

MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

**FRIDAY 19 JULY 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
Park – accessed from Parade Road directly opposite T3 Multi –
Storey entrance).**

AGENDA

1 PROCEDURAL MATTERS

- (a) Apologies for Absence
- (b) To confirm as a correct record the Minutes of the meeting of the Committee held on 12 April 2019.
- (c) To receive the Minutes of the meeting of the Technical Advisory Group held on 21 June 2019.
- (d) To receive the Minutes of the meeting of the Airport Users Advisory Group held on 7 June 2019.
- (e) Membership and Attendance - the current membership list and attendance records for the Committee and the Advisory Groups are attached.
- (f) Finance – to receive the attached summary of the financial transactions during the past 12 months, and to approve the outline budget for 2019/20.
- (g) Future meetings – to consider and, if appropriate, to adopt the attached list of proposed dates for meetings of the Committee and the Advisory Groups in 2019/21.

2 DISRUPTIVE PASSENGERS

To receive a presentation from Adam Jupp, Corporate Affairs Director

3 REPORT OF THE CHIEF OPERATING OFFICER

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

4 GROUND TRANSPORT

To receive –

- (a) a presentation from Simon Elliott, Transport for Greater Manchester, on current levels of rail service and access to the Airport's Ground Transport Interchange; and
- (b) an update from Andrew Saunders, Surface Access Strategy Manager, on ground transport/surface access issues at the Airport.

5 ANNUAL LIAISON MEETING OF AIRPORT CONSULTATIVE COMMITTEES

To consider the Minutes of the UKACCs Annual Liaison Meeting, held at Inverness on 12 - 14 June 2019.

6 COMMUNITY RELATIONS

1. To receive from Adam Jupp, Corporate Affairs Director –
 - (a) the MANTIS bulletins for April and May and Complaints Summary Report for June and the latest Community Relations Workstream Reports; and
 - (b) an update on the Airspace Change process and consultations, following the CAA's Airspace Design Guidance (CAP 1616).
2. To receive the attached Guiding Principles for Airport Consultative Committees engaged in Airspace Change, as approved at the UKACCs Annual Meeting in June.

7 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT

Lunch is arranged for 12.30pm

Date of Next Meeting: Friday 18 October 2019 at 10.00 am
at Olympic House, Manchester Airport

Contact: Mike Flynn by either
Telephone: 07710 816720 or Email: manaircc.flynn@gmail.com

MINUTES OF THE ANNUAL MEETING OF THE MANCHESTER AIRPORT

CONSULTATIVE COMMITTEE held on Friday 12 April 2019 at Meeting Rooms 8 and 10, First Floor, Olympic House, Manchester Airport

PRESENT: Steve Wilkinson (Chairman)

Sandra Matlow - Passenger Representative

Tony Dean - Cheshire East Council

George Walton - Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

Bernard Sharp - Trafford Metropolitan Borough Council

Mike Whetton – Trafford Metropolitan Borough Council

Paul Andrews – Manchester City Council

Keith Whitmore – Manchester City Council

Steve Parish – Warrington Borough Council

Jack Thomas – North West Region Chamber of Commerce

Peter Burns - Heald Green and Long Lane Ratepayers Association

Wyn Casey – Wythenshawe Community Housing Group

Neville Duncan – Which?

Kristina Hulme – ABTA

Alan Hubbard – National Trust

Gary Ellis – Airline Operators Committee

Andy Ashton – Airport Employees

Colin Booth – Mobberley Parish Council

Chris Novak – Styal Parish Council

Linda Reynolds – Mere Parish Council

REPRESENTING MANCHESTER AIRPORT PLC

Samantha Carty, Brad Miller, Alexander Roy, Anna Russell, Andy Saunders, Wendy

Sinfield,

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

APOLOGIES:

Roy Driver, Bill Fairfoull, David Neill, John Pantall, James Power, Liz Patel, Luke Raikes, Don Stockton, Robert Thompson and Eleanor Underhill.

1 APPOINTMENT OF VICE CHAIRMAN

RESOLVED: That Mrs Sandra Matlow be appointed Vice Chairman of the Consultative Committee for the ensuing year.

2 MINUTES AND MATTERS ARISING

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

Reference was made to Minute 6 (Community Relations Statistical Reporting) relating to the 50th Anniversary of the Committee in October. Wendy Sinfield advised that all members would be invited to attend a performance at The Lowry with a drinks reception; invitations would be sent out in due course.

(b) The minutes of the meeting of the Technical Advisory Group held on 8 March were received.

(c) The minutes of the meeting of the Users Advisory Group held on 1 March were received.

Reference was made to Minute 4, page 7, where it was reported that 2 PRM passengers had missed flights and one had subsequently decided not to travel. UAG members had reiterated views that PRMs who missed flights due to the service provider's failure should receive financial compensation. This would be brought up under the Green Paper item.

Members had also expressed disappointment that no permanent fix was imminent for the leaking roof over the Skylink and that the walkways were difficult to repair as they were old and it was hard to obtain replacement parts.

Brad Miller explained that there were capital programme pressures at the airport especially as a result of the Transformation Programme. Both of these issues had also been raised by airlines. The walkways were also of non standard design which meant parts were difficult to source. Both items would be part of a medium – long term review

but there would be no immediate fix.

(d) The Secretary presented his report on a review of Substitution Arrangements. The statistics of substitute attendance at the Committee and Advisory Groups showed that substitutes had been used sparingly.

Gary Ellis of Scandinavian Airlines was welcomed as the new representative of the AOC.

Members noted that Chris Wild be added to the distribution list for TAG.

A Disability Representative was still required. The Secretary had liaised with the Chair of the Disability Forum regarding an alternative representative but to date no new Member had been identified.

The Chairman noted that Councillor John Pantall (Stockport MBC) had offered his resignation from the Committee and Councillor George Walton (Cheshire East Council) was not seeking re-election on 2nd May. He thanked both for all their valuable contributions to the Committee and wished them well for the future. On behalf of the Users Group, the Chair Sandra Matlow, expressed her thanks to John for his hard work and efforts for the Group on behalf of the passenger experience.

RESOLVED: that

- (a) The report on Substitution Arrangements be noted; and
- (b) Gary Ellis (AOC) be noted as the new representative of the Airline Operators Committee and be appointed onto UAG.

3 MANCHESTER AIRPORT TRANSFORMATION PROGRAMME (MAN-TP)

Anna Russell, Head of Stakeholder Liaison and Communications, MAN-TP, updated on progress with the Transformation Programme.

She confirmed that Pier 1 and the new Multi Storey Car Park had opened on schedule on 1st April. The matters she would cover today included:

- Reminder of scope – this would provide an extension to Terminal 2 resulting in 150% capacity increase; new baggage hall; new Multi Storey Car Park (to fill the gap in long stay car parking at Terminal 2); and new finger Piers. As outlined, Pier 1 had opened on 1st April and provided a number of gates identified as A gates. The Terminal extension would open in 2020 as would the new bus gate lounge. Two additional finger Piers would be built which would give an overall increased proportion of contact stands. There would also be an increase in remote stands. Airlines were happy to have remote stands provided the bussing

product was good hence the provision of a new bus gate lounge.

- Operational Readiness, Activation and Transition (ORAT) – this process ensured the new facilities were ready for opening and included familiarisation, trials and training. There had been a priority to train First Responders initially followed by other categories of personnel. Those who could not attend in person could access documents and video training.
- Pier 1 and stands – the opening had been marked with an event for customers including live music, activities and a celebratory cake. There had been positive feedback overall with a few comments that the environment was a little plain; others liked the clean and fresh feel. The desk design would be replicated across the programme. The new airbridges included air conditioning, heating and glazing for the comfort and benefit of passengers who had to spend time waiting on there. There had been issues with the travellers and a factory fault had been discovered so they were out of service for the time being. The travellers were not a bespoke design so could be repaired. In the meantime the period of 'hyper care' had been extended with additional staff to give advice and help in relevant areas across the new facility.
- Multi Storey Car Park – this had capacity of 3,700 spaces. A temporary link was now in place from the drop off point. The pick up was in the MSCP with the drop off point being the forecourt. The floors of the car park were colour coded.
- Terminal 2 Extension – a mezzanine level would be included to increase lounge space and seating provision. There would be floor to ceiling glazing in passenger areas. An undercover walking route was available from the car park to the Terminal.
- UAG – a monthly meeting was held between UAG members and MAN-TP. Items discussed related to design elements and transition arrangements. Future discussion would focus on the reconfiguration works for the existing T2, Piers; the road network and future forecourt arrangements.

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

- Which airlines used the new Pier 1? Anna advised that any T2 operator could use Pier 1; to date it was mostly used by TUI and Jet2 although the Pier had also been used by Virgin and Hainan.
- The new bussing arrangements were noted. Would covered steps be provided for when passengers were waiting to board and could the airport help with provision of covered steps? Anna explained that equipment such as steps was owned by ground handlers. There was a piece of work to be done on rationalising the amount of equipment, where it was stored and the type of equipment used. Brad referred to keeping operational costs as low as possible

so as to remain competitive.

- Walking distances from the Pier to the Terminal and baggage reclaim were long – were there any plans to provide a separate PRM pick up area? Anna advised this was an emerging discussion and at present there were short term fixes including seating, help yourself wheelchairs and a buggy shuttle product was being investigated. Work was also underway with taxi drivers around pick up.
- It was noted that a 7500 space car park was to be provided by next year on the current T1/T3 Mid Stay, and that “Drop and Go” would be a new product. Mention was also made of the PremiAir Terminal for which construction had started on site.
- Sandra Matlow, as Chairman of the UAG, thanked Anna for the engagement with the Group.

It was noted that a visit to the new Pier had been arranged for all Members on 23rd May.

RESOLVED: that the presentation be received and noted.

4 MAG FINANCIAL AND ECONOMIC PERFORMANCE 2017 - 18

Further to the last meeting of the Committee, Alexander Roy, Head of Strategy, attended to explain the MAG contribution to the overall UK economic value in 2017 – 18.

Alexander presented figures showing the economic impact of the Airport which had been verified by York Aviation. The impact came from both numbers of jobs, including direct and indirect and GVA which referred to the economic output figure and the value that was added to the local economy.

The starting point for York was to look at those who used the airport both passengers and freight users and their economic footprint which was either direct, indirect or induced. Induced impact referred to workers’ wages being spent in the wider economy which then created further employment.

The next stage was to look at wider economic benefits from inward investment, trade benefits, labour impact and tourism.

The direct impact in relation to jobs included MAG employees, other staff on site; and others who provided airport related activities – this gave a total of around 25000 staff roles. Indirect roles came from wider suppliers across the region and nationwide such as mobile phone operators and financial companies.

The figures for indirect and induced benefits were calculated as a composite to produce a value both regionally and for the UK. There were also calculations on direct job roles at MAG, across the site and those roles supported by the airport.

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

- Was the figure of £7.8bn contribution to the economy a net figure? Alexander explained that GVA was output v input and this was therefore a net figure.
- What was the impact of fuel costs? The Greater Manchester Mayor was looking at savings that could be made on energy through the Combined Authority. Brad explained that the airport was carbon neutral for its own activities and so were ground operations. The environmental initiatives could be outlined to a future meeting if members wished.
- Did the Committee have sight of MAG accounts? The Chairman explained this was not within the Committee's remit but the information was publicly available.
- What were the costs to run the airport? Brad confirmed the operating costs were just above £200m per annum.

RESOLVED: That the update be noted.

5 REPORT OF THE CHIEF OPERATING OFFICER

The Committee considered the report of Brad Miller, Chief Operating Officer. 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:

- Brexit – there were a number of working groups to prepare and included the possibility of a 'no deal' Brexit. There were additional difficulties as the extension of time meant there was now no date to plan for. The Government's Brexit fund had allocated £136,362 to Manchester City Council and MAG were in discussion about the needs of the airport regarding this fund.
- Aviation Strategy – this would be the subject of a separate presentation later in the meeting.
- It was noted that the Airport had gained a further three Awards since the last meeting.
- MAN-TP- congratulations to all who had contributed so far to ensuring the delivery of Phase 1 on time and the high quality of the new facilities. The current walking distances were temporary and it was important to communicate that they would be halved when the whole Project was complete.
- PremiAir Terminal – this was a new luxury terminal in a separate building offering a private jet experience to all passengers even if flying from a budget airline. The perks would include speedy check-in and bag drop, complimentary food and

drink and dedicated security along with car transfer to or from the plane. Prices would start from £50 and it was thought it would appeal to business passengers, those celebrating a special occasion or those who wanted to add a touch of luxury to their trip.

- Travel to the site – action to tackle anti-social parking had included provision of a 'Private Hire waiting area' which had proved very successful. The 50 space area had sometimes reached capacity and a longer term solution was being sought. A car share scheme would be launched this month across the site and a roadshow had been held to promote the scheme.
- Special Assistance services were now provided by ABM with effect from 1st April. The transfer process had been very smooth and there had been significant investment in new equipment including three new ambilifts and new wheelchairs. There had been a number of improvements since the meeting in December with the CAA.
- Operational Data - On Time Performance - OTP for all flights was below target of 85% in January, February and March but above target for first wave in all three months. Passenger numbers continued to grow; the total for 2018-19 financial year was just under 28.6m. Overnight on 18th/19th February the Ground Handling contract for EasyJet had transitioned from Menzies to DHL, this was a complex change but had been achieved with 100% on time departures;
- Customer Service and Security Issues – The total complaints per 10k passengers for January was reported as 5.9; in February it was 4.3 and in March was 4.6. Some complaints could be attributed to the adverse weather on 30th January which saw 19 complaints and 38 comments. There had been 13 complaints which could be attributed to the ground handler changes. The Customer Feedback Team had managed to recover a greater number of service failures each month from 34 in January to 52 in March. Sunday 17th February was 'national random acts of kindness day' and had been celebrated across all Terminals with passengers given items such as entry to the Escape Lounges, Fast Track and other items; there had been positive engagement across social media and other channels. Security performance was shown for the year March 2018 – March 2019; performance against the queue time measurement of 15 minutes or less showed that the 92% target had been met in all Terminals since October 2018. The data for immigration showed EU passengers for all Terminals was over 98% for all months and E-gate performance was over 99% for the year. Security performance for non EU passengers was above 95.% for October – December 2018 and February and March this year.

- Community Matters – the Outreach programme had commenced in March. In February the airport had hosted a visit by Clerks to local Parish and Town Councils neighbouring the site and representatives of Trafford MBC. In March a meeting had been held with local Councillors representing Stockport and Trafford Metropolitan Borough Councils and Cheshire East Borough Council. The Community Trust Fund had awarded £30,020 to fourteen local organisations including £3,000 to Comberbach Parish Council in Cheshire West and Chester towards replacement Wet Pour; £2,304 to Heaton Men in Sheds (Stockport) for a router table and motor cutters; and £1,300 to the Royal Mencap Society in Tameside towards the purchase of garden tools and rotator.

The monthly traffic statistics for January, February and March were included in the report.

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

- What was the timescale for Transport for the North and Northern Powerhouse Rail? It was explained that this comprised a series of projects, including work on Manchester stations. If approved by HM Government in the spending round work could start immediately on existing lines and subsequently new lines, noting that HS2 was not due until 2033.
- It was noted that in the Awards section it should refer to Institution of Civil Engineers rather than Institute.
- Was the airport taking any steps to deal with disruptive passengers. Brad advised that this was a subject of focus including All Bar None which aimed to ensure sensible drinking levels; work also took place with the police. This matter would be covered further as part of the Aviation Green Paper presentation.
- Concern was raised around progress with ground transport issues including the lack of additional platforms at Manchester Piccadilly Station meaning the Ordsall Chord was not fulfilling its full potential with resultant impact on the public transport access to the airport. Alexander Roy advised that the airport made strong representations to the Government around ground transport issues. However, the current outlook for progress with national programmes was not encouraging.
- Concern was raised about there being too much focus on the future – via MAN-TP – to the detriment of existing customers. Manchester performed poorly on customer service scores and the Users Group had been informed about the impact on staff morale of low scores. Alongside this, there had been increased

dividends paid to shareholders. Brad responded that the Airport accepted that in terms of customers, scores and satisfaction levels were not where the airport hoped for but progress was being made in the right direction. A Fit for Summer campaign was underway which was project related, focussed on passenger experience and based on improving processes. A series of 89 all colleague briefings had been held to which 85% attendance had been achieved. There were 4 bite size chunks of customer service to be delivered and staff had been taken through the first stage which included how to strike a balance between friendliness and being professional and dealing with conflict and saying 'no' in a positive way. Feedback from staff Focus Groups identified a need for better rosters, improved flexible working and annualised hours, restrooms, uniforms and parking provision. Shareholders remained committed to MAG and were investing in Manchester and Stansted Airports. The transformation programmes at both these airports were not funded by the Government and as neither airport was regulated by the CAA the funding could not be added to the airline tariff. A balance had to be struck between investment and support and the dividend to shareholders. Members asked if the shareholder dividend could be reduced for example to pay for traveller repairs and covered steps? Brad suggested shareholders would say repairs to infrastructure were a management matter to address. A business case could be made regarding covered steps. Shareholders were supporting transformation by loaning funds to MAG.

- It was noted that a great deal of change was underway across the site; did the Airport provide an easy guide to accessing the airport. Members noted that if booking a hotel or Meet & Greet, information would be regularly provided and updated. Brad explained that the Airport did not receive information from airlines or tour operators about passengers, the only information available to the airport was from customers who booked a product direct from the airport. He said there was investment in general communications. The ABTA representative said she could raise these points in her forums.

RESOLVED: that the report be received.

6 GROUND TRANSPORT

Andy Saunders updated.

A staff travel survey had been undertaken in November 2018 by consultants Mott McDonald. There had been 2434 responses representing 10% of the workforce. The majority of respondents were employed full time and worked for MAG or one of the travel companies. The majority of respondents worked at Olympic House or airside; almost one in five employees arrived on site before the hours typically served by public

transport ie before 5.00am. Travel to the site was predominantly single occupancy car drivers at 74%; around 7% arrived by train; 4% by bus and 3% on Metrolink. Those who travelled by car gave reasons around working hours, journey time and no suitable public transport alternative. There was high awareness of schemes such as public transport discounts among MAG staff, but less awareness among other staff at the site. Andy outlined a number of ways by which sustainable travel could be encouraged including help to find a car share partner and encouraging staff to car share once a week. The updated modal share data for travel to and from the Airport was also presented.

Members asked about parking charges for staff. Andy advised that MAG staff were not charged to park on site; businesses would purchase a number of spaces and some passed on charges to staff but others did not.

Andy also presented a report outlining information on bus and coach services. Discussions with Stagecoach and Transport for Greater Manchester had seen route extensions from 28th April which would provide greater options for staff travel. An earlier bus from Stockport would also be introduced from 0440. Megabus was to launch 4 new services a day from late May with services from Scotland, London, Liverpool and Birmingham. National Express was looking to launch 8 new services a day from late May with details to be confirmed but expected to include services from Liverpool, Sheffield, Nottingham and Derby.

It was reported that Transport for Greater Manchester had not been able to attend this meeting, but would be invited to attend in July to update on rail services and access to the GTI.

RESOLVED: that the update be noted and TfGM be requested to attend the next meeting to report on rail issues.

7 DfT AVIATION STRATEGY GREEN PAPER

Samantha Carty, Government Affairs Manager, updated on the Green Paper. She explained that the deadline for responses had now been postponed to 20th June and MAG would be submitting a response. The Green Paper had been considered by both UAG and TAG and their views had been noted in the minutes.

Samantha outlined the key points of the Aviation Strategy which was centred around a number of objectives:

- Support growth while tackling environmental impacts;
- Help the aviation industry work for its customers;
- Build a global and connected Britain;

- Ensure safe and secure travel;
- Develop innovation, technology and skills;
- Airspace modernisation.

The focus areas were:

- Aviation Strategy – support for sustainable and responsible growth was welcomed. There were no specific proposals for how to achieve this apart from in relation to Heathrow Airport;
- Regional Connectivity – there was a focus on Heathrow. Manchester felt the proposed measures would distort the market and would respond that there should be “Public Service Obligations”.
- Airspace Modernisation -this focused on creating sufficient capacity to deliver safe and efficient growth of commercial aviation;
- Carbon and Air Quality – the proposals around carbon emissions seemed unclear. Airports’ contribution to local air quality issues should be properly addressed.
- Noise – it was proposed that noise caps should be a routine part of planning approvals. The airport felt that people newly impacted by noise should be treated equally to those who were already impacted. Sound insulation schemes should be supported. It was felt a local approach should be encouraged to fit local circumstances.
- Surface Access – there was a recognition that airports were ‘regional transport hubs’ with unique characteristics. The Government proposed a formal role for Passenger Focus with membership from local and national transport providers and a duty to cooperate with local government regarding access strategies.
- Long Term Framework – this referred to safeguarding land for future aviation growth and ensure that inappropriate developments do not hinder growth. The Airport suggested the National Infrastructure Committee should also look at utilising existing capacity.
- Passenger Charter – this section contained a number of specific policy areas and proposed a Passenger Charter with standards relating to passengers with additional needs including hidden disabilities; disruptive passengers; UK border, delays and compensation. The airport suggested a UK wide lanyard initiative should be introduced. The issue of compensation for Passengers with Reduced Mobility who had missed flights through no fault of their own had been raised at the Users Group on many occasions, on the basis they should be financially compensated. Manchester had introduced measures around disruptive passengers. In relation to UKBF the Government proposed a review of the current SLAs and extended use of eGates. The airport response would suggest UKBF should produce a 5 year plan which could be shared with airports.

- Air Passenger Duty – there were no plans to consult on reform of APD although Government welcomed any evidence on the impact of Passenger Duty.
- Freight – the Airport felt Government could do more to make best use of opportunities for freight from Manchester.

In discussing the presentation Members raised points as follows:

- It was felt the proposal around an enhanced role for Passenger Focus was unnecessary as the role could be carried out by Consultative Committees which were already well established forums which covered the issues involved;
- The need for good surface access to all airports should be emphasised;
- Buildings in the vicinity of airports should include sound insulation at the point of build;
- In relation to freight the strategy should recognise importance of maximising opportunities for 'belly hold' freight;
- Proposals around compensation for Passengers with Reduced Mobility who missed flights due to service failure were supported. Any measures to increase pre-notification by PRMs to would be encouraged.

The Chairman referred to the Briefing Paper produced by UKACCs and proposed that the Committee should work through the comments identified. It was hoped that the Committee could agree a collective response, and the Secretary was asked to prepare a draft response based on the points raised in the discussion and at User Group in particular. This could be referred to the User Group for confirmation and to Technical Advisory Group for information, as the latter met on 21st June, one day after the consultation deadline.

RESOLVED: That

(a) the presentation be noted; and

(b) the Secretary draft a response on behalf of the Committee and present it to the Users Advisory Group and Technical Advisory Group for information and submission to the DfT by the consultation deadline of 20th June.

8 COMMUNITY RELATIONS

Wendy Sinfield, Community Relations Manager, presented the MANTIS reports for December, January and February and the Noise Complaints report for March. The reports now included a new format with maps showing swathe information; all the MANTIS information was on the Consultative Committee website and the Community Relations pages too.

The total number of complaints received over the quarter was lower in December and February compared to the same time period the previous year but slightly higher in January 2019 compared to January 2018. There had been 3 Noise Infringement fines during the period.

Wendy also referred to the Community Relations activity reports which demonstrated the breadth of work done with adjoining communities and the high level of volunteering from Airport staff to support local initiatives.

The Community Trust Fund Annual Report 2018 – 2019 was tabled. This reported that the Trustees had awarded grants to 75 local groups with a total sum of £129,852 invested in projects over the year.

In relation to the Airspace Change project the airport had submitted a Statement of Need to the CAA under the formal process where it had joined a waiting list. An initial meeting would be held with the CAA and this was expected to take place around October. A web page about the project would shortly be included on the airport website.

Wendy referred to a persistent complainer who had been in contact with the airport for 40 years. Wendy had visited him and proposed a number of solutions. The complainer was now becoming abusive. Wendy asked that he be classed as a vexatious complainer and presented a full report outlining the situation in detail.

RESOLVED: that:

- (a) the Community Relations reports be received and noted; and
- (b) the complainer referred to at the meeting be considered vexatious in accordance with the Committee's policy.

DATE OF NEXT MEETING: Friday 19 July 2019 at 10.00am.

MINUTES OF THE MEETING OF THE TECHNICAL ADVISORY GROUP held on Friday 21st June at Meeting Room 11, 1st Floor, Olympic House, Manchester Airport

PRESENT: Mr Peter Burns (in the Chair)

Mr Alan Hubbard

Cllr Chris Novak

Mr Steve Wilkinson

Cllr Matt Wynne

REPRESENTING MANCHESTER AIRPORT PLC

Natalie Belford, Jon Bottomley, Scott Howard, Wendy Sinfield, Michael Smith and Chris Wild

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

ALSO PRESENT

John Mayhew – NATS and Margaret Hopley, Environmental Advisor, Cheshire East Council (CEC)

APOLOGIES:

David Neill, Cllr Steve Parish and Eleanor Underhill

1 APPOINTMENT OF CHAIRMAN

RESOLVED: that Mr Peter Burns be appointed Chairman of the Group for the ensuing year.

2 APPOINTMENT OF VICE CHAIRMAN

RESOLVED: that Cllr Steve Parish be appointed Vice Chairman of the Group for the ensuing year.

3 WELCOME TO NEW MEMBER

The Chairman welcomed Councillor Matt Wynne from Stockport MBC who would be formally appointed onto the Group at the Consultative Committee meeting on 19th July.

4 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 8 March were considered.

All matters arising were covered on the agenda.

Alan Hubbard referred to minute 5, Noise Action Plan, and reference on the website to various

noise policies and timescales including review of the Night Noise Policy and the S106 Agreement and asked for clarity around the various policies and review dates. Wendy Sinfield explained that the Airspace Change Programme had commenced with a meeting with the Civil Aviation Authority on 25th June from which a number of actions would arise. There would be a period of public consultation around the autumn although timescales were to be confirmed. The process was timebound. The Group and the Consultative Committee would be fully involved and the Stakeholder Reference Group would also meet which would include representation from TAG. The views of these bodies on the consultation materials would be welcome.

Jon Bottomley explained that there was also National Aviation Policy. The Secretary advised that national policy had been discussed at the Annual Meeting of UK Airport Consultative Committees the previous week. The Chairman noted the array of plans and policies and that it would be helpful to understand timescales and how they linked together.

RESOLVED: that –

(a) the Minutes of the meeting of the Group held on 8 March be approved as a correct record; and

(b) a timetable outlining the key dates in the review of Noise and Airspace plans and policies be presented to the next meeting.

5 SECTION 106 AGREEMENT

(a) Jon Bottomley updated on the Review of the S106 and Governance arrangements. He advised that discussions were ongoing with Cheshire East Council (CEC) regarding a Memorandum of Understanding (MOU) to formalise links between CEC and the Airport.

A draft set of obligations had been shared between the two parties. There were a number of areas of agreement; some areas that needed updating such as the Community Trust Fund; Noise Controls and Night Noise Policy (including metrics and contours) which would be updated in line with the Noise Action Plan; and future Airspace Change proposals to include reference to preferred noise routes. Also included would be future Airport development and capacity; effective community engagement; and surface access.

A report updating on progress would be submitted to the Group at the September meeting.

Members raised points as follows:

- The important role for TAG to comment on the draft agreement prior to adoption. Jon agreed that the role of TAG was recognised and the draft agreement would be submitted for consultation to the Group for views well in advance of finalisation;
- Alan Hubbard asked that the National Trust be afforded an opportunity to comment on draft proposals either through TAG or outside the meeting. Jon confirmed this would be the case and Alan indicated that NT was happy to be consulted through the TAG process. Jon also advised that CEC had discussed the MoU with Local Councils

regarding areas to be included in any new obligations;

- The importance of using the same language in relation to noise and contours. This had been discussed at the UKACCS Annual Meeting by the Independent Commission for Civil Aviation Noise who had offered to attend the Consultative Committee's meeting in October. Jon agreed that it was important to use consistent terms;
- Was there a role for Manchester City Council (MCC)? Jon explained that MCC were a signatory to the original Section 106 Agreement as the landowner and as such, would also sign off the new obligations.

(b) Environmental Health Officers Group (EHOG) – Margaret Hopley of CEC advised that she had attended the last meeting of EHOG held on 15th March along with 2 members of staff from Manchester CC. The meeting had received a number of presentations from Airport colleagues but minutes had not been produced. The EHOG had agreed that minutes should be taken for future meetings and these would then be reported to TAG as part of the agenda pack. The next meeting of EHOG would be on 12 July.

RESOLVED: that

- (a) the draft Memorandum of Understanding and the Section 106 Agreement between the Airport and Cheshire East Council be submitted to the next meeting of the Group for comment; and;
- (b) the minutes of future meetings of EHOG be submitted to the Group.

6 PLANNING AND DEVELOPMENT UPDATE AND AIRPORT TRANSFORMATION PROGRAMME

(a) Scott Howard updated on Planning and Development:

- Aviation 2050 – The Future of UK Aviation – the consultation period had been extended to 20th June and the Airport had submitted a formal response in accordance with the deadline. A summary of the main points had been circulated with the agenda.
- Local Planning Policy – Cheshire East draft Site Allocations and Development Management Plan – a report on the consultation responses had been released in February and the Submission Version of the Plan was expected in July; Greater Manchester Spatial Framework – consultation had closed on 18th March; the next stage was a revised version which would be circulated to Districts for approval in September to enable consultation between October and December. The Framework recognised the economic value of the airport and supported continued growth while acknowledging that improvements to the accessibility of the airport were needed. The airport was generally welcoming of the support and allocations within the Framework but wished to be satisfied that surface access capacity to the airport site should not be compromised and that the onus should be on developers and Local Authorities regarding impact of aircraft noise on new residential development.
- Airport Transformation Programme – members of the Consultative Committee had

undertaken a tour of the newly opened Pier 1 on 23 May. The Pier and new Multi - Storey car park had opened on time on 1st April. The current build included Pier 2, phase one of which included a new bussing lounge facility to service remote stands. The new Piers would be numbered 1, 2 and 3 with a safeguarded area for Pier 4 although this would require demolition on the land currently used for T1.

- Global Logistics Hub – the petrol filling station and Costa unit were now in operation; planning consent had been granted for a production and storage facility for the Hut Group; an application for a logistics unit had been submitted.
- Airport City – the work to construct the “green bridge” would commence in September – this bridge was for pedestrians and cyclists and would link the main Airport City site with the central business zone adjacent to the Ground Transport Interchange. The works to construct the Multi - Storey Car Park would commence at the same time. Work to construct 2 hotels on the site of the former petrol filling station near T2 had commenced with the demolition of the petrol station and site preparation works would begin shortly.
- SEMMMS/A6 MARR – the Safety Audit had been received and many issues raised by the airport had not been addressed; these would be pursued with Stockport, Cheshire East and Manchester City Councils and Transport for Greater Manchester.
- Car parking – the A1 Meet & Greet storage facility was now fully operational. Construction of a new Multi - Storey car park had commenced with completion expected in mid 2020; this would be a public car park. There would be further planning applications for surface car parking to replace parking lost to MAN-TP and to reflect the airport growth. An application to extend Jet Parks 3 car park had been submitted to Cheshire East Council and an application relating to Clough Bank B had been submitted to Manchester City Council and a site visit was scheduled for later in June.

Members asked questions or raised issues as below:

- There were some ecological issues with the extension to Jet Parks 3 car park and Styal Parish Council had some possible solutions which would be discussed with Andrew Murray;
- The signage to Quarry Bank Mill from the A6 MARR was not clear. Jon advised that Andrew Murray and John Twigg had been discussing the lack of brown tourist signs and the damaged sign from the M56 and would update to the next meeting;
- There were issues caused by the traffic light signal timings on the A6 MARR junction with Ringway Road where traffic turned into Jet Parks and Staff East car parks. These issues had been raised with Highways. It was noted that traffic often queued back into Styal Village. It was also felt the signage was confusing regarding the right hand turn. Members also noted that many visitors would only visit the airport once or twice a year so clarity was very important. Jon advised that TfGM were currently undertaking traffic counts.

As requested at the last meeting, Scott outlined baseline data on public and staff parking and

hotel bed spaces:

- The car park capacity for the current year compared to the previous 2 years showed a total reduction in spaces from 43,492 in 2017 to 38,126 current provision. There were around 2,400 spaces under construction which would give around 42,000 car park spaces in total in the forthcoming financial year.
- There were 2,315 hotel bed spaces on site at present with an additional 1,171 to be provided through new hotel accommodation based on hotel plots with planning permission.

RESOLVED: that:

(a) the update be noted and the overheads containing the data be circulated to the Group; and

(b) an update be made to the next meeting on tourist signage and traffic issues arising from the A6 MARR.

7 DfT AVIATION STRATEGY GREEN PAPER

The Secretary had sent a letter on behalf of the Consultative Committee in response to the Government's Green Paper consultation. The letter picked up issues raised by the Group and the Airport Users' Advisory Group. Members asked if the letter could be supplemented to include reference to climate change and emissions including endorsement of the views of the Committee on Climate Change as set out in their letter of February 2019 to the DfT. Members felt that the further submission should emphasise a need to limit the growth in demand for aviation as it could not increase unfettered over the long term, and to improve air quality through tighter plans and targets. It was understood that the DfT would take these additional points into consideration even though they would be received a little after the consultation deadline.

RESOLVED: that, subject to Chairman's approval of the detail, the Secretary send an additional letter to the DfT giving comments on Climate Change, emissions and air quality as indicated above.

8 COMMUNITY RELATIONS DEPARTMENT

Wendy Sinfield presented the MANTIS report and data maps for March and the Complaints Summary sheets for April and May. Wendy explained that GDPR considerations had delayed the MANTIS reports for April and May. There had been one noise infringement in March.

The Departure and Arrivals routes information packs updated to 2018 were circulated. The documents explained how the Airport operated and contained information on the number of aircraft departing and arriving at Manchester Airport, and the numbers of passengers flying from the airport. The packs also included more detailed information for each of the departure routes covering both westerly and easterly operations.

Wendy also circulated 'An analysis of community complaints recorded in 2018' giving information on various matters including how complainants contacted the airport; complaints by gender; area and time of day.

Members reported on complaints regarding oil on garden furniture and whether this was from an aircraft. Wendy advised that she did sometimes receive such complaints and swabs would be taken; on one occasion the liquid had been identified as sap from nearby trees; no oil spillages reported to her team had been identified as aircraft fuel. Wendy advised that she was happy to receive any queries on such issues and was happy to attend meetings of local groups and organisations to discuss airport matters.

RESOLVED: that the Community Relations update be noted.

9 AERODROME OPERATIONS

The Group considered a briefing presented by Chris Wild:

- The numbers for the financial year to date (17th June) were outlined: passengers – 6,672,810; air transport movements – 43,963. There had been a significant increase in passengers in May with around 300,000 extra passengers travelling through Manchester by comparison with May 2018.
- There were 19 Mandatory Occurrence Reports (MOR) between the period March - May and the details of 10 incidents of note were presented. The annual review of incidents showed that the rate had reduced during the period 1.4.18 – 31.3.19, which was pleasing to note particularly with the amount of change taking place at the airport. The occurrence of aircraft damage events had reduced by 43% year on year.
- Current airfield projects – included remote stands at Pier 1; next phase of works to the new taxiway Echo; annual pavement renewal project. Chris explained that taxiway diversion works to facilitate MAN-TP would result in a loss of stands, however, the airport could not afford to lose stands so the detail was being looked at to maintain stand count.

RESOLVED: that the report be noted.

10 ANY OTHER BUSINESS

The Secretary updated on a meeting held on 7 June with the Independent Commission on Civil Aviation Noise (ICCAN) and representatives of the Consultative Committee (MACC) – the Chairman, Steve Wilkinson, and Chairman of UAG, Sandra Matlow. The Commission had met separately with the Airport including Wendy Sinfield earlier in the day. The MACC group had met with 2 commissioners and the secretary from ICCAN; matters under discussion included membership of the MACC, how the Committee operated, its role and possible overlaps and duplication with the role of ICCAN. The Commission were interested to know how the Committee enabled the engagement of local communities and groups in noise and airspace change issues and the Commission intended to produce guidance on this process. ICCAN had also produced a Strategy Document for the next 2 years. At the Annual Conference of Airport Consultative Committees a number of views had been agreed on the Strategy Document and would be submitted to ICCAN. The representatives of ICCAN had agreed to attend the October meeting of the MACC to consider these issues in more detail.

The Chairman of the Group updated on a meeting at the DfT attended by representatives of Consultative Committees across the UK. The meeting had discussed forecast increases in aircraft noise arising from increased numbers of aircraft and whether noise levels should be capped and reduced and made specific to certain airports. Guidance was to be issued on noise insulation grants and the loss of PPG 24 was generally regretted. There was a lot of variance across airports around community relations including the use of Community Funds. It was felt that Noise Reduction Policies should be included in Noise Action Plans. There had been general agreement that communication with community groups should be via Consultative Committees.

NEXT MEETING: Friday 20 September at 10.00am.

MINUTES OF THE MEETING OF THE AIRPORT USERS ADVISORY GROUP held on Friday 7th June 2019 at Meeting Room 11, First Floor, Olympic House, Manchester Airport

PRESENT: Mrs S Matlow (in the Chair)

Ms W Casey

Mr N Duncan

Mr K McMahon

Mr J Thomas

REPRESENTING MANCHESTER AIRPORT PLC

M Etchells, M Foster, K Heyes, C Hughes and A Kelly

ALSO PRESENT

A Knight, UKBF

SECRETARIAT:

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

APOLOGIES:

A Ashton, Cllr L Patel, R Thompson and K Whitmore

1 APPOINTMENT OF CHAIRMAN

RESOLVED: That Mrs S Matlow be appointed Chairman for the ensuing year.

2 APPOINTMENT OF VICE CHAIRMAN

RESOLVED: That Mr J Thomas be appointed Vice Chairman for the ensuing year.

3 WELCOME

The Chairman welcomed back Kieran McMahon as the Disability representative.

4 MINUTES AND MATTERS ARISING

The Chairman noted that all Matters Arising were covered as individual items on the agenda. Reference was made to item (c) on page 8 where a comment was made about not focusing on the areas of worst failure to the detriment of staff morale. Matt Etchells explained that there had been a focus on training in security in recognition of complaints around staff attitude. Although some of the training could be perceived as patronising it was not a reason not to do it. The airport was a customer-centric business and if passengers were satisfied then this should also have a positive impact on staff satisfaction.

RESOLVED: That the Minutes of the meeting of the Group held on 1st March 2019 be approved as a correct record.

5 UK BORDER FORCE

Adam Knight updated on Border Force:

- E-gate usage – there were an additional 7 nationalities whose passengers were now eligible to use e-gates subject to some minor exceptions. This affected around 1000 passengers per day at Manchester. UKBF was working closely with Airport signage staff around guiding passengers to the correct lanes. Landing cards had now been withdrawn for non EU passengers. There had been concern that this would result in a negative impact on existing passengers but there was no evidence of any detriment.
- Additional immigration staff above the Business as Usual resource were to arrive over the next fortnight and would be in post for around 3 months. There had been increased customs activity which resulted in a 300% increase in customs actions. This had been as a result of internal structural changes and a re-balancing of resources between immigration, customs and security.
- Security and Immigration performance was presented within the report of the Customer Services and Security Director. Security performance showed all targets were met. Immigration data for non EU passengers in T2 was below the target for the quarter February – April. Matt confirmed that UKBF performance was strong. Members asked for statistics on e-gate usage which Chris Hughes agreed to provide for the next meeting. The Group was informed that e-gates performed well at Manchester. The statistics showed around 68-70% against an internal target of 80%. The performance was impacted by passenger profile spread across the 3 Terminals which meant that at peak periods it was sometimes necessary for passengers to be processed by a Border Force officer rather than via an e-gate in order to meet performance targets. A comparison of e-gates was given whereby Manchester had 10 e-gates in one Terminal compared to 13 at Stansted. There were to be additional e-gates in T3. A new lighting rig had been installed to try to address the high number of rejection rates in T3. Adam advised that the peaks and troughs at Manchester meant there were periods when no one used the e-gates. Members noted occasions when long queues in Immigration had been well managed. Members asked about gate failure and were advised that failures were infrequent.

There would eventually be 25 e-gates in T2 which was considered sufficient. The challenge would be with the phased approach from an initial 10 e-gates on Day 1 at the T2 extension. UKBF were working closely with the Manchester Transformation team. The new T2 would have a large Immigration Hall, transfer desks would be better located, the look and feel was much improved from current provision. Adam expressed some concern around arrangements to prevent passengers returning once they had passed through border control. Members were advised that moving e-gates took around 3-4 months as it required decommissioning, refurbishment then installation. There would

always be a minimum of 25 e-gates across all Terminals, rising to 35 – 38 in twelve months' time. A stock of e-gates was not kept.

RESOLVED: That the update from Adam Knight be noted.

6 REPORT OF THE CUSTOMER SERVICES AND SECURITY DIRECTOR

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

(a) Special Assistance Service Issues – Michelle Foster updated: ABM had taken over the contract for assistance services from 1st April 2019. The performance figures against the SLA for March were presented. They showed performance was significantly below target for Arrivals. This was now a focus for ABM to improve performance.

The transition to ABM had seen 236 staff transfer from OCS under TUPE arrangements on 1st April. However, during May, 40 members of staff had left causing a number of issues including skills gaps and a loss of resilience. ABM were currently looking at their management structure. A recruitment process was underway to bring staffing levels up to the level needed. Brad Miller, Chief Operating Officer, had made a commitment to the whole Assistance Service at Manchester and was working with Michelle to ensure improvements were made to the service at Manchester.

Michelle outlined an initiative where the Airport was providing additional resource for the Assistance Service by using Security Ambassadors; these staff currently undertook a customer service role to meet and greet customers, provide bags for liquids and help with directing passengers to the right areas. They were offered voluntary overtime which had been agreed with the Trade Union and did not dilute from the role undertaken in Security as there was excess provision in the rosters.

Members asked questions and raised issues as follows:

- Why was the Assistance Service not provided in-house? Members suggested that services with direct face to face contact with passengers were better provided in-house. Michelle explained that this was not being considered in the immediate future due to the Transformation Programme. The Assistance Service at Stansted Airport was outsourced but the East Midlands service was provided in-house. A specific piece of work to investigate options around a future in-house service could be considered in the future.
- When did the Airport expect to see a step change in the assistance service? Michelle advised this was expected from 1st July. The Airline Community had accepted a 3 month transition time. ABM had now taken receipt of two thirds of the new kit and new ambulifts were to be delivered the following week.
- Had the new Pier 1 had an impact? Michelle advised that demand was expected to increase. The failure of travellers and escalators had not been expected and the

airport had made arrangements for additional support from outside the Special Assistance budget. This support was provided by Black Jack employees; they were part of the same company as ABM. During the tender process ABM had scored highly on resilience.

- The Chairman referred to her recent poor experience which had meant she and other passengers had nearly missed their flights due to Assistance failures. She asked that there should always be a concierge at the assembly point. Michelle advised these points were taken on board and that the priority was to get passengers to their gate on time. This was more important than disembarking passengers. Members expressed concern at the higher levels of anxiety that departing passengers would experience compared to arriving passengers. Michelle explained that during the tender process a site visit had been made to Heathrow with a focus on departing passengers only in the allocation room. It was expected that Manchester would be providing the same service. The trials undertaken in T1 had been of the Heathrow model. The planning process needed to be improved to ensure concierge roles were safeguarded and they could not be allocated to undertake tasks. Staff were now provided with tablets to identify which passengers needed to be at the gate within 10 minutes and Beacon technology would identify the location of passengers needing assistance.
 - What involvement did the Assistance Service team have with the Transformation Programme? Members were advised that one of Michelle's team now spent half his time with MAN-TP and feedback from the Special Assistance Forum was given to the Transformation team. Another staff member was focused on the Business as Usual aspects of the assistance service. In the Terminal 2 extension there would be a quiet room and bigger facilities.
 - How did returning PRMs get to the pick up zone? Michelle advised that the ABM contract covered the whole site. If required, a passenger using the service would be taken to the car park or to where a relative was waiting on the site to collect them. The internal measurements and distances were also being looked at for non PRM passengers. There were 'help yourself' chairs available in the arrival hall; the distance from Arrivals in T2 to the pick up area in the Multi Storey West car park was approximately 400m.
 - The Special Assistance SLA for April 2019 had been tabled. Members felt the 15 minute wait time for a response to a buzzer call was too long and a 10 minute wait was acceptable. Michelle agreed this target should be the aim.
- (b) Customer Contact Team and Feedback – Chris Hughes updated: the NPS scores were lower than the same period the previous year. This was considered to be especially due to the ageing assets. T2 continued to score the best. The areas of security, immigration and baggage delivery had all improved compared to the previous year. In T1 poor scores related to walking routes especially due to level changes. In T3 poorly performing areas included the comfort of the Departure Lounge, lack of seating and crowding. The biggest issue in T2 was walking distances especially since the opening

of Pier 1. Members asked why walking distances were not part of the NPS surveys and were advised that this had not previously been noted as an issue. The feedback would now be taken back for inclusion. The impact could also be compared with the situation once the travellers and escalators came into service. Car park experience was also significantly lower compared to the previous year. Members felt signage was important as if passengers struggled to find their car park it would contribute to a negative experience.

The In-Terminal scores were low for comfort and business passengers. Members asked if the survey included questions on the Executive Lounge and Chris advised that this was a separate survey. It could be included within the In-Terminal NPS survey results in future.

Members asked about the poor performance of WiFi. Matt explained that this was thought to be mainly from business passengers. An increase in free time from 1 to 4 hours had been made and access points increased. However, the bandwidth had not been increased and this was ongoing work. It was also thought that negative feedback was due to the requirement to sign up to WiFi making it less straightforward. T2 scored better on WiFi so there could also be some impact of infrastructure. Members suggested that along the new Pier 1, T2 there should be signage to show where the WiFi charging points were located as at present these were not obvious.

The performance of the Feedback Now buttons was presented. The system allowed the airport to identify where resource was needed on a weekly and hourly basis. This had identified for example an issue with the toilets in T1 Check In; resource was targeted here with an improvement in scores showing for April. Over 2 million items of feedback had been given since the system was introduced last October.

Security performance scored poorly for Slot 3 for all Terminals. Chris explained that feedback could identify specific issues such as bag rejection or crowded hall. Members asked if targets would be changed to more challenging such as at Heathrow and Gatwick. Matt advised that a workshop of airlines and MAG staff were looking at the Generic Service Standards and SLAs to agree improved targets. There was general acceptance that the target of 92% of passengers through security in 15 minutes was not a sufficiently robust target.

(c) Customer Feedback Team – Chris Hughes presented information on customer feedback. The top ten items of feedback received in February, March and April were shown. Meet & Greet damage to vehicle was the top complaint in all months; in April this had been affected by dust which had covered vehicles. There were no complaints regarding wait times in security and in May there were no complaints in the top ten bracket relating to security staff. Special Assistance services had seen a rise in feedback since the changeover in contract to ABM; however, the lanyard scheme had received compliments. The 1903 Lounge received compliments but other lounge products did not score well on satisfaction levels, particularly among business passengers. There were issues with lounges being crowded; with passengers,

especially business travellers, who had a lounge pass, being denied admission because the lounges were full. Members asked about how to address capacity issues. Matt explained some growth in capacity would arrive with the new Terminal, and a new product called Bite - a non-alcoholic lounge - was to be launched soon.

(d) car park charges – a price increase in turn up parking charges was to be implemented from 1st June which was the first increase in 2 years. There was investment in car parking with 7000 additional spaces provided from April 2019 and introduction of a new Drop and Go product. Members raised concern about the Meet & Greet product which was originally a premium product but changes to drop off and pick up now made the process more difficult. It was suggested that prices had also increased significantly. Neville Duncan indicated that Meet & Greet prices had increased by 33% over the year and he would be able to supply further details to the next meeting. Members asked about drop off at the Ground Transport Interchange (GTI) and were advised that the arrangements were the same as forecourt drop off – drivers would be charged to drop off at the GTI and if picking up, should use the short stay car parking.

(e) water bottle refill initiative – the number of water fountains across Terminals had now doubled and retail units would also refill bottles. Units would display stickers to raise awareness of where this initiative was available. Members asked about a facility to empty bottles in the security hall, noting that this was available at other airports. Chris advised this was being looked at and a further report could be made to the next meeting. Members also asked about screening facilities at other airports whereby liquids could be now taken through security. Matt advised that the technology was not yet available to deal with the level of demand at Manchester but it was anticipated this could be provided in T2 by 2022.

(f) new PremiAir Terminal and Facilities – an information pack on this new facility was circulated to all members.

(g) power outage – Matt reported on a power outage that had occurred during Sunday evening 19 May. A back up had meant power had been restored to Terminals. The system whereby the airport and airlines received piped deliveries from the fuel farm, owned by MASHCO, was outlined. The power failure meant that fuel supplies were completely interrupted as the back up system was not working. The resilience in the system had not worked resulting in disruption to 13000 passengers, 14 flight cancellations by Easy Jet and a requirement for some aircraft to stop to re-fuel at Stansted and East Midlands Airports. An Incident Management Centre had been set up to deal with the disruption. Since then a meeting involving Senior Management had been held to look at lessons learned and how to avoid such an occurrence in future. This included on-site power generation to be installed shortly and a review of the extent of outsourcing of essential services. It was also felt that the focus during the incident had been on repairs to assets rather than dealing with the impact on passengers; there was a lack of Customer Services Ambassadors to call on to assist at short notice. It was explained that airlines had their own arrangements directly with MASHCO. Members

asked if there were other such situations at the airport where there could be a single point of failure. Matt agreed to reply in writing on this point once the investigations had been completed.

RESOLVED: That

- (a) the report of the Customer Services and Security Director be received and noted;
- (b) an update on car park charges compared to other airports and the issue of price increases at Manchester be investigated and considered at the next meeting; and
- (c) further information on water disposal pre – security be provided to the next meeting.

7 CUSTOMER BOARD

Matt Etchells, Head of Terminal Customer Service, updated on the work of the Customer Board. The work of the Board was lead by Brad Miller, Chief Operating Officer, with a focus on “Fit for Summer 19”. There were a number of initiatives in support of this and the detail would be sent to the Group outside the meeting. Tricia Williams and Patrick Alexander were working on guest experience training.

The staff roster for summer 19 was now in place and had been finalised much sooner than the previous year.

There was a focus on efficient packing of trays through security as some passengers used a large number of trays which made the process much slower. Customer service training had looked at ways of saying no in a way that was better received; this training appeared to have had a positive impact based on recent NPS scores.

The transfer product was being looked at to see if improvements could be made. The live communications control room was being assessed with a view to being more proactive through use of CCTV and radio control to staff on the ground to solve issues at an earlier stage.

The opening of T2 Pier 1 was ultimately successful and on time. There had been a rush towards opening day with many staff on site for the days leading up to the opening on 1 April.

There had been a number of matters affecting airlines – Flybe had been bought by Connect which was part of Virgin. Thomas Cook shareprice had dropped as the airline went up for sale; Thomas Cook was a big user of T1 and the airport was liaising closely with their staff based at Manchester. Jet Airways had ceased with the loss of the Mumbai flight. RyanAir had moved within T3 and had an increased number of kiosks. Members asked about removal of some seating in T3. Matt explained that this was on request from RyanAir as their queueing passengers often unintentionally caused obstructions to passengers trying to access their own gates; removal of some seating made it easier for RyanAir passengers to queue. The matter had been researched prior to the removal of seats and some seating had been relocated towards the wall of the Terminal.

A number of initiatives had been carried out in all Terminals including installation of Tensa barriers in T1 to improve queue management and reduce damage to flooring; and repainting the car park foyer areas in T2 to improve the look. T1 check in area improvements had been carried out to the Jet 2 and Emirates areas. There was an ongoing focus on the assets and facilities to ensure the airport was fit for the future, but the whole programme could not be delivered for this summer. Overall, Members welcomed the update and presentation.

RESOLVED: That –

- (a) the update on the work of the Customer Board be received and noted; and
- (b) the “Fit for Summer 19” resources and planning initiatives pack be circulated to the Group following the meeting.

8 CLEANLINESS

Karla Heyes and Andrew Kelly updated:

- (a) Passenger numbers – passenger numbers continued to increase, by 666,000 in the first 5 months of the year.
- (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. MITIE were showing steady improvement and there were now far more pass scores than fail. The toilets in T3 International Baggage Reclaim were scoring well and the toilets in T1 Check In had shown huge improvement in April compared to earlier in the year. This showed the impact of the ‘Feedback Now’ buttons.
- (c) The new T2 Pier 1 had been successful from a cleaning perspective and Smoking Areas were being provided. Members noted that following the visit to the Pier the gents toilet floor appeared stained. Andrew advised that the airport was aware of this and were investigating; a report back would be made to the next meeting. Lessons learned from the opening included having minimal access points for contractors to reduce the amount of cleaning required and to keep coverings on seats until the last minute.
- (d) The leaks on the Sky Link ceiling were to be repaired in July.

RESOLVED: That

- (a) the update be received and noted; and
- (b) an update be made to the next meeting on the staining on the gents toilet floors on Pier 1, T2 as part of the walkabout spread sheet.

9 DfT AVIATION STRATEGY GREEN PAPER

The Secretary had drafted a response to the Aviation Green Paper which had been circulated with the agenda pack. Members noted that the Green Paper made many references to PRMs

under the proposed “Passenger Charter” which were supported, but it was felt there should be reference to improved standards for all passengers. It was noted that if a service was made better for those in most need then the overall service would improve for everyone. Members also felt there should be a requirement for larger airports to publish performance figures on their website and at the airport to aid transparency and performance evaluation.

RESOLVED: That the Secretary amend the draft response in line with the comments made at the meeting and the update be shared with the Chairman of the Group and Chairman of the Consultative Committee for approval prior to submission by the deadline of 20 June.

10 UPDATE ON OUTSTANDING ISSUES FROM PREVIOUS WALKABOUTS

Chris Hughes updated on previous Walkabouts including to T3 on 15th November 2018 and T3 on 14th February 2019. The work to address the issue of signage to the PRM Reception Area had been scoped and a commencement date for the work was awaited. The torn wallpaper in T1 corridor had been fixed in one place and was awaiting repair in another area. The issue of cleaning tables at the Lion and Antelope area appeared to still be on going and Members agreed to review when they visited the area. The travellator on Pier 1 Arrivals was now working and the travellator on Departures would be repaired and working during mid June. Members referred to the visit to Pier 1 and suggested lighter wood battens may be better as the dark wood was a little oppressive.

RESOLVED: That the update be noted and the spreadsheet as updated be submitted to each meeting.

NEXT MEETING: Friday 13 September at 10.00am.

NEXT MAN-TP WORKSHOP: Wednesday 24th July at 10.00am

NEXT WALKABOUT: Scheduled for 29th August with Members to meet at 7.30am at Olympic House to take in the busy first slot. Visit to T1 including Lounges and Airside so security passes needed.

MEMBERSHIP OF THE COMMITTEE

<u>NOMINATING BODY</u>	<u>MEMBER</u>	<u>ADV GROUP/CTF PLACES</u>
Manchester Airport plc	Mr S Wilkinson (Chairman)	User and Tech Advisory Groups (Ex Officio)
Cheshire East Borough Council	Councillor N Mannion Councillor D Stockton Councillor I Macfarlane Councillor M Asquith	Community Trust Fund Substitute Member
Cheshire West and Chester Borough Council	Cllr B Rudd Vacancy	User Adv Group Community Trust Fund Substitute Member
Stockport Metropolitan Borough Council	Councillor M Wynne Councillor S Corris Councillor J Taylor Councillor M Hunter	Tech Adv Group User Adv Group Community Trust Fund Substitute Member
Trafford Metropolitan Borough Council	Vacancy Vacancy Councillor E Patel Vacancy	Tech Adv Group Community Trust Fund User Adv Group Substitute Member
Manchester City Council	Councillor P Andrews Councillor L Raikes Mr K Whitmore	Community Trust Fund User Adv Group
Tameside Metropolitan Borough Council	Councillor B Fairfoull Councillor Y Cartey	Community Trust Fund Substitute Member
Warrington Borough Council	Councillor S Parish	Tech Adv Group (Vice Chairman)
North West Region Chamber of Commerce	Mr J Thomas	User Adv Group (Vice Chairman)
North West Region of CBI	Mr R Thompson	User Adv Group
Airline Operators Committee	Mr G Ellis	User Adv Group
Airport Employees	Mr A Ashton	User Adv Group
Scheduling Committee	Mr D Neill	Tech Adv Group
Association of British Travel Agents	Ms K Hulme	User Adv Group
Heald Green and Long Land Ratepayers Association	Mr P Burns Mr C Walsh	Tech Adv Group (Chairman) Substitute Member
Wythenshawe Community Housing Group	Ms W Casey	User Adv Group

Knutsford Town Council	Councillor J Nicholson Vacancy	Tech Adv Group Substitute Member
Mobberley Parish Council	Councillor C Booth Councillor D Swan	Tech Adv Group Substitute Member
Styal Parish Council	Councillor C Novak Councillor R Dixon	Tech Adv Group Substitute Member
Mere Parish Council	Councillor L Reynolds Councillor D Walker	Tech Adv Group Substitute Member
Passenger Representative	Mrs S Matlow (Vice Chairman)	User Adv Group (Chairman) Tech Adv Group (Ex Officio)
Disability Representative	Mr K McMahon	User Adv Group
WHICH?	Mr N Duncan	User Adv Group
National Trust	Ms E Underhill Mr A Hubbard	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

July 2019

MACC ATTENDANCES 2018-19

MACC

	13-Jul-18	19-Oct-18	18-Jan-19	12-Apr-19
Chairman				
Mr S Wilkinson	Yes	yes	yes	yes
Cheshire East Council				
Cllr G Walton	yes	yes	yes	yes
Cllr D Stockton	No	apologies	yes	apologies
Cllr T Dean	yes	yes	yes	yes
Cheshire West and Chester Council				
Cllr B Rudd	apologies	yes	yes	apologies
Stockport MB Council				
Cllr R Driver	yes	yes	yes	apologies
Cllr J Pantall	apologies	apologies	apologies	apologies
Cllr J Taylor	yes	apologies	yes	no
Trafford MB Council				
Cllr B Sharp	Yes	yes	yes	yes
Cllr M Whetton	yes	apologies	yes	yes
Cllr E Patel (from September 2018)	N/A	yes	apologies	apologies
Manchester City Council				
Cllr P Andrews	yes	no	no	yes
Mr K Whitmore	yes	no	yes	yes
Cllr L Raikes	no	yes	apologies	apologies
Tameside MB Council				
Cllr B Fairfoull	apologies	yes	apologies	apologies
Warrington Borough Council				
Cllr S Parish	yes	yes	apologies	yes
Airport Employees				
Mr A Ashton	yes	apologies	apologies	yes
Airline Operators Committee				
Mr G Tennant	apologies	no	no	
Mr G Ellis (from April 19)				yes

MACC ATTENDANCES 2018-19

	13-Jul-18	19-Oct-18	18-Jan-19	12-Apr-19
Scheduling Committee				
D Neill	yes	yes	apologies	apologies
NW Region CBI				
Mr R Thompson	yes	yes	yes	apologies
NW Region Chamber of Commerce				
Mr J Thomas	Yes	yes	yes	yes
ABTA				
Mrs K Hulme	yes	yes	apologies	yes
Heald Green and Long Lane Ratepayers Ass				
Mr P Burns	Yes	yes	yes	yes
Combined Association of Wythenshawe Tenants				
Ms W Casey	yes	apologies	no	yes
Styal Parish Council				
Cllr C Novak	yes	apologies	no	yes
Knutsford Town Council				
Cllr James Power	apologies	apologies	apologies	apologies
Mobberley Parish Council				
Cllr C Booth		yes	yes	yes
Mere Parish Council				
Cllr L Reynolds (from October 2018)	N/A	yes	apologies	yes
Passenger Representative				
Mrs S Matlow	Yes	yes	apologies	yes
Which?				
Mr N Duncan	Yes	apologies	yes	yes
National Trust				
Ms E Underhill	apologies	yes	yes	apologies
Disability Stockport				
Mr McMahon (up to January 19)	apologies	apologies	yes	N/A

MACC ATTENDANCES 2018-19

AUAG	14-Sep-18	30-Nov-18	01-Mar-19	07-Jun-19
S Matlow	apologies	yes	yes	yes
T Dean (to April 19)	yes	no	yes	N/A
J Pantall (to April 19)	yes	apologies	apologies	N/A
E Patel	yes	yes	apologies	apologies
K Whitmore	apologies	apologies	yes	apologies
G Tennant	apologies	no	no	
G Ellis (from April 19)				no
J Thomas	yes	yes	no	yes
R Thompson	yes	yes	yes	apologies
A Ashton	no	no	no	apologies
K Hulme	apologies	yes	yes	no
W Casey	yes	no	yes	yes
Mr McMahon	yes	yes	N/A	yes
N Duncan	yes	yes	yes	yes
B Rudd	no	no	no	no
TAG	21-Sep-18	07-Dec-18	08-Mar-19	21-Jun-19
P Burns	yes	yes	yes	yes
G Walton (to April 19)	yes	yes	apologies	N/A
B Sharp (to April 19)	yes	yes	apologies	N/A
J Power (to April 19)	apologies	apologies	apologies	N/A
L Reynolds (from October 2018)	N/A	yes	apologies	no
C Booth	no	yes	yes	no
C Novak	yes	yes	yes	yes
S Parish	apologies	yes	yes	apologies
R Driver (to April 19)	apologies	apologies	yes	N/A
E Underhill	apologies	apologies	apologies	apologies
D Neill	apologies	yes	yes	apologies

MACC ATTENDANCES 2018-19

MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FINANCE REPORT - BREAKDOWN OF EXPENDITURE OF CURRENT ACCOUNT FOR THE PERIOD 1 JULY 2018 TO 30 JUNE 2019

Date 2018	Details	Add £	Deduct £	Balance £
1 July	Balance Brought Forward			14598.55
17 July	Lunch in the City – catering July MACC		308.64	14289.91
20 July	Secretary's expenses UKACCs Annual Meeting at Heathrow 6/7 June		271.42	14018.49
24 Oct	Lunch in the City – catering October MACC		308.64	13709.85
26 Oct	UKACCS Subscription April 2018 – March 2019		1125.00	12584.85
26 Oct	TAG Chairman's expenses CAA Community Discussion Forum 10 July 2018		74.50	12510.35
30 Oct	Chairman's expenses: meeting with Aviation Minister in London on 3 May, and UKACCs Annual Meeting at Heathrow 6/7 June		558.28	11952.07
4 Dec	K. Whitmore attendance at Transport Forum at Radisson Hotel on 25 May 2018		9.00	11943.07
2019				
25 Jan	Lunch in the City – catering January MACC		308.64	11634.43
16 April	Lunch in the City – catering April MACC		308.64	11325.79
18 April	Chairman's expenses: attendance at CAA Stakeholder Engagement Event in London on 23 January		148.85	11176.94
24 May	Manchester Airport Payment 2019 - 20	3500		14676.94
28 June	TAG Chairman's expenses meeting at DfT 10 June 2019		213.35	14463.59
		Current Balance		14463.59
		Reserve Accs.		1590.18

Estimated expenses for next 12 months (July 2019 – June 2020):

4 x MACC Meetings Catering (£1500)

UKACCs Annual Conference 2020 (Bristol) – travel and accommodation (£750)

Attendance at CAA (Community Discussion Forum) meetings in London (£800)

Attendance at other DfT/CAA/UKACCs Consultation meetings (£1000)

UKACCs Annual Subscription (£1125)

Total: £5175

Income:

Manchester Airport: **£3500**

MANCHESTER AIRPORT CONSULTATIVE COMMITTEE AND ADVISORY GROUPS

DATES FOR FUTURE MEETINGS

APPROVED DATES FOR 2019 – 2020

MACC	TECHNICAL ADVISORY GROUP	AIRPORT USERS ADVISORY GROUP
19 July 2019	21 June 2019	7 June 2019
18 October 2019	20 September 2019	13 September 2019
17 January 2020	6 December 2019	29 November 2019
24 April 2020	13 March 2020	6 March 2020

PROPOSED DATES FOR 2020 – 2021

17 July 2020	12 June 2020	5 June 2020
16 October 2020	18 September 2020	11 September 2020
22 January 2021	4 December 2020	27 November 2020
23 April 2021	12 March 2021	5 March 2021

All meetings of the Consultative Committee are held on Fridays at 10.00am.

The two Advisory Groups also meet at 10.00am on Friday mornings. In addition, the Users Advisory Group undertakes a walkabout at the Airport two weeks prior to their meeting.

MANCHESTER AIRPORT

Manchester Airport Consultative Committee

19 JULY 2019

REPORT OF THE CHIEF OPERATING OFFICER

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

Aviation Strategy

The consultation on the Aviation: 2050 Green Paper closed on 20th June. MAG submitted a full response alongside chapters focused on each Airport and an executive summary of key points. This is a once-in-a-decade opportunity to maximise the contribution all airports make to the UK economy and ensure Government policies relating to trade, investment, the growth of the economy and long-term infrastructure plans are integrated, while balancing the needs of communities and the environment.

It is imperative that the Government delivers a Strategy that explicitly recognises the national role of Manchester Airport and commits to measures that will unlock its potential, such as commitments to investment in surface access. This is particularly pertinent in light of the Government's policy support for making best use of spare runway capacity.

Hard copies of the document will be available for Members at the meeting.

Greater Manchester Local Industrial Strategy

On 13th June, the Greater Manchester Local Industrial Strategy was launched. The Strategy identifies the fields where Greater Manchester has global expertise, such as health innovation, advanced materials, cyber-security and digitalisation of industries, along with its 'Clean Growth Mission' to achieve carbon neutral living in Greater Manchester by 2038.

With international connectivity, trade and investment being key factors in achieving the ambitions of the Strategy, there are several supportive references to Manchester Airport within the Strategy itself, including a nod towards the Aviation Strategy.

Greater Manchester Clean Air Plans

Earlier this year Greater Manchester Combined Authority announced its 'Clean Air Plan', submitting the Outline Business Case to Government in March 2019. A seven-week 'Clean Air conversation' survey ended on 30th June, which Manchester Airport responded to. A statutory public consultation will now follow, before proposals are resubmitted to local authorities for their further consideration and approval.

TfGM have identified that road vehicles are the single greatest contributor of emissions causing air quality issues across Greater Manchester. In order to deliver compliant air quality, the plan includes a 'clean air zone,' within which the most polluting buses, coaches, HGVs, vans, taxis and private hire vehicles would pay a daily penalty. This zone includes the public roads around Manchester Airport, covering all access routes into and out of the Airport. Our position is:

- We are supportive of ambitions to reduce emissions and tackle air pollution across Greater Manchester.
- Air quality is a key strand of our Sustainable Development Plan.
- Road traffic is the largest contributor of emissions which affect air quality in Greater Manchester. It is therefore right to focus on acting to address this dominant emission source.
- The proposed Greater Manchester Clean Air Zone will affect elements of our own fleet, all of which are compliant with the standards.
- As we have more than 300 companies across the site we are encouraging TfGM to engage with them too.

Greater Manchester transport vision – 'Our Network'

On 24th June, Greater Manchester Mayor Andy Burnham launched 'Our Network,' which brings to life the TfGM 2040 vision for a fully integrated intra-city transport network. Key elements of the network

include Metrolink extensions and the ability for an 'oyster' style pass system, bus reform, rail reform including decision making on franchises, and safer walking and cycling routes.

Brexit

EU leaders agreed to delay Brexit for up to six months, setting the new deadline for 31st October. The UK Government took the decision to stand down all civil servants working on no-deal with immediate effect following the extended deadline from the EU. The new Prime Minister will dictate next steps for Brexit, with both remaining candidates declaring their intentions to leave on 31st October. While Mr Hunt has stated that 'no deal' is the last option, both candidates are open to this option if it means that UK will leave at the next deadline. As previously stated, we remain confident plans are in place to ensure aviation connectivity is maintained, even in the event of a no deal.

3. AWARDS

China award

Manchester Airport has won a prestigious international award in recognition of its efforts to welcome Chinese passengers. We won a 'Gold award' for overall performance at the Chinese Tourist Welcome Awards, organised by the China Outbound Tourism Research Institute.

4. MANCHESTER TRANSFORMATION

In June we were delighted to announce the new food and beverage brands that will open in Terminal 2 in summer 2020. This list includes a number of brands born and bred in the region, as well as a series of popular national chains. Find out more at

<https://www.manchesterairport.co.uk/new-bars-and-restaurants-summer-2020/>.

Meanwhile, work on the construction programme continues at pace, with the Terminal 2 roofing and facade nearing full weather tightness and good progress on the western elevation and northern entrance lobbies. Internally, fit-out continues, with works focused on the installation of cables and services within voids to allow ceiling installation. Floor tiling is now progressing on all levels. The outbound baggage hall construction continues to progress well; the final phase of structural steel has been completed allowing progression of roof, cladding and weathertight works.

On Pier 2 'Phase 1' steel superstructure works have progressed well following the successful completion of the substructure and structural cores.

As part of the Transformation Programme, we are committed to leaving a legacy to the region. As well as the skills and employment legacy (the scheme will create in its own right) a dedicated on-site education facility, known as an Aerozone is being developed in partnership with Laing O'Rourke and its supply chain. The Aerozone will become the hub for Manchester Airport's wide-ranging education programme. Schools and Colleges, from across the region, will be able to attend the facility; where they will be able to participate in inspiring educational sessions aimed at delivering the curriculum in an engaging way, raising aspirations and providing careers guidance. Planning and designs for the facility have now been approved and fit out will be carried out over the summer period in readiness for an official opening in October 2019.

5. DEVELOPMENTS

Motor Transport facility and the Customer Transport Operational Centre

Planning permission has been granted, by Manchester City Council, for development on land alongside the A538. The permission was for the relocation and co-location of the Motor Transport facility and the Customer Transport Operational Centre, as well as 2,700 long-stay car parking spaces. The project will involve significant ecological and surface water mitigation measures and the demolition of four properties on land at Clough Bank Farm, as well as alterations to the road network.

New primary electrical sub-station

Planning permission has been granted for the construction of a new primary sub-station on land to the north of the M56 slip-road. This was a scheme jointly promoted by Electricity North West and MAG, as it will provide capacity and resilience for the Airport site and for the Airport City development.

New link road

Permitted development confirmation has been received for the construction of a new piece of road to provide a link between Ringway Road and 'Hotel roundabout,' as well as access to the new 7,500+ space Multi-Storey Car Park under construction on the former Terminal 1/3 long-stay surface car park.

Airport City 'green bridge'

Construction of the Airport City 'green bridge' over the M56 slip-road is due to commence in September, with completion by summer 2020. The new crossing will significantly improve pedestrian and cycling access between the Airport, Airport City and Wythenshawe.

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:

- April -On time performance for all flights was 76.0% and 86.0% for first wave.
- May -On time performance for all flights was 74.3% and 82.6% for first wave.
- June -On time performance for all flights was 68.8% and 81.2% 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:

- April -97.0%
- May -95.9%
- June -96.6%

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. Our moving annual total (May 2018 to June 2019) is now 29 million guests using our site.

A power issue caused some flight delays and cancellations

Manchester Airport suffered a power issue on Sunday 19th May which affected the fuel supply. The issue resulted in nearly 90 cancellations and some delays. Following investigation, we can confirm that the incident was due to a temporary cabling failure. The cable in question had been recently tested and results have shown it was in a good state of repair. It was therefore an unexpected and unfortunate event that we acted as quickly as possible to identify and remediate.

IT failure caused check-in delays

On Saturday 22nd June an IT failure impacted check-in desk across the estate, but primarily terminals One and Two. This required some airlines to check people in manually and created large queues in the terminals while the problem was being fixed. Customer service colleagues provided free water to those waiting and used social media channels as much as possible to update guests on the situation. The source of the problem was still being investigated at the time of writing.

7. SUFACE ACCESS

Rail

The new timetable came into operation on Sunday 19th May 2019. By working closely with the Train Operating Companies (TOCs), we were able to maintain the recent improvements in rail performance and the change had no detrimental effect (unlike May 2018). Figures below are for all TOCs:

	Arrivals		Departures	
	June 2018	June 2019	June 2018	June 2019
On Time (within five minutes of published time)	39.8%	36.2%	52.4%	68.2%

The main reason for better departure performance is because the new timetable has a longer dwell time at the station. So, although a train may come in 5 or 6 minutes late, it may have 8 or 9 minutes booked so can turn around and recover time.

We continue to engage with the TOCs to ensure ongoing improvement in performance and the management of service recovery to ensure minimum impact on our customers when challenges are

faced. The bottlenecks remain the 'Castlefield corridor', capacity at Oxford Road and Platforms 13/14 at Piccadilly.

We are working with several agencies to develop a multi-modal disruption recovery plan; to understand and promote alternative travel propositions for Guests when we lose a part of the transport network. For example, if there was a signal failure on the rail network it would mean enabling ticket acceptance on Metrolink services.

New rolling stock was introduced by Northern on Monday 1st July 2019, with the first nine trains dedicated to services serving Manchester Airport. The rollout of the new TransPennine Express trains has been delayed; they will enter service on 31st July and on Airport services from late August.

Bus and Coach

On 28th April, Stagecoach extended Services 103 and X30 to provide up to four buses an hour between the Ground Transport Interchange and Westside cargo. Patronage figures are increasing as the publicity programme rolls out.

Ground Transport Interchange (GTI)

A joint working group with MAG, TfGM, National Express and TransPennine Express has agreed on its preferred design for a redeveloped Ticket Office facility within the Ground Transport Interchange. Work is scheduled to commence this Financial Year.

Wayfinding

A strategic approach to the highway signage across the Airport road network is in development. A more intuitive approach is being scoped to improve customer wayfinding while navigating on the Airport site.

Actions to tackle anti-social parking

The provision of a 'Private Hire waiting area', introduced in December 2018 has seen a reduction in the number of Private Hire cars parking in areas nearby. After experience of operations and our consultation with 'Private Hire Operators' we have doubled the area allocated, added toilet facilities and we plan to increase the permitted waiting time to three hours. Current data indicates a maximum of 43 cars per hour, meaning there is enough capacity heading into the summer. Usage will be monitored closely to ensure the facility is doing all it can to alleviate community concerns.

We have also provided 60 signs to the community, which have been displayed on lampposts urging people not to park inconsiderately. In parallel with our efforts, a consultation is underway to introduce a series of measures in Woodhouse Park to tackle anti-social parking, such as road closures, parking restrictions and the like.

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 later the summer.
- Work has begun on changes to Terminal 2 M&G arrivals area, to enable completion of the new Terminal extension. Works are expected to conclude in autumn 2019 with the re-location of the Vehicle Capture Camera arrival sheds for M&G customers to the roof of the Terminal 2 East Multi-Storey Car Park.
- Terminal 2 West ground floor 'pickup area' is being redesigned, to enable better flow of traffic and ease congestion at peak periods. This redesign will inform the layout for the new Terminal 1 Arrivals area and consideration will then be given to how this could be implemented in Terminal 3 'pick up' area.
- The new A2/3 Long Stay 7,500+ space Multi-Storey Car Park continues and the 'concept of operations' is being developed, to determine how the building/product will operate. The Car Park is due to go open in April 2020.

Car sharing

Following its launch in April we now have some 50 staff who have expressed an interest in using a car sharing scheme. We have held three road shows so far with two more to come during August. We will then be able to offer a package tailored to the staff who have registered.

8. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

- **Qatar** have completed their increase to a schedule of 21 departures per week, resulting in three departures a day to Doha using a mixture of Airbus 350-900s and Boeing 787-800s
- **Vueling** have increased weekly frequencies to Barcelona (Airbus A320) moving up to 10 per week however competition has intensified on the route as easyJet have launched a service (Airbus A320/A320neo) in addition to those also provided by Ryanair and Jet2.com (Boeing 737-800).
- **Air Canada Rouge** have increased capacity 48%, adding an additional 21k seats, by extending their season into early October and increasing frequency to daily (Boeing 767-300W). Performance is in line with their expectation and the additional capacity has been backfilled by an uplift in additional booked passengers.
- **United Airlines** increased capacity on their route to New York by changing aircraft from a Boeing 757-200 to Boeing 767-400/300.
- **El Al** launched their Tel Aviv service at the beginning of May with departures on Mondays, Tuesdays and Thursdays using two-class Boeing 737-800s.
- **easyJet** announced in May, the launch of a new two per week operation to Jersey this summer, increasing to three per week in the winter. Their fifteenth based aircraft entered service at Manchester on the 14th June. The airline will introduce sixteenth and seventeenth based aircraft in August (Airbus A320/A320neo).
- **Finnair** have increased capacity to 129k annual seats which is up 21% compared to last year (+22k seats) in Summer 2019. This increase has been delivered by changing from the Embraer 190 to the Airbus 319/320 during the peak summer months.
- **Jet2.com** launched services to Izmir, Bourgas, Chania and La Rochelle in May using Boeing 737-800/757-200 aircraft.
- **Juneyao Airlines** have applied for 'Traffic Rights' for a Shanghai (PVG) to Manchester service; the application has been published on the Civil Aviation Administration of China website. These Traffic Rights are for a three per week operation beginning in March 2020 using a Boeing 787. Work continues to secure this operation at Manchester.
- **Iberia Express** have increased service to Madrid to four times per week this summer and three times per week in winter (Airbus A320). Of this 'total traffic' 20% is connecting onto Iberia's long-haul network to South America and their aim is to increase the connection rate by adding more frequencies in future seasons
- **Virgin Atlantic Airways** launched their service to Los Angeles and at the end of May. Airbus A330-200s depart Tuesday, Thursday and Sunday.
- **TUI Airways** have added Marsa Alam in Egypt to their summer 2020 programme and they will also be increasing their frequency to Puerto Vallarta in Mexico to two flights a week.
- **Norwegian Air** will introduce a service to Bergen on 28th October 2019 with weekly flights on a Monday and Friday (Boeing 737-800).
- **Longanair's** inaugural departure to Derry/Londonderry took flight on 28th May. The service now operates six days a week using Embraer EMB145 Amazon aircraft.

9. CUSTOMER SERVICE

Current complaint Statistics

Complaints per 10,000 travelling guests and the total volume of complaints received increased gradually over the past three months, in line with the seasonal trend. Five peaks in complaints were noted:

- The fuel Incident on 19th May resulted in a total of 281 complaints and 46 comments to date. We continue to receive complaints and comments in relation to this incident.
- After the IT incident on 22nd June we received 16 complaints, we continue to receive scattered complaints in relation to minor IT incidents.
- Payment issues at the Scheidt & Bachmann barriers in all car parks and forecourts, particularly concerning lack of a receipt; we received 21 complaints and 79 comments.
- Persons of Reduced Mobility 'ABM Aviation' complaints totalled 342 complaints and 27 comments.
- The change on the menu provided in the *Escape* and the *1903 Lounges* received 142 complaints and one comment.
- In the Terminal 1 and 2 West Multi-Storey Car Parks, water/construction solution caused damage to ten vehicles.

April saw 41 compliments, May 65 and June 54. This positive feedback was spread across all the 'touch' points of our guests' journeys and included:

- **Special assistance:** *"I just want to thank all the staff involved in my check-in and forward Assistance right to the Departure Gate for the courteous and helpful way they treated me. It was the first time in over 40 years that I had flown alone and it all went very smoothly. I especially want to commend Cathy Rathbone for taking the time to talk to me and to reassure me. What a lovely member of staff to have working for you".*
- **T3 Security:** *"I am a frequent traveller through the Airport and have reported many times regarding extremely poor customer service. However, travelled on 27th June and felt I have to write and thank you so much for the first-class customer service going through security. The officers were extremely polite, had a smile for everyone. This is a fantastic improvement and I am glad I am able to report favourable for all staff involved on 27th June... Thank you to one and all".*

Overall performance against complaint handling has been successfully achieved for the reporting period, with the initial contact time reaching a maximum of two working days in April and May, and in June this increased to four working days for 100% of all feedback received.

	April 2019		May 2019		June 2019	
	Number	% of all	Number	% of all	Number	% of all
Complaints	1183	64.5%	1673	66.5%	1686	67.9%
Per 10k passengers	4.95		6.34		5.7	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		100%	
Compliments	41	2.2%	65	2.6%	54	2.2%
Suggestions & Comment	277	15.1%	356	14.1%	369	14.9%
Service Recovery	333	18.2%	422	16.8%	373	15.0%

Special Assistance Services update

1st April saw Manchester Airport's Special Assistance service transition to ABM Aviation from OCS, which has been the contract holder for more than 20 years. Following a rigorous tender process, ABM was selected for its demonstrated ability to affect culture change as well as its technology and equipment solutions, which we are confident will deliver an improved guest experience.

Through the transition, performance has not met the required standards aligned with our key arrivals metrics targeted at 97% with April scoring 95% and May 92%. We are confident that our corrective actions will provide a much-improved service for the remainder of the year and allow us to meet or exceed the regulatory target of 97%. We are focussed on providing the required foundations to further improve the service and to meet the enhanced requirements of the CAA for the next Financial Year. We believe the key to drive the required improvements is a focus around HR & Recruitment; Training and; Operational Processes.

1st April also saw the opening the new Pier 1 facility in Terminal 2 as well as the Terminal 2 Multi Storey Car Park West. Both facilities and the additional distances involved have presented their own unique challenges in to the operation, affecting our guests' requirements. Through the period we have been able to react accordingly and have also called on additional support whilst key assets were not available from BlackJack who sit under the ABM Aviation umbrella. These facilities have introduced an additional 19 help points in to the operation to ensure our guests can access services where required.

The CAA released their annual report on Thursday 11th July which indicated Manchester Airport as 'Needs Improvement'. This is a level up from our previous rating when we received a 'Poor'. The CAA has recognised the progress delivered at Manchester over the past year, which is reflected in an improved performance rating for the 12 months to the end of March. Whilst, as outlined above the transition to ABM Aviation has not been without challenge, performance through the first twelve days of July has been encouraging with our first '100% scores' recorded for arriving guests.

On May 15th May we held our Accessibility Forum for the first time after splitting membership in to our Manchester Airport Performance Forum and the Manchester Airport Accessibility Forum. The Forum was well attended and gave us an opportunity to discuss the performance around our transition, the CAA's new CAP1228 framework, training and guest satisfaction. These Forums remain a key part of our commitment to engage with the disability community.

Security Performance

Since last summer, there has been a change in security structure to better facilitate the increase in demand and give more flexibility to share staff across Terminals; to target hot-spots and better deal with any unexpected events. Our Resource Planning processes have adapted by looking deeper at trends and working closer with airlines; using this intelligence to better forecast and meet demand. All these elements, when put together, have made us better informed and therefore more prepared each month. The following data illustrates the percentage of passengers queuing 15 mins or less in security; target 92% or better. We have hit our Service Level Agreement for the past 12 months and we have been above 98% every month so far in 2019:

	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	June-19
T1 A	75.5%	89.2%	93.9%	90.8%	97.0%	95.5%	96.3%	98.4%	97.0%	98.8%	98.0%	99.3%	98.3
T1 B	89.0%	95.1%	97.6%	91.8%	97.1%	94.1%	94.8%	97.6%	98.4%	98.4%	99.8%	99.4%	98.7%
T1 Total	81.7%	92.1%	95.7%	91.3%	97.0%	94.9%	95.6%	98.1%	97.6%	98.7%	98.8%	99.3%	98.5%
T2	89.3%	96.8%	97.3%	94.8%	98.8%	95.4%	97.0%	99.2%	97.4%	99.1%	99.4%	99.3%	98.9%
T3	93.1%	97.5%	98.3%	98.7%	97.9%	99.9%	99.9%	100.0%	100.0%	99.6%	99.2%	99.9%	99.4%
Total	86.8%	94.7%	96.8%	94.2%	97.7%	96.7%	97.2%	99.0%	98.3%	99.1%	99.1%	99.5%	98.9%

Immigration Queue Measurement

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

		Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-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
	T1	99.1%	99.0%	97.1%	98.5%	99.3%	99.7%	98.5%	99.4%	99.7%	99.6%	98.7%	99.7%	99.3%
	T2	99.6%	99.8%	99.2%	99.7%	99.6%	100.0%	100.0%	100.0%	98.1%	99.8%	98.7%	100.0%	96.3%
	T3	100.0%	99.8%	99.8%	100.0%	100.0%	99.6%	99.9%	100.0%	99.8%	94.5	100.0%	99.9%	99.9%
	Total	99.5%	99.4%	98.0%	99.0%	99.6%	99.7%	99.0%	99.7%	99.5%	99.8%	99.1%	99.8%	98.6%
E-Gates	T1	99.9%	99.7%	99.8%	99.2%	99.9%	99.9%	99.9%	100.0%	100%	99.9%	99.9%	100.0%	99.7%
	T2	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%
	T3	99.7%	99.8%	98.1%	99.2%	98.4%	99.6%	99.4%	99.4%	99.8%	99.8%	99.5%	99.6%	99.4%
	Total	99.9%	99.5%	99.4%	99.4%	99.6%	99.9%	99.8%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%
Non-EU		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
	T1	94.8%	91.6%	90.2%	91.7%	99.9%	99.4%	96.1%	92.3%	97.2%	99.5%	97.2%	99.6%	96.2%
	T2	89.8%	96.4%	95.7%	82.3%	96.9%	97.9%	94.2%	87.6%	93.2%	94.5%	86.9%	88.7%	87.0%
	T3	99.3%	99.9%	98.6%	98.0%	98.8%	99.4%	99.7%	98.9%	99.7%	99.3%	97.3%	99.1%	98.2%
Total		94.3%	94.3%	92.7%	89.9%	98.3%	98.9%	96.3%	92.2%	96.4%	97.8%	94.2%	95.7%	93.3%

Passengers per Terminal

	Terminal 1			Terminal 2			Terminal 3		
	Arriving	Departing	%	Arriving	Departing	%	Arriving	Departing	%
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
Apr-19	535,020	531,376	45	206,819	205,596	20	338,392	340,510	33
May-19	546,632	587,128	43	248,723	245,328	21	411,213	415,053	35
Jun-19	644,874	644,995	44	313,378	344,098	25	410,796	432,912	32

10. STAFFING CHANGES

	Mar-19	Apr-19	May-19	Jun-19	Our colleagues as of June 2019 (corrected for leavers/starters listed left)	
Starters Permanent	152	186	133	137	Permanent	4,239
Starters Temporary	9	12	6	24	Temporary	134
Leavers Permanent	81	90	90	64	Casual	6
Leavers Temporary	9	5	9	6	TOTAL	4,379

Pure Innovations graduation

For some people finding work is more difficult than others so we have teamed up with Pure Innovations. This is an organisation that helps people with learning disabilities and those returning to work after a long-term health condition to find the right job and to keep that job. In the 2018/19 academic year 10 interns graduated from the Airport programme at a special event held in June at the Station. Nine interns have now been offered paid employment on our site taking the total number of graduates now employed across the Airport to 29.

11. COMMUNITY MATTERS

Community Communication and Consultation

Throughout the quarter, we maintained our weekly presence at Knutsford Library and completed our Spring/Summer 2019 Mobile Outreach programme with sessions in Mobberley and Wythenshawe.

In June, the Community and Fire Teams attended the Royal Cheshire County Show at Tabley showground. We met many thousands of guests and neighbours and answered their questions about aircraft operations and the forecourt changes as well as sharing information/progress on MAN-TP. Four Firefighters brought an Oshkosh Fire Appliance and were kept very busy talking to visitors about their role, explaining the capabilities of their Appliance and so provided valuable reassurance to the travelling public. Children had a great time dressing up as firefighters and posing for photos with the Appliance. On the Wednesday morning we held a reception for around 20 Councillors (including the Mayors of Knutsford/Cheshire East) in the Members enclosure. We were able to catch up and exchange information. In the afternoon we presented to 20 trainee Primary School teachers from Edge Hill University. The trainee teachers were attending the Show under the sponsorship of the Farming and Countryside Education (FACE)/National Farmers Union.

We survey three areas around our site Mobberley/Knutsford Shaw Heath (Cheshire) to the south and west, Wythenshawe to the north and Styal/Heald Green to the east. Together these three areas constitute a full 360° survey of the communities that neighbour our site. An Impact Study is carried out each year; rotating around the three areas in-turn. In 2018 we surveyed Heald Green and Styal and in May we published the results of our [Styal & Head Green Impact Study on our web pages](#).

Airspace

The first stage of airspace change, under the [CAP1616](#) guidance, is for an airport to put a statement of need into the CAA for them to approve the start of a change process. Manchester Airport submitted this in March 2019 and now has an online portal on the CAA website which can be viewed here - <https://airspacechange.caa.co.uk/PublicProposalArea?plD=159>.

As assessment meeting was held with the CAA in June and Manchester Airport has now completed stage 1(a) "Assess Requirement." It is assumed the CAA will confirm our proposal is a legitimate airspace change and that it is provisionally assessed to be a level 1 change. As such, the full CAP1616 process is expected to apply. The next stage in the process is the completion of Gateway 1B, 'Design Principles.'

This process involves giving stakeholders the opportunity to comment on the broad principles that should be considered throughout the Future Airspace Programme. It is not a formal consultation at this stage, but a detailed programme of engagement is being designed and will be delivered. To assist our neighbours to contribute in that process we are booking a series of ten Outreach sessions, establishing focus groups and Stakeholder Reference Groups. We will update Members when we meet and as we progress.

Bring your child to work

On Thursday 25th April we hosted 28 children of MAG colleagues as part of the international 'Bring Your Child to Work Day'. The day included a visit to security training's toy shop, a visit by GMP sniffer Dog Bella, making a drink and around the world coffee tasting with Starbucks/SSP, a tour of the airfield and taxiways and exercises with our Fire Station. Parent feedback was extremely positive, and we ended the day saying goodbye to 28 very tired children (and volunteers!).

80th Birthday Heritage Bus trip

In our final 80th Birthday celebration we commemorated the historic link between ourselves and Barton Airport. With Manchester Transport Museum, Friends of Barton Aerodrome and Barton Aerodrome; we ran a vintage double decker bus from the Runway Visitor Park to Barton Aerodrome taking with us representatives from our neighbouring community (including Knutsford Town Council, Cheshire East Borough Council, Manchester/Salford City Councils, Styal/Ringway/Ashley/Rostherne Parish Councils, Heald Green and Long Lane Rate Payers, Wythenshawe Heritage Society, Altrincham and Bowden Civic Society and Friends of Reddish South Station). At Barton we were met by the Ceremonial Mayor of the City of Salford and enjoyed a tour of the Aerodrome and afternoon tea.

Wood carvings

On Friday 26th April we were joined by Mike Kane, MP for Wythenshawe, Councillor Abid Latif Chohan, Deputy Lord Mayor and Audrey O'Donovan, Chair of Ringway Parish Council to celebrate the installation of new chainsaw carvings in Ringway Parish. The carvings were created by local artist Andy Burgess and made from trees removed for construction of the £1bn Manchester Airport Transformation Programme. The carvings reflect wildlife that can be found locally such as bats, owls and badgers. Pupils from Elmridge Primary School sung beautifully at the celebration, with their rendition of 'Hold back the River' feeling particularly apt in the windy and rainy conditions. Anyone wanting to view that carvings can find them on the Airport side of the A538 World Logistics Hub Junction.

Bramhall/Heald/Knutsford Green Tea Parties

We had a great time hosting more than 180 Heald Green, Knutsford and Bramhall residents at events in April, May and June, where we provided refreshments, games, quizzes and competitions. In Heald Green and Bramhall our guests enjoyed entertainment from the Airport Choir and in Knutsford we were joined by the Mayor and Mayoress. We received wonderful feedback that shows how much these events are valued:

"Thank you for the lovely Strawberry Tea at Bramhall URC this afternoon. I did enjoy it so much. Everyone was so friendly and smiling and made us so welcome. I loved it all: being waited on, the Choir singing....."

Give and gain day

On Friday 17th May MAG joined organisations across the UK to mark the Business in the Community 'Give & Gain Day' and with volunteering opportunities for colleagues out in our neighbouring communities:

- Ten MAG colleagues completed a 1.9 mile 'litter pick'; starting at Olympic House the team split in to two halves heading out past the Hilton Hotel and the others out past the Airport Hotel (pub) joining forces at Ringway Road to head to Peel Hall Park. At the Park benches were painted, litter collected, and a general tidy up completed. The colleagues enjoyed a well-deserved 'Picnic in the park' and then headed back by the tram.
- Six MAG IT colleagues completed a garden makeover at the Seashell Trust in Cheadle.

Masterclasses

At the end of June more than 60 students from Greater Manchester/Cheshire attended a 'Masterclass' on Technology. These young people, studying at High Schools and Colleges, were introduced to people working in Information Technology from MAG IT, Vodafone and MAG-O. The format of the day included 'behind the scenes tours' of our site to show how Information Technology makes our site work, future developments and career profiles of those working in this field

At the beginning of July students from seven High Schools and Colleges attended our STEM Masterclass. Jet 2.com, MAG Data Intelligence Team, Galliford Try and Airbus all delivered amazing hands on experiences for the students, some with a competitive element, as well as providing information about apprenticeships and encouraging them all in their future STEM careers

Community Trust Fund

A total of £31,397 was awarded to 14 local voluntary non-profit making organisations at the April meeting. Successful applicants included:

- £1,419 to Burnage Library Activity & Information Hub (Manchester) –towards establishing a 'Bee friendly garden' (tools, seeds etc).
- £3,000 to Alderley & Wilmslow Musical Theatre Company (Cheshire East) –towards a new 'Harlequin Floor' for the theatre.
- £3,000 to Tameside District Scouts (Tameside) –towards purchase of a tractor.
- £2,800 to The Marple Band (Stockport) –to purchase a Tenor Horn (musical instrument).
- £3,000 to Friends of Stretford Public Hall (Trafford) –to purchase specialist curtains for the Victorian Ballroom.

The total number of projects to benefit from the Fund now stands at 1,543 amassing £3,575,261.

12. MANCHESTER AIRPORT IN THE NEWS APRIL-JUNE 2019

Manchester Airport gifts 80 Oak Trees

The 80th Anniversary is symbolised by oak as oak trees are well known for living to a great age and for being particularly robust, capable of surviving in serious storms far better than many other types of tree. Through our 80th year 80 Oak Trees have been planted across the region. Each of the groups, planting trees, have had their own stories too; using the plantings to mark anniversaries of their groups or the start of new initiatives. Many 'time capsules' have been buried with the trees, capturing their unique take on 21st Century life. [Photographs and videos were taken at the plantings and quotes provided from key stakeholders which we combined in to a video](#) we released to capture the scale of the achievement and legacy. The story was picked up by a number of regional titles.

Increase in parking charges

An increase of 50p in parking charges attracted some attention during the quarter. The increase principally affects those picking up arriving passengers, and those departing who have not booked a long stay product. The Public Relations team responded to enquiries from various regional titles and there was also interest/comment on social media channels.

Flight delays

Published 2018 CAA data showed Manchester Airport came fifth from bottom for flight delays with an average 16-minute delay to departing flights. The Public Relations team responded to several queries

explaining, as Members will be aware, that delays can happen for a number of reasons, most of which are outside of our control.

Businesses want 'Northern Crossrail' investment

More than 5,000 businesses are calling on the Government to invest in a high-speed railway link across the north of England. A survey by the Northern Powerhouse Partnership (NPP) found companies believed the upgraded network would boost productivity and investment. As a member of the NPP the Airport has contributed to the report and coverage has cited that Northern Powerhouse Rail would treble the number of passengers within a two-hour rail journey of Manchester Airport from 3.5 million to 10 million. The story was run by regional television and media titles.

One too many

The 'One Too Many' campaign draws support from airport operators, travel retailers and airline stakeholders in reinforcing the UK Aviation Industry Code of Practice on Disruptive Passengers. Digital screens, point-of-sale displays and notices in retail and F&B areas will be visible to passengers, backed by a targeted social media campaign that last year reached more than eight million across Facebook, Snapchat and Instagram. Statistics from Greater Manchester Police show a 23% decline of incidents at Manchester Airport. The campaign was re-launched at the beginning of June and was covered in all media streams.

Passenger opened plane door thinking it was the toilet

In June a Pakistan International Airlines flight to Islamabad was delayed for seven hours after a passenger managed to open the emergency exit, mistaking it for the toilet door. The Public Relations team provided background information to dozens of journalists who got in touch after the story went around the world.

Pupils from Stockport to Sunderland enjoy Manchester Airport's 80th birthday book

Over 7,000 copies of the Manchester Airport children's book 'reach for the sky' were distributed to children across the north, to mark our 80th Birthday year. [We organised filming with individual schools to tell the story of the success of the book.](#)

Manchester Day Parade

Colleagues from across Manchester Airport took centre stage in stars and stripes in this year's Manchester Day parade to celebrate ten years of the city's favourite festival and showcase the ten US cities that we fly to. Tens of thousands of people filled the streets of Manchester last weekend to watch the parade which weaved its way through the city centre. The theme of this year's festival was '10 out of 10' to mark the festival's tenth year and we chose to have a USA inspired float and costumes to shout about the fact we fly to ten US cities direct from Manchester Airport. We received a great deal of media coverage including the front page of Sunday's Manchester Evening News that was dedicated to our sponsorship of the event.

Manchester Airport

Monthly Traffic Statistics for 2019/20



APRIL 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	3,157	2,883	-8.68	3,157	2,883	-8.68	36,128	-3.71
	SCHED INT	11,469	12,233	6.66	11,469	12,233	6.66	144,395	1.73
	CHARTER	684	688	0.58	684	688	0.58	12,231	-6.56
	PRIVATE/MISC	818	773	-5.50	818	773	-5.50	9,355	-6.30
	TOTAL	16,128	16,577	2.78	16,128	16,577	2.78	202,109	-0.21
	TERMINAL PASSENGERS								
	DOMESTIC	214,432	213,871	-0.26	214,432	213,871	-0.26	2,576,531	6.56
	SCHED INT	1,852,565	2,039,856	10.11	1,852,565	2,039,856	10.11	23,683,283	4.01
CHARTER	134,503	132,600	-1.41	134,503	132,600	-1.41	2,485,406	-5.42	
PRIVATE/MISC	890	1,097	23.26	890	1,097	23.26	16,604	-21.24	
TOTAL	2,202,390	2,387,424	8.40	2,202,390	2,387,424	8.40	28,761,824	3.32	
TOTAL PASSENGERS (INCL. TRANSIT)									
TOTAL	2,210,133	2,390,976	8.18	2,210,133	2,390,976	8.18	28,838,398	3.22	
FREIGHT (INCL. MAIL) TONNES									
TOTAL	9,496	8,826	-7.06	9,496	8,826	-7.06	116,583	-5.11	

Manchester Airport

Monthly Traffic Statistics for 2019/20



MAY 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	3,306	3,009	-8.98	6,463	5,889	-8.88	35,828	-4.85
SCHED INT	12,902	13,601	5.42	24,371	25,834	6.00	145,094	2.59
CHARTER	1,231	1,114	-9.50	1,915	1,782	-6.95	12,114	-6.12
PRIVATE/MISC	909	885	-2.64	1,727	1,663	-3.71	9,336	-6.10
TOTAL	18,348	18,609	1.42	34,476	35,168	2.01	202,372	0.22
	TERMINAL PASSENGERS							
DOMESTIC	222,397	217,412	-2.24	436,829	431,283	-1.27	2,570,763	5.40
SCHED INT	2,020,643	2,189,190	8.34	3,873,208	4,229,040	9.19	23,852,133	4.84
CHARTER	247,944	228,262	-7.94	382,447	360,862	-5.64	2,465,410	-5.41
PRIVATE/MISC	1,145	1,014	-11.44	2,035	2,111	3.73	17,261	-16.20
TOTAL	2,492,129	2,635,878	5.77	4,694,519	5,023,296	7.00	28,905,567	3.91
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	2,500,158	2,644,546	5.78	4,710,291	5,035,516	6.90	28,982,780	3.83
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	10,278	9,548	-7.10	19,763	18,373	-7.03	115,853	-5.50

Manchester Airport

Monthly Traffic Statistics for 2019/20



JUNE 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	3,056	2,906	-4.91	9,519	8,795	-7.61	35,678	-5.09
	SCHED INT	13,704	14,232	3.85	38,075	40,066	5.23	145,622	3.00
	CHARTER	1,535	1,458	-5.02	3,450	3,240	-6.09	12,037	-6.46
	PRIVATE/MISC	793	784	-1.13	2,520	2,445	-2.98	9,325	-6.13
	TOTAL	19,088	19,380	1.53	53,564	54,546	1.83	202,662	0.44
	TERMINAL PASSENGERS								
	DOMESTIC	220,598	211,360	-4.19	657,427	642,643	-2.25	2,561,581	4.27
	SCHED INT	2,308,034	2,437,436	5.61	6,181,242	6,666,443	7.85	23,982,125	5.04
CHARTER	320,609	307,597	-4.06	703,056	668,459	-4.92	2,452,717	-5.82	
PRIVATE/MISC	1,011	1,928	90.70	3,046	4,035	32.47	17,176	-16.68	
TOTAL	2,850,252	2,958,321	3.79	7,544,771	7,981,580	5.79	29,013,599	3.94	
TOTAL PASSENGERS (INCL. TRANSIT)									
TOTAL	2,860,317	2,966,156	3.70	7,570,608	8,001,639	5.69	29,088,586	3.85	
FREIGHT (INCL. MAIL) TONNES									
TOTAL	10,187	9,442	-7.31	29,950	27,816	-7.13	115,108	-5.53	

A composite image featuring a commercial airplane flying directly towards the viewer over a long, straight runway. In the background, a city skyline is visible across a body of water. The sky is filled with large, white, puffy clouds, and a bright sun is shining from the upper right, creating a lens flare effect. The overall color palette is dominated by blues and whites.

SURFACE ACCESS – UPDATE FOR MACC

Andy Saunders - July 2019

2019 GROWTH

- Stagecoach launched improved services as from 28 April.
- Extended operating hours AND services run from GTI to Westside (and return)
- Route 103 to/from Piccadilly
- Route X30 to/from Stockport (formerly 330)

STAGECOACH

- After 8 weeks operation, patronage is increasing
- Increasing numbers using GTI – Westside link
- Roadside banners throughout Westside
- Publicity material distributed to major employers

Next steps:

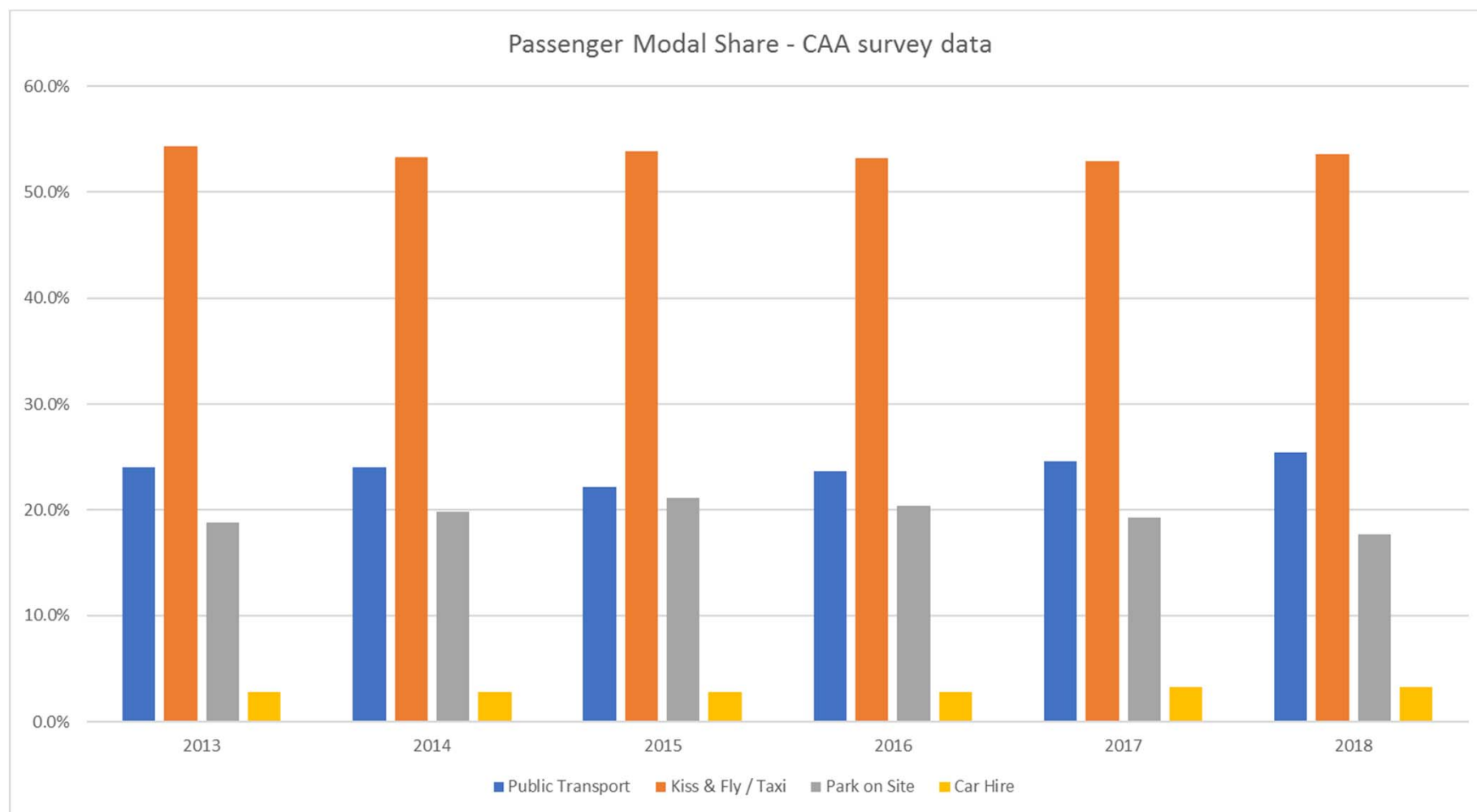
- Improve publicity and appearance of Stockport stop
- Additional publicity for GTI bus station

COACH SERVICES

National Express

- Patronage has increased 2018-19 vs previous year
- Birmingham +30%
- Chester +70%
- London +49%

PASSENGER MODAL SPLIT



PASSENGER MODAL SPLIT - 2

Year	Public Transport	Kiss & Fly / Taxi	Park on Site	Car Hire
2013	24.0%	54.3%	18.9%	2.8%
2014	24.0%	53.3%	19.9%	2.8%
2015	22.2%	53.9%	21.1%	2.8%
2016	23.6%	53.2%	20.4%	2.8%
2017	24.6%	52.9%	19.3%	3.2%
2018	25.4%	53.6%	17.7%	3.3%

Commentary:

- public transport shows a continuing small increase in modal share
- this appears to be at the expense of parking on site, which is in decline
- the key target for change of "kiss & fly / taxi" remains high

ANNUAL MEETING 2019
LIAISON GROUP OF UK AIRPORT CONSULTATIVE COMMITTEES (UKACCs)

**MINUTES OF THE 43rd ANNUAL MEETING HELD ON WEDNESDAY 12 & THURSDAY 13 JUNE
2019 AT INVERNESS AIRPORT**

ACCs present:

Aberdeen	Peter Smart
Belfast City	Alan Walker
	Carole Edwards
Birmingham	Colin Flack
Bristol	Barry Hamblin
	Vicky Brice
East Midlands	Barrie Whyman
Edinburgh	Robert Carr
	Janice Hogarth
Gatwick	Tom Crowley
	Paula Street
Glasgow	David Flint
	Donald Grant
Heathrow	Guido Liguori
	Sam Matthews
	Rebecca Cox
Inverness	Pat Hayden (Meeting Chair)
Leeds Bradford	Michael Goodwin
Liverpool John Lennon	Bob Swann
London City	Duncan Alexander
Luton	Martin Routledge
Manchester	Steve Wilkinson
	Mike Flynn
Newcastle	Dorothy Craig
	John Scott
Southampton	David Airey
	Richard Ward
Stansted	Shena Winning
	Frank Evans

Also present:

Inverness Airport	Graeme Bell, General Manager (Wednesday)
Atkins	Campbell Hayden (Wednesday)
DfT	Tim May (Thursday)
ICCAN	Rob Light, Head Commissioner (Thursday)
	Sam Hartley, Secretary to the Commission (Thursday)
CAA Consumer Panel	Trisha McAuly (Thursday)

Apologies:

Belfast International ACC, Bournemouth ACC, and Southend ACC

WEDNESDAY 12 JUNE

Welcome and introduction

1. Pat Hayden, Chair of Inverness ACC, gave an introduction to the meeting and welcomed new attendees Tom Crowley (Chair Gatwick), Guido Liguori (Executive Director Heathrow HCEB), Sam Matthews (Head of Communications and Strategy, Heathrow HCEB) and Janice Hogarth (Secretary, Edinburgh).

Presentations

(a) Connectivity to and from the Highlands of Scotland to the world

Presentation from Graeme Bell, General Manager, Inverness Airport

2. The presentation outlined the HIAL group of airports; the routes and operators serving Inverness Airport; its role in promoting and maintaining a thriving local community; the pattern of growth in the past five years and the plans for and restrictions to future growth.

(b) How secure is your airport?

Presentation from Campbell Hayden, Principal Consultant, Atkins

3. An overview of the work of Atkins in relation to cyber security and cyber resilience at airports was given. The aim of the presentation was to increase delegates' awareness of cyber security risks to airports and of the new cyber security legislation affecting major UK Airports (those handling more than 10 million passengers per annum). The legislation also applied to those airlines individually handling 30% or more passengers at any of those airports.

UKACCs Internal Business

4. Delegates considered a number of matters relating to the internal business of UKACCs, its secretariat support arrangements, its accounts and budget for the ensuing year.

THURSDAY 13 JUNE – BUSINESS MEETING

Notes of the annual meeting held on 7 June 2018

5. **APPROVED** - the meeting notes.

Matters arising

6. There were no matters arising from the last meeting not covered elsewhere on the agenda.

Aviation Policy Update

Presentation from Tim May, DfT, - Aviation Policy Update

7. The aims and objectives of the review of the Aviation Strategy were outlined. These related to airspace modernisation; drones; sustainable growth within an international context; community engagement and the use of community funds; slots and resilience; and noise.

8. As part of the continued engagement on the development of the Aviation Green Paper policy proposals, the DfT had held two Focus Groups, one to consider noise regulation and another to look at mitigation and compensation. The DfT would circulate summaries of the feedback from these groups to ANEG members.

9. The proposed review of noise action plans (NAPs) by the DfT was discussed. Currently NAPs were not enforceable and community groups were concerned that airports were not being held to account if they failed to meet the aims/goals set out in NAPs. There was consensus at the meeting that it would be helpful to have guidance on what an effective NAP looked like. ACCs commented that the CAA produced a table ranking the provision of disabled services at airports such as “good”/“needs improvement”. This had proved very effective by incentivising airports to provide good quality of service. It was suggested that a similar model might be employed for noise action plans. ACCs could play a more active role in monitoring performance and by sharing examples of good practice.

10. The work of the Airspace Strategy Board was discussed. This was chaired by the Minister for Aviation and supported the DfT and the CAA in their role as co-sponsors of airspace modernisation. The Board was comprised of national stakeholders and UKACCs had been invited to participate in the work of the Board. Delegates welcomed the involvement of UKACCs but also questioned whether the Board was too South East centric and the legitimacy of the community groups’ representation on the Board. It was commented that the AEF was a well-established and recognised organisation but little was known about the ACF, its constitution and membership criterion. Delegates asked that the DfT reflect on this and also its guidance to ACCs to ensure legitimacy of community groups, particularly if they were participating in the DfT’s work.

ACTION: TM

11. It was noted that sub-groups had been set up under the airspace modernisation governance structure, including ACOG (Airspace Change Organisation Group) to which Mark Swann (from the CAA) had been appointed by NATS to chair the group. Delegates raised the following points:

- That the implications of airspace modernisation on planning policies/local plan development needed to be taken into consideration early in the process. Tim May asked that individual ACCs refer to this in their responses to the Aviation Green Paper consultation and include specific examples.

ACTION: All

- That the new regulations on flying drones within 5km of the end of a runway should be kept under review as it could be possible that this distance may not need to be as great for smaller airports. [The DfT has subsequently provided ACCs with a link to a website showing to an interactive map of all the restriction zones - aerodrome traffic zone (ATZ) plus the 5km by 1km runway additions – at each airport - <https://dronesafe.uk/restrictions/>]

Land use planning

12. Concerns were expressed at last year’s meeting about the continuing absence of planning guidance since the loss of PPG24. The paper circulated in advance for this item described the bespoke Noise Local Plan policy developed by Crawley Borough Council which aimed to fill the vacuum. It was suggested that delegates share this example of how to address the absence of Government guidance with their own local planning authority/other local authorities in their area.

13. It was agreed that these issues should be raised as part of the response by UKACCs to the Government's Aviation Green Paper.

ACTION: PS/FE

Collective UKACCs response to the Government's aviation green paper

14. It had been felt by the UKACCs Working Group that, whilst individual ACCs would be writing their own responses to the Green Paper, there was a need to submit a collective response from UKACCs. A draft response had been circulated prior to the meeting. Delegates were asked to raise any queries, suggestions or additions with the Secretariat as soon as possible in order that this could be amended prior to submission. **ACTION: All**

15. The issue of whether to include APD in this response was discussed at length. It was agreed that, as there were so many differing views on APD, it should be highlighted as a contentious issue and left to individual ACCs to report in detail on their own circumstance. The question of how the revenue raised from the tax was spent should be included in the UKACCs collective response, asking that the government be transparent about this and suggesting that the revenue be used for helping combat the challenges of climate change or other green initiatives/research. ACCs noted that revenue from the duty appeared to be allocated to a general fund as opposed to any aviation or environmental specific use. **ACTION: FE/PS**

Independent Commission for Civil Aviation Noise

Presentation from Rob Light, Head Commissioner

16. The presentation summarised the history of the establishment of ICCAN and the challenges that it faced in managing expectations around its role. Its aim was to be future-focused and independent. Activity in the first six months had principally involved listening to stakeholders around the country.

17. ICCAN had issued for comment its Draft Corporate Strategy 2019-21 which contained strategic objectives and its two year work plan. Its key aim is to improve public confidence and trust in the management of aviation noise by building its expertise, credibility and profile across the UK. With regard to ACCs, ICCAN was keen for committees to play a key role in the development of noise management policy at their airports. Delegates were asked to feedback on the strategy to ICCAN by 16 June. **ACTION: All**

18. In response to requests for questions and comments the following issues were raised/clarified:

- ICCAN would continue to take a UK wide approach. The top 10 busiest airports had been allocated to five Commissioners and the team would continue to visit all airports. They would also be happy to attend ACC meetings if invited.
- ICCAN would offer feedback about ACCs they visited. It was recognised that a significant challenge for some ACCs would be giving time to noise without it dominating the agenda, and it may be that noise sub-groups could be a sensible approach.
- ICCAN was asked to consider how ACCs could assist them.
- It was suggested that it would be helpful for ICCAN to review airports' noise management practices, develop indices to enable comparison, and publish a league table. This approach had been used by the CAA in relation to PRM services and had been extremely effective in highlighting problems and encouraging airports to change their practices. ICCAN agreed to consider this.
- Whilst accepting that there were no doubt basic principles that all airports should be observing in managing the noise climate around their airports, delegates were keen to ensure that any guidance that ICCAN issued took into account the differing local circumstances across the UK's airports

DfT guidelines for ACCs

Presentation from Tim May, DfT.

19. Following last year's annual meeting, delegates were asked to submit their feedback to a DfT questionnaire on ACCs' community engagement mechanisms. The presentation summarised the key themes to emerge from the submissions and the DfT's response to each question.

20. A discussion followed on the key issues faced by the ACCs over the past year, and the following points were raised in particular:

- There was felt to be a need for placing greater obligation on local authority members to feedback adequately to their authorities and communities and to assist ACCs in raising their profile among local residents, as this was not routinely being done.
- There was consensus that it would be helpful for the guidelines to be revised to include a steer on how to engage with environmental protest groups. It would also be useful for 'community groups' to be more clearly defined in the guidance, in relation to their constitution and how representative they were of the communities they purported to represent.
- As ACCs were now expected to play a greater role in community engagement it would be desirable for the guidelines to be updated to reflect this, including the input expected of ACCs by the CAA, DfT and ICCAN, and to address the challenges faced by ACCs in relation to the different arrangements at each airport with regard to budget, committee structures and support given to the Chair.

CAA Consumer Panel

Address from Trisha McAuly, CAA Consumer Panel

21. Last year the main focus of the Panel's work had been complaints handling and dispute resolution. A survey had shown that more than 50% of those questioned were dissatisfied with the resolution of their complaint, and that 60% of those who were entitled to compensation were not aware of it. The Panel had looked into the types of complaints raised, the methods by which they were raised, alternative dispute resolution, and compensation - including the possibility of this being automatic. One problem they had faced was that there was a lack of evidence from airlines regarding their complaints handling and procedures and more information from them was required. This did not appear to be an issue with complaints received by airports about their services and facilities.

22. The CAA Consumer Panel would be responding to the Aviation Green Paper and would reiterate a series of recommendations that they had already made to the DfT. These included requiring more transparency from airlines in relation to complaints, the possibility of an automated compensation system being explored, and suggesting that ADR should be mandatory with one single provider with consumers not being required to pay a fee to use the service. They would be supporting the proposed Passenger Charter in their response, but emphasising that it had to be meaningful in practice - that is, enforceable, transparent, with KPIs, independent governance, a clear statement of legal rights versus good practice, and greater power of sanction for the CAA. They would also be asking for a review of the KPIs and SLAs for Border Force, some of which had remained the same for the past twenty years.

23. The Panel had had early and ongoing involvement in the airline insolvency review and supported the Flight Protection Scheme. In particular, they had stressed the importance of focusing on how to keep aircraft flying and the needs of vulnerable passengers.

24. Trisha outlined the three strategic themes that would be the focus of the CAA Consumer Panel over the next two years: accessibility; quality; and redress. In the next year they would be looking at vulnerability, not just for PRMs or those with hidden disabilities but any passenger who might face a situation in their journey which rendered them vulnerable. They would also be exploring data and digital innovation, including the way in which this was changing the customer experience, how data was used - especially in algorithms - and the quality of data available to enable passengers to make an informed choice particularly in relation to price.

25. Delegates made a number of suggestions for possible areas of focus for the Consumer Panel:

- Looking at the design of aircraft to ensure that the space inside and the layout made them accessible to all passengers
- Investigating problems associated with interlining and whether connections were realistic and operable in practice
- Considering the possibility that ADR should be mandatory for airports as well as airlines
- Exploring how widespread was the practice of cancelling flights for commercial reasons.

26. These points would be highlighted to the Panel.

27. Delegates also asked if there were issues which the Panel felt ACCs should be addressing and suggested that if it would be helpful to the Panel, UKACCs was willing to attend a Panel meeting to explain the role of ACCs in more detail and ways in which ACCs/UKACCs could assist in the Panel's deliberations.

Heathrow Community Engagement Board (HCEB)

Presentation from Sam Matthews, Head of Communications & Strategy

28. The presentation outlined the committee structures developed by the HCEB in the past year and some of its activities, and the new methods it was using to engage with groups whose voices had been previously unheard. How the HCEB was using social media, in particular Twitter and Facebook, was described, including the effective use of targeted advertising on the latter to reach new groups. Sam offered his assistance to any ACC considering developing a social media presence.

Airspace modernisation

29. Due to rearranged flight schedules resulting from the strike action planned by Inverness ATC, the CAA representatives were unable to attend the meeting. Paula Street advised that the CAA had provided details on progress in relation to the FASI North and FASI South projects. The CAA's update would be circulated to member ACCs.

ACTION: PS

30. The CAA had introduced a new Account Manager role to the Airspace Regulation team. This was a coordination-based role to address the administrative functions of the airspace change process. It was anticipated that the introduction of the new role would address the increased demand and resource capacity to enable a more swift airspace change process.

31. The UKACCs Secretariat had issued a paper prior to the meeting setting out for approval some guiding principles for ACCs to use when airspace changes were being planned at their airports to assist them in ensuring that they were performing their role in the CAP1616 process as expected by the CAA. The CAA and DfT had worked with the UKACCs Secretariat to develop these. Tim May added that it was possible that, if approved by UKACCs, the DfT may wish to include reference to the principles in an appendix to the DfT Guidelines for ACCs.

32. **APPROVED** – the document 'CAP1616 & the airspace change process: guiding principles for ACCs'.

ACTION: PS to circulate approved version to member ACCs

Passengers with disabilities

33. A paper summarising the outcome of the CAA's annual monitoring of disability service standards at UK airports in 2018 had been circulated in advance of the meeting and this was discussed. It was agreed that this league table system had been extremely effective in encouraging poorly rated airports to take steps to improve the service they offered. There was concern expressed about the requirement set out by the CAA in the revised CAP1228 for each airport to establish a disability forum to meet twice a year. It was generally felt by most member ACCs that it could be an unnecessary additional forum for those airports rated highly, and it was not clear how such forums would link to the work of ACCs. It was noted that Edinburgh ACC was supportive of the CAA's requirements and of the need for more training to staff providing special assistance services. Some of those present outlined how their airports already had forums and explained how these functioned in practice. A further concern was expressed that the CAA's performance requirement was based on metrics and did not account for the quality of service or the passenger experience.

34. ACCs were encouraged to continue to share examples of good practice outside of the meeting. Belfast City Airport had a series of videos on its website offering guidance to those who would be travelling with a child on the autistic spectrum - <http://www.belfastcityairport.com/At-The-Airport/Passenger-Information/travelling-with-children>

Taxi operations and airport related parking in neighbourhoods around airports

35. This item had been included on the agenda following an enquiry made last year by Newcastle ACC. A paper had been circulated outlining some of the problems associated with taxi drivers waiting for long periods in communities around airports, and airport staff and users parking in residential areas. Delegates shared their experiences, including measures being taken by airports to address this issue.

Aviation and health

36. The UKACCs Working Group had asked that the Secretariat prepare a paper on the key human health issues associated with the environmental impacts of aviation - noise and air quality - and this had been circulated prior to the meeting.

37. Tim May reported that DEFRA had set up a group who were looking at the guidelines published by WHO this year and the research that underpinned them. This exercise would take approximately two years and could result in some recommendations being made to the government. It was noted that the Government study related to environmental noise not just aviation related noise

38. The Chair of London City ACC offered to share a presentation made to his committee recently from two councils who had declared a climate crisis.

ACTION: DA

39. It was agreed that the Secretariat should arrange for Public Health England to come and present on this issue at the next annual meeting.

ACTION: PS

40. Delegates also highlighted the need to have a better understanding of air quality issues around airports, climate change initiatives at airports and the role of surface access modal choices in addressing environmental impacts.

ACTION: PS/FE to note for next year's agenda

Membership of the UKACCs Liaison Group

41. The paper circulated in advance of the meeting detailed the air traffic statistics and passenger throughput at UK airports in 2018. It was noted that no changes were needed to the UKACCs subscription band fees.

42. The number of aircraft movements at Norwich airport were noted and, although the airport's passenger throughput did not meet UKACCs membership criteria, it was felt that Norwich Airport was of regional significance and should be offered membership.

43. **AGREED: that Norwich airport should be approached to join UKACCs.**

ACTION: PS/FE to write to Norwich ACC

Any other business

44. This was the last annual meeting that Peter Smart, Chair of Aberdeen ACC who had been involved with UKACCs since 2006, would be attending as he was retiring at the end of 2019. On behalf of UKACCs Pat Hayden and Colin Flack paid tribute to Peter, thanking him for his significant contribution to UKACCs over the years, in particular his role as Chair of the UKACCs Working Group.

Venues for future conferences

45. The 2020 annual meeting would be held in Bristol on 17 and 18 June. Stansted ACC volunteered to host the meeting in 2021, subject to the agreement of the airport.

Rebecca Cox
UKACCs Secretariat

Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

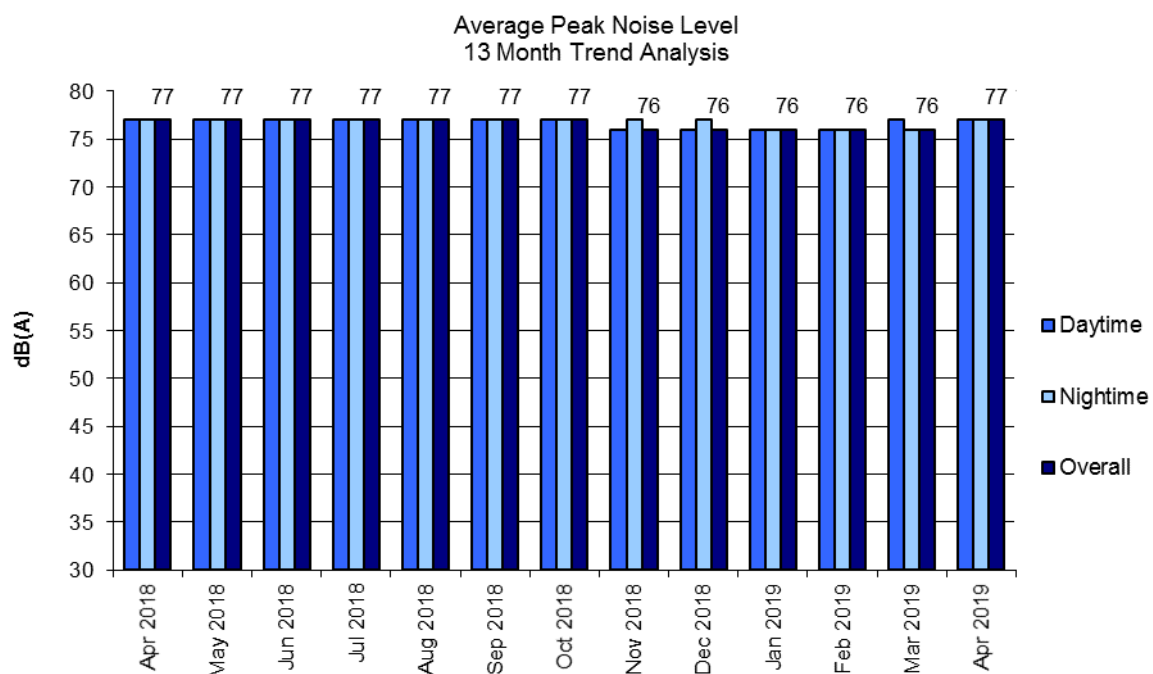
April 2019

Total Movements 16555

Movements Monitored 16540

Detection Rate (%)

Noise



	2019	2018
Daytime Average Peak Noise Level	77	77
Nighttime Average Peak Noise Level	77	77
Overall Average Peak Noise Level	77	77
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	4	3
Total Noise Infringements	4	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	4918	3346
Total MANTIS Correlated SIDs	4606	3264
Total Extreme Deviations	0	0
Total Overall Deviations	293	158
Percentage Deviation	6.4	4.8

Operator	Departures	Ext Deviations	Percentage
None			

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Emirates	1*	A388	4	£900
Ryanair	2**	B738	4	£1500
TUI	1*	B738	4	£750

Community Complaints

Total Number of Complaints received during April 2019 116

A further 17 complaints were received from an Ashley resident

Total Number of Complainants during April 2018 80

Total Number of Complaints received during April 2018 40

Area	Noise	Track	Odour	Airspace	Special	Other	Total	Complainant	Daytime	Night Complaints
Alderley Edge	4	0	0	0	0	0	4	4	4	0
Bramhall	3	0	0	0	0	0	3	3	1	2
Buxton	1	0	0	0	0	0	1	1	1	0
Cheadle	2	0	0	0	0	0	2	2	2	0
Cheadle Hulme	15	2	0	0	0	0	17	6	13	4
Cuddington	13	0	0	0	0	0	13	2	6	7
Fallowfield	1	0	0	0	0	0	1	1	1	0
Gatley	5	0	0	0	0	0	5	2	1	4
Glossop	1	0	0	0	0	0	1	1	1	0
Hale	0	1	0	0	0	0	1	1	1	0
Hale Barns	2	1	0	0	0	0	3	3	2	1
Hartford	2	0	0	0	0	0	2	1	0	2
Heald Green	2	0	0	0	0	0	2	2	1	1
Heaton Mersey	5	0	0	0	0	0	5	5	4	1
Heaton Moor	2	0	0	0	0	0	2	2	2	0
Hyde	1	0	0	0	0	0	1	1	1	0
Knutsford	25	5	0	0	0	0	30	21	26	4
London	0	0	0	0	0	0	0	1	1	0
Lostock Gralam	1	0	0	0	0	0	1	1	0	1
Manchester	1	0	0	0	0	0	1	1	1	0
Mere	0	0	0	1	0	0	1	1	1	0
Mobberley	1	0	0	0	0	1	2	2	1	1
Nether Alderley	1	0	0	0	0	1	2	1	1	0
Northwich	3	0	0	0	0	0	3	3	3	0
Oldham	1	0	0	0	0	0	1	1	1	0
Rudheath	1	0	0	0	0	0	1	1	1	0
Sale	1	0	0	0	0	0	1	1	1	0
Staffordshire	3	0	0	0	0	0	3	2	3	0
Stalybridge	1	0	0	0	0	0	1	1	1	0
Stockport	1	0	0	0	0	0	1	1	1	0
Unknown	1	0	0	0	0	0	1	1	1	0

Winsford	1	0	0	0	0	0	1	1	0	1
Withington	1	0	0	0	0	0	1	1	1	0
Wythenshawe	2	0	0	0	0	0	2	2	2	0
Total	104	9	0	1	0	2	116	80	87	29

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	2499		4918	
Monthly Total NSDs	2	0.1	9	0.2
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	8464		5533	
Quarterly Total NSDs	10	0.1	9	0.2
Quarterly Total Early Turns	0	0.0	0	0.0

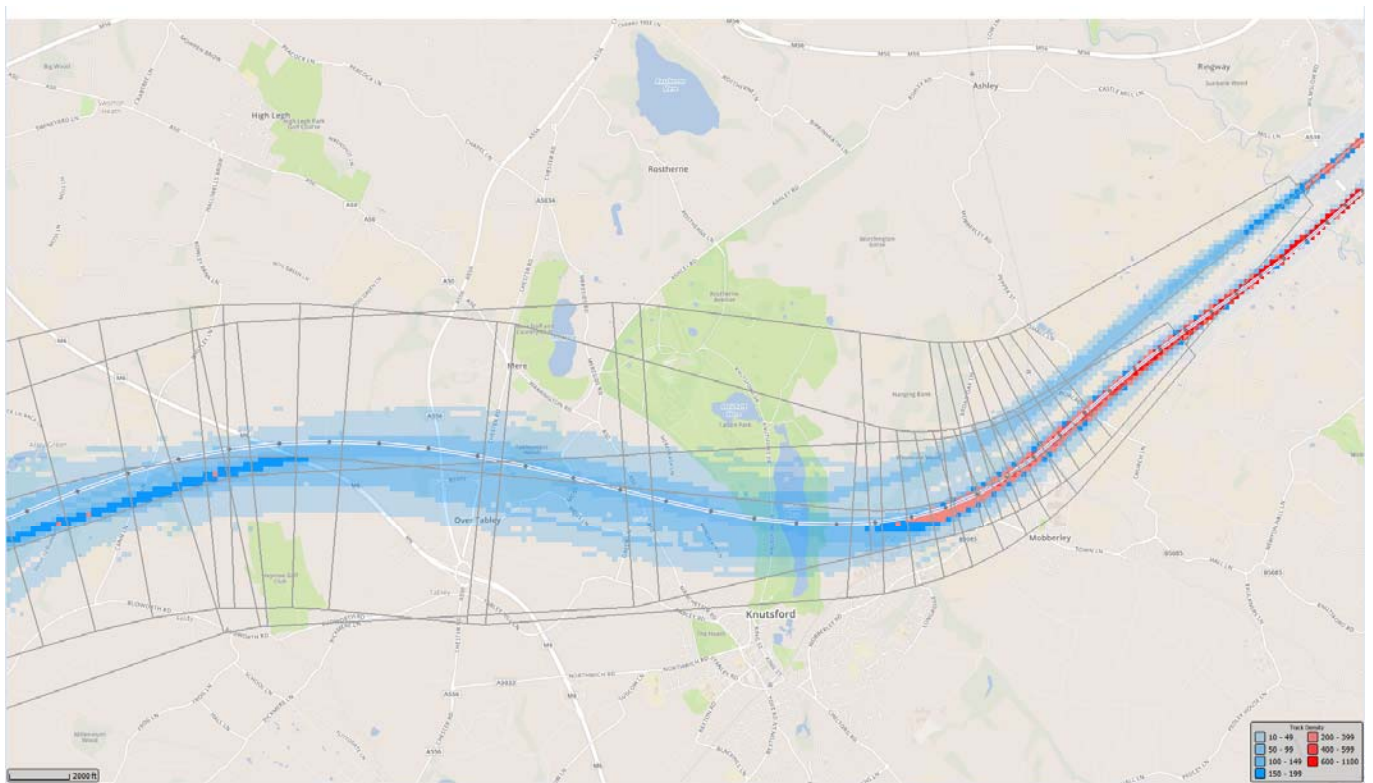
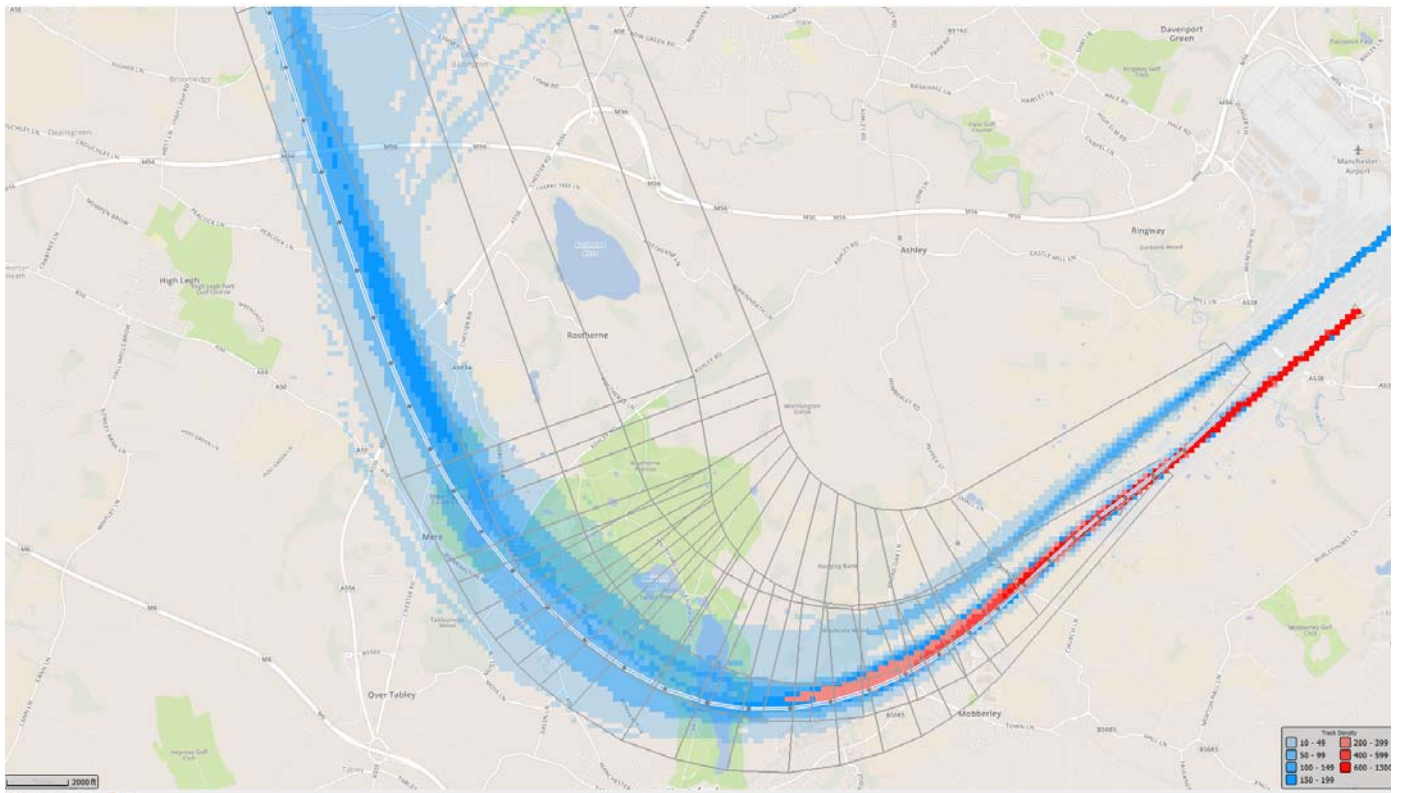
Runway 23

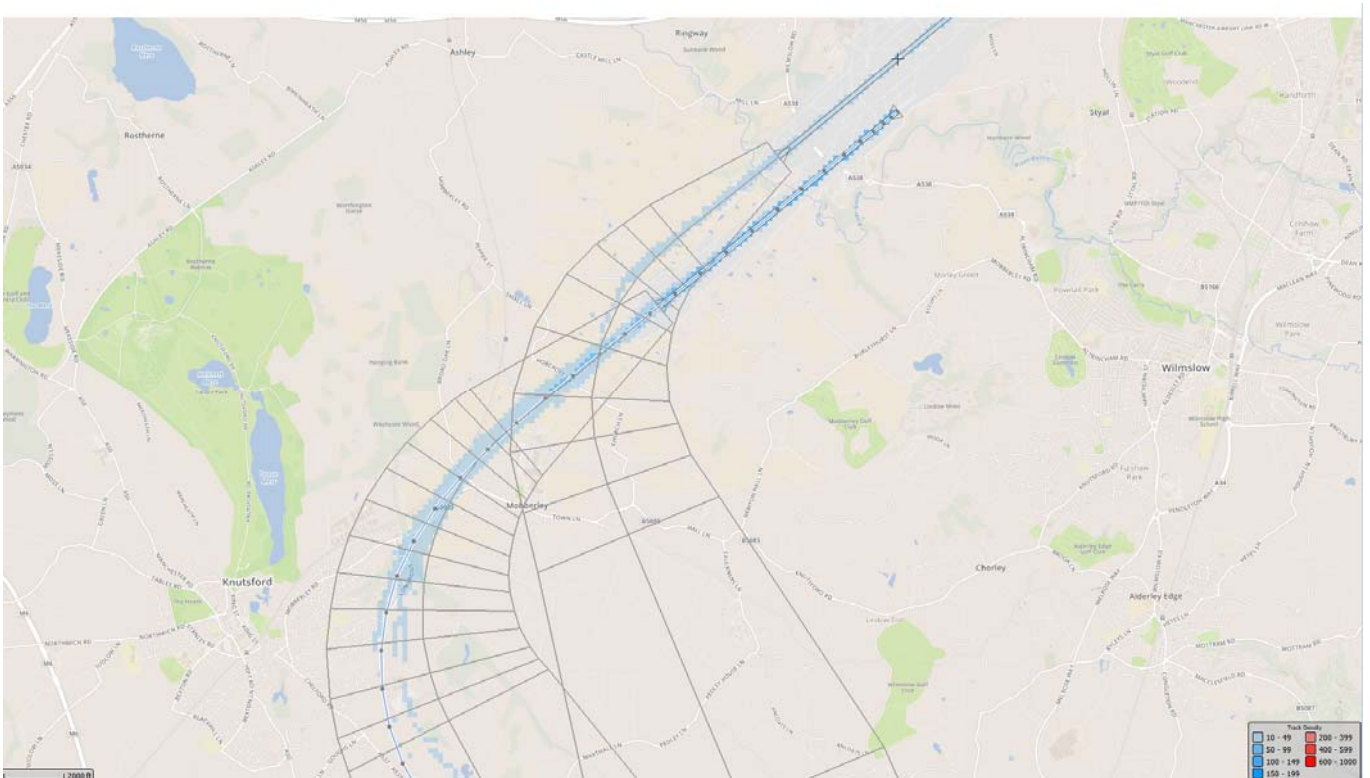
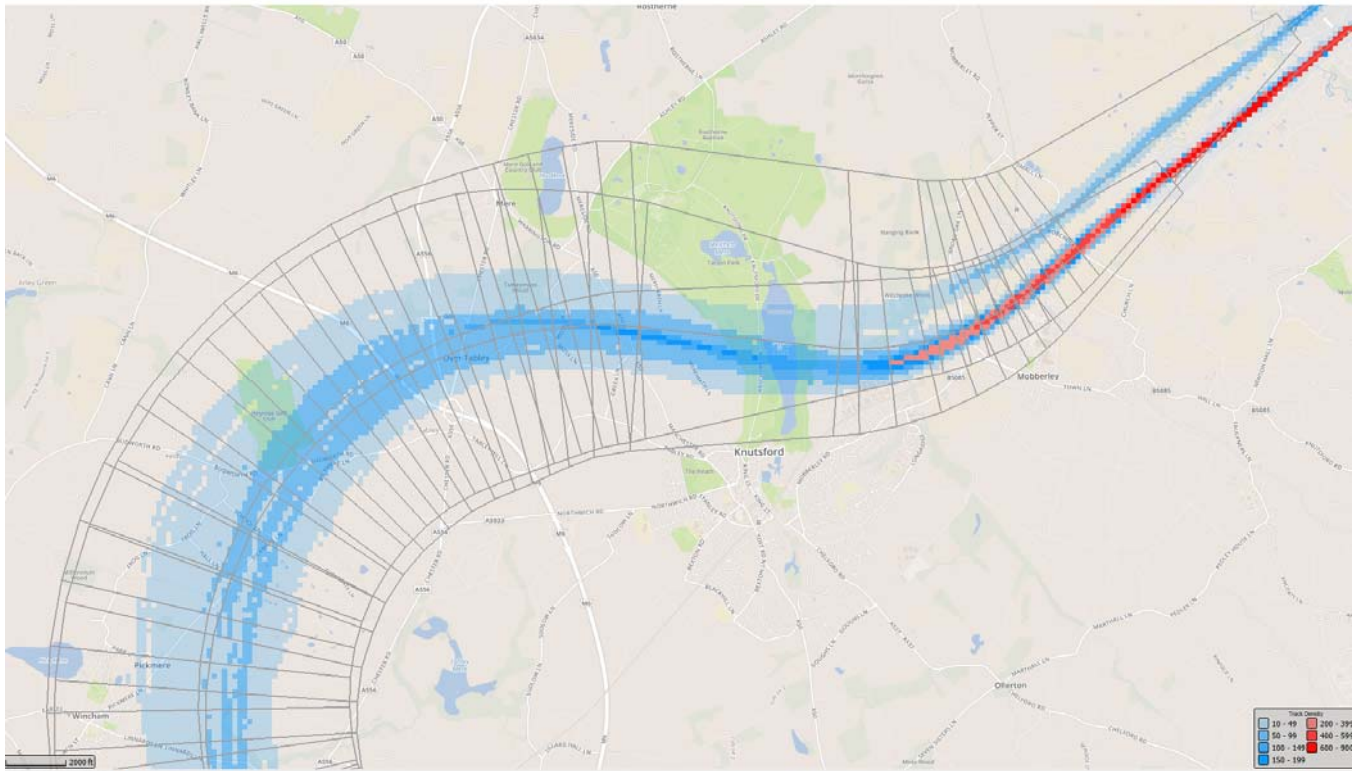
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	5559		3346	
Monthly Total NSDs	67	1.2	41	1.2
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	13613		16909	
Quarterly Total NSDs	169	1.2	180	1.1
Quarterly Total Early Turns	2	0.0	2	0.0

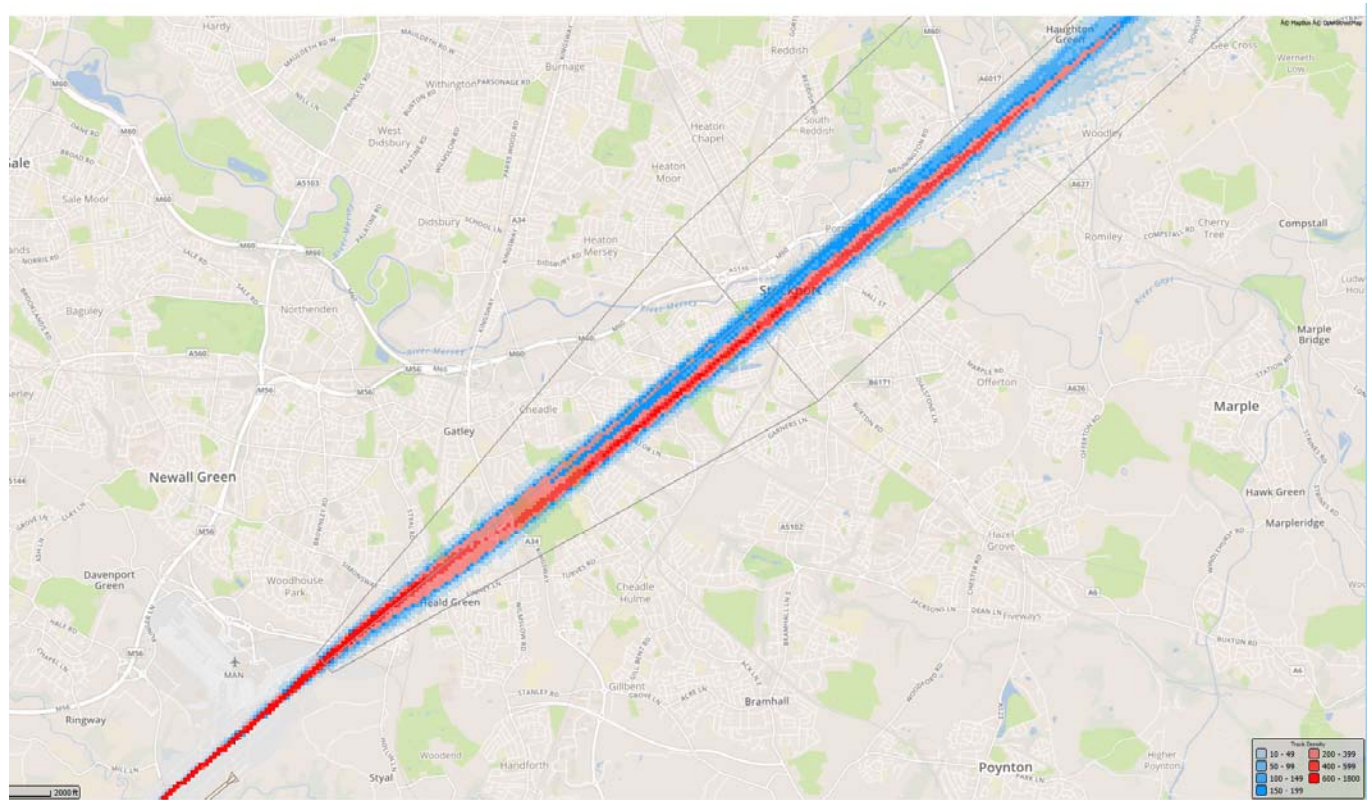
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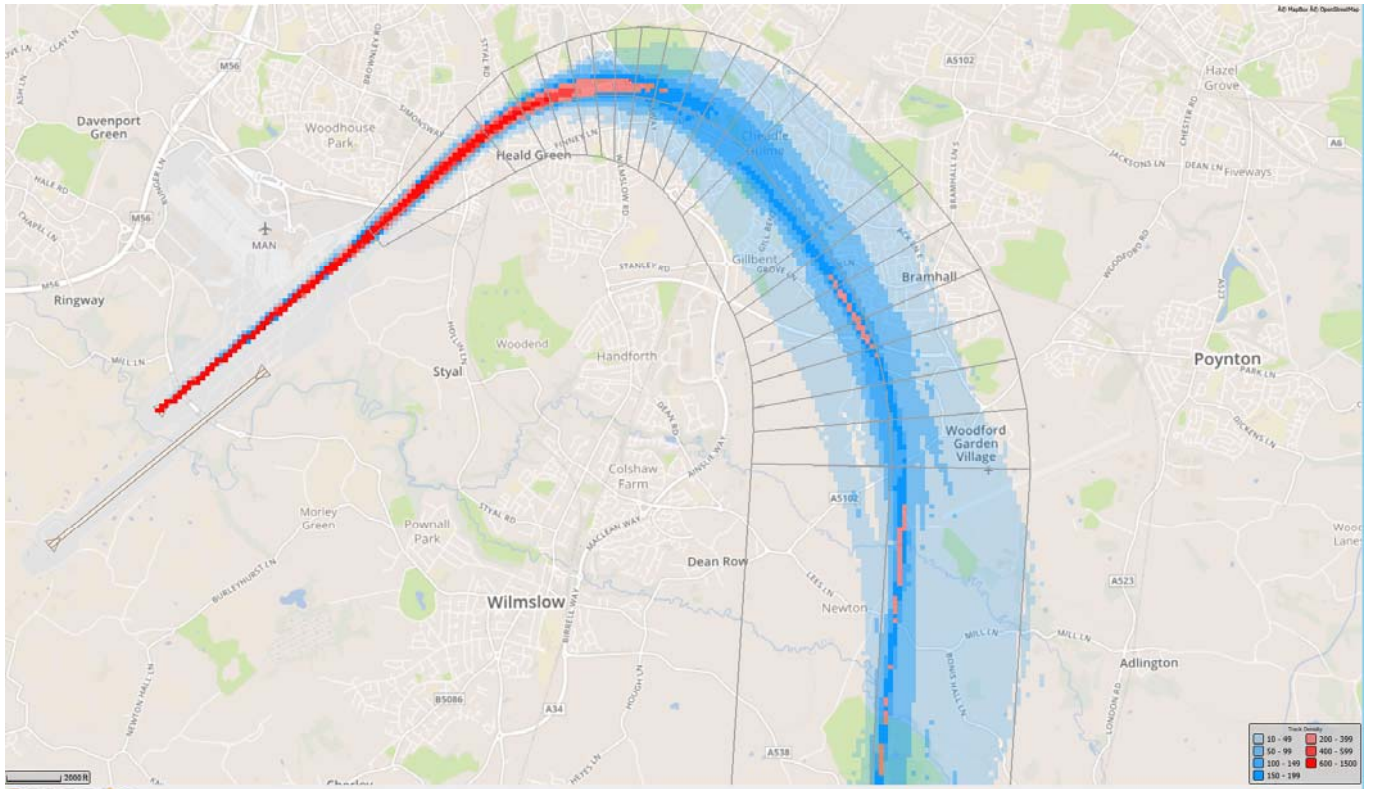
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	8058		8264	
Monthly Total NSDs	69	0.9	50	0.6
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	22077		22442	
Quarterly Total NSDs	179	0.8	189	0.8
Quarterly Total Early Turns	0	0.0	2	0.0

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









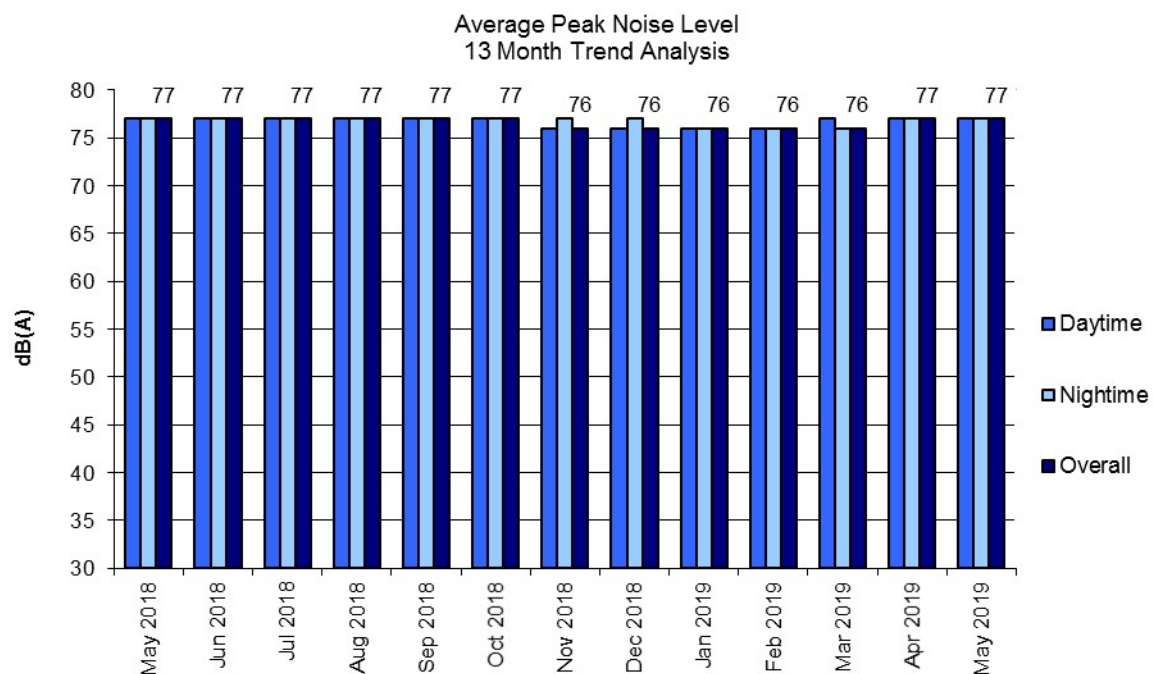
Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

May 2019

Total Movements	18601		
Movements Monitored	18588	Detection Rate (%)	100

Noise



	2019	2018
Daytime Average Peak Noise Level	77	77
Nighttime Average Peak Noise Level	77	77
Overall Average Peak Noise Level	77	77
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	3	1
Total Noise Infringements	3	1

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	1890	7419
Total MANTIS Correlated SIDs	1796	7191
Total Extreme Deviations	0	0
Total Overall Deviations	98	332
Percentage Deviation	5.5	4.6

Operator	Departures	Ext Deviations	Percentage
None			

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
Emirates	1*	A388	4	£900
Ryanair	2**	B738	4	£1500
TUI	1*	B738	4	£900

Community Complaints

Total Number of Complaints received during May 2019 46

A further 10 complaints were received from an Ashley resident

Total Number of Complainants during May 2019 38

Total Number of Complaints received during May 2018 95

Area	Noise	Track	Odour	Special	Airspace	Other	Total	Complainant	Daytime Complaints	Night Complaints
Bowdon	0	1	0	0	0	0	1	1	1	0
Bramhall	2	0	0	0	0	0	2	2	1	1
Buxton	1	0	0	0	0	0	1	1	1	0
Cheadle	2	0	0	0	0	0	2	2	2	0
Cheadle Hulme	1	0	0	0	0	0	1	1	0	1
Gatley	1	0	0	0	0	0	1	1	0	1
Heald Green	0	0	0	0	0	1	1	1	0	1
Heaton Mersey	0	1	0	0	0	0	1	1	0	1
Knutsford	3	19	0	0	0	0	22	15	21	1
Manchester	1	0	0	0	0	0	1	1	1	0
Mobberley	1	0	0	0	0	0	1	1	0	1
Northwich	1	0	0	0	0	0	1	1	1	0
Ollerton	0	0	1	0	0	0	1	1	1	0
Sale	2	0	0	0	0	0	2	1	2	0
Staffordshire	1	0	0	0	0	0	1	1	1	0
Urmston	1	0	0	0	0	0	1	1	1	0
Wythenshawe	3	1	0	0	0	2	6	6	5	1
Total	20	22	1	0	0	3	46	38	38	8

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	3517		1890	
Monthly Total NSDs	23	0.7	1	0.1
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	9519		7097	
Quarterly Total NSDs	31	0.3	10	0.1
Quarterly Total Early Turns	0	0.0	0	0.0

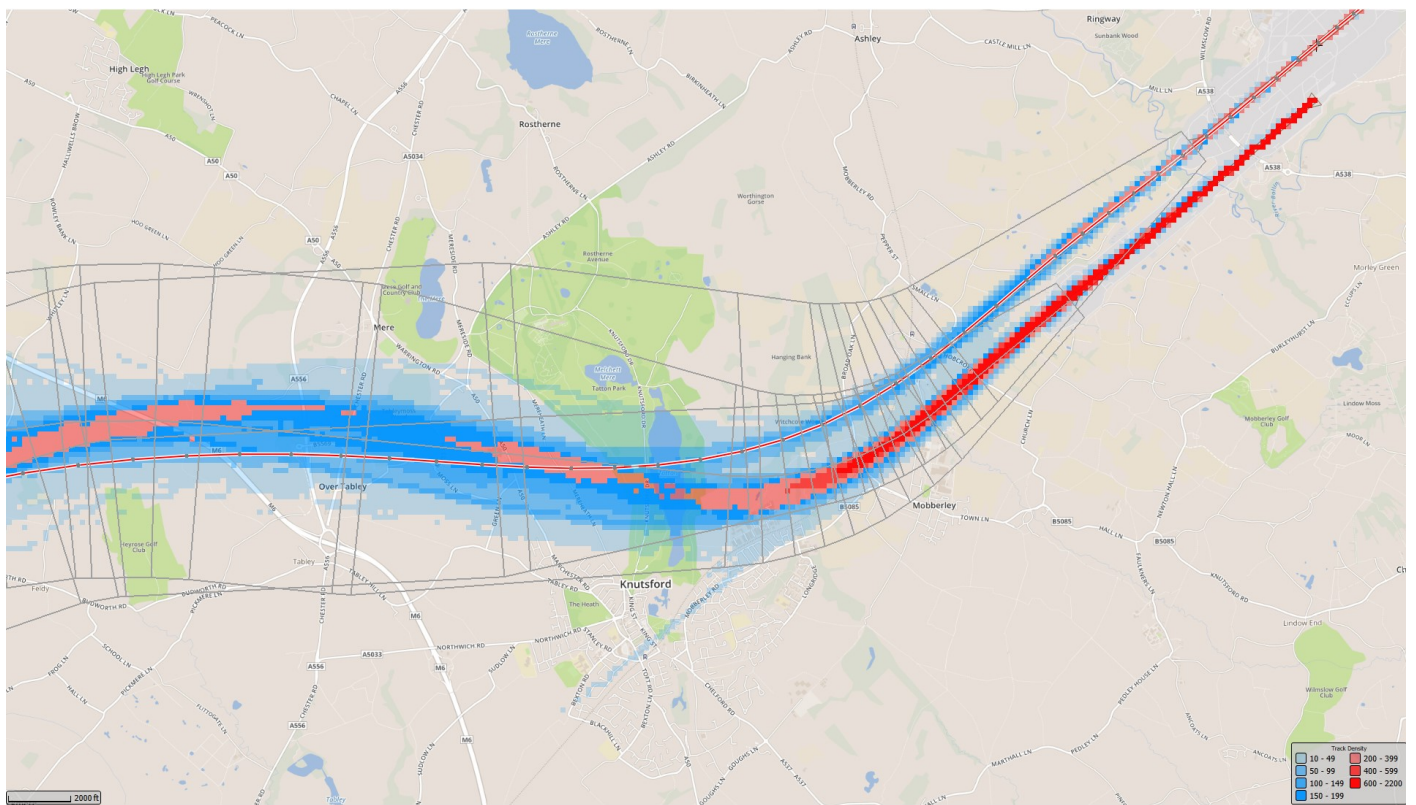
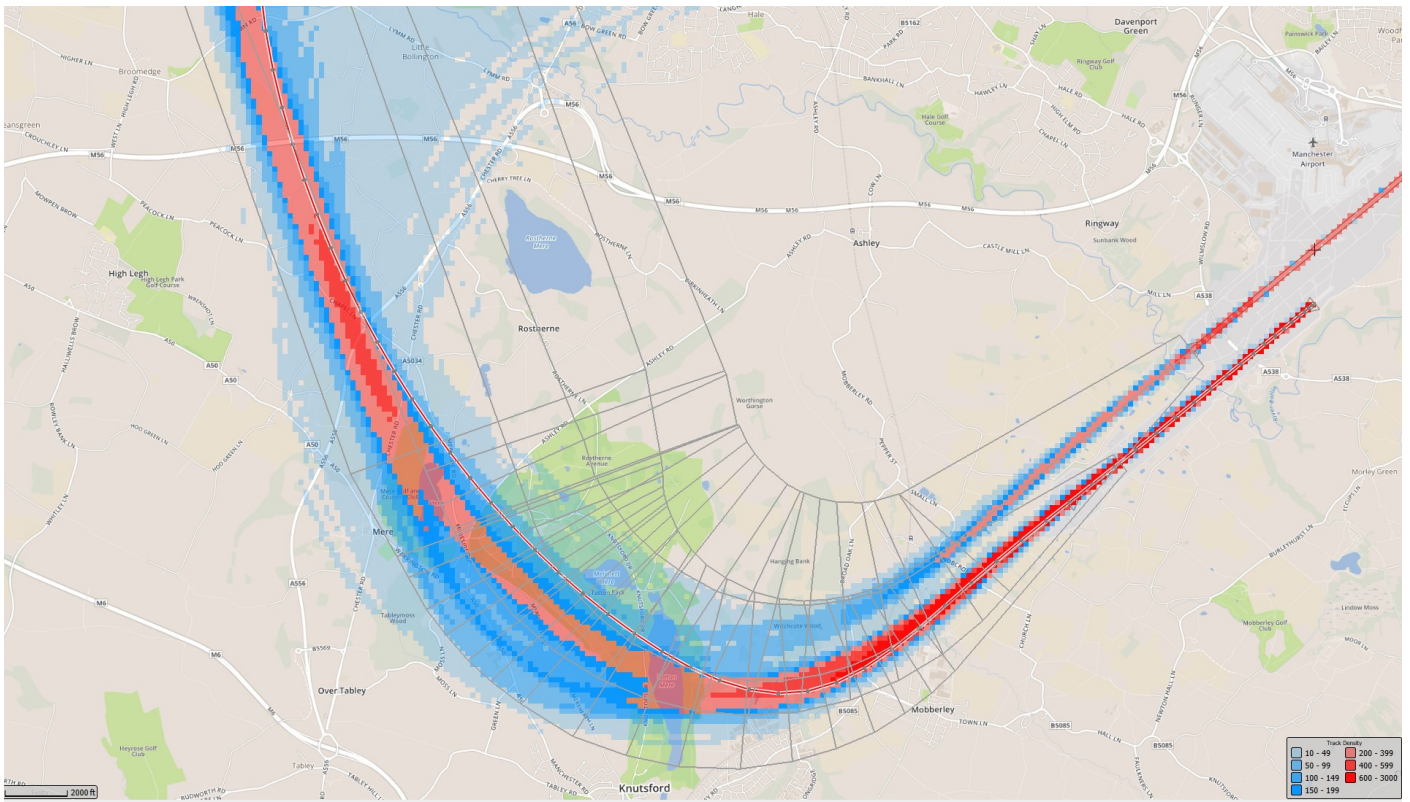
Runway 23

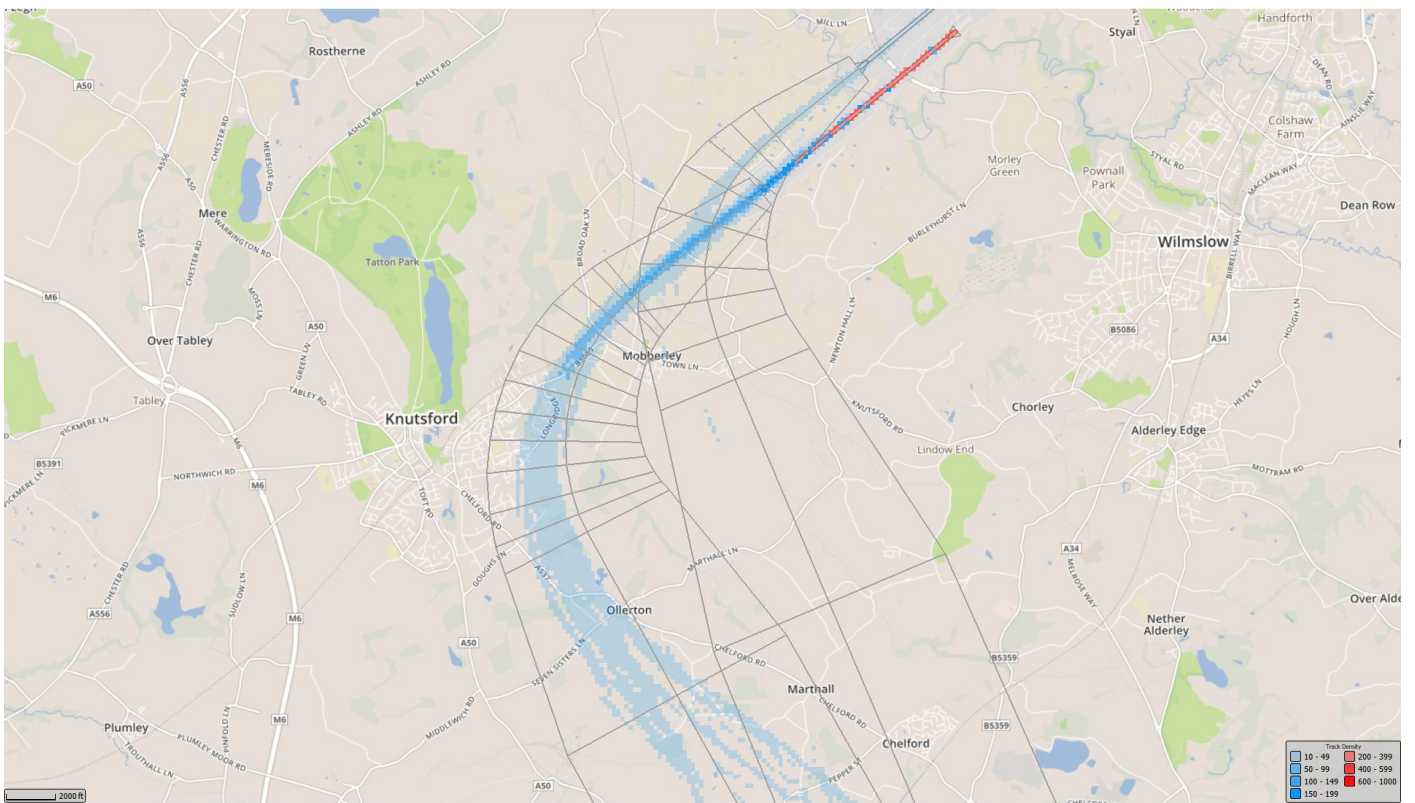
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	5667		7419	
Monthly Total NSDs	8	0.1	118	1.6
Monthly Total Early Turns	1	0.0	0	0.0
Quarterly Total SIDs	15239		18040	
Quarterly Total NSDs	132	0.9	204	1.1
Quarterly Total Early Turns	2	0.0	0	0.0

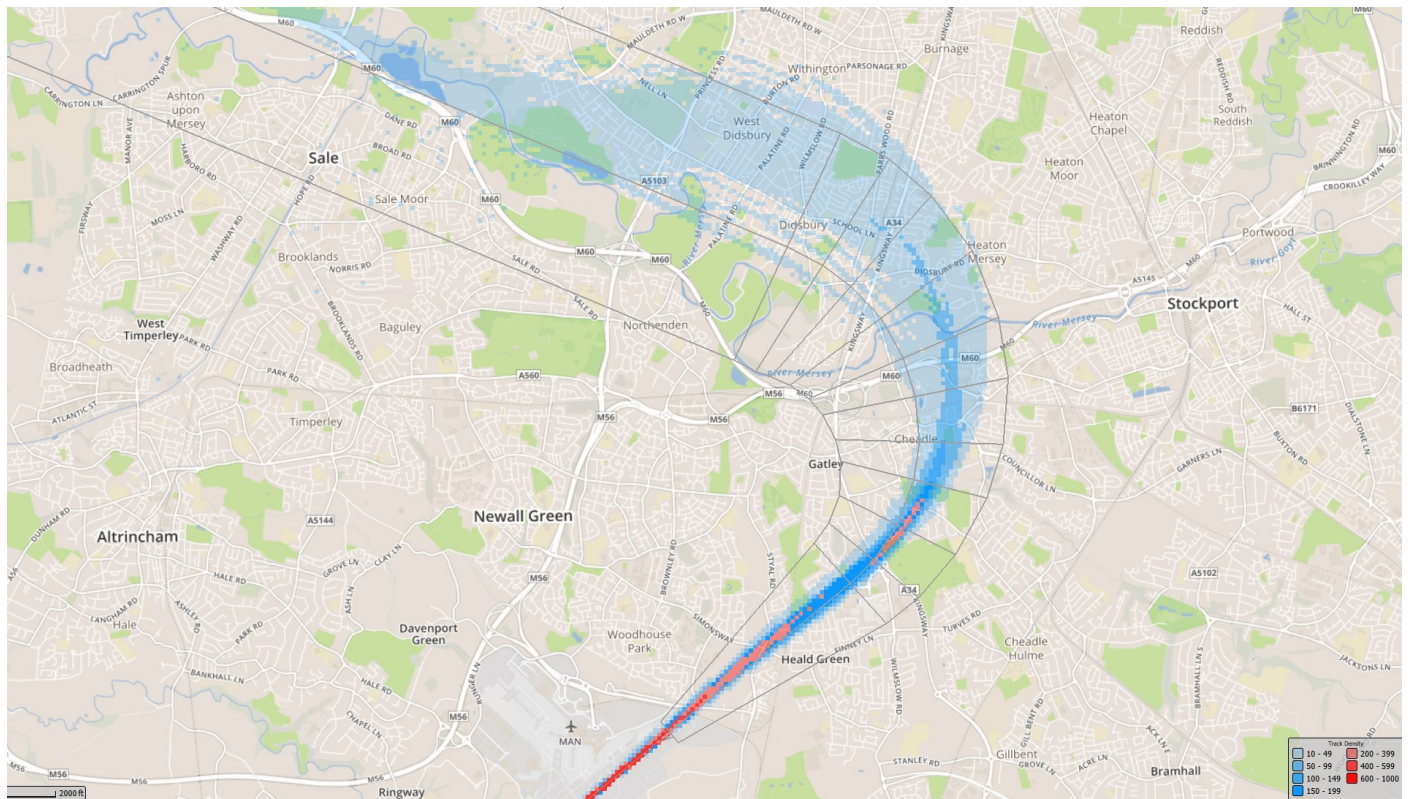
Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	9184		9309	
Monthly Total NSDs	31	0.3	119	1.3
Monthly Total Early Turns	1	0.0	0	0.0
Quarterly Total SIDs	24758		25137	
Quarterly Total NSDs	163	0.7	214	0.9
Quarterly Total Early Turns	2	0.0	0	0.0

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









NOISE COMPLAINTS

Between 01 June and 30 June 2019

Overall							Complaints 68	Complainants 45		
	Noise	Odour	Off Track	Special	Airspace	Other	Complaints	Complainants	Daytime	Night
Antrobus	1	0	0	0	0	0	1	1	0	1
Bowdon	0	0	1	0	0	0	1	1	1	0
Bramhall	2	0	0	0	0	0	2	2	2	0
Cheadle	3	0	0	0	0	0	3	3	2	1
Cheadle Hulme	2	0	1	0	0	0	3	3	2	1
Chorlton	1	0	0	0	0	0	1	1	1	0
Didsbury	1	0	0	0	0	0	1	1	0	1
Gatley	2	0	0	0	0	0	2	1	2	0
Hale	0	0	1	0	0	0	1	1	1	0
Hale Barns	1	0	0	0	0	1	2	2	2	0
Heald Green	2	0	0	0	0	0	2	2	1	1
Heaton Chapel	1	0	0	0	0	0	1	1	0	1
Heaton Mersey	2	0	0	0	0	0	2	2	2	0
Holmes Chapel	0	0	1	0	0	0	1	1	1	0
Knutsford	23	0	5	0	0	0	28	10	11	17
Leigh	1	0	0	0	0	0	1	1	1	0
Macclesfield	1	0	0	0	0	0	1	1	0	1
Northwich	1	0	0	0	0	0	1	1	1	0
Oldham	2	0	0	0	0	0	2	1	0	2
South Reddish	1	0	0	0	0	0	1	1	1	0
Staffordshire	2	0	0	0	0	0	2	1	2	0
Timperley	2	0	0	0	0	0	2	2	1	1
Unknown	1	0	0	0	0	0	1	1	0	1
Wilmslow	3	0	0	0	0	0	3	1	1	2
Winsford	1	0	0	0	0	0	1	1	0	1
Woodford	1	0	0	0	0	0	1	1	0	1
Yorkshire	1	0	0	0	0	0	1	1	0	1
Total	58	0	9	0	0	1	68	45	35	33



Repeat complainants

	Noise	Odour	Off Track	Special	Other	Complaints	Complainants	Daytime	Night
Ashley	8	1	0	0	0	9	1	9	0
Denton	0	0	0	0	0	0	0	0	0
Didsbury	0	0	0	0	0	0	0	0	0
Knutsford	1	0	0	0	0	0	0	1	0
Total	9	1	0	0	0	9	1	10	0



April
2019
FY 19-20

Communications



Met 58 people at Wythenshawe Outreach (Forum)

Education



Worked with 80 children at Manchester Central Library's 'Saturday spectacular'

Enterprise & Culture



Ringway Parish Council Chainsaw Carving Celebration event

Enterprise & Culture



We held a Tea Party for over 70 Heald Green 65+ neighbours

Colleagues



Hosted 28 children of MAG colleagues - 'Bring Your Child to Work Day'



May
2019
FY 19-20

Education



We hosted a group of 16 Travel & Tourism students from Trafford College for an Expert Guided Tour

Colleagues



'Give & Gain Day' -ten MAG colleagues completed a 1.9 mile 'litter pick'

Education



Knutsford Support Group Numbers at Work activity at Manor Park Primary School, Knutsford

Enterprise & Culture



We held a Breakfast & Cream Tea in Knutsford for 60 neighbours including the Mayor & Mayoress

Communications



In our final 80th Birthday celebration; we ran a vintage double decker bus from the Runway Visitor Park to Barton Aerodrome taking with us representatives from our neighbouring community



June
2019
FY 19-20

Communications



The Community and Fire Teams attended the Royal Cheshire County Show. We spoke to thousands of members of the public and their elected representatives.

Colleagues



MAG Property painted cow sheds at Wythenshawe Farm.

Employment



Pure Innovations class of 2018/2019 graduated from their internships. Nine are now employed on our site. Total of Pure Graduates employed on our site now 29!

Enterprise & Culture



Strawberry Cream Tea for 54 over 65s in Bramhall, entertainment included a performance by the Airport Choir. "I would like to express my thanks to everyone who made the afternoon very enjoyable."

Education



More than 60 A-Level and College Students joined us for our Technology Masterclass with by MAG-O, Vodafone and MAG-IT. Here students get hands on with 'LAN' cabling.



CSR WORK STREAMS 2019/2020

JUNE 2019



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-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	TARGETS	OUTCOMES	PROGRESS
Total number of children benefiting													5,000		1,129
High Quality Key Stage 1 & 2 Activities													1,100		594
High Quality Key Stage 4 & 5 Activities				Planned				Planned	Planned				500		113
Work Experience													55		14
EMPLOYMENT															
Attend & Support Jobs & Careers Fairs											Planned		10	£	6
Training to young people with learning difficulties													10		10
Jobs for young people with learning difficulties													✓		9
Training to unemployed													400		75
Airport Academy jobs													450		69
COMMUNITY															
Outreach Mobile & Knutsford					Planned	Planned							15 & 35	£	19
Bi-Annual Cllr visits						Planned						Planned	8	£	0
Annual Council Clerks & Officers meeting											Planned		1	£	0
No. of complaints													<1,200		228
Movements per complaint													>130		285
Response to complaints													97% <Five Working days		100%
Impact Study				Planned	Planned	Planned	Planned	Planned					1 in Wythenshawe		0
COLLEAGUES															
Contribute volunteer hours to Community													6,500		1,120
Number of volunteers													789		143
Volunteers as a % of colleagues													20%		4%
% of Volunteers that are shift-based													✓		22%
Host 'Bring Your Child to work Day'													✓		✓
Host volunteer roadshows				Planned									4		0
ENTERPRISE & CULTURE															
International culture project with Schools								Planned					6		1
Share benefits of M.A.G arts sponsorship													65 Organisations		9
Showcase community art in our business				Planned			Planned		Planned	Planned			3		0
Community Trust Fund Grants Awarded				Planned			Planned			Planned			>£100,000		£31,397
Social events for the community				Planned	Planned			Planned					3		3

CAP1616 & the airspace change process

Guiding Principles for ACCs

DRAFT

Introduction

The CAA's CAP1616: Airspace Design Guidance describes the different stages of the airspace change process and the activities involved – from the conception of the need for a change, to engaging with those potentially affected, assessing the impacts of different design options from a safety, operational and environmental perspective, and ultimately the regulatory decision, and if appropriate the implementation and subsequent review of the change. The 7 stages in the process are set out in Annex 1.

It is recognised that all airports are different and approaches to developing airspace change design options and design principles will vary according to local circumstances. But there is a need for there to be consistency in taking forward the airspace change process. This Guidance Note therefore gives some practical advice and guidance to ACCs on how they need to be involved in airspace change proposals affecting the use of airspace around their airports.

Given the need to establish trust and acknowledgement of the important work of ACCs as the statutory advisory bodies for airports, it is important for ACCs to clearly articulate at an early stage in the airspace change process, and preferably in advance of an airspace change being formally initiated, its agreed role to the airport, across its membership and through its membership to their wider communities so that all interested parties are aware of and what is expected of their ACC in the process. There are two distinct roles for an ACC - its role in offering advice to the airport on methods of engagement and issues of key concern to local communities before the airspace change process is initiated; and its role as a key stakeholder during the formal CAP1616 process.

In agreeing the role of the ACC locally it will very much depend upon the scope of the airspace change and the expertise available to the ACC. The extent of the engagement will be up to local judgement and circumstance but must align with the CAA's CAP1616 process.

Set out below are some suggested guiding principles and matters to be considered by ACCs.

1. Prior to the airport/airspace change sponsor initiating the formal airspace change process:

Questions and areas ACCs might first wish to consider:

- How the airport engages with the ACC and more generally with the local community on airspace issues?
- Is this confined to the formal ACC meeting or is there informal engagement outside the normal cycle of meetings? The latter happens at some airports and can provide an early “heads up” of potential changes.
- Do the agendas of regular ACC meetings include consideration of airspace issues or are these only discussed when there is a live issue?
- What information is regularly provided to the ACC on noise/movements/breaches?
- Are there any local pressure groups? What engagement exists with these groups (either through the airport's own channels or through the ACC's own network)? Are these represented on the ACC or are their views heard through their local authority representatives?
- What is the timeline envisaged for the airspace change? Is the airport's thinking at a stage when the ACC can influence its approach to initiating the airspace change process or has the airport already made decisions on its approach, the issues to be addressed and methods of engagement?
- In terms of noise impacts, what monitoring does the airport undertake? Does the ACC have an opportunity to suggest monitoring sites? At some airports, ACCs have been able to persuade the airport to monitor sites before, during and after an airspace change. This helps to determine whether the objectives of the change have been achieved and actual noise impacts measured

The ACC's role in offering advice to their airport:

- Given the need to gain the trust and confidence of local communities of the need for the airport/airspace change sponsor to make changes to the use of airspace, the ACC has an important role as the independent statutory advisory body for their airport in acting as the critical

friend to the airport's management and, as such, by offering feedback on the airport's initial thoughts on its approach to the airspace design process set out in the CAA's CAP1616. ACCs may wish therefore to consider whether they seek an initial informal meeting with the airport to discuss how the airspace process will be managed locally. [NB although such an informal meeting is outside of the formal airspace change process, it might be helpful for the ACC secretary to take a note of the meeting for the ACC to revisit in the initial stages of the formal airspace change process when the methods of engagement, engagement/consultation strategies and the formal consultation plan are being developed]. Examples of matters to consider at such a meeting are:

- Agree with the airport the role of the ACC in the process -
As referenced in the DfT Guidelines for ACCs, a key aim of an ACC's work is to promote greater understanding both to the surrounding community and to the airport operator of airport operations and its impacts. One of the roles of the ACC in the CAP1616 process is therefore to assist the airport in helping to build an understanding across its membership of the need for change; of local community issues that need to be taken into account; raising awareness of the timeline of the various stages of the CAP1616 process and how interested parties can get involved. The ACC also has a role in the formal process which is discussed in Section 2 below.
- Initial thoughts on the methods of engagement –
An early discussion of who/which communities/organisations need to be invited to engage in the process and what form the engagement will take will assist the airport in developing a robust engagement strategy (although the development of one is not a mandatory process requirement). The breadth of knowledge the ACC's membership has of the local area can prove valuable in developing thoughts for consideration at Stage 1 of the formal process.
- Additional ACC meetings –
Consider with the airport whether additional/special meetings of the ACC are required to consider matters at key stages in the CAP1616 process.
- Recognising that the ACC is one of many channels of communication and engagement with the airport, ACCs need to clearly articulate to their airport that they should not be viewed as the only channel through which to engage and consult. ACCs are well placed to advise on issues of a strategic or generic nature but should not be expected to comment on route specific issues or issues affecting a particular community. CAP1616 advises that an airport may find it useful to use the ACC, or its local noise management body, as one initial basis for a focus group. If this is the case then the ACC should consider whether there are other interested parties who need to be invited to participate in the ACC's discussions. For a significant airspace change proposal the ACC may wish to recommend to the airport/airspace change sponsor the need to convene a focus group to be used throughout the airspace change process and may also wish to advise on interested parties that need to be invited to participate in the focus group, which could also include representatives of the ACC to avoid duplication of effort. There might be value in the airport placing information on its website about local engagement and the role of the ACC. An example of Manchester Airport's approach to the airspace change process is set out in Annex 2.
- Ensuring that all communications from the airport/airspace change sponsor, including any communications from the CAA and/or the Government related to the airspace change proposals and /or process are effectively communicated to the ACC member organisations as well as the wider communities in a timely manner. ACC members and their organisations have an important role in assisting in the dissemination of information through the use of their own communication networks to help reach the wider communities. The ACC can help ensure a fully joined up approach to communication from different sources.

2. The ACCs role in the formal CAP1616 process

As a representative stakeholder group identified in CAP1616, ACCs have an important role to play in this formal process and in helping the various interests reach a common understanding on matters of

common concern, matters of a strategic or generic nature on which to advise and make recommendations to the airport as well as responding to the formal consultation. The principle aims of the ACC in this process are:

- **General guiding principles:**

- To ensure that ACC discussions, advice and recommendations throughout the process are clearly documented, published and circulated widely across its membership organisations with a request that they in turn circulate the information to their wider community.
- Working through the ACC's member organisations, to raise awareness of the ACC's role in the process (also making it clear that the ACC is not a dispute resolution forum in the process) and of the timeline for the CAP1616 process highlighting when there will be opportunities for engagement and consultation and the mechanisms to input. ACCs need to encourage their member organisations to help disseminate this information to their wider communities.
- Transparency and publication of flight profiles and track density and usage, noise impacts and altitude data is an important part of the process and will help local communities, the industry and the CAA assess the affect and success of the airspace change. The ACC may wish to review with the airport the data required to ensure that it is accurate, understandable to the lay person and is publicly available at the right time. Local understanding is key if airspace decisions are gain local acceptance.

- **At Stage 1 (DEFINE) and Stage 2 (DEVELOP & ASSESS) to:**

- Advise on the development of the engagement strategy (not a mandatory process requirement), the methods of engagement and helping to identify those to be invited to engage in the process.
- Help highlight what considerations are important to communities around their airport to support the development of design principles. It should be noted that a key process requirement for the change sponsor is to develop design options that address the Statement of Need (this is the document that the airspace change sponsor is required to submit to the CAA to determine whether the CAP1616 process is to be initiated) and that are aligned with the design principles.

- **At Stage 3 (CONSULT):**

CAP 1616 states "*Engagement with local representatives such as local authorities, airport consultative committees and local groups may assist the change sponsor in developing its consultation strategy*"

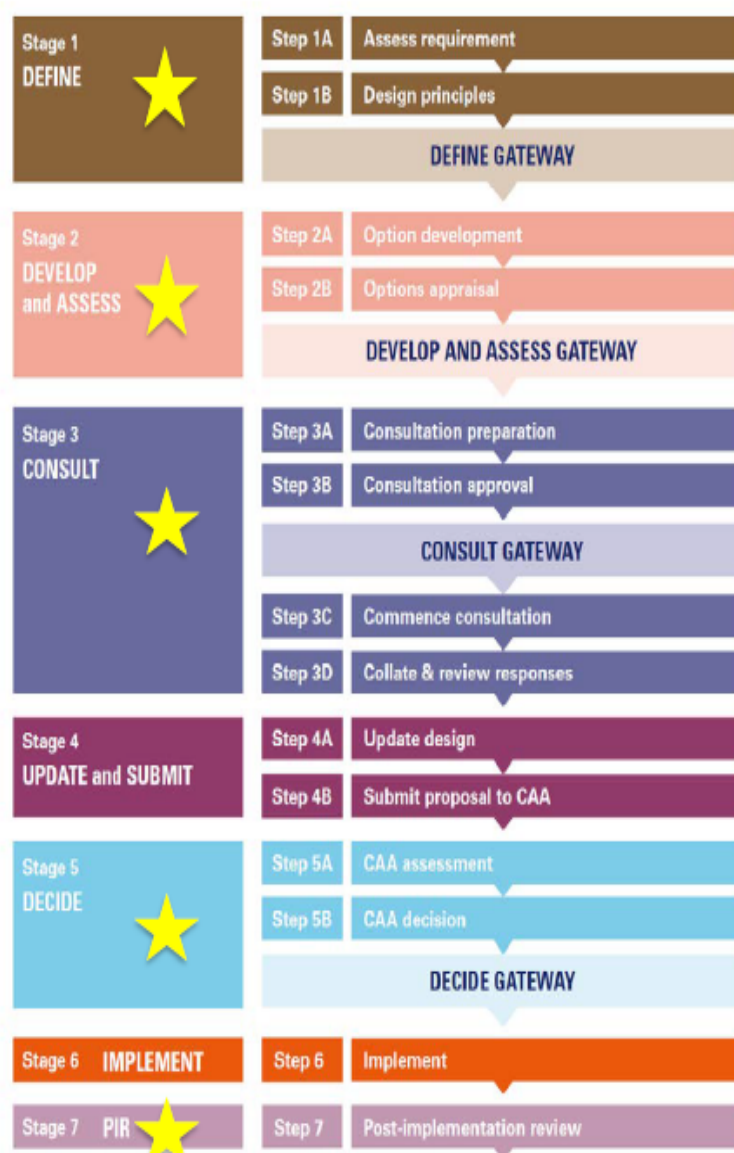
- To make observations on the development of the consultation strategy and consultation material by drawing on the local knowledge and expertise of the ACC's membership organisations.
- To ensure the airport proactively takes steps to communicate and raise awareness of proposals for change across all communities around the airport and how communities can get involved and where to find information.
- To encourage all the ACC's member organisations to individually submit a formal response to the consultation proposals.
- To only respond to the formal consultation in the event that there are serious concerns and issues of a strategic and/or generic nature which are of common concern across the ACC's membership

- **At Stage 6 (IMPLEMENT),** as change sponsors need to consider how to notify members of the local community and other stakeholder groups about the ultimate outcome of the consultation and the decision, to advise on the development of communication plans about the decision outcome, implementation timetable and the next stage in the process.

- **At Stage 7 (POST IMPLEMENTATION REVIEW (PIR)),** ensuring that communities have access to verified accurate data on the use of airspace before and after the airspace change and to help raise awareness of the publication of related information and where it can be accessed.

Opportunities to engage throughout the process

- **Stage 1 DEFINE** – Design principles
- **Stage 2 DEVELOP and ASSESS** – Options development
- **Stage 3 CONSULT** – ACC named as an audience within consultation strategy and provide response to consultation
- **Stage 5 DECIDE** – Attend Public Evidence Session as a representative group (if requested)
- **Stage 7 PIR** – Provide feedback to the CAA on PIR data



EXAMPLE OF AN ACC'S APPROACH TO THE CAP1616 PROCESS – MANCHESTER AIRPORT

In 2018, Manchester Airport identified the need to increase the hours of operation for Runway 2, which would affect the noise impacts on local communities. To help with effective community engagement in the change process, a Stakeholder Reference Group (SRG) was constituted by the Airport, with the following broad terms of reference:

- Acting as a critical friend
- Commenting and reporting on the responses and concerns
- Advising on community engagement
- Representing views of Community Groups

The SRG was chaired by the Chairman of the Consultative Committee and included two other members of the Committee. It also involved a number of key Interest Groups and other local Bodies. The Group met regularly to oversee and advise the Airport on the process, and the agendas, minutes and other relevant papers were published on the Airport website as part of the whole programme. The minutes were also reported to and discussed at the Consultative Committee's Technical Advisory Group each quarter. The changes involved were significant and were implemented fully with minimal local complaints which is an indication of the success of the public engagement programme.

Setting up the SRG was seen as a valuable trial for the Airspace Change process. When this commences later in 2019 it is likely that two such SRG's will be established, one for each end of the runways.

The SRG is considered to be an effective aid to the Consultative Committee's involvement in Airspace Change, as the Group(s) include strong local representation in their membership, and they provide an effective means of ensuring that local Interest/Action Groups and Town and Parish Councils are fully consulted and engaged.

