experience any issues.

For summer 2023 Chris aimed to focus on an excellent passenger experience. This was in recognition of the changed picture from 12 months ago when Covid regulations remained in place and there was a need to recruit security officers. There were now no Covid restrictions and sufficient security officers subject to any attrition.

The airport would continue to invest in MTP and as outlined above, the next phase would be publicised shortly.

There was confidence in the airport as the gateway to the north.

The report showed security performance for 2022 with performance above the target queue times (15 minutes or less), in both November and December. The target in Immigration was to process 95% of passengers within 25 minutes (E-Gates and EU passengers) and 45 minutes for non-EU passengers; overall performance was at 89.6% but targets were exceeded for EU manual passengers.

The performance for PRM passengers had been strong in November and December. There were two new electric ambilifts in operation, ongoing training to upskill drivers to be able to use the ambilifts and general recruitment was taking place through winter with a number of new staff in post and going through an induction process. There had been no PRM passengers who had waited for more than 60 minutes for assistance. The CAA had published an interim rating report in December and Manchester had received a 'good' rating for October 2022 compared to 'needs improvement' the previous quarter.

There had been improvements in Terminal operations. The amount of customer feedback was reducing. The top reasons for contacting the airport were shown in the report with the top issues being overcharging and damage to vehicle. The average number of days to respond to customers had been under 10 working days by December, compared to around 30 working days in October and November. Demand for car parks remained high during the last quarter of 2022 and Meet &

Greet and Drop & Go remained popular products. Recruitment was ongoing to ensure full staffing numbers in the car park service by 1 April.

On Time Performance for departing aircraft for the whole year was shown, with most months being below target, however, there were various factors that impacted this including technical issues, weather and airfield operations.

Members were given the opportunity to ask questions and the following points were raised:

- Reference was made to a press release from 7 December which seemed to suggest that current security performance showed 99% of passengers were passing through security in 15 minutes. Chris advised this was an error and in December the performance was 94.7% against the target of 95%. The target for summer 2023 was 95% of passengers in 10 minutes, 98% in 15 minutes and 100% within 30 minutes. A follow up question was then asked about how queues were measured. Chris confirmed this was through a bliptrack system whereby technology picked up passengers from the boarding card reader point to the flat bed roller and would collect data at various points along the journey. The technology would look at the number of passengers at various points across slices of time to come up with an average figure. The calculation would take account of the time taken to walk without any queues and deduct this from actual times.
- Did the figures relating to numbers of security staff include both security officers and security ambassadors? This was confirmed.
- It was noted that there were 633 fewer staff overall compared to 2019, were there enough staff to manage the operation? Chris advised that reduced staff numbers partly reflected reduced passenger numbers. There had been 29m passengers in 2019 but it was not expected to reach this level in 2023. There were also more efficient operations in the new T2 and with new security lanes. It would be possible to process the same number of passengers with fewer staff. The aim was to have 1046 security officers but the resource was currently at 1050; there was also a programme to replace any Ambassadors with Security Officers to increase the proportion. There were also some Ambassadors who were undergoing training to become Security Officers. The Ambassador role included passenger preparation. The Security Officers who were in post would have gained experience over the quieter months to better manage the peaks at half term and Easter and be ready for the summer season.
- Members noted that new regulations around screening meant new equipment by June 2024, who would pay for the equipment and installation costs etc? In addition, this would improve passenger experience but would it mean fewer staff resources were needed? Chris explained that in terms of how new equipment would be funded this was part of the discussions with airlines around the tariff framework. The new equipment would not fit into the

available space in T3 and an extension was planned to provide a new screening space. Security staff would still be required as new regulations also required all passengers to go through a body scanner device which would need resource. A trial lane was currently in use at Stansted.

- Reference was made to On Time Performance; it was noted that the weather impacted first wave departures but the target was missed every month – was there an explanation as to why this occurred? Chris explained that so far in January the performance had achieved over 70% but on 19 January this had dipped to 20% due to the weather. There were impacts caused by Air Traffic Control and ground handling. The Airspace Change Project would help to address the issues. The performance of Swissport had been below target due to resource issues and the airport had supplied resource to help out. This would not have been possible before when the airport had been struggling with resource but the position was much better now.
- How would passengers from HS2 access the airport site? Chris advised that this had not yet been agreed but the airport was strongly lobbying for a connection between HS2 and the airport campus.
- Members asked about night flights in 2023. Chris noted that the airport had slightly exceeded the limit within the S106 Agreement with Cheshire East Council (CEC) by around 2-300 out of over 10k total night flights. Close contact had been maintained with CEC to reassure the council this would not become a regular occurrence. The airport had owned a large percentage of the infringements. For summer 2023 the airport would ensure early arrivals would not be allowed as this would use up night time allowance.
- How would forecourt drop off work in practice? Chris advised that the details were still being worked through regarding drop off at T2. There would be 2 separate security areas and airlines would be distributed to each, passengers would be given information as to which area of the terminal was closest for their flight but the details were still being finalised.
- Reference was made to 2 occasions when people were waiting for passengers in T3 Arrivals but they had been bussed to T1, however, those waiting were not informed of this. Why had this happened? Chris explained that Border Force closed T3 after the last flight based on a historic schedule. He was in discussion about whether T3 could remain open until the last flight had landed rather than based on a historic schedule. The information should also be available on the display screens but he would take back the feedback.
- The staff numbers appeared to show around 20-25% attrition per year which seemed high? Chris agreed this was higher than he would like. However, a new staff system was to be implemented from 1 March in security which would introduce a team-based approach, this should improve the staff experience.
- Reference was made to the high disruption caused by a minimal amount of snow. Chris explained that the airport would err on the side of safety. The

airport had closed at 5.00am and reopened at 8.30am, but it had taken a while to restart aircraft take offs. It was hoped to improve the speed at which operations returned in future.

The traffic statistics for October, November and December were submitted with the agenda pack.

RESOLVED: that the report be received and noted.

7 ANY OTHER BUSINESS

The Secretary, Mike Flynn, reported that he would be retiring from the role in April 2024. He would continue till that point to manage the induction process for Rachel, the new Chair, and to support her transition into the role.

The Chairman noted that this was the last meeting for Neville Duncan who had represented Which? on both this committee and the AUAG. He thanked him for all his input and challenge.

Everyone present was invited to a buffet lunch to say farewell to Steve, Chairman. He had been in the role for over 30 years. Steve was presented with a number of gifts on behalf of the Airport team who thanked him for his support and hard work over the years. The Airport was also making a £1,000 donation to a charity that was of great importance to Steve, called Hope Through Action:

<https://www.hopethroughaction.co.za/home>

DATE OF NEXT MEETING: Friday 28 April 2023 at 10.00am.

Agenda Items	Action	Who	When
Item 2 Procedural Matters	Item to consider whether to seek a new appointment from Which?	Secretariat	Next meeting 28 April 2023
	Item to next AUAG on travellers	Rob Pattison	AUAG 3 March
Item 3 – MTP	(a) Provide further detail on provision for PRMs in Phase 2.	Emma Stone to provide. Secretariat to circulate	When available

	<p>(b) Confirm walking distances from T2 refurb.</p> <p>(c) Confirm the number of entrance points from the airfield for bags</p> <p>(d) Confirm whether seating is to be provided in the new baggage hall</p> <p>(e) Item on F&B and retail to the next AUAG</p>	Rob Pattison	AUAG 3 March
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