

MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE

FRIDAY 17 JANUARY 2020 AT 10AM

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

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

AGENDA

1 PROCEDURAL MATTERS

- (a) Apologies for Absence
- (b) To confirm as a correct record the Minutes of the meeting of the Committee held on 18 October 2019.
With regard to Minute 2d (Membership and Attendance), to receive an update on National Trust representation on the Committee and Technical Advisory Group.
- (c) To receive the Minutes of the meeting of the Technical Advisory Group held on 6 December 2019.
- (d) To receive the Minutes of the meeting of the Airport Users Advisory Group held on 29 November 2019.
- (e) Membership and Attendance

2 REPORT OF THE CHIEF OPERATING OFFICER

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

3 IMPLICATIONS OF BREXIT FOR THE AIRPORT

To receive a presentation from Samantha Carty, Public Affairs Manager, on the implications of Brexit for Manchester as a National Port.

4 GROUND TRANSPORT

To receive an update from Andrew Saunders, Surface Access Strategy Manager, on Ground Transport matters, including progress from TfGM on rail access issues.

5 COMMUNITY RELATIONS

To receive from Wendy Sinfield, Community Relations Manager

- (a) the Aircraft Track and Noise Monitoring Reports for October - November 2019, and the Complaints Summary Report for December 2019; and
- (b) an update on progress with Airspace Change following the completion of the Design Principles stage, any advice from the CAA and the next steps in the consultation process.

6 ANY OTHER MATTERS THAT THE CHAIRMAN CONSIDERS URGENT

Lunch is arranged for 12.30pm

Date of Next Meeting: Friday 24 April 2020 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 MEETING OF THE MANCHESTER AIRPORT CONSULTATIVE COMMITTEE held on Friday 18th October 2019 at Meeting Rooms 8 and 10, First Floor, Olympic House, Manchester Airport

PRESENT: Steve Wilkinson (Chairman)

Sandra Matlow - Passenger Representative

Marc Asquith (substitute) - Cheshire East Council

Iain Macfarlane – Cheshire East Council

Don Stockton – Cheshire East Council

Stuart Corris – Stockport Metropolitan Borough Council

Matt Wynne - Stockport Metropolitan Borough Council

Chris Boyes - Trafford Metropolitan Borough Council

Barry Winstanley – Trafford Metropolitan Borough Council

Steve Parish – Warrington Borough Council

Keith Whitmore – Manchester City Council

Peter Burns - Heald Green and Long Lane Ratepayers Association

Jack Thomas – North West Region Chamber of Commerce

Neville Duncan – Which?

Kristina Hulme – ABTA

Robert Thompson – North West Region of CBI

Kieran McMahon – Disability Stockport

Chris Novak – Styal Parish Council

Colin Booth – Mobberley Parish Council

Linda Reynolds – Mere Parish Council

REPRESENTING MANCHESTER AIRPORT PLC

Natalie Belford, Adam Freeman, Adam Jupp, Brad Miller. Wendy Sinfield, John Twigg

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

APOLOGIES:

Paul Andrews, Bill Fairfoull, Nick Kelly (Environmental Advisor), David Neill, Nick Mannion (substitute Marc Asquith), Jan Nicholson, Liz Patel and John Taylor

1 WELCOME TO NEW MEMBERS

The Chairman welcomed new members Councillor Matt Wynne, Stockport MBC and Councillor Chris Boyes, Trafford MBC.

2 MINUTES AND MATTERS ARISING

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

Reference was made to Minute 2 (a) on page 2 regarding MAG contribution to the UK economic value in 2017-18 which had been stated as £7.8bn. Members referred to other figures quoted as part of the Airspace Change Consultation and specifically the impact of outbound passengers on the UK economy. Adam Jupp advised that the tourist deficit of UK passengers travelling abroad was offset by spending in the UK economy on items in preparation for holidays abroad.

Reference was made to Minute 3 'Disruptive Passengers' and whether an update could be made on recent court cases. Adam advised that there had been a number of recent court cases and actions taken with a positive impact.

(b) The minutes of the meeting of the Technical Advisory Group held on 20 September were received.

The Chairman of the Group referred to Local Planning Policy and the impact of the withdrawal of PPG24 which covered noise and environmental impact on planning development. He welcomed the inclusion in the Cheshire East planning policy documents of provisions concerning the impact of aircraft noise on residential properties.

(c) The minutes of the meeting of the Users Advisory Group held on 13 September were received.

The Chairman referred to discussion at the meeting around passenger experience particularly in relation to car parking and PRM service; there had also been reference to issues with cleanliness and long queues. Reference was also made to the water bottle

refill initiative which was supported as a positive move but it was felt there was little communication about it and there was no signage and nowhere to empty water bottles prior to outbound security. Brad Miller explained that these points were being addressed and there had been a social media campaign to promote it; with all the changes underway at the Airport there was a concern about overloading customers with information. Members raised concern about PRM assistance with passengers feeling like they were in a relay system due to insufficient staff to support. Members also asked about building into the design for the Transformation Programme (MTP). Brad confirmed that the design had incorporated assistance requirements – level changes were limited; automation had been looked at and buggy use. The new contract with ABM had seen a trial of a new buggy amongst many other initiatives to improve performance. The Airport continued to move towards the performance targets for achieving a “good” rating by the CAA and was confident that this would be reached in time for the next CAA review. The Transformation Team were working closely with the Assistance Team and the Disability Forum regarding the design of T2. Members supported the design of MTP in terms of reduced level changes; the new buggy was a good innovation and the introduction of a quiet route was supported. However, Members felt that the experience of some passengers did not meet the good intentions and there was still work to be done.

(d) Membership and Attendance - the Committee noted new appointments to the Committee from Trafford Council and Cheshire West and Chester Council. It was also noted that the National Trust (NT) had resigned from the Committee and Technical Advisory Group. Members expressed concern at the withdrawal of the National Trust particularly as the Airport operations affected a number of NT properties. Members discussed whether an alternative heritage body could be represented on the Committee or whether the NT could appoint a representative from within their membership.

(e) The Secretary reported that the Airport were organising a Training Day on 20 November; this would be in the form of a Masterclass as previously offered which had been very useful.

RESOLVED: that

- (a) The following appointments be noted: Councillors Barry Winstanley and Chris Boyes from Trafford Council as full Members of the Committee and Councillor Graham Whitham as substitute; and Councillor Bob Cernik from Cheshire West and Chester Council;
- (b) Councillor Boyes be appointed onto the Community Trust Fund;
- (c) Councillor Cernik be appointed to the Users Group and Community Trust Fund;

- (d) The Secretary write to the National Trust to express concern at the withdrawal from membership of the Committee and Technical Advisory Group and requesting whether an alternative representative from the wider National Trust could be nominated; and
- (e) The arrangements for the Masterclass Training Day on 20 November be noted and the details circulated to all Members with an invitation to attend.

3 INDEPENDENT COMMISSION ON CIVIL AVIATION NOISE (ICCAN)

The Chairman welcomed Sam Hartley, Secretary, and Rupert Basham, Engagement Lead, from ICCAN.

Sam outlined the background to the establishment of ICCAN: the Airports Commission Final Report had been published in July 2015. The Report proposed the establishment of an independent body for airspace noise. In 2017 HM Government had confirmed the establishment of ICCAN and set out in 2018 how the Commission would participate in the debate around aircraft noise. The Commission had formally been established earlier in 2019. It was headed by Rob Light as Lead Commissioner plus 4 other Commissioners with Colin Noble as lead for Manchester Airport. The Commission also had a support staff of 14 civil servants.

In July the Commission had published a Corporate Strategy which stated its 2 year aim as: "To improve public confidence and trust in the management of aviation noise, by building our expertise, credibility and profile across the UK." There were 3 strategic objectives that would support the aim as detailed in the Strategy Document. Work to date had included meeting with airports and airline representatives of the top 20 Airports along with community groups, regulators and experts. In December the Commission would review the Survey on Noise Attitudes; in April 2020 ICCAN would publish best practice for airports on how they engaged and consulted around airspace change; also in April they would produce an opinion on noise metrics followed by the publication of recommendations for regulation in summer 2020.

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

- It was suggested that the majority attitude towards noise was that it should be as little as possible. Members referred to surveys undertaken and the parameters for measuring noise. Sam clarified that it was not the role of ICCAN to conduct noise surveys but they could make recommendations on frequency, purpose, populations to be surveyed etc. This would then be used to influence the decision makers such as Department for Transport or those bodies with influence;

- Reference was made to the S106 Agreement which had a number of conditions that Manchester had to comply with; it was suggested this meant Manchester Airport had a different approach to noise than Stansted and it could be useful to compare the two airports. Sam confirmed that ICCAN viewed airports on an individual basis rather than as part of a bigger group.
- Members felt there should be further and strengthened guidance around development within the vicinity of airports and a replacement for PPG24 with clear means of enforcement by Planning authorities.
- Members felt there should be recognition of the impact of noise on health. Sam confirmed the importance of public health was recognised and would be fully referred to in the forthcoming guidance.
- Was there a role for the public? Sam advised that members of the public had already been in touch with ICCAN and the Commission was happy to communicate with a wide range of people and organisations. However, their role was not to be a complaints body;
- Members asked if there was reference to ICCAN in the Airport's Airspace Change Document and Wendy confirmed there was.

RESOLVED: that the presentation be received and noted with thanks, and a copy circulated to the Committee.

4 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 – MAG were prepared for any scenario and held weekly internal meetings and weekly resilience meetings with external stakeholders including the Greater Manchester Combined Authority and participation in national working groups.
- Thomas Cook – the airline had around 3,000 staff operating from Manchester. Manchester Airport had coordinated a dedicated recruitment event and would be organising follow on events. The Airport had also handled over 280 repatriation flights involving more than 56,000 customers; many passengers were then bussed to other UK airports and airport staff had volunteered support by attending to give out information, provide refreshments to passengers awaiting transfers and administrative help in the Incident Centre. There had been praise from passengers and the CAA for this response which had been greatly valued and a thank you event for staff was taking place after the MACC meeting. Brad explained that Thomas Cook passengers were around 10% of the overall

passenger mix but there was confidence that routes and passengers would be recovered by summer 2020.

- Operational Data - On Time Performance – this was determined by many factors including airline, weather, airport and could be impacted by the departing or arriving airport. The areas where the airport had control were with the movement of aircraft across the airfield; the availability of facilities such as airbridges; and services such as for PRMs. The OTP for all flights was below target of 85% in July, August and September. If OTP was assessed using the factors over which the airport had control, then OTP was over 96% for all months. Passenger numbers continued to grow; the total for October 2018 – September 2019 was 29.4m.
- Customer Service and Security Issues – the complaints per 10,000 passengers had increased from July to September 2019 but the volume and complaints per 10,000 passengers compared to the same period last year had decreased. Compliments had significantly increased including 38 compliments for ABM, the PRM service provider, for August. Security performance was shown for the year September 2018 –September 2019; performance against the queue time measurement of 15 minutes or less showed that the SLA had been met in all Terminals for the past 15 months. 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 period shown. Security performance for non - EU passengers had fallen in September to 90.3% but was at 96.1% in August this year. Brad recognised that perception added to negative feelings and feedback with queues appearing long but queue time did not necessarily match the perception. The Airport had used the services of an ethnographer to walk alongside passengers whilst queueing to get views on how they felt at the time and once home. Training in 'Guest Experience' had been refreshed and was integrated for Customer Service and Security staff.
- Special Assistance Service update – throughout July, August and September, which was the peak month, the new provider, ABM, had maintained performance above the 20 minute target for arrivals. The performance was currently at 96.1% against the 97% target to achieve a good rating from the CAA. The Airport Security Ambassador staff were continuing to support the Assistance Service and the temporary contract had been extended to January 2020. Brad had met with the Managing Director of ABM the previous week and the Operations Director of ABM had been based full time at the airport over summer. It was recognised that achieving cultural changes took time; ABM were investing in staff welfare with new uniforms and rest facilities.

- Manchester Transformation Programme – the Programme was progressing well and a “Two Years On” video was shown to the meeting of the story so far. A ‘lessons learned’ exercise had also been undertaken. It was noted that the whole Committee had been invited to undertake a site visit to MAN TP developments at T2 on 27th November with further details to follow.
- Community Matters – in July and August around 110 residents of Knutsford, Mobberley and Styal had attended tea parties which had been very well received. In July a number of pupils from secondary schools and colleges had attended STEM and Technology Masterclasses. The MAG had sponsored one day of the Wythenshawe Games in July which had taken an American theme. The Community Trust Fund had awarded £28,098 to fourteen local organisations including £3,000 to Mossfield Allotments in Trafford towards improving disabled access and £3,000 to Prestbury Parish Council, Cheshire East, towards creation of a ‘green corridor’.

The monthly traffic statistics for July, August and September were included in the report.

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

- Reference was made to the report by Which? where Manchester terminals 1 and 3 were listed in the Top 10 of worst airports with waiting times through security apparently being on average much longer than at other airports. Reference was made to the new T2 and which queuing targets would be set. Brad advised that he had seen the Which report. He explained that the airport gathered around 4500 pieces of feedback per month compared with the Which? Report which had been based on around 600 items of feedback. He said perception was relevant as the aged infrastructure of Terminals 1 and 3 made queues appear longer than the reality. In relation to security, the airport recognised that the service was not as it should be. There had been a focus on training for staff, including security staff, and this would be refreshed. The new Terminal had been developed with ongoing consultation with airline representatives and the agreed target was that 95% of passengers on average would go through security within 15 minutes. This was comparable to other airports.
- Members felt that statistics and feedback as presented by the airport often did not reflect members own experience or experiences related to them by other passengers. It was also suggested that the experience of passengers who required assistance services had deteriorated. Brad explained that the use of statistics was not intended to mislead the Committee. In 2013-14 the MAG Board had recognised the need to take action and the Transformation Programme and investment of £1.2 billion had been developed. The Terminals

were ageing and the airport continued to be busier than ever which reinforced the decision to progress MTP. In relation to assistance services, the change of provider to ABM was a medium - term investment; performance had dipped in May/June but this had been partly due to the new provider taking on existing staff through TUPE. Brad had confidence in ABM who were committed to the service at Manchester, there had been investment in infrastructure and equipment. For assistance passengers, waiting times were measured using European Civil Aviation Conference measures with different targets based on whether or not a passenger had pre-notified. The airline contract required that there were no delays to slot 1 departures and no delays over 15 minutes.

- Members noted the award for UK Airport of the Year as voted by the Travel Trade Gazette. Members asked if the award took into account cleanliness, car parking and queue times. It was felt this conflicted with the Which? Report and members asked if it could drive complacency? Adam Jupp advised that the Travel Trade Award was based on factors that were important to travel agencies and ABTA and the route networks offered. It was not considered that Awards would lead to complacency.
- Members congratulated the airport on holding the Jobs Fair and the support shown to Thomas Cook employees.
- It was also noted that local bus and coach links to the airport were under continuous review with the aim of making further improvements.
- Members asked if the airport was making representations about HS2? Brad advised that Manchester had hosted a visit from the Review Team who had visited the network and the airport site; the airport was part of a wider Greater Manchester network and it was felt that the airport's position was well represented.
- Members asked that future videos demonstrate all the inclusivity that was part of MTP such as quiet rooms, faith rooms, accessibility features. Brad concurred that this was a very good idea and would be taken on board.
- Members were pleased to hear that some of the travellers would be in operation the following week. A question about resilience and compatibility of old and new equipment was raised. Brad advised that all new equipment was 'off the shelf' so that parts should be more easily available rather than being bespoke.
- Members felt the ethnography at the airport was an interesting process and asked if the results could be shared, noting that quantifying human experience

was difficult but very important to the passenger experience.

- Members felt the “Two Years On” video was an exciting opportunity to showcase the future of the airport and asked if it could be viewed by the public. Members asked when T2 would fully open. Brad explained that there would be further publicity initially in July when the additional facilities would mostly be available. The Terminal would have a phased opening with all facilities except Check In opening in July 2020, with the latter following in October/November.
- Members asked about progress with ‘Park Mark’ and this would be given outside the meeting.

RESOLVED: that the report be received.

5 SUSTAINABLE AVIATION AND AIR QUALITY MONITORING AND CONTROL

Adam Freeman, Head of Corporate Social Responsibility, updated:

The airport was one of many signatories to ‘Sustainable Aviation’ which also involved a number of other airports including Heathrow, Gatwick and Liverpool John Lennon as well as many airlines. The issues covered also included “Cleaner, Quicker and Smarter” flying, Air Quality and Climate Change.

UK aviation contributed 7.9% of CO₂ emissions in the UK. This figure referred to all flights that departed from the UK. There were a number of measures that could be taken to reduce CO₂ emissions including airspace modernisation and new aircraft that were more fuel efficient.

Manchester Airport had a focus on air quality and presented to various groups including TAG, community groups and hosted a dedicated website which included the Emissions Information Pack.

All Manchester Airport Group airports were carbon neutral and by next year, BA domestic flights would also be carbon neutral. A Carbon Road map would be available later in the year and further information could be given to a future meeting.

Members referred to the Committee on Climate Change which suggested that average emissions had doubled and steps to limit growth and demand would be required to make a positive impact. Members felt that reference to CO₂ emissions should refer to CO₂ equivalent as impact on the ground was lesser than the impact in the air. Adam felt that the solutions regarding airport impact was within sustainable aviation measures.

RESOLVED: that:

(a) the presentation be received and circulated to the Committee; and

(b) an update be made to a future meeting when the Carbon Road map is published.

6 COMMUNITY RELATIONS

(a) the Aircraft Track and Noise Monitoring Reports for June – August and the Complaints Summary Report for September were presented.

The total number of complaints received over July were much lower than the same period the previous year, however the August complaints were broadly compatible with 2018. There had been 8 Noise Infringement fines during the period.

(b) Wendy Sinfield updated on the Airspace Change project. On 7th August the Stakeholder Reference Group (SRG) had met, chaired by Steve Wilkinson; the SRG would act as critical friend. A number of Focus Groups had been held, facilitated by You Gov, to discuss and comment upon draft 'design principles'. In addition, other engagement and consultation had included over 2,200 people contacted about sessions to find out more about 'Future Airspace'; local Town and Parish Council clerks had been contacted; local Councillors from Manchester City, Stockport, Cheshire East, Cheshire West and Chester, and Trafford Councils had been invited to meetings about the airspace project; over 1,300 stakeholders had received an email from Andrew Cowan about the project and inviting them to 'be part of the conversation'. There was also coverage in the local press.

The CAA had formally accepted the Airport's 'Statement of Need' and this would be discussed at the next meeting of the SRG.

RESOLVED: that the report be received and noted.

DATE OF NEXT MEETING: Friday 17 January 2020 at 10.00am.

MINUTES OF THE MEETING OF THE TECHNICAL ADVISORY GROUP held on Friday 6th December at Meeting Room 11, 1st Floor, Olympic House, Manchester Airport

PRESENT: Mr Peter Burns (in the Chair)

Cllr Colin Booth

Mr David Neill

Cllr Chris Novak

Cllr Steve Parish

Cllr Deborah Walker

Mr Steve Wilkinson

Cllr Barry Winstanley

REPRESENTING MANCHESTER AIRPORT PLC

Nick Biggar, Jonathan Challis, John Cookson, David Foote and Andrew Murray

SECRETARIAT:

Mike Flynn, Secretary; Denise French, Assistant Secretary

ALSO, PRESENT

John Mayhew – NATS; Margaret Hopley, Environmental Advisor, Cheshire East Council (CEC) and Paul Johnson and Emma Dunabin from Bureau Veritas

APOLOGIES:

Cllr Nick Mannion, Cllr Jan Nicholson, Cllr Linda Reynolds (substitute Cllr Deborah Walker) and Cllr Matt Wynne; and Jon Bottomley from Manchester Airport

1 MINUTES AND MATTERS ARISING

The minutes of the Meeting held on 20 September were considered. Andrew Murray reported that Jon Bottomley felt minute 2(a) was not accurate in terms of reporting that draft obligations, a draft Memorandum of Understanding and S106 Agreement would be submitted to the December meeting.

All matters arising were covered on the agenda apart from minute 3, Aerodrome Operations. In relation to drones, Jonathan Challis gave an update on the review of 'Drones, fireworks, toy balloons and sky lanterns near Manchester Airport, by reference to the proposed update of the data sheet. The previous data sheet, which had now expired, had been circulated with the agenda pack for reference purposes. Jonathan explained that the first data sheet covering fireworks had been issued in 2008; this had then evolved to include toy balloons and sky

lanterns. The final version, as circulated, had been issued in May 2018 and had included drones, including reference to the 'Drone Code' and linked to the 'Drone Safe' campaign.

A number of changes were due in 2020 to bring the data sheet into line with CAA guidance and the operating environment of the airport. The changes included a requirement to seek permission from Air Traffic Control, to release between 1 – 10 sky lanterns within 10 nautical miles of the airport; permission to be sought from the CAA to release more than 10 sky lanterns anywhere; firework displays within 2 nautical miles of the final approaches were not permitted except on 2 specified dates and times; introduction of flight restriction zones (FRZ) for drones, a new mechanism to request permission to fly a drone via a web portal and changes to the Drone Code to refer to the FRZ and making it illegal to fly a drone or model aircraft between 250g-20kg that did not show a valid operator.

Members asked about how the changes were policed. John Mayhew explained that anyone not adhering to the law could be guilty of endangering a flight. Members asked about promoting the information to individuals. Jonathan explained that information was available online, manufacturers had been approached; the issues were promoted at regular meetings with local councils and publicity was targeted at certain times of year including the run up to Christmas. It was noted that Local Councils were an important resource for circulating updated information.

RESOLVED: that:

(a) the Minutes of the meeting of the Group held on 20th September be approved as a correct record; and

(b) the update on the Data Information Sheet be noted.

2 SECTION 106 AGREEMENT

(a) Paul Johnson and Emma Dunabin were welcomed from Bureau Veritas to present the Independent Audit of the Section 106 Agreement.

Members were reminded of the background to the the S106 Agreement; it was signed in 1994, and it came in to force in 1997 following the granting of planning permission for Runway 2. The Annual Review ensures obligations within the S106 are being met –the obligations were in three broad sections: Obligation B -this ensured the noise environment resulting from the Airport was no worse than in 1992; Obligation B1 required the means of measuring the noise impact in the form of a "suitable noise and track monitoring system" was appropriate for the purpose and gave accurate results; and Obligation C1 related to controlling the impact of night operations. The External Audit also reviewed 4 planning conditions relating to noise impact being no worse than in 1992. This year's Audit was the 18th year and included the special topic – WebTAG assessment methodology within the scope of airspace change process.

Paul explained that the Audit conclusion in relation to noise impact was that all Condition limits had been met in 2018 and with a comfortable safety margin. It was noted that the annual air transport movement numbers had reduced by 1.1% in 2018 compared to the previous year. If flight numbers were to increase in the future at a significant level, around 7% from current

levels, then there may be a risk of not complying with the Airport's Night Noise Policy Objective which was to not exceed the 2001/02 metrics.

The Audit had looked at Obligation B1 – noise and track monitoring system – and concluded that the system used by the Airport was appropriate for the purpose and gave accurate results.

In discussing the presentation Members asked for assurances around accuracy of data. David Foote confirmed that the system used was very accurate and reliability had improved from previous systems. It was noted that there were a number of new Members and David offered to present to a future meeting on the background to how noise and aircraft movements were tracked, and the meanings of Laeq.T and associated data.

Paul and Emma presented on the Special Topic – WebTAG assessment methodology within the scope of airspace change process. WebTAG could be summarised as below:

- It was the Government's web-based Transport Analysis Guidance toolkit to measure the environmental impacts of transport systems; it ensured consistency and transparency;
- It was web based only to enable live updates;
- WebTAG comprised 5 units – Unit A1 – cost-benefit analysis; A2 – economic impacts; A3 - environmental aspects including noise, air quality and greenhouse gas emissions; A4 – social and distributional impacts; and A5 uni-modal appraisal.

Paul and Emma showed how WebTAG could be used in airspace change. This would include a comparison of the current situation (baseline) with the forecast situation based on any proposed changes. An example was shown of 2 different flight paths; one over an urban area and the other avoiding urban population.

WebTAG could be used to appraise various factors; for each factor, WebTAG would convert the calculated impact into a monetary valuation, both for the present and any future impact.

(b) Andrew Murray updated on the S106 Agreement. The Memorandum of Understanding document was effectively a 'Rules of Engagement' document. However the review of the S106 is expected to be of greater interest to TAG. Andrew explained that delays had occurred due to changes in senior management at Cheshire East Council (CEC) as well as leadership changes. A number of meetings had been scheduled between representatives of the airport and CEC and an update on progress will be made to the next meeting of TAG.

Andrew explained that a Travel Plan had been produced by the Airport which was currently with Manchester City Council to be approved. Subject to sign off, he would present on the Plan to the next meeting and input would also be invited from CEC. Andrew advised that there were also regular discussions with adjoining Local Authorities to ensure coordination.

(c) Margaret Hopley of CEC explained that the Environmental Health Officers Group had not met recently so there was no update at this point.

RESOLVED: that

(a) a presentation be made to a future meeting of TAG on the background to how noise and aircraft movements were tracked, the annual Audit procedure and the technical implications of Laeq.t and associated data.;

(b) an update be made to the next meeting on progress with the review of the S106; and

(c) an update and minutes of meetings of EHOG be submitted to the Group.

3 AERODROME OPERATIONS

The Group considered a briefing presented by Nick Bigger:

- Passenger numbers for the financial year to date were 21,866,762 at 2nd December 2019. There had been 147,760 transport movements within the same period.
- There were 10 Mandatory Occurrence Reports (MOR) between the period September – November and the details were presented.
- Current airfield projects – the major project had been the Airfield Re-designation which had taken place overnight from 4th – 5th December 2019. Another project which would Go Live in February 2020 was multi-lateral radar installation – this would utilise enhanced technology to clearly identify all aircraft and vehicles. Other work to take place was to prepare for the Transformation Project and included fuel hydrant reconfiguration and installation of pits and ducts.

RESOLVED: that the update be noted.

4 PLANNING AND DEVELOPMENT UPDATE AND MAN-TP

(a) Andrew Murray updated on Planning and Development:

- Aerodrome Safeguarding – a new procedure would require all fixed or mobile cranes above 10 metres in height to be notified to the CAA. The CAA would then assess the crane/equipment and decide if it was within an aerodrome's 'crane notification area'. If so, it would be sent to the relevant aerodrome for safeguarding with the possibility of the aerodrome introducing charges to assess the crane and issue a permit. Cranes within an airport would have to participate in the process but Manchester was working on the creation of 'pre-safeguarded' zones to enable 12 month permits to be awarded.
- National Planning Policy – the Defra proposals to make Net Biodiversity Gain mandatory for all development proposals was due to be included in a new Environment Act due for Royal Assent in the near future. It was already included in Planning Practice Guidance.
- Local Planning Policy – the consultation on the Greater Manchester Spatial Framework had received in excess of 65,000 comments from over 17,500 respondents. The next consultation phase was scheduled for 2020 with the target adoption date currently

scheduled for December 2021.

- Manchester Transformation Programme (MAN-TP) – Members were shown pictures of current progress. The Departures area was now progressing to fit out. The T2 extension building would be handed over to the airport in April and then be open for passengers in July 2020. The current T2 would close for refurbishment. Members had been offered the opportunity to visit the new Terminal extension on 27th November and had noted the good progress.
- Global Logistics Hub – a planning application had been submitted for the last remaining plot. Planning permission had been granted for 2 surface car parks and work would commence on site in June 2020.

RESOLVED: that the update be noted.

5 COMMUNITY RELATIONS DEPARTMENT

(a) Jonathan Challis presented the MANTIS reports for September and October and the Complaints Summary for November along with the data maps for the period. Jonathan explained that the failure of a navigational aid between 11th and 13th September led to three-days of Non-Standard Departures and so clusters of complaints on the west side of Knutsford and in the villages to the south. In November, the scheduled maintenance, of the same navigational aid, resulted in more Non-Standard Departures and, due to the direction of operations (easterly), resulted in complaints in and around the Gatley area. There had been eight noise infringement fines during the period.

(b) Jonathan updated on the Airspace Change process. The “Step1B Design Principles Report” was now available on the CAA Portal. An Executive Summary of the Report had been produced for publication on the Website by 9th December. The CAA Portal address would be included in the Airport Website for ease of reference.

RESOLVED: that the Community Relations update be noted.

NEXT MEETING: Friday 13 March at 10.00am.

MINUTES OF THE MEETING OF THE AIRPORT USERS ADVISORY GROUP held on Friday 29th November 2019 at Meeting Room 11, First Floor, Olympic House, Manchester Airport

PRESENT: Mrs S Matlow (in the Chair)

Cllr S Corris

Mr N Duncan

Ms K Hulme

Cllr E Patel

Mr J Thomas

Mr R Thompson

REPRESENTING MANCHESTER AIRPORT PLC

L Cleminson, M Foster, K Heyes, C Hughes, A Kelly, S Patel, M Ralph and L Wasnidge

ALSO PRESENT

A Knight, UKBF and S Massey (AECOM)

SECRETARIAT:

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

APOLOGIES:

I Macfarlane, K McMahon and K Whitmore

1 MINUTES AND MATTERS ARISING

The Chairman noted that all Matters Arising were covered as individual items on the agenda.

RESOLVED: That the Minutes of the meeting of the Group held on 13th September 2019 be approved as a correct record.

2 UK BORDER FORCE

Adam Knight updated on Border Force:

- The past 3 months had seen good performance by UKBF against the SLA. September was always a busy month and the Student Reception, which had been introduced last year, had been utilised again. The situation had improved as more students were now able to use e-gates plus the removal of landing cards had reduced the numbers of passengers who needed to see an officer.
- Trials were underway in T2 to use Security Ambassadors in a hosting role to direct

passengers to lanes. It was hoped this would reduce wait times.

- The Arrivals area in T1 was to undergo a redesign. This could include removal of fixed barriers to enable more flexible use of the space.
- In T3 there would be the installation of 4 additional e-gates. The design had been approved and hoarding would be installed in January. There was a 12 week installation programme so that the e-gates were available for the Easter period. While the hoarding was in place there would be less space so passengers would need to queue down the Pier.

Members asked about Security Ambassadors acting as Hosts and whether this was helpful as passengers may not go to the next available desk until directed meaning there could be delays. This appeared to be the feedback from other Airports. Lisa advised that feedback was being considered from Stansted which suggested having hosts at an earlier point in the queue could help as they could give advice to passengers to ensure they were prepared with their passport open at the correct page etc. This could be trialled over February half term. The presence of hosts getting passengers prepared had been effective in Security with hosts giving advice about liquids, removing belts etc. Members noted positive examples from their own experience when travelling with a passenger using a walking stick who had been directed to Fast Track to reduce their need to wait in the queue. Lisa would pass this onto colleagues.

Members asked whether there would be a temporary reduction in e-gate provision during the transition to the new Terminal 2 extension? Adam advised that the new e-gates would be installed ready for the T2 extension opening on 1st July at which point the 10 gates in the existing part of T2 would close. The airport had confidence in the e-gate suppliers. It was confirmed that by spring there would be 10 x e-gates in T1; 10 x e-gates in T2 and 9 e-gates in T3. There would always be 29 e-gates across the whole campus.

Members asked about use of social media for UKBF and compared to how the Police used social media to give positive messages about the actions they were taking. Adam advised that there was no separate Border Force social media and any messages were publicised centrally via the Home Office. This issue had been raised with Ministers.

The Chairman asked whether there was a role for UAG and agreed to discuss this with Lisa outside the meeting. Adam advised that consideration was being given to the possibility of giving live data on queue times which could help with perception especially in T3. Adam also explained he was to meet with Chris Hughes regarding possible installation of Feedback Now buttons in Immigration. Lisa felt this would help to assess whether new initiatives were working.

RESOLVED: That the update from Adam Knight be noted.

3 HIGHWAYS SIGNAGE PROJECT

Matt Ralph from the Airport and Simon Massey from Aecom updated on the Highways Signage project. The project was intended to improve Wayfinding mainly from the perspective of visitors who were driving to the airport, but also taking into account the pedestrian experience. Wayfinding had been an area of low NPS scores for many months.

Simon explained that existing signage had been looked at – there was a vast array of signs, giving a large volume of information and a lot of temporary information too. The aim was to reduce the amount of clutter and make the signage much simpler.

The proposed strategy was to improve the guest experience by:

- Separating highway destinations from airport destinations;
- Have 2 distinct sets of signs;
- Be clear and consistent;
- Reduce vehicle circulation.

There would be fewer highways signs but they would direct customers to the Terminals, Railway or be located at the exits to indicate destinations such as M56 or Wilmslow. There were restrictions on the wording on a highways sign.

A trial scheme from T2 roundabout, via World Way and Palma Avenue to the new T2 West multi storey car park was planned. The construction would take place during February 2020 with the trial commencing in March for one month. Following consultation and feedback the new signs would be rolled out in April 2020.

Members raised queries and issues as follows:

- The signage around the A555 was considered poor; Members felt some signage was too 'last minute' risking drivers ending up on the M56 instead of the airport.
- It was noted that many drivers did 'U turns' off Styal Road and this had been raised with Stockport MBC with a request that signage prohibiting U turns be installed.
- Members asked about signage located on the ground and were advised that this would be a project in 2020 with 'totem' signs being installed.
- The use of 2 distinct signs was supported. Members asked about adding a roundabout symbol to the Airport sign and Simon agreed to consider this.
- Members asked about any confusion during the transition to the new signage system. Matt explained that the new signs would be covered up when installed until the transition date at which point they would all be uncovered at the same time. There was also the option to use digital signage during the interim period.

- Members noted the confusion at certain points of the site including around Thorley Lane where traffic could turn right onto Enterprise Way using the filter lane; it was felt that better signage was needed to indicate the filter lane.
- Members asked about the impact of the 'green' pedestrian bridge due for installation but were advised that no impact was expected.
- Members discussed the use of the 'P' symbol to indicate car parks. It was felt this should only be used for car parks where drivers could turn up to park and not for Meet & Greet or pick up and drop off areas.
- Members discussed whether the Station should refer to Interchange or just Station and the view tended towards using the term 'station' as this was more widely understood.

RESOLVED: That

(a) the update on the Highways Signage Project be received; and

(b) the Walkabout on 20th February be replaced by a Members' meeting to focus on the final review of the proposed new signage and locations.

4 REPORT OF THE CUSTOMER SERVICES DIRECTOR

The Group considered the report of the Customer Services Director, presented by Lisa Cleminson:

(a) Special Assistance Service Issues – Michelle Foster updated: the figures for August – October 2019 showed there had been over 100,000 PRMs at the airport. The proportion of PRMs who pre-notified remained static around 68%. ECAC results for October were presented; this was European legislation against which the airport was marked. The data showed performance was mostly above target with Departing Passengers but some areas were below target for Arriving PRMs. The issues were around planning and resource allocations and the airport was working with ABM on this. A daily audit took place to assess ratio of staff to Arrivals along with increased use of the icaddy and buggy in T2 when appropriate. There had also been increased compliments for the PRM service particularly around friendliness of staff and the new equipment. The NPS scores showed the PRM service was one of the biggest areas of improvement.

Michelle outlined the resource levels for the winter season. She explained that the service worked to notified levels. She explained that on 26th November there had been 102 PRMs within a 2 hour period arriving from 2 flights. There was work taking place on B Pier to carry out infrastructure works to enable the installation of an ambilift to accommodate the A380 aircraft. Driver training was being considered to enable all drivers to be able to operate all vehicles – ambilifts, banks and minibuses. ABM were also reviewing their management structure and from January 2020 would have 2 Terminal Managers at Manchester – one to cover Terminals 1 and 3 and the other managing T2. There were also additional buggies on order.

The information on missed flights was provided:

August – 4 PRMs had missed flights with 3 due to ABM;

September – 12 PRMs had missed flights with 7 due to ABM;

October – 2 PRMs had missed flights and both were due to ABM.

Members raised the following queries:

- Were 2 buggies sufficient in T2? Michelle advised the number of buggies was based on the years' forecast and an increase could be considered if the forecast suggested more were needed. The buggies were used for arriving passengers and the icaddy was used in Departures.
- Were pre-notified passengers given priority? Michelle explained that there were many difficulties with trying to prioritise pre-notified passengers – some passengers who arrived from a hub could become non-notified; some passengers may pre-notify but decide they can manage on their own and depart the aircraft without waiting for any assistance; passenger behaviour meant passengers would attempt to disembark as soon as the aircraft landed. It may be possible in future to prioritise pre-notified passengers through the use of technology. Members noted a role for ABTA to encourage passengers to pre-notify if they needed assistance. Michelle advised that pre-notification rates were around 68% which was a good figure.
- Members noted increased pressure with walking distances at the T2 extension and new Pier 1. Members asked about the possibility of help points along the temporary link for passengers who decided the walking distance was too much once they were part way. Michelle advised that buttons had not been installed as the walking distances were published so it was expected that passengers would speak to the Customer Point if they felt the distance was too far. As the link was temporary the issue would go once the new Terminal extension was open and the link removed. Michelle agreed to consider the suggestion to provide seating on the link. Lisa advised that consideration was also being given to putting phones on the link.
- Members asked about monitoring ABM and were advised there was an audit process. Monitoring could be by CCTV or beacon technology; this was to identify high volume points to assess how the area was managed, resource levels etc; it was not used to the detriment of staff.
- Members asked about information gathered on Assistance for NPS data. The Group was advised that one question was asked regarding whether the passenger had received Special Assistance and if the response was 'yes' it lead to a survey on the experience received. There were a number of questions which the CAA required the airport to ask and this information would be included in future reports.
- Members asked for detail on resource for departing PRM passengers and were advised

that resource was aligned to Check In. If ABM suspected there may be issues with insufficient time they would contact the Gate or Airline.

- Members were concerned at the level of missed flights and asked about sanctions. Michelle advised that ABM had an internal process as the accountable body. There was no legislation for compensation but ABM would consider additional recompense outside of any immediate welfare provision. There was a requirement to report to her on the outcome of every missed flight. On occasion the individual passenger would be invited to meet with airport and ABM staff to discuss any options for managing future travel. Some passengers who missed flights were non-notified. The situation in September had been particularly challenging due to the repatriation of Thomas Cook passengers and ABM staff had assisted with this.

The minutes from the Accessibility Forum meeting on 21st August had been circulated. The Forum had met again on 27th November with a focus on security; the minutes would be submitted to the next meeting of the Group.

(b) Customer Contact Team and Feedback – Chris Hughes updated: NPS scores were presented for August – October. The overall performance was below target during the period for both T1 and T3 but above target for T2. The performance compared to the same period last year showed an improvement in all areas apart from Premium Lounges and car park experience. The performance in baggage reclaim had shown a significant improvement. The scores for T3 Immigration had declined and this was due to capacity issues; it was expected that scores would improve once new e-gates were installed. The scores for Wayfinding included walking distances. The T2 overall journey experience scored well. T1 had been impacted by Thomas Cook's demise. Members asked whether comfort scores for T3 would improve once airlines started to move across into T2. Lisa reported that feedback on 'comfort of gate' would be analysed to see if there were specific areas that scored poorly or well. There were a number of improvements due to commence in T3 including mobile scanners for queueing passengers and a new toilet block. There would be surveys undertaken with passengers in T3 and work with airlines on options and opportunities including whether there were any quick wins.

Members noted that car park performance scores had improved and this was partly due to T1 Meet & Greet being relocated back to ground level..

The 1903 Lounge scored well especially with courtesy of staff.

Food and Beverage scores were low. Lisa advised that the Airline Community had also raised this as an issue. Some feedback reflected the crowded nature of some F&B areas and issues with tables not being cleared and cleaned. Mike Ward (Head of Retail) had made a presentation to the AOC on F&B and this could be offered to the Group too.

Feedback Now performance from October 2018 – October 2019 was presented. Satisfaction scores in October 2019 for cleanliness of toilets and security were at the highest since the initiative had commenced with toilets scoring 86% and security scoring 79%. Chris advised

that there had been good support from MITIE. He had met with Lee regarding any additional areas where the Feedback Now buttons could be used. The recent period where the buttons had stopped working had been due to the batteries; the lifespan should be 2 years but due to the amount of usage the batteries had run out sooner. There had been 4m pieces of feedback in 12 months which was an excellent result.

(c) Chris presented data from the Customer Feedback Team. Complaints per 10,000 passengers were lower than the same period last year. The Top complaint for the period August – October was M&G damage to vehicles. There had been increased movements during the period and reduced complaints; there had also been the highest number of compliments in October. For the 3 month period there had been 548 claims with the airport accepting liability for 183 claims which represented 33%.

(d) The Sales Team were now dealing with bookings for the PremiAir service. There had been a steady start and a number of offers were available including to staff. A presentation on PremiAir from the Lounge Manager Richard Hill was offered and Members welcomed this. Members asked about cancellation of lounge bookings and were advised a cancellation option was offered on booking. Each case would need to be discussed with the Sales Team and would depend on how far in advance the cancellation was made; there may be an administration fee.

Members queried figures for Outbound Security because the Airport, CAA and Which? all quoting different wait times. Smit Patel explained this had been raised at a senior level. Lisa noted the issue with perception that the wait times were longer than reality. There were also issues with the high number of rejects particularly with certain flights. There had been investment in translation resource, communications, work with trains to provide information during the journey, information on bus shelters. The lane lengths in Security was a challenge but this had been addressed in T2.

RESOLVED: That

- (a) the report of the Customer Services Director be received and noted;
- (b) the future reports include feedback on the previous 3 months'CAA questions around special assistance;
- (c) future reports provide a breakdown of the top 10 feedback by Terminal; and
- (d) a presentation on retail be made to the next meeting; and
- (e) a presentation on the PremiAir service be made to the next meeting .

5. CLEANLINESS

Karla Heyes and Andrew Kelly updated:

- (a) Leaks survey – Karla advised the go ahead to fix various leaks had been given this week. To date one leak had been fixed and work was to commence on T3 car park shortly. It

was unlikely that all leaks would be fixed as there were some issues with detecting the source of the leak. Some leaks were due to blocked gutters and cleaning work would be done.

(b) Passenger numbers – passenger numbers in September were higher than the previous year but had slightly decreased in October compared to the same period last year; October's passenger numbers were around 2,500,000.

(c) Q Audit – this new scoring system continued to be effective with scores for the past 3 months above the target of 85%. The fails for October had been only 2.5%. The scores in August had dipped and the specific issues for T2 were identified as mainly airside including Pepper Pots and baggage reclaim. Lisa explained that she had taken members of the AOC on a site tour which had increased confidence in the airport. The role of the Terminal Appearance Manager included carrying out unannounced inspections. The cleaning schedules had been reviewed. There were some issues with perception such as areas where paint was flaking. Members noted that security trays could make clothing dirty. Lisa advised the uniform review would include security staff not wearing white shirts as they were too difficult to keep clean. Members were advised that trays were cleaned by hand in rotation. Lisa agreed to look at options for more intense automated cleaning of trays.

RESOLVED: That the update be noted.

6. UPDATE ON OUTSTANDING ISSUES FROM PREVIOUS WALKABOUTS

Members were updated on the outstanding issues from previous walkabouts including:

- The smoking area in T1 Airside had now received new cigarette bins following a successful trial. The area had been deep cleaned and new matting was being considered. The new bins would be installed in the new T2.
- The nappy bin in T3 Trattoria was programmed to be emptied three times a week; this would be checked and reviewed to ensure the timescales were sufficient.

RESOLVED: That the update be received and noted.

7. ANY OTHER BUSINESS

The Chairman referred to the Take Off magazine for staff and asked about the reference to real time bus information due to be installed shortly. Lisa advised this was awaiting IT to install and an update could be made to the next meeting.

Members asked how lost items in outbound security were dealt with. Smit advised this would be reported to him and CCTV would be viewed. If it appeared that an item had been stolen then it would be for the passenger to raise with the police. If the item was damaged and the airport was responsible then compensation would be discussed. Members were advised that there was full CCTV coverage across security. In September there had been 3m passengers processed and only 19 lost items.

RESOLVED: That an update be made to the next meeting on installation of real time bus information.

NEXT MEETING: Friday 6 March 2020 at 10.00am.

NEXT MAN-TP WORKSHOP: Wednesday, 22nd January 2020

NEXT WALKABOUT: Thursday 20th February 2020 at 10.00am. This will not be a Walkabout but will take the form of a AUAG Members' meeting to give final consideration to the new signage proposals for the Airport site and adjoining Highways.

MANCHESTER AIRPORT

Manchester Airport Consultative Committee

17 JANUARY 2020

REPORT OF THE CHIEF OPERATING OFFICER

1. INTRODUCTION

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

2. POLICY MATTERS

General Election/New Government

In December, the Conservative Party secured a majority Government with 365 seats, gaining many seats in Labour heartlands. Changes in our local area include Bolton North East, Bury North, Bury South, Leigh, Heywood and Middleton, Crewe and Nantwich, Eddisbury and Warrington South.

Issues of note to Manchester Airport, along with Brexit, are commitments to build Northern Powerhouse Rail (NPR), and a consideration of the HS2 review findings. Other infrastructure commitments include investment in local public transport, such as Greater Manchester's Metrolink system and rail upgrades in and around Liverpool.

The Corporate Affairs team has co-ordinated a strategy to engage effectively with the new Government, and all MPs across our region, on issues of importance to Manchester Airport. As well as Brexit and infrastructure investment, these include the finalisation of a new Aviation Strategy, measures to combat disruptive passengers and the environment.

Brexit

The House of Commons voted to pass the EU (Withdrawal Agreement) Bill at the second reading. There were 358 votes in favour and 234 votes against. The passage of this Bill means that the UK is set to leave the European Union on Friday 31st January 2020.

We welcome the mutual recognition, by the UK Government and EU, throughout this process of the importance of aviation. Once Britain has left the EU on 31st January, and attention turns to developing the country's long-term trading relationship with the EU, the best result would ensure the deal preserves the open, liberal flying arrangements the UK utilises today.

As well as weekly internal meetings, to assess the latest updates and processes, we are part of weekly resilience meetings with external stakeholders such as the Greater Manchester Combined Authority and national working groups with Government on a variety of issues, including border processes.

3. AWARDS

Pink News award

Manchester Airport won the *Pink News*' Business Equality Award, ahead of businesses such as Vodafone and DLA Piper. The award recognised all the work done in the LGBT+ arena and praised the Airport's efforts, ethos and approach. *Pink News* is a leading LGBT publication and the event was attended by a host of high-profile MPs and celebrities including Jeremy Corbyn, John Bercow, Diane Abbott and John Barrowman.

4. MANCHESTER TRANSFORMATION PROGRAMME

The next 12 months will be the most significant to date for the Manchester Airport Transformation Programme (MAN-TP), with many of the new facilities coming into operation. Below are key developments since the last meeting, with members having also been given a tour of the construction site and provided with the latest materials and imagery to share with their own contacts.

Terminal facility

In December, we released new images and a video to showcase what passengers using the new facilities can expect, see www.MAN-TP.co.uk/gallery. New features unveiled include a honeycomb light installation that illuminates the departure lounge. With 16 million settings, it will change colours depending on the time of day. A new 83 m² digital screen will take centre stage to provide entertainment and information to passengers. There will also be a new children's play area to help families pass the time before heading on their travels.

The first phase of the Terminal extension is set to open in July 2020. This phase will include one check-in island, the new security hall, departure lounge, immigration hall, arrivals hall and bussing gate lounge. Once these facilities are running smoothly, further facilities will start to operate through the remainder of the year, such as the new baggage reclaim facilities. As these, various elements of the new extension open, other areas of the existing Terminal will close to allow each area to be reconfigured and refurbished to align with the new facilities.

Airfield re-designation

Construction of a dual taxiway system, which will allow two 'Code E aircraft' to pass each other and improve access between the Runways and Terminal 2 is a key part of MAN-TP. To prepare for the introduction of the parallel taxiways, later in 2020, changes have been made to several airfield designators (Taxiway names). Overnight on Wednesday 4th/ Thursday 5th December a team of 30 installed 50 new signs on five sections of Taxiway, one Runway holding position and 11 intermediate hold positions. Additionally, several painted ground markings were altered, and changes were made to the airfield lighting and other control software systems. The date aligned with the publication of revised aeronautical and operational charts, publications and databases.

Aerozone

In November, we announced plans to open a state-of-the-art education centre. Called AeroZone, the area, at the Station, will launch in early 2020 and host more than 5,000 pupils aged between four and 18 every year. The AeroZone is being delivered as part of the £1bn transformation programme, ensuring the biggest investment ever made in our 81-year history leaves a legacy for the region. The AeroZone will be staffed by educational professionals and resources and experiences to help children in their studies. There will also be careers inspiration to encourage young people to think about the jobs on offer at their local airport, as they consider their further education choices.

5. DEVELOPMENTS

PremiAir

In November, our new premium terminal opened for use by passengers flying with 23 airlines. The PremiAir facility is separate from the main terminals, close to the Runway Visitor Park, providing a "private jet experience". Guests pay between £50 and £175 to make use of the facilities dependent on their requirements. Early feedback has been positive.

Jet Parks 3 Extension (JP3X) / Cloughbank B

Both the extension to the Jet Parks 3 (JPX3) Car Park (accessed from Styal Road) and the Cloughbank B (close to the A538) Car Park require considerable ecological mitigation works, in advance of any meaningful start-on-site. These works are programmed to take place between now and May and are dependent upon successful Licence applications to Natural England. In delivering the JP3X we are also applying to the secretary of State to divert the course of a Public Right of Way onto a new alignment around the periphery of the development; within the landscape belt.

Airport City North

A planning application has been submitted for a hotel on the land to the rear of the Station at the 'landing point' for the 'green bridge'. The car park to the rear of Voyager has now largely been taken up by the construction compound for the bridge, with the lifting of the deck into position planned for May. To the north of the motorway slip-road enabling works for the other 'landing point', for the bridge, and for the development of the 'E' plots (one Multi-Storey Car Park and two Office blocks) continues.

Global Logistics

Development is well advanced on a new production and logistics facility for The Hut Group. Work has also commenced on two logistics units, one of 12,855 m² and one of 9,523 m². The application on the final plot, for a 40,625 m² logistics unit, is with Manchester City Council for determination.

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:

- October -On time performance for all flights was 80.4% and 88.8% for first wave.
- August -On time performance for all flights was 86.2% and 91.3% for first wave.
- December -On time performance for all flights was 80.0% and 88.5% 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:

- October -98.2%
- November -98.4%
- December -98.4%

Strikes by French Air Traffic Controllers caused some cancellations and delays which affected December's performance.

Passenger numbers

As indicated in the 'Traffic Statistics' summaries, at the end of this Report, the number of guests using Manchester Airport has remained constant, despite the loss of the Thomas Cook Airline operations. The number of guests using our site during 2019 was 29.4 million.

7. SUFACE ACCESS

Congestion management

Congestion around the internal estate has been well managed over the past few months. We have been able to use the 'Congestion Management Plan', that was devised and evolved for the summer peak period, to address jams as they have arisen in November/December.

A new programme board has been formed to bring together all the key stakeholders to discuss their respective programmes of work on the internal and external estates. The board includes MAG Property, MAN-TP, Electricity North West Limited, Manchester City Council and Highways England. We anticipate that, meeting in this way, will enable pro-active management and coordination of the major programmes planned for the next six months.

Actions to tackle anti-social parking and protect our guests from rogue parking companies

Over the last 12-months, I have reported that damage has been caused to the cars of our guests in the 'care' of rogue 'meet and greet' car park operators. These operators have also caused significant nuisance to those neighbouring our site by parking cars in residential streets and on land without a relevant planning permission. At the end of 2019, alongside Manchester City Council/Cheshire East Borough Council, we launched a 'Buy with Confidence scheme'. We have, together, published a list of meet and greet firms which meet Trading Standards' requirements to direct our guests away from rogue operators.

Car sharing

Car sharing bays have now been introduced in two of our staff car parks. A management and allocation system of these bays is currently in development and will be communicated more widely soon.

Rail Performance

The punctuality of services to/from the Airport declined through the autumn, the main causes were:

- *Northern* and *TransPennine Express* have experienced technical problems with their new rolling stock.
- *TransPennine Express* have experienced delays and some cancellations due to a lack of trained drivers. A driver training programme is scheduled for completion in mid-January, which will improve matters.
- Congestion in the Castlefield corridor continues to cause delays.

Ground Transport Interchange (GTI)

Initial design work is under way for the new look ticketing and information area at the GTI. The estimated opening date for the new facility is April 2020.

Travel Plan & Staff Travel

The new Travel Plan has undergone some minor updates and Andrew Saunders will present to Members on Friday 17th January. As part of the actions identified we are recruiting a 'Travel Plan Coordinator'. The Coordinator will be responsible for the promotion and facilitation of sustainable travel for all employees on the Airport site; working with business partners.

Staff Cycle Parking

Refurbishment of the compound, adjacent to North Gate, is almost complete. The completed compound will provide a secure facility, accessible only by means of a swipe card, for 50 bicycles and 24 motorcycles.

Mobility as a Service (MaaS)

In January we are running a pilot project with TfGM and their iMove scheme. Colleagues enrolled will be able to use a 'mobile app' to book and pay for travel to work; buses, trams and a car club are all included within the 'app'. The output from this project, together with a summary of modal usage, will be made available in the Spring.

8. OPERATIONAL ENVIRONMENT – ROUTES AND SERVICES UPDATE

- **Biman Bangladesh Airlines** returned on Sunday 5th January 2020 with a three-times-a-week service to Sylhet and Dhaka, in Bangladesh (Boeing 787-900).
- **Jet2.com** has announced an additional four aircraft, Airbus A321s, are to be based at Manchester for summer 2020. The move allows additional frequencies to existing and five new destinations, Skiathos Preveza, Zadar, Tivat, Mykonos and Santorini.
- **TUI Airways** will resume holidays to Sharm El Sheikh in February 2020. The announcement came 10 days after the UK Foreign Office lifted the travel ban to the resort.
- **Virgin Atlantic Airways** will offer more flights to Orlando, Barbados and Las Vegas in summer 2020. The 43,000 additional seats are an 11% increase on their summer 2019 schedule. The Barbados route will increase from twice a week to three times a week, Las Vegas will increase from four to six times weekly and Orlando will increase from 12 to 14 weekly flights.
- **Juneyao Airlines** will commence three-times-a-week service to Shanghai in March 2020, using a Boeing 787-800 Dreamliner. Shanghai is a new, and welcome, destination for Manchester Airport and will be the Airlines' first service to the UK.
- At the IATA Schedules conference in November we undertook a range of business development and key account meetings with over 30 individual airlines. The event also afforded the opportunity to discuss developments, with the relevant carriers, around backfilling the lost Thomas Cook capacity.
- **Ethiopian Airlines** celebrated its one-year anniversary of their Addis Ababa service in December, having flown 17,000 guests from Manchester. The airline marked the milestone by donating a rose bush featuring the nation's famous flowers to Tatton Park in Knutsford, Newby Hall & Gardens near Leeds, Renishaw Hall in Sheffield, and Crook Hall and Gardens in Durham. Roses have proved the biggest export on services to Manchester amounting in over 26 Tonnes each month.

9. CUSTOMER SERVICE

Complaints per 10,000 passengers, and the overall volume of complaints, decreased each month-between October and December 2019. Suggestions and comments also decreased in volume over the three months, whilst compliments fluctuated in volume.

October 2019 and December 2019 recorded year-on-year improvements, -1.12 and -0.23 respectively. November 2019 bucked the positive trend (+0.48), as a result of an isolated event involving a 'Black Friday' discount initiative. The 'one-hour flash sale', discounting our car parking products, resulted in technical website issues. The system error was remedied the same day and a similar promotion was successfully run on 'Cyber Monday'. Omitting the complaints received in relation to the booking engine failure, Manchester Airport would have received 3.98 complaints per 10,000 passengers during the month of November 2019, which year-on-year would have positively reduced by -0.22.

A further contributing factor to the overall volume of complaints emanated from our Terminal 1 Escape Lounge. Guests complained of a poor experience, due to fruit flies within the lounge, which ultimately led to the short-term closure of the lounge whilst the issue was remedied.

Compliments have varied in volume over the three months, with an average of 90 compliments received each month. This is a 62% increase in compliment numbers, compared to the prior year. Three, representative compliments are shared below to illustrate the themes of positive feedback:

- **ABM Special Assistance:** *"I have nothing but praise for the special assistance I received. It began with my departure from the Radisson Blu through to the steps of the plane. The staff were friendly, helpful and kept me informed at all times".*
- **T2 Security:** *"I am writing to say a big thank you to all the staff at security who helped me no end as I was travelling alone with my five-month old baby. When I arrived at security it was busy and hectic. I had lots of baby milk and other bits which all needed to come out, but the lady had a lot of time for me and they sorted everything into the trays. Once through, they brought my things to me and held my baby (the lady rocked him to sleep because he was crying) so I could put it all back. Then they washed his bottle out in the kitchen, which was so kind, so I didn't need to go to a restaurant to do it. Then, a lady at security walked me to the gate, right at the far end, 202, carrying my bags so I could carry my baby. She even waited while I popped into Boots to buy a sandwich. The kindness shown towards me throughout my time at Manchester Airport, Terminal 2, was exceptional and I would like to say a big thank you to everyone who helped me".*
- **T1 Meet & Greet:** *"I was due to park at M&G T2 which I could not find. I ended up at the entrance to M&G T1, to make enquiries, then the car would not restart. The gentlemen at the M&G T1 could not have been more helpful calm, courteous and made me feel OK. I would like to point out the two men, on duty at this time, were great. We eventually got the car going but I was very panicky, and they made everything feel better".*

	October 2019		November 2019		December 2019	
	Number	% of all	Number	Number	% of all	Number
Complaints	1,299	75.0%	952	75.5%	858	73.4%
Per 10k passengers	4.7		4.7		3.7	
Complaint handling SLA (SLA: 95% in 10 days)	100%		100%		100%	
Compliments	100	5.8%	76	6.0%	94	8.0%
Suggestions & Comment	303	17.5%	212	16.8%	193	15.5%
Service Recovery	29	1.7%	21	1.7%	24	2.1%

Net Promoter Score (NPS)

Net Promoter Score (NPS) is our main measure for customer satisfaction. The NPS is based on the question 'how likely are you to recommend us?' scored between of 0 and 10. Those that score between 0 and 6 are known as detractors, 7 and 8 are passives and 9 and 10 are promoters. NPS is calculated by taking the % of Promoters minus the % of Detractors.

The Manchester NPS has seen a big improvement against 2018; December 2019 saw the biggest year-on-year improvement in 2019; see table below:

	2018	2019
October	6.8%	17.4%
November	13.0%	24.5%
December	8.8%	23.3%

Special Assistance Services update

Throughout November and December, ABM has maintained a strong performance, consistently meeting the European Civil Aviation Conference Intergovernmental organisation (ECAC) waiting time targets for both arriving and departing guests. Unfortunately, performance for October came in just shy of the 97% target, for arriving guests, assisted within 20 minutes; our score was 96.8%. In line with our Legal Undertakings, we will meet with the CAA at their London HQ week commencing 20th January. At this meeting we will be able to discuss our performance to date. ABM have had to complete some data

recalculations, at the request of the CAA, however we expect to be on target for a 'Good' rating. Early indications, of our progress, will be the CAA's internal half year report; which is written in January.

We will continue to support ABM, with the secondment of 37 Security Ambassadors until 31st January 2020. Whilst January is not a peak month, for Persons of Reduced Mobility (PRM) travel, the extra support allows ABM the release their staff for training. ABM will initiate their recruitment campaign, in January, in readiness for the next peak in PRM travellers.

As the opening of MAN-TP Terminal 2 Extension approaches, the Special Assistance Team is focussing on the familiarisation and training requirements for this exciting phase of the programme. These preparations will allow seamless transition into the new facility and maintain compliance with ECAC and contractual Service Level Agreements; protecting our 'guest experience'. Familiarisation is currently scheduled to commence in early March 2020.

Guest satisfaction, for the special assistance service, is trending positively with an overall score for October of 3.9, November 4.1 and December 3.9; which are all comfortably above the CAA's required 3.5 to sit within their 'Good' category. It is also good to see that the number of guest's responding to the survey has increased significantly with responses peaking at 265 a month. For the current reporting period we, have received just under one thousand responses to the survey. We are seeing equally positive guest satisfaction for those utilising the sunflower lanyard scheme where overall satisfaction for October was 3.8, November 4.1 and December 4.1. This survey has seen 614 responses in the reporting period.

Our engagement with the disability community has continued through our Manchester Airport Accessibility Forum. The latest Forum, held on 27th November and chaired by Andy Wright, was well attended. The agenda included a review of performance against CAP1228, a guest appearance from a previous complainant, and presentations on the voice of the customer, security training and a presentation by Jet2.com. I also attended the Forum together with my Customer Service & Security Director, Lee Wasnidge.

On 14th November the MAG Special Assistance team, along with representation from ABM, hosted a stand at the annual 'Kidz to Adultz North' event at Event City Manchester. The exhibition was a great opportunity for the team to chat with members of the public about travelling with a disability and help them to plan their journey.

Immigration Queue Measurement

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

		Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
		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
EU	T1	98.5%	99.4%	99.7%	99.6%	98.7%	99.7%	99.3%	99.4%	97.8%	99.0%	99.9%	99.8%	99.0%
	T2	100.0%	100.0%	98.1%	99.8%	98.7%	100.0%	96.3%	99.5%	97.5%	98.0%	99.6%	99.8%	99.6%
	T3	99.9%	100.0%	99.8%	94.5	100.0%	99.9%	99.9%	100.0%	99.8%	99.8%	99.9%	99.9%	100.0%
	Total	99.0%	99.7%	99.5%	99.8%	99.1%	99.8%	98.6%	99.6%	98.2%	99.0%	99.8%	99.8%	99.5%
E-Gates	T1	99.9%	100.0%	100%	99.9%	99.9%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
	T2	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	99.0%	100.0%	100.0%	100.0%
	T3	99.4%	99.4%	99.8%	99.8%	99.5%	99.6%	99.4%	99.8%	99.5%	99.8%	99.6%	99.3%	99.7%
	Total	99.8%	99.9%	99.9%	99.9%	99.8%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.8%
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	96.1%	92.3%	97.2%	99.5%	97.2%	99.6%	96.2%	96.1%	95.8%	91.5%	99.4%	100.0%	98.3%
	T2	94.2%	87.6%	93.2%	94.5%	86.9%	88.7%	87.0%	93.0%	094.7%	84.4%	96.0%	98.1%	97.0%
	T3	99.7%	98.9%	99.7%	99.3%	97.3%	99.1%	98.2%	99.2%	100.0%	98.3%	100.0%	100.0%	99.9%
	Total	96.3%	92.2%	96.4%	97.8%	94.2%	95.7%	93.3%	95.6%	96.1%	90.3%	98.3%	99.4%	98.2%

Security Performance

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 18 months:

	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
T1 A	96.3%	98.4%	97.0%	98.8%	98.0%	99.3%	98.3	90.7%	91.5%	96.1%	97.5%	95.7%	96.3%
T1 B	94.8%	97.6%	98.4%	98.4%	99.8%	99.4%	98.7%	95.2%	95.2%	96.4%	97.5%	99.1%	96.3%
T1 Total	95.6%	98.1%	97.6%	98.7%	98.8%	99.3%	98.5%	92.8%	93.3%	96.3%	97.5%	96.6%	96.3%
T2	97.0%	99.2%	97.4%	99.1%	99.4%	99.3%	98.9%	91.6%	95.9%	93.8%	97.6%	99.3%	99.3%
T3	99.9%	100.0%	100.0%	99.6%	99.2%	99.9%	99.4%	96.6%	97.8%	99.3%	97.6%	99.1%	98.2%
Total	97.2%	99.0%	98.3%	99.1%	99.1%	99.5%	98.9%	93.5%	95.2%	96.5%	97.6%	98.1%	97.6%

Passengers per Terminal

	Terminal 1			Terminal 2			Terminal 3		
	Arriving	Departing	%	Arriving	Departing	%	Arriving	Departing	%
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
Jul-19	676,398	727,862	44	412,836	457,780	27	443,488	458,595	28
Aug-19	765,365	747,790	45	459,430	451,547	27	457,968	449,617	27
Sep-19	713,790	610,256	45	418,448	373,593	27	430,791	401,128	28
Oct-19	510,318	484,920	40	344,020	335,690	27	419,769	404,874	33
Nov-19	374,468	350,203	40	234,170	213,312	24	335,506	317,851	36
Dec-19	393,014	430,560	42	224,279	243,674	24	327,397	347,156	34

10. STAFFING CHANGES

	Oct-19	Nov-19	Dec-19
Starters Permanent	19	15	12
Starters Temporary	17	8	2
Leavers Permanent	60	66	61
Leavers Temporary	18	9	10

Our colleagues as of December 2019 (corrected for leavers/starters listed left)	
Permanent	4,076
Temporary	104
Casual	5
TOTAL	4,185

11. COMMUNITY MATTERS

Airspace

During the period since the last meeting, we continued to progress through Stage 1 – “Define” – of the CAA’s [CAP1616](#) Airspace Change guidance. The purpose of Stage 1 is to develop a set of Design Principles.

We adopted a two-phase ‘engagement process’ that involved stakeholders in developing our Design Principles. In phase 1 we published questions to prompt debate about the issues that are most important to stakeholders. These questions were in an engagement document, ‘Be part of the conversation’ which was [published online \(in full and single colour\)](#) and sent directly to more than 900 stakeholders. We also promoted it through the press, at 11 Outreach events and in a series of meetings with local elected representatives and MPs. The document was accompanied by an online questionnaire, so any member of the public could take part if they wanted to. We had more than 750

responses. We used the questions in the [document](#) to structure discussions at a series of 11 Focus Group meetings organised independently by YouGov. The meetings were attended by representatives from groups of stakeholders, based on both geographical areas and concerns.

Following this first phase of the engagement process we analysed the responses we had received and used these to develop 10 Draft Design Principles. We tested the Draft Design Principles during the second phase of the engagement process, which involved four further focus groups; which were again independently organised and run. At these focus groups we asked stakeholders for their views on the Draft Design Principles and whether they reflected the responses we received during the first phase. We then carefully considered the stakeholders' feedback and used it to refine our Draft Design Principles to develop a final set of nine Proposed Design Principles. These were then sent to the CAA for them to review.

On Monday 23rd December the CAA informed us that we had passed the Stage 1 gateway subject to a small number of amends to our submission document.

All our documents are available to view on the CAA website <https://airspacechange.caa.co.uk/PublicProposalArea?plD=159> and on the Manchester Airport web site www.manairport.co.uk/futureairspace; which also contains an executive summary document.

Community Communication

On Tuesday 17th December we completed our 2019 Outreach programme with our weekly visit to Knutsford Library and a 'mobile' session at Earlams Café in Styal. During 2019 (calendar year) we provided 64 Outreach sessions amounting to 426 hours of availability to the public and an investment of 606 colleague hours. December marked 20 years of our Outreach programme, our first Knutsford Library Outreach was in December 1999 and was attended by Tatton MP (at the time) Martin Bell OBE.

We resumed Knutsford Library Outreaches on Tuesday 7th January and will publish details of our mobile programme on page www.manchesterairport.co.uk/outreach, as soon dates are confirmed.

Support for retired Styal residents

In November transferable rail passes were purchased with the support of the Public Transport Development Fund. The withdrawal of the 200 bus, in 2018, removed the ability of older Styal residents to travel for free outside of their village. The passes are managed, on behalf of Styal Parish Council, by the volunteers at Earlams Café. Up to three retired Styal residents can use the passes to travel, for free, by train to either Wilmslow or Manchester Airport.

Master Class training session

In December we held a 'Master Class' training session for new and existing Manchester Airport Consultative Committee members. Through the day we had six attendees and we took them through aircraft operations (in the air and on the ground) as well as covering future Airspace design/consultation and the MAN-TP construction programme. Feedback was very positive; the session was rated 'Excellent' by all. The Class provided a very useful two-way dialogue.

Pantomime

In December we sent 1,400 children to the "On Ya Bike" Theatre Group production of 'The Pirates Christmas Tale' at Wythenshawe Forum. Schools participating included Newall Green, Sandilands, Ringway, St John Fisher and St Anthonys in Wythenshawe as well as Etchells and Prospect Vale Primaries in Heald Green.

MAG Christmas Card

In November, Community Artist Andy Leigh, held an 'art masterclass' for the Year 4 Classes of St Wilfrid's C of E Aided Primary School. Each pupil, at the Wythenshawe Primary, then produced an entry for our Christmas Card competition; using the techniques that they had learned. The winning cards were converted in to an e-Card that was sent to MAG friends across the world. The four winners each won a prize, based on their interests, two Manchester City Football Club Monopoly games and two art sets. Lauren Smith, a Year 4 teacher, commented: *"The wonderful staff at Manchester Airport have provided our children with many exciting opportunities that they otherwise may not have had. This has included days dedicated to learning about other cultures, such as a creative Spanish day and a maths workshop about calculating the cost of a holiday."*

The Christmas card competition really engaged the children -my class loved being involved with this and being creative”.

Christmas music

During the run up to Christmas we hosted choirs from Crossacres, Baguley Hall, Haveley Hey and St Wilfrid's Primary Schools, in Wythenshawe, and a band from the County High School Leftwich. These Schools spread Christmas cheer to our guests in Terminals 1 and 2 and at the Station. All Schools also collected money for Christmas charity appeals.

Salvation Army

Colleagues from across the Airport supported the Salvation Army Christmas Appeal; with more than 2,000 items collected. Wish trees had been distributed, across the Airport, in colleague areas. Each tree had labels with a Christmas present wish from a local child; colleagues took a label and bought a gift to match.

Hospitality/Catering Masterclasses

On 15th November, 95 students from eight Secondary Schools and Further Education Colleges attended a 'Hospitality and Catering Masterclass' at the Marriott Hotel. Participants included The Marriott (Leisure and Sales), SSP and the MAG Escape Lounge. Guest speakers included Adam Reid, Chef-Patron at 'The French' at the Midland Hotel and Mel Darwell Manchester Airports' Vice President: Commercial & Brand.

Dragons Den Enterprise competition

A team of students from Priestnall High School selling Manchester 'bee' themed tote bags, badges and Christmas cards and were outright winners of this enterprise competition; making a £7,037 profit. A total of £14,135 profit was made, by all schools who took part, which has been shared between St Ann's Hospice, East Cheshire Hospice, Francis House and Manchester Children's Hospital.

Community Trust Fund

A total of £28,098 was awarded to 14 local voluntary non-profit making organisations at the October meeting. Successful applicants included:

- £2,675 to Wythenshawe Farm (Manchester) –towards 'small animal' housing (purchase of three small animal sheds).
 - £2,216 to St Ann's Road North Allotment Association (Stockport) –towards a 'Polly Tunnel' and pond lining.
 - £3,000 to Mere & Tabley Community Club (Cheshire East) –to create wheel chair accessible paving.
- The total number of projects to benefit from the Fund now stands at 1,515 amassing £3,630,485.

12. MANCHESTER AIRPORT IN THE NEWS OCTOBER-DECEMBER 2019

ITV News interview

In November *ITV News* ran a comparative feature on the future transport policy proposed by the Conservatives, Labour and Liberal Democrat parties (pre-election). The journalist, Chris Choi, visited Manchester Airport and interviewed Chief Executive Officer Andrew Cowan. The interview focussed principally on environmental issues.

Which? Travel Magazine

The January 2020 edition (published in December 2019) of *Which? Travel Magazine* included an investigative piece on travel for passengers who need assistance. The article was factual, outlining the difficulties experienced by travellers and providers. Included in the piece was a survey which showed a quite positive experience for guests flying from Manchester Airport. Unfortunately, reflective of other *Which?* surveys, a sample size of just 37 Manchester passengers makes it difficult to accept the survey as representative of the PRM Passengers travelling through our Airport, or the other airports featured (just 18 at Stansted and 57 at Heathrow), each year, despite the positive nature of the feedback.

Storm Atiyah video footage

A 'plane spotter's' *YouTube* video, showing an Emirates Airbus A380 landing in high winds, was shared widely by news outlets and across social media. The size of the aircraft and power of the storm made

the footage particularly dramatic. Reaction was positive with people praising the skill and training of the flight crew.

Liverpool Airport incident saw flights/passengers redirected to Manchester

A private jet came off the runway at Liverpool Airport on Wednesday 11th December and caused a 17 hours runway closure. Several flights were redirected to Manchester from EasyJet, Ryanair, FlyBe and Eurowings. News and social media coverage were positive, for Manchester, with airlines and passengers praising the arrangements made to accommodate them and allow them to complete their journeys.

Flying home for Christmas

On Thursday 19th December we accommodated *BBC Radio Manchester* (audience around 230,000) for a show focussed on people returning home for Christmas in Terminal 3. I was interviewed by *BBC Radio Manchester* as were George Lane (Co-ordinating Chaplain), Helen McNabb (Community Relations Lead), colleagues in the Terminals and John Mayhew (NATS).

On Friday 20th December *Good Morning Britain* (audience of over 1,000,000) featured Terminal 2 in their piece on festive getaways.

On Christmas Eve we hosted the *Manchester Evening News*; who came to capture 'Love Actually' style reunions in Terminal 1 Arrivals Hall.

The Airport featured in a total of 24 pieces of such coverage; with 295million 'opportunities to see'.

Drone strike near-miss

In December a near miss over Saddleworth Moor, involving a private chartered jet approaching the Airport and a drone, was covered by the *Manchester Evening News* and *BBC News* online. The incident took place in September 2019, but details only emerged on publication of a report by the UK Airprox Board. The UK Airprox Board investigates near misses in UK airspace and keeps a log of incidents involving drones. Publication of the incident provided a useful, pre-Christmas, reminder of the danger mishandled drones pose to aviation.

Manchester Airport

Monthly Traffic Statistics for 2019/20



OCTOBER 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	3,254	3,005	-7.65	22,299	20,740	-6.99	34,843	-7.32
SCHED INT	13,113	12,771	-2.61	93,511	97,367	4.12	147,487	4.69
CHARTER	955	983	2.93	9,193	8,774	-4.56	11,828	-4.93
PRIVATE/MISC	869	978	12.54	5,946	6,112	2.79	9,566	-0.08
TOTAL	18,191	17,737	-2.50	130,949	132,993	1.56	203,724	1.61
	TERMINAL PASSENGERS							
DOMESTIC	227,975	212,124	-6.95	1,570,215	1,514,501	-3.55	2,519,759	-0.80
SCHED INT	2,121,974	2,077,617	-2.09	15,660,845	16,570,457	5.81	24,405,833	6.41
CHARTER	196,372	208,853	6.36	1,882,738	1,843,547	-2.08	2,448,266	-3.11
PRIVATE/MISC	1,534	1,523	-0.72	9,431	10,505	11.39	18,713	4.15
TOTAL	2,547,855	2,500,117	-1.87	19,123,229	19,939,010	4.27	29,392,571	4.90
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	2,552,568	2,505,175	-1.86	19,174,603	19,980,245	4.20	29,463,197	4.81
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	10,964	9,896	-9.74	72,186	67,124	-7.01	112,180	-4.92

Manchester Airport

Monthly Traffic Statistics for 2019/20



NOVEMBER 2019

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
	AIRCRAFT MOVEMENTS							
DOMESTIC	2,967	2,642	-10.95	25,266	23,382	-7.46	34,518	-7.13
SCHED INT	10,068	9,991	-0.76	103,579	107,360	3.65	147,426	4.11
CHARTER	518	481	-7.14	9,730	9,271	-4.72	11,833	-4.47
PRIVATE/MISC	679	641	-5.60	6,625	6,752	1.92	9,527	-0.48
TOTAL	14,232	13,755	-3.35	145,200	146,765	1.08	203,304	1.28
	TERMINAL PASSENGERS							
DOMESTIC	209,409	192,112	-8.26	1,779,624	1,706,613	-4.10	2,502,381	-1.65
SCHED INT	1,542,221	1,522,597	-1.27	17,203,066	18,093,054	5.17	24,388,661	5.74
CHARTER	102,227	101,149	-1.05	1,984,965	1,944,696	-2.03	2,453,614	-2.49
PRIVATE/MISC	466	9,525	1943.99	9,897	20,028	102.36	18,973	6.08
TOTAL	1,854,323	1,825,383	-1.56	20,977,552	21,764,391	3.75	29,363,629	4.34
	TOTAL PASSENGERS (INCL. TRANSIT)							
TOTAL	1,860,191	1,832,228	-1.50	21,034,794	21,812,472	3.70	29,435,233	4.26
	FREIGHT (INCL. MAIL) TONNES							
TOTAL	10,293	9,611	-6.63	82,479	76,735	-6.96	111,498	-5.46

Manchester Airport

Monthly Traffic Statistics for 2019/20



DECEMBER 2019

	MONTH			FINANCIAL YEAR TO DATE			MOVING ANNUAL TOTAL	% CHANGE
	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR	LAST YEAR ACTUAL	THIS YEAR ACTUAL	% ACTUAL /LAST YEAR		
AIRCRAFT MOVEMENTS								
DOMESTIC	2,870	2,535	-11.67	28,136	25,917	-7.89	34,183	-7.64
SCHED INT	10,155	10,303	1.46	113,734	117,537	3.34	147,434	3.62
CHARTER	732	682	-6.83	10,441	9,930	-4.89	11,736	-5.13
PRIVATE/MISC	741	695	-6.21	7,366	7,447	1.10	9,481	-0.94
TOTAL	14,498	14,215	-1.95	159,677	160,831	0.72	202,834	0.79
TERMINAL PASSENGERS								
DOMESTIC	212,672	185,249	-12.89	1,992,296	1,891,862	-5.04	2,475,061	-3.13
SCHED INT	1,603,270	1,638,186	2.18	18,806,336	19,739,131	4.96	24,427,724	5.38
CHARTER	137,211	142,389	3.77	2,122,176	2,087,085	-1.65	2,452,356	-2.38
PRIVATE/MISC	3,313	1,325	-60.01	13,210	13,432	1.68	19,141	7.86
TOTAL	1,956,466	1,967,149	0.55	22,934,018	23,731,510	3.48	29,374,282	3.92
TOTAL PASSENGERS (INCL. TRANSIT)								
TOTAL	1,963,642	1,972,588	0.46	22,998,436	23,785,030	3.42	29,444,149	3.84
FREIGHT (INCL. MAIL) TONNES								
TOTAL	9,420	8,780	-6.79	91,899	85,515	-6.95	110,858	-5.46

Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

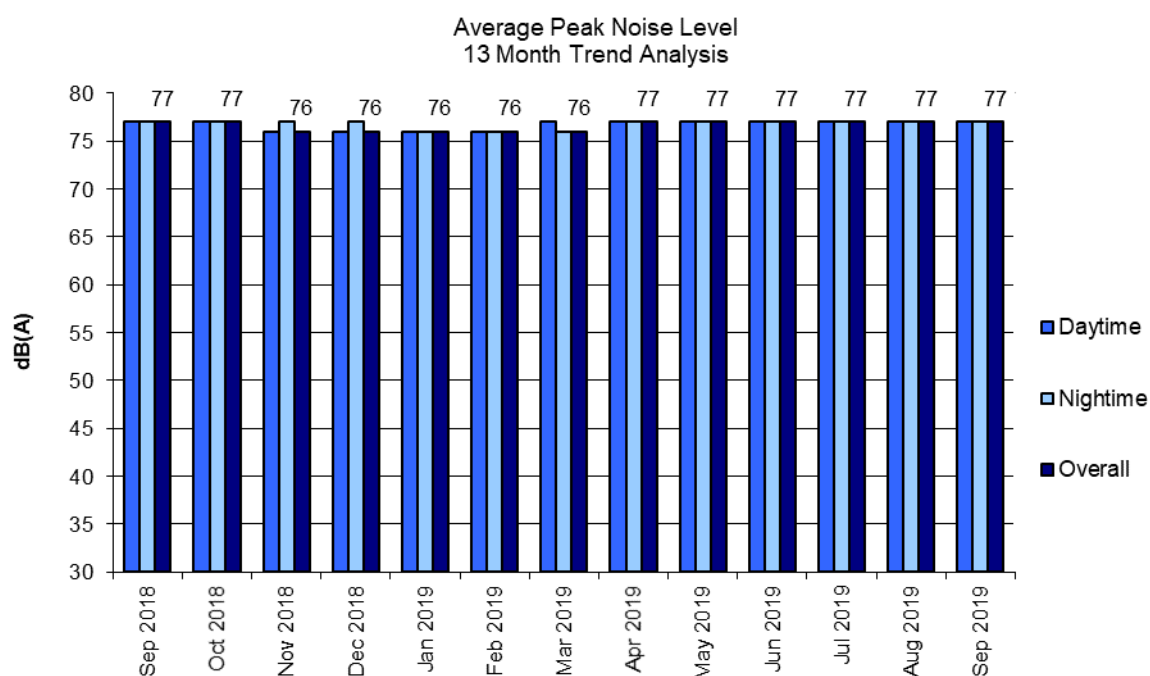
September 2019

Total Movements 19566

Movements Monitored 19552

Detection Rate (%) 100

Noise



	2019	2018
Daytime Average Peak Noise Level	77	77
Night time Average Peak Noise Level	77	77
Overall Average Peak Noise Level	77	77
Daytime Noise Infringements	1	0
Night time Noise Infringements	1	3
Total Noise Infringements	2	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	904	8868
Total MANTIS Correlated SIDs	879	7609
Total Extreme Deviations	0	0
Total Overall Deviations	96	344
Percentage Deviation	10.9	4.5

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

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
TUI	*1	B752	4	£900
Virgin Atlantic	1	B744	4	£750

* Denotes Night time infringement

Community Complaints

Total Number of Complaints received during September 2019 167

Total Number of Complainants during September 2018 101

Total Number of Complaints received during September 2018 45

	Airspace	Engine Testing	Noise	Odour	Off-Track	Other	Complaints	Complainants	Complaints/ complainants	Night
Altrincham	0	0	0	0	14	0	14	1	14.0	4
Ashley	0	0	3	6	0	0	9	1	9.0	2
Bowdon	0	0	2	0	3	0	5	5	1.0	2
Burnage	0	0	1	0	0	0	1	1	1.0	0
Cheadle Hulme	0	0	2	0	0	0	2	2	1.0	0
Edgeley	0	0	1	0	0	0	1	1	1.0	1
Goostrey	0	0	0	0	2	0	2	2	1.0	0
Great Budworth	0	0	1	0	0	0	1	1	1.0	0
Hale	0	1	0	0	2	0	3	2	1.5	2
Hale Barns	0	0	2	0	2	0	4	4	1.0	0
Heald Green	0	0	1	0	1	0	2	1	2.0	0
Heaton Moor	0	0	0	0	7	0	7	2	3.5	0
Holmes Chapel	0	0	0	0	2	0	2	1	2.0	0
Knutsford	2	0	8	0	44	0	54	35	1.5	2
Lower Withington	0	0	0	0	1	0	1	1	1.0	0
Macclesfield	0	0	1	0	0	0	1	1	1.0	0
Mere	1	0	5	0	0	0	6	6	1.0	0
Mobberley	1	0	6	0	2	1	10	6	1.7	6
Northwich	1	0	0	0	0	0	1	1	1.0	0
Oldham	0	0	6	0	0	0	6	3	2.0	6
Ollerton	0	0	0	0	2	0	2	2	1.0	0
Over Peover	0	0	6	0	10	0	16	12	1.3	10
Partington	1	0	0	0	0	0	1	1	1.0	0
Plumley	0	0	6	0	0	0	6	1	6.0	6
Prestwich	0	0	1	0	0	0	1	1	1.0	1
Ringway	0	0	1	0	0	0	1	1	1.0	0
Timperley	0	0	1	0	1	0	2	2	1.0	1
Unknown	0	0	2	0	1	0	3	3	1.0	0
Withington	0	0	3	0	0	0	3	1	3.0	0
Total	6	1	59	6	94	1	167	101	1.7	43

NSD Information

Runway 05

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	567		904	
Monthly Total NSDs	1	0.2	2	0.2
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	2702		2323	
Quarterly Total NSDs	10	0.4	11	0.5
Quarterly Total Early Turns	0	0.0	0	0.0

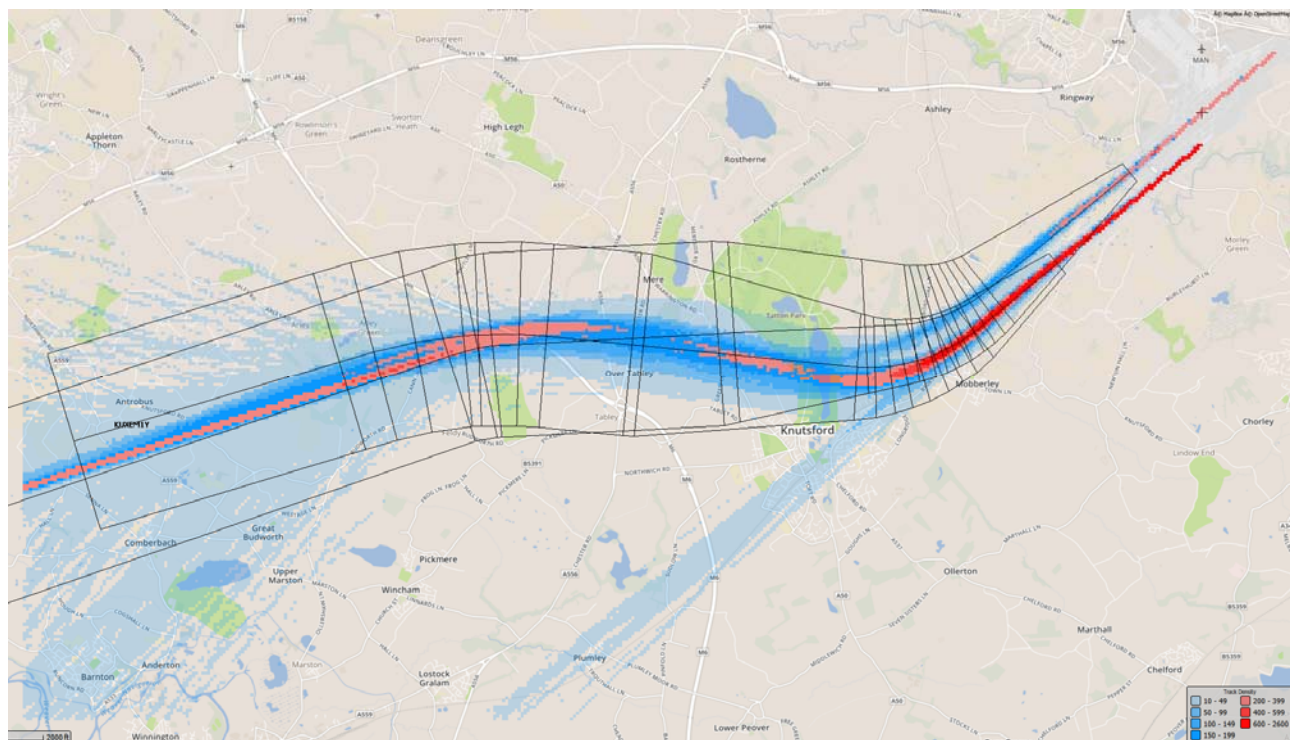
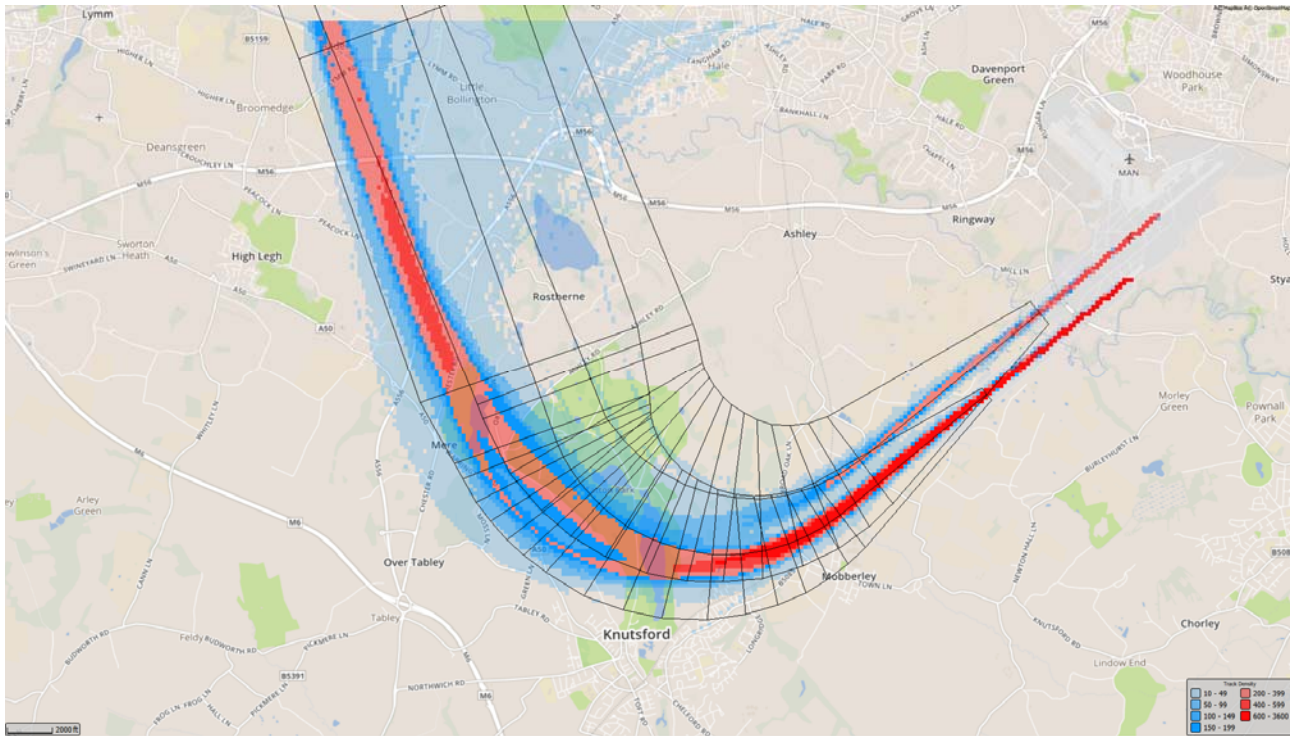
Runway 23

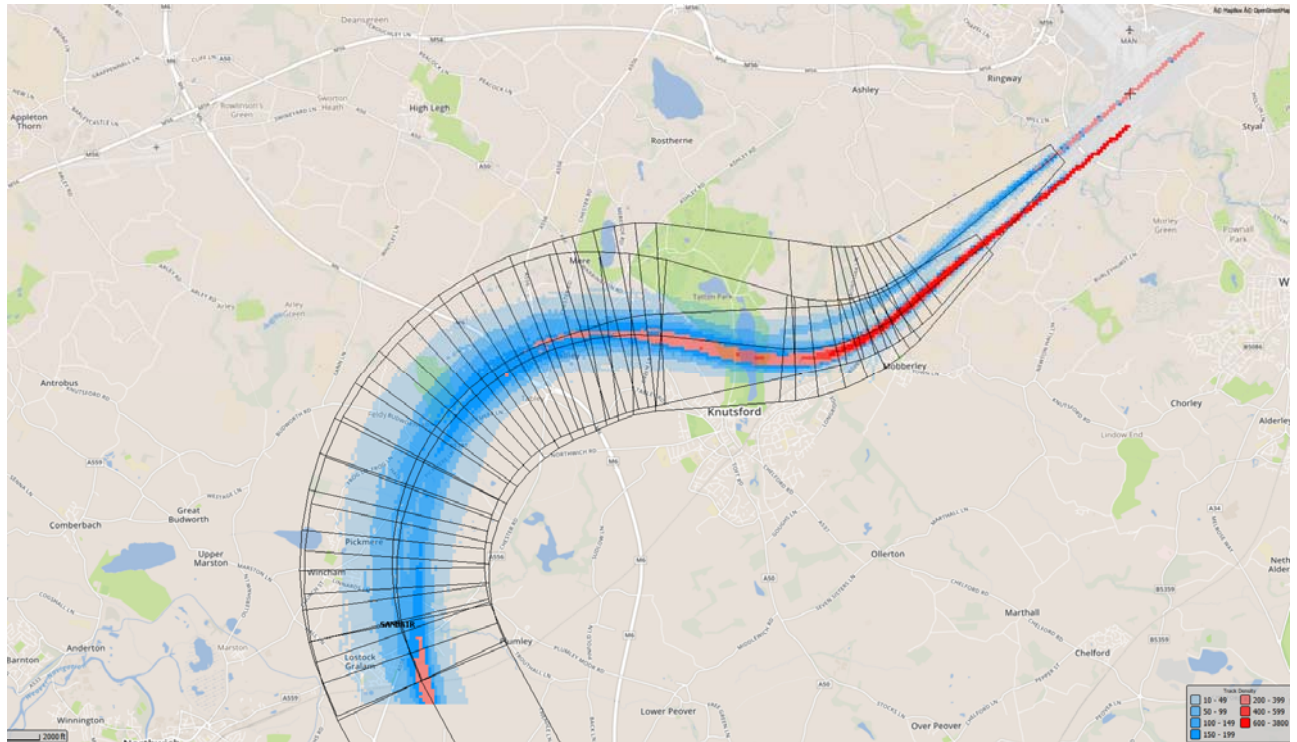
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	8985		8868	
Monthly Total NSDs	154	1.7	294	3.3
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	26887		28019	
Quarterly Total NSDs	380	1.4	562	2.0
Quarterly Total Early Turns	1	0.0	2	0.0

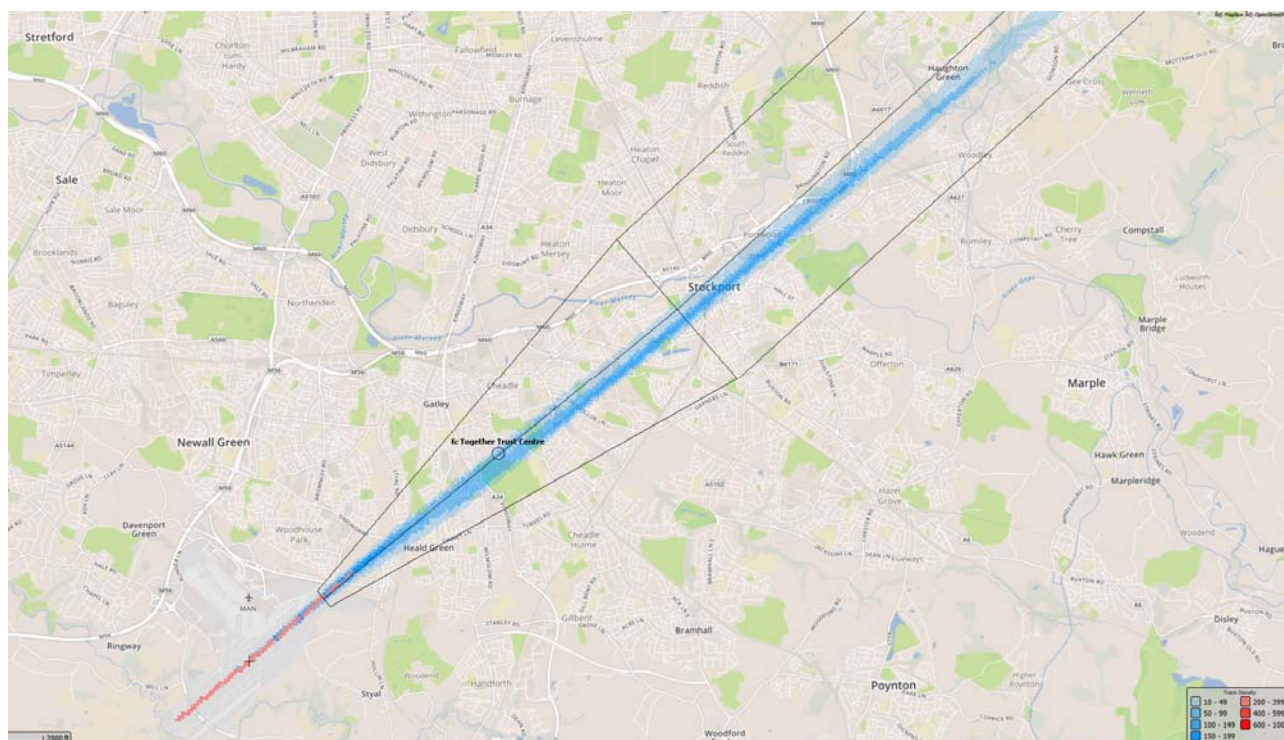
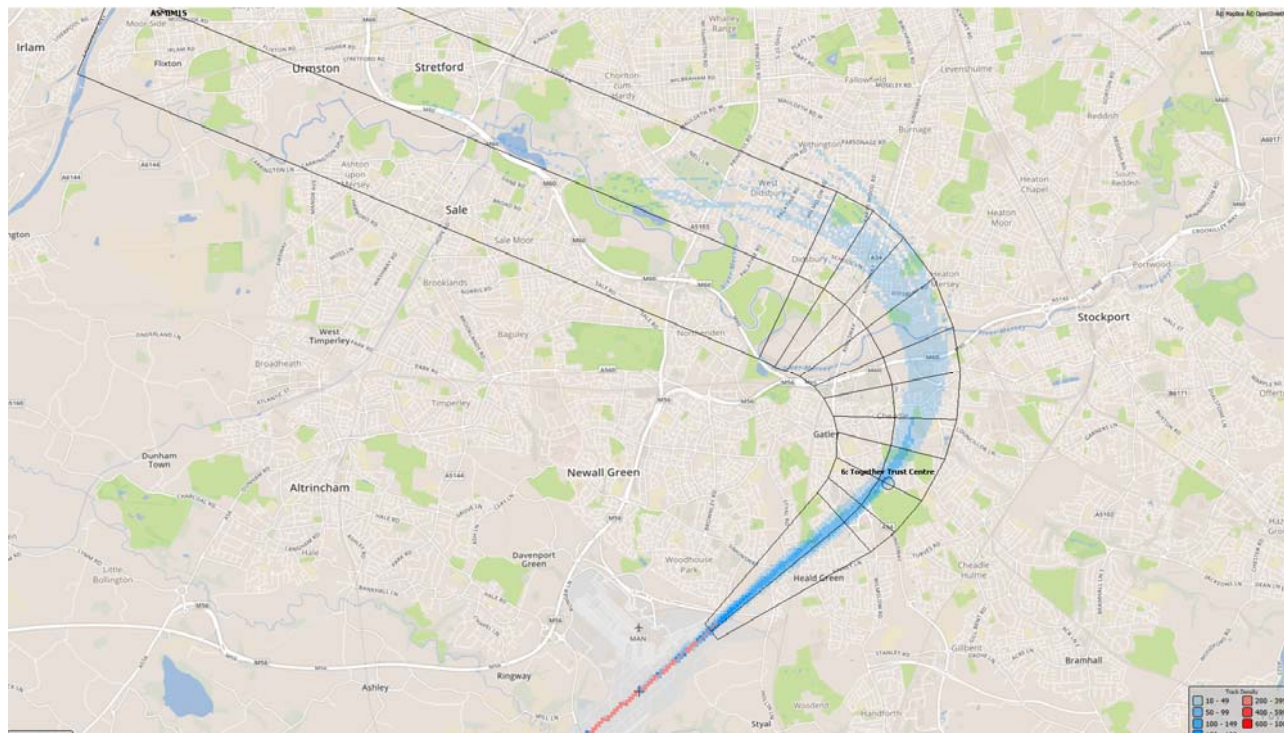
Overall

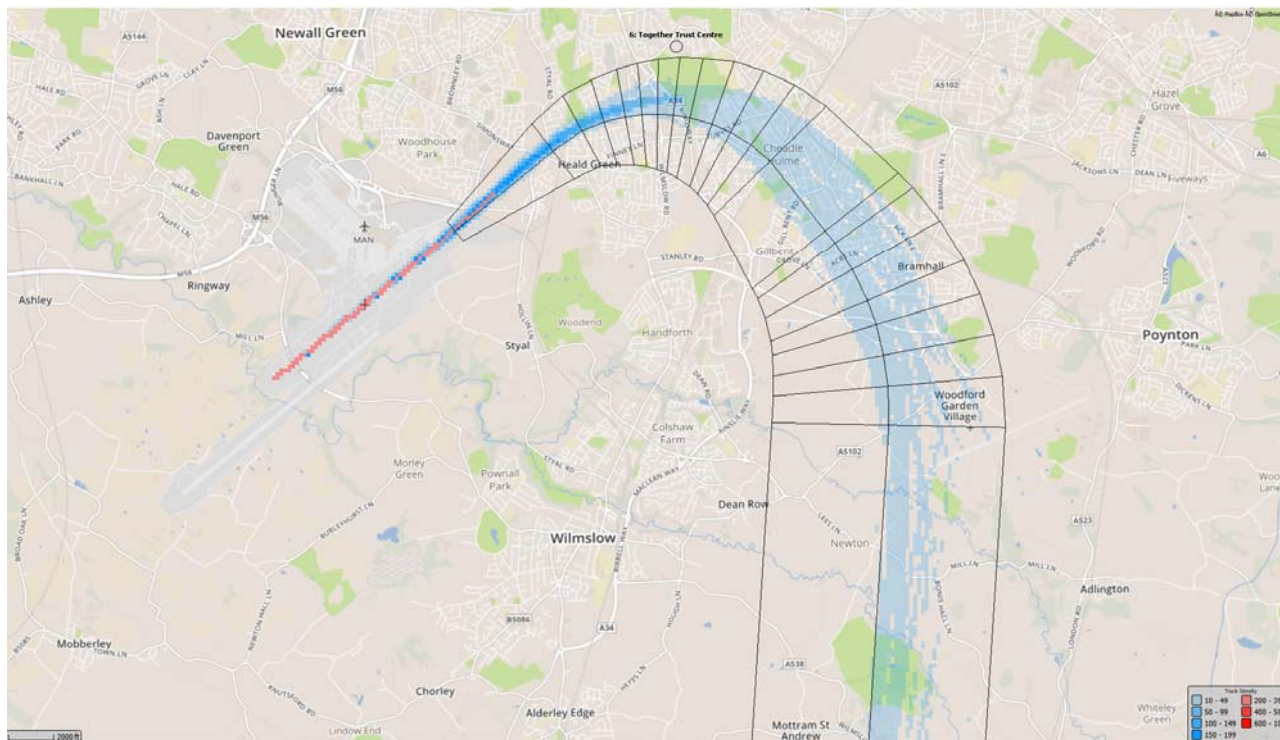
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	9552		9772	
Monthly Total NSDs	155	1.6	296	3.0
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	29589		30342	
Quarterly Total NSDs	390	1.3	573	1.9
Quarterly Total Early Turns	1	0.0	2	0.0

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









Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

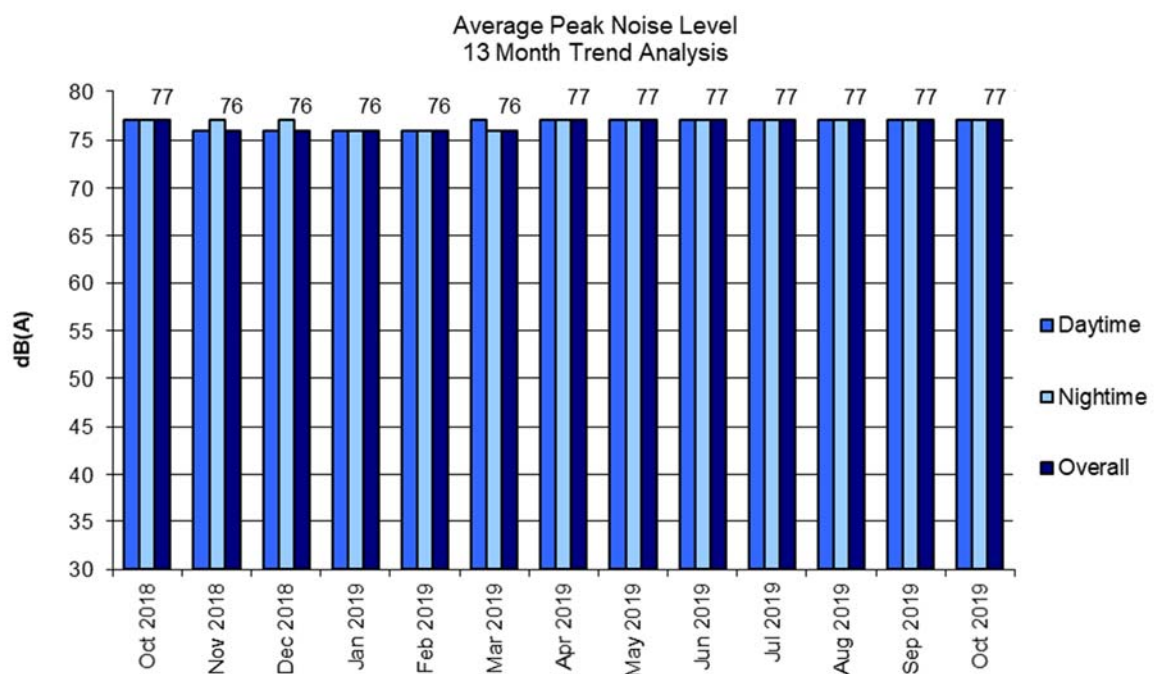
October 2019

Total Movements 17734

Movts Monitored 17722

Detection Rate (%) 100

Noise



	2019	2018
Daytime Average Peak Noise Level	77dB(A)	77dB(A)
Nighttime Average Peak Noise Level	77dB(A)	77dB(A)
Overall Average Peak Noise Level	77dB(A)	77dB(A)
Daytime Noise Infringements	0	0
Nighttime Noise Infringements	6	3
Total Noise Infringements	6	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	2350	6514
Total MANTIS Correlated SIDs	2244	6364
Total Extreme Deviations	0	0
Total Overall Deviations	124	316
Percentage Deviation	5.5	5.0

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

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
TUI (<i>Night Noise Infringement</i>)	1	B737-800	4	£750
Jet2 (<i>Night Noise Infringements</i>)	2	B737-800	4	£1650
Ryanair (<i>Night Noise Infringements</i>)	3	B737-800	4	£1950

Community Complaints

Total Number of Complaints received during October 2019 124

Total Number of Complainants during October 2019 42

Total Number of Complaints received during October 2018 41

	Engine Testing	Noise	Odour	Off-Track	Other	Complaints	Complainants	Complaints/ complainant	Night
Alderley Edge	0	1	0	0	0	1	1	1.0	0
Altrincham	0	1	0	3	0	4	2	2.0	1
Antrobus	0	1	0	0	0	1	1	1.0	0
Ashley	0	2	9	0	0	11	1	11.0	2
Ashton-Under-Lyne	0	1	0	0	0	1	1	1.0	1
Bowdon	0	2	0	2	0	4	3	1.3	0
Burnage	0	1	0	0	0	1	1	1.0	0
Cheadle	0	2	0	0	0	2	2	1.0	1
Cheadle Hulme	0	3	0	0	0	3	3	1.0	1
Gatley	0	2	0	0	0	2	1	2.0	1
Hale Barns	1	1	0	1	0	3	3	1.0	0
Heald Green	0	1	0	0	0	1	1	1.0	1
Heaton Mersey	0	2	0	0	0	2	2	1.0	0
Hyde	0	43	0	13	0	56	1	56.0	16
Knutsford	0	8	0	5	0	13	6	2.2	0
Lymm	0	2	0	0	0	2	1	2.0	0
Macclesfield	0	0	0	1	0	1	1	1.0	0
Mere	0	1	0	0	0	1	1	1.0	0
Mobberley	0	1	0	0	0	1	1	1.0	0
Over Peover	0	1	0	2	0	3	1	3.0	1
Plumley	0	3	0	0	0	3	2	1.5	3
Shrewsbury	0	1	0	0	0	1	1	1.0	1
Timperley	0	1	0	0	0	1	1	1.0	0
Wilmslow	0	0	0	1	0	1	1	1.0	0
Withington	0	0	0	4	0	4	2	2.0	0
Wythenshawe	0	0	0	0	1	1	1	1.0	0
Total	1	81	9	32	1	124	42	3.0	29

NSD Information

Runway 05

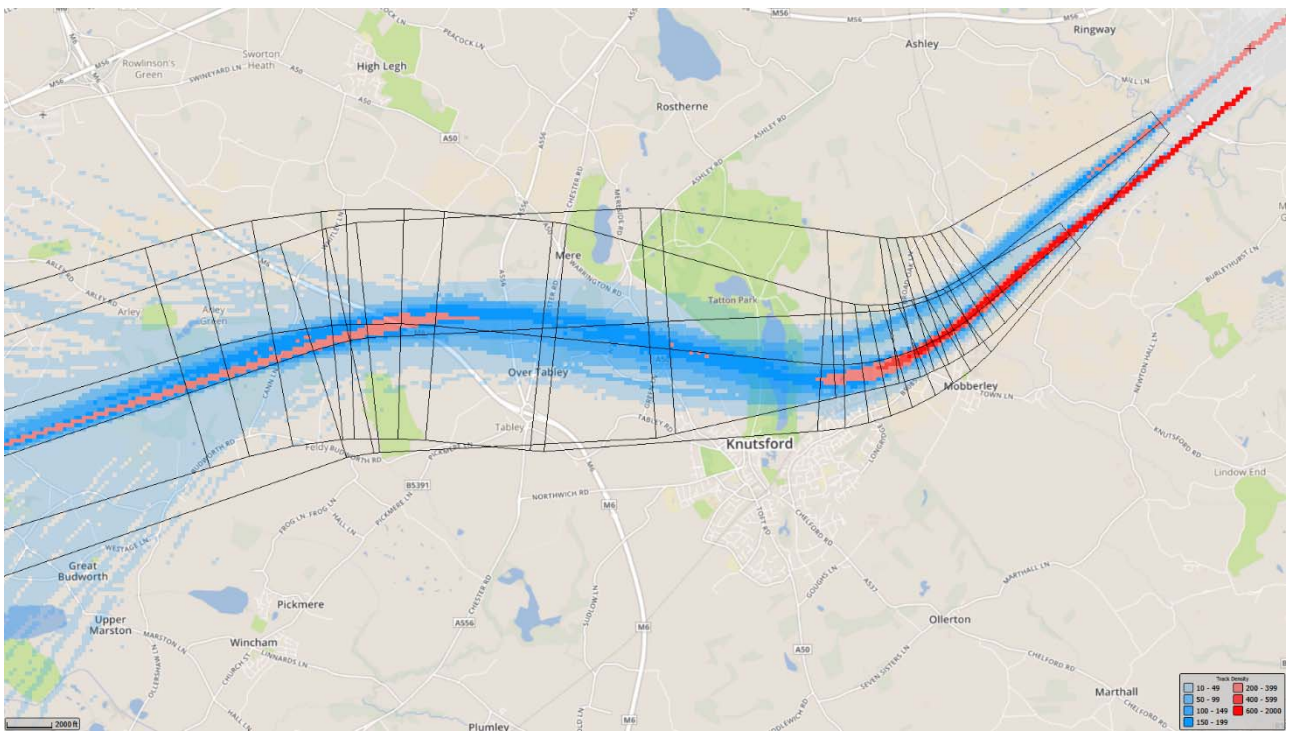
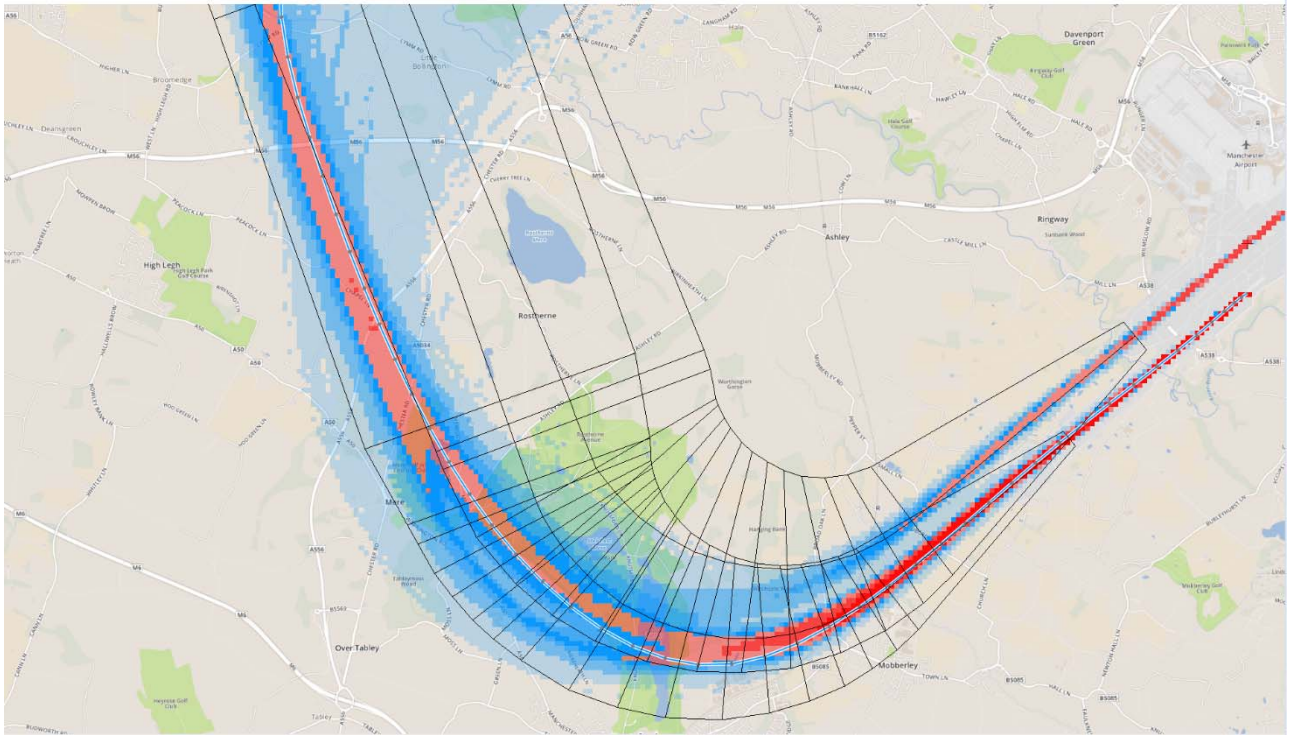
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	1835		2350	
Monthly Total NSDs	0	0.0	0	0.0
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	2403		3883	
Quarterly Total NSDs	1	0.0	4	0.1
Quarterly Total Early Turns	0	0.0	0	0.0

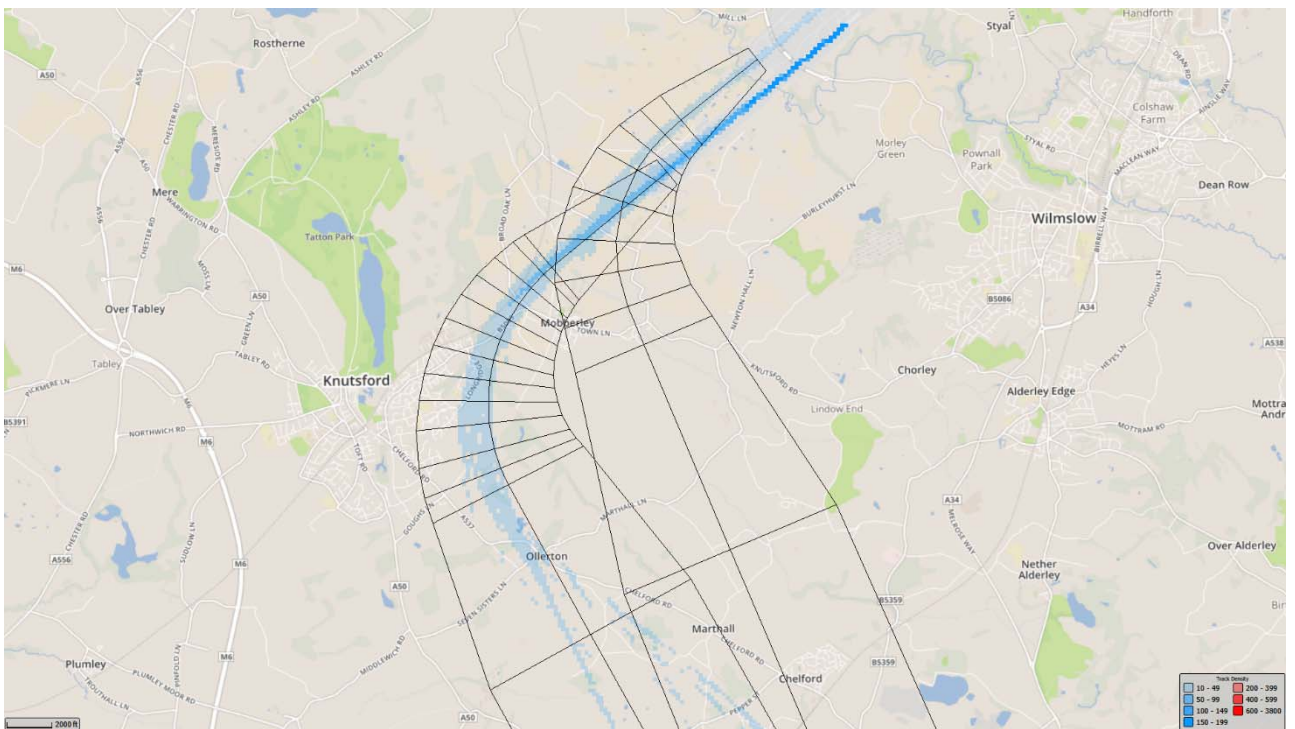
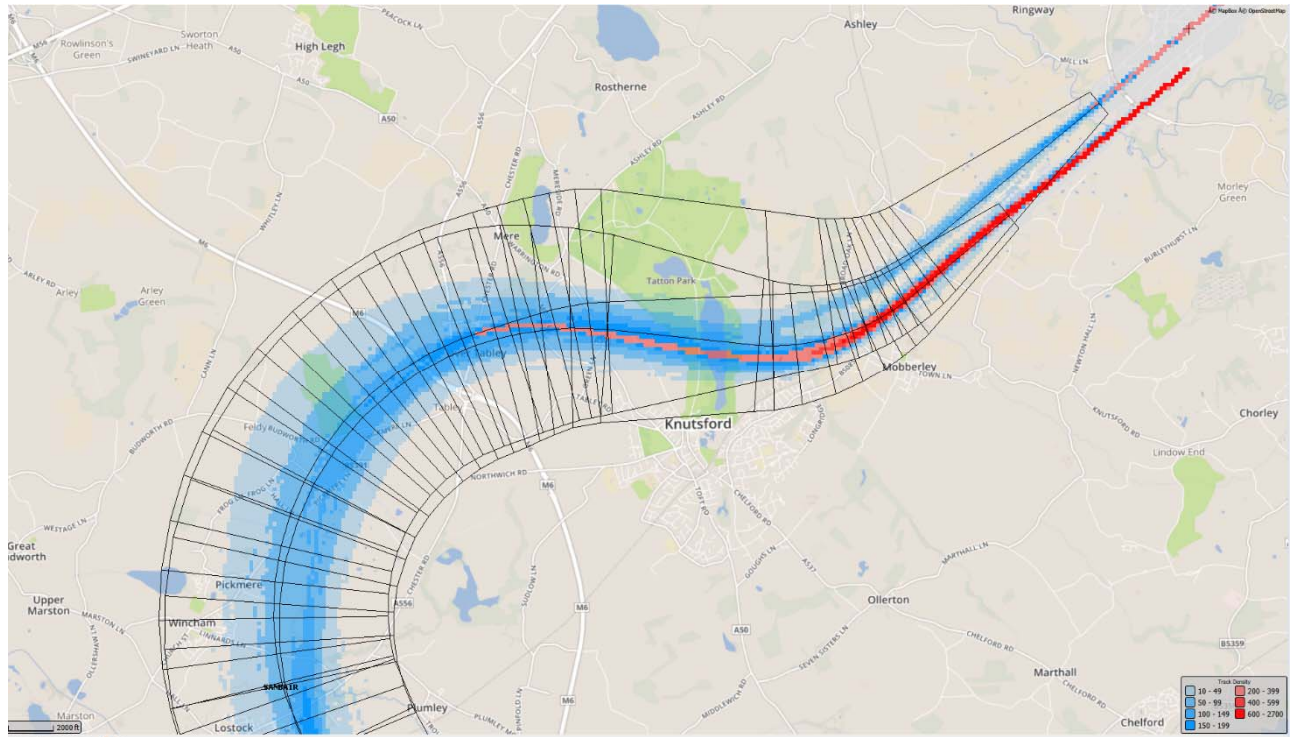
Runway 23

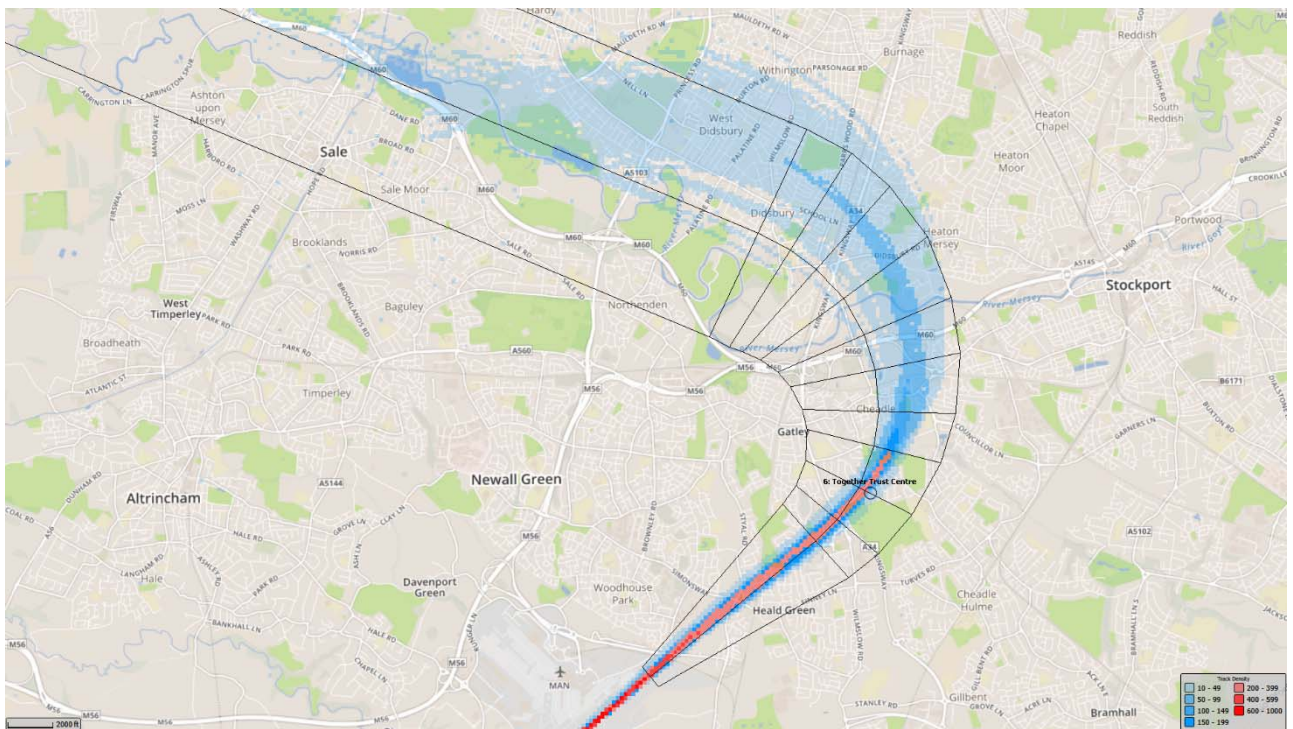
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	7260		6514	
Monthly Total NSDs	25	0.3	70	1.1
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	26325		25142	
Quarterly Total NSDs	340	1.3	538	2.1
Quarterly Total Early Turns	1	0.0	2	0.0

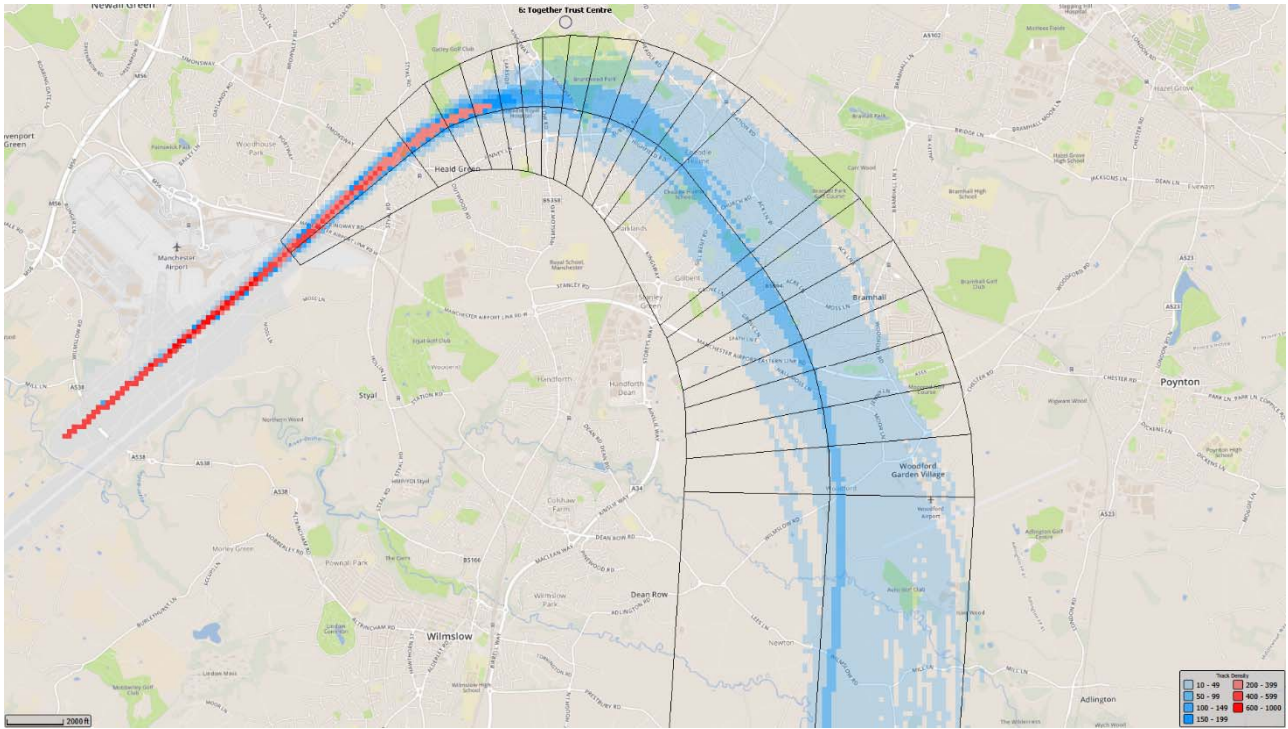
Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	9095		8864	
Monthly Total NSDs	25	0.3	70	0.8
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	28728		29025	
Quarterly Total NSDs	341	1.2	542	1.9
Quarterly Total Early Turns	1	0.0	2	0.0









NOISE COMPLAINTS

Between 01 Nov 2019 and 30 Nov 2019

Overall

Complaints

Complainants

103

77

	Airspace	Engine Testing	General	Noise	Odour	Off-Track	Other	Complaints	Complainants	Daytime	Night
Alderley Edge	0	0	0	0	0	1	0	1	1	1	0
Ashley	1	1	0	7	10	0	0	19	2	17	2
Bowdon	0	0	0	2	0	0	0	2	2	1	1
Cheadle	0	0	0	3	0	0	0	3	3	3	0
Cheadle Hulme	0	0	0	1	0	0	0	1	1	1	0
Chorlton	0	0	0	0	0	0	1	1	1	1	0
Congleton	0	0	0	1	0	0	0	1	1	0	1
Culcheth	0	0	0	1	0	0	0	1	1	1	0
Gatley	0	0	0	23	0	21	0	44	39	41	3
Goostrey	0	0	0	1	0	0	0	1	1	1	0
Great Moor	0	0	0	0	0	1	0	1	1	0	1
Hale Barns	0	0	0	1	0	0	0	1	1	1	0
Handforth	0	0	0	0	0	2	0	2	2	2	0
Heald Green	0	0	0	1	0	0	0	1	1	1	0
Heaton Mersey	0	0	0	2	0	1	0	3	3	3	0
Knutsford	0	0	0	6	0	2	0	8	5	5	3
Macclesfield	0	0	1	0	0	0	0	1	1	0	1
Mobberley	0	0	0	3	0	0	0	3	3	2	1
Plumley	0	0	0	2	0	0	0	2	1	0	2
Preston	0	0	0	1	0	0	0	1	1	0	1
Warrington	0	0	0	1	0	0	0	1	1	1	0
Wilmslow	0	0	0	1	0	2	0	3	3	3	0
Wirral	0	0	0	1	0	0	0	1	1	0	1
Yorkshire	0	0	0	1	0	0	0	1	1	0	1
Total	1	1	1	59	10	30	1	103	77	85	18

Repeat complainants

	Noise	Odour	Complaints	Complainants	Daytime	Night
Ashley	7	11	18	1	16	2
Total	7	11	18	1	16	2

Manchester Airport Consultative Committee

MANTIS Monthly Summary Report

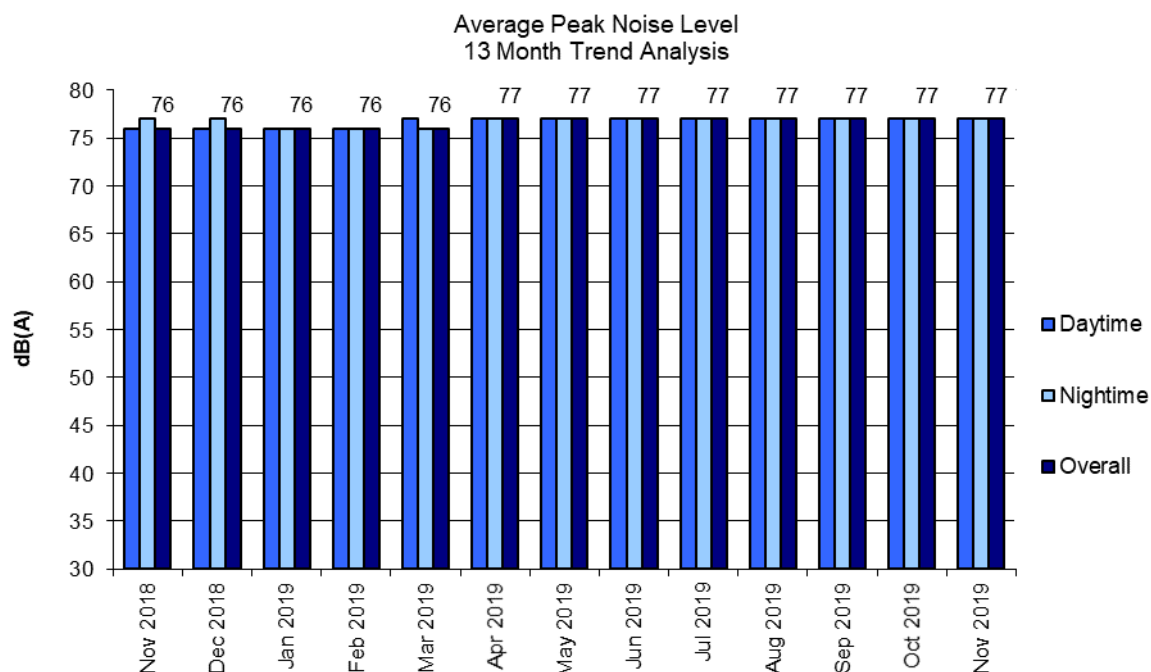
November 2019

Total Movements 13755

Movements Monitored 13737

Detection Rate (%) 100

Noise



	2019	2018
Daytime Average Peak Noise Level	77dB(A)	76dB(A)
Night time Average Peak Noise Level	77dB(A)	77dB(A)
Overall Average Peak Noise Level	77dB(A)	76dB(A)
Daytime Noise Infringements	0	0
Night time Noise Infringements	0	3
Total Noise Infringements	0	3

Track Infringements

	Rwy 05	Rwy 23
Total SIDs	3433	3439
Total MANTIS Correlated SIDs	3229	3206
Total Extreme Deviations	0	0
Total Overall Deviations	168	299
Percentage Deviation	5.2	9.3

Nb. Significant VOR outages during November

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

Noise Infringements

Operator	Total	A/C Type	Chapter	Surcharge
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Community Complaints

Total Number of Complaints received during November 2019 105

Total Number of Complainants during November 2019 79

Total Number of Complaints received during November 2018 25

Area	Engine Testing	General	Noise	Odour	Off-track	Other	Total	Complainants	Complaint/ Complainant	Night Complaints
Alderley Edge	0	0	0	0	1	0	1	1	1.0	0
Ashley	1	0	7	11	0	0	19	2	9.5	2
Bowdon	0	0	2	0	0	0	2	2	1.0	1
Cheadle	0	0	3	0	0	0	3	3	1.0	0
Cheadle Hulme	0	0	1	0	0	0	1	1	1.0	0
Chorlton	0	0	0	0	0	1	1	1	1.0	0
Congleton	0	0	1	0	0	0	1	1	1.0	1
Culcheth	0	0	1	0	0	0	1	1	1.0	0
Gatley	0	0	23	0	21	0	44	39	1.1	3
Goostrey	0	0	1	0	0	0	1	1	1.0	0
Hale Barns	0	0	1	0	0	0	1	1	1.0	0
Handforth	0	0	0	0	2	0	2	2	1.0	0
Heald Green	0	0	2	0	0	0	2	2	1.0	0
Heaton Mersey	0	0	2	0	1	0	3	3	1.0	0
Knutsford	0	0	6	0	2	0	8	5	1.6	3
Lancashire	0	0	1	0	0	0	1	1	1.0	1
Macclesfield	0	1	0	0	0	0	1	1	1.0	1
Mobberley	0	0	3	0	1	0	4	4	1.0	2
Plumley	0	0	2	0	0	0	2	1	2.0	2
Warrington	0	0	1	0	0	0	1	1	1.0	0
Wilmslow	0	0	1	0	2	0	3	3	1.0	0
Wirral	0	0	1	0	0	0	1	1	1.0	1
Wythenshawe	0	0	1	0	0	0	1	1	1.0	0
Yorkshire	0	0	1	0	0	0	1	1	1.0	1
Total	1	1	61	11	30	1	105	79	1.3	18

NSD Information				
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Runway 05

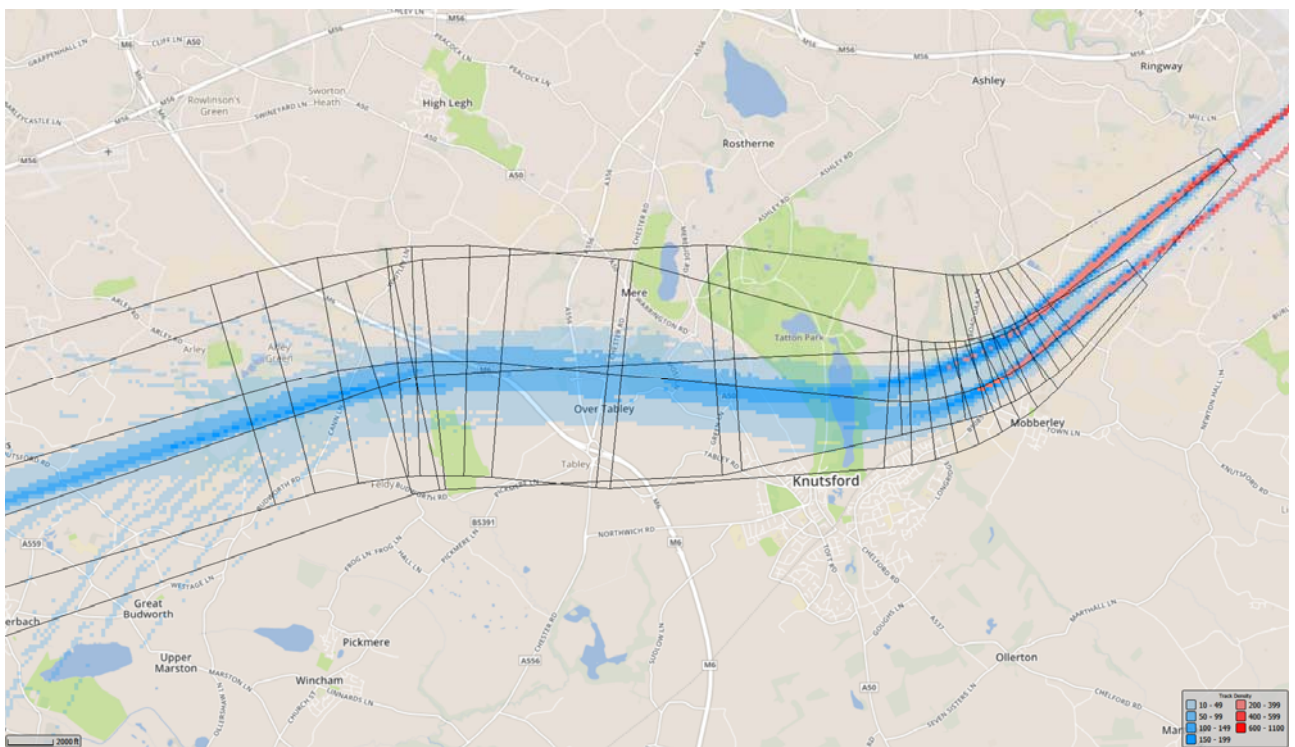
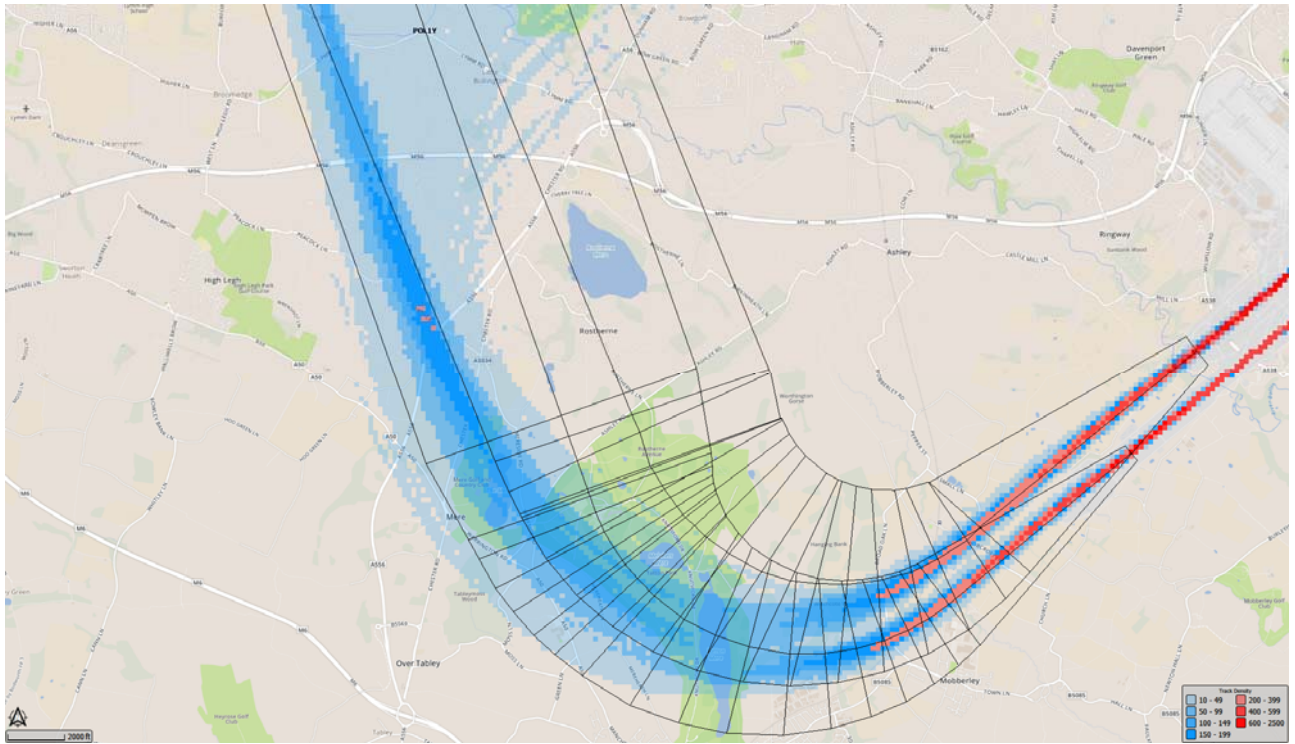
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	2382		3433	
Monthly Total NSDs	0	0.0	85	2.5
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	4784		6687	
Quarterly Total NSDs	1	0.0	87	1.3
Quarterly Total Early Turns	0	0.0	1	0.0

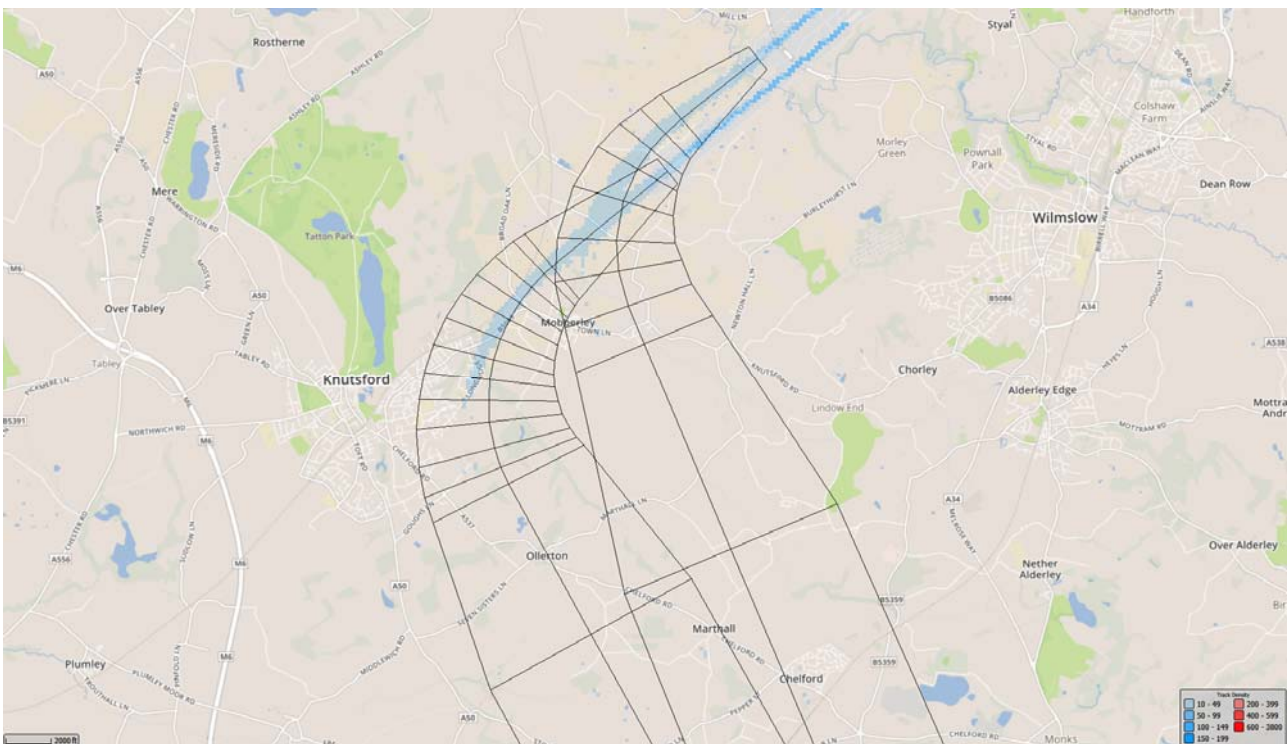
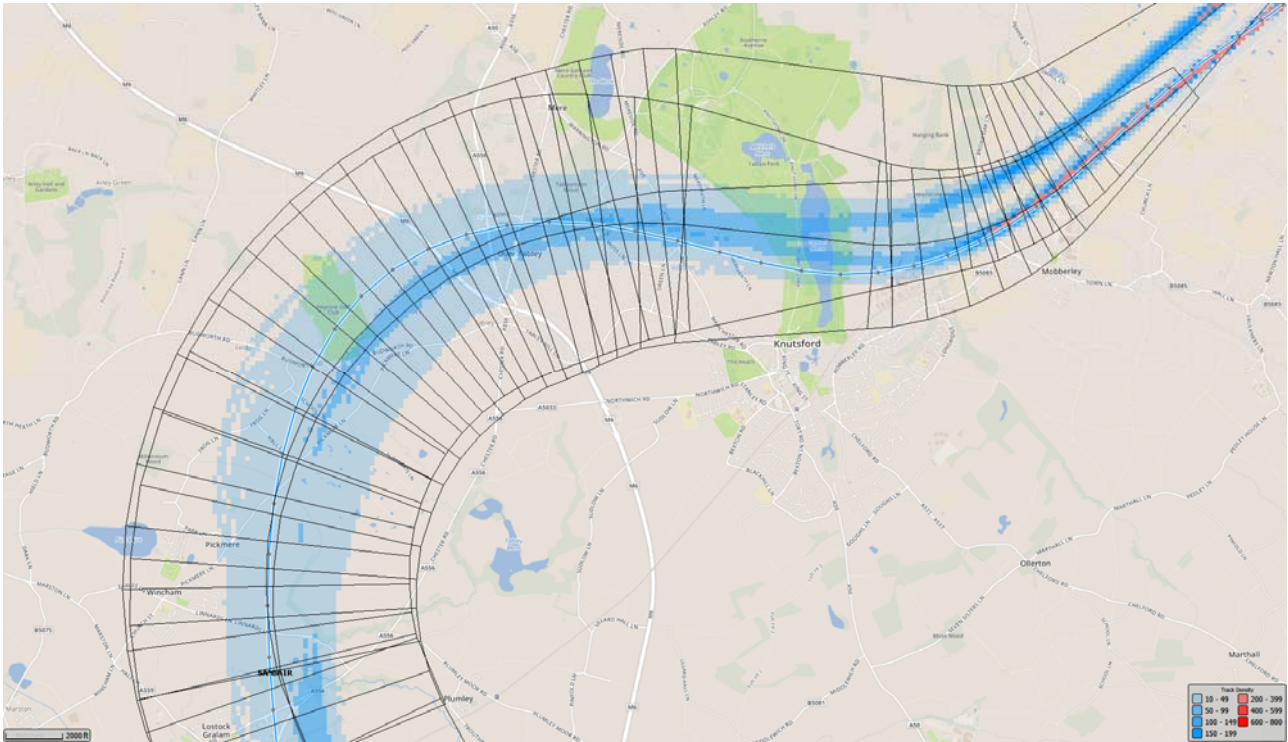
Runway 23

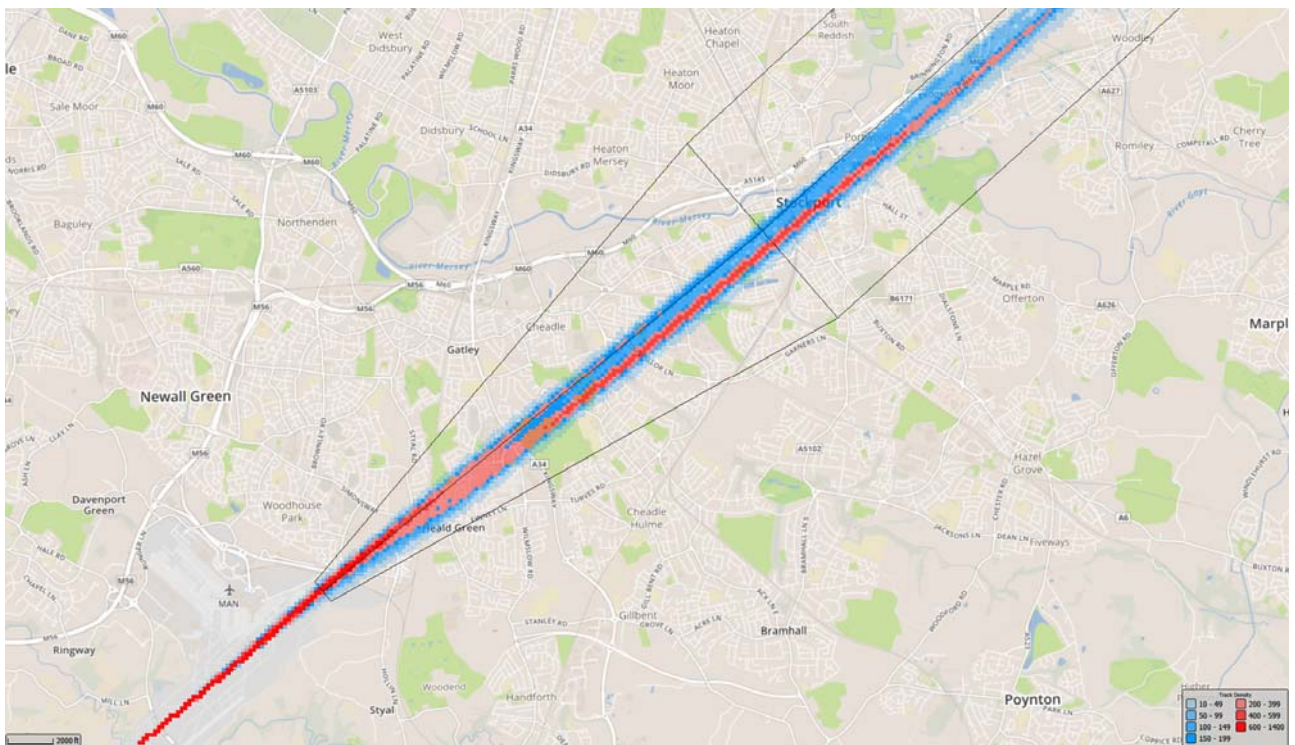
	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	4729		3439	
Monthly Total NSDs	52	1.1	76	2.2
Monthly Total Early Turns	0	0.0	0	0.0
Quarterly Total SIDs	20974		18821	
Quarterly Total NSDs	231	1.1	440	2.3
Quarterly Total Early Turns	0	0.0	2	0.0

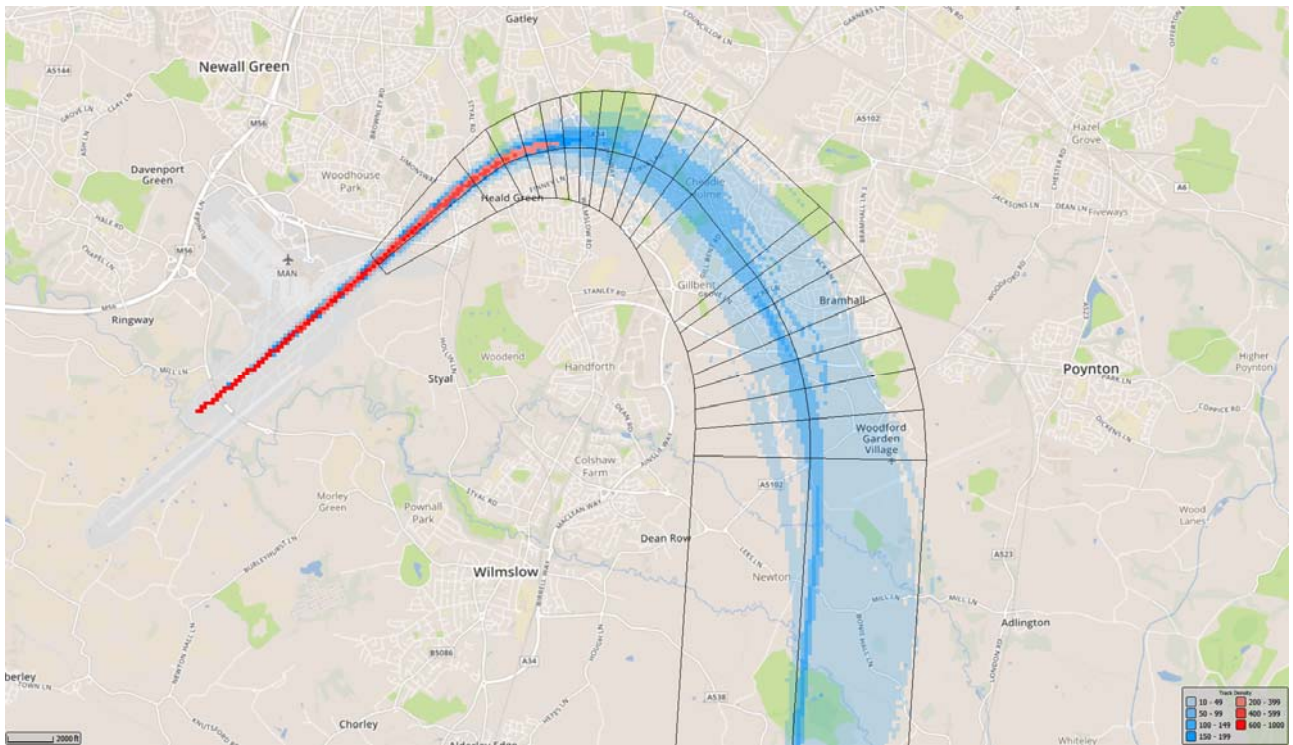
Overall

	Last Year	Percentage	This Year	Percentage
Monthly Total SIDs	7111		6872	
Monthly Total NSDs	52	0.7	161	2.3
Monthly Total Early Turns	0	0.0	1	0.0
Quarterly Total SIDs	25758		25508	
Quarterly Total NSDs	232	0.9	527	2.1
Quarterly Total Early Turns	0	0.0	3	0.0









NOISE COMPLAINTS

Between 01 December and 31 December 2019

Overall	Complaints					Complainants			
	42					31			

	Noise	Odour	Off Track	Special	Other	Complaints	Complainants	Daytime	Night
Arley	3	0	3	0	0	6	1	1	5
Ashley	2	0	0	0	0	2	1	1	1
Cheadle	1	0	0	0	0	1	1	1	0
Edgeley	1	0	0	0	0	1	1	1	0
Gatley	2	0	0	0	0	2	2	1	1
Great Warford	1	0	0	0	0	1	1	1	0
Hale	2	0	1	0	0	3	2	3	0
Heald Green	2	0	0	0	0	2	2	1	1
Heaton Moor	1	0	0	0	0	1	1	0	1
Knutsford	4	0	3	0	0	7	4	7	0
Northwich	1	0	0	0	0	1	1	0	1
Over Peover	0	0	2	0	0	2	2	2	0
Partington	2	0	0	0	0	2	1	2	0
Plumley	1	0	0	0	0	1	1	0	1
Prestbury	1	0	0	0	0	1	1	1	0
Shropshire	1	0	0	0	0	1	1	1	0
Styal	0	0	0	0	2	2	2	2	0
Timperley	1	0	0	0	0	1	1	1	0
Wilmslow	0	0	1	0	0	1	1	1	0
Wythenshawe	1	0	0	0	0	1	1	1	0
Yorkshire	3	0	0	0	0	3	3	2	1
Total	30	0	10	0	2	42	31	30	12

Repeat complainants	Noise	Odour	Off Track	Special	Other	Complaints	Complainants	Daytime	Night
Ashley	0	2	0	0	0	2	1	1	1
Total	0	2	0	0	0	2	1	1	1



October
2019
FY 19-20

Enterprise & Culture



We had the first round of Dragons' Den, with school teams entering the Den to pitch for a £100 investment to start their businesses.

Education



We coordinated the biggest ever BW3 Numbers at Work event with five companies running activities throughout the morning, for nearly 90 children at Newall Green Primary School.

Communication



Manchester Airport Consultative Committee celebrated its' 50th birthday

Colleagues



Tricia Williams and her Senior Leadership Team delivered an afternoon tea for more than 70 Heald Green over 65-year olds.



Monthly Photo capture of @MAComRels

November
2019
FY 19-20

Communication



We held a training session for new and existing members of the Manchester Airport Consultative Committee.

Colleagues



A total of 101 colleagues from Landside Operations, Security, Car Parks, Airfield Security, Forecourts and the Fire Service achieved Level 2 NVQ Certificate in Customer Service or Team Leading; we celebrated with them.

Colleagues



15 Colleagues helped to plant around 1,000 Oak and Cherry trees at Quarry Bank Mill, Styal.

Enterprise & Culture



Schools participating in the Dragons' Den enterprise competition sold their wares at the Platform 'Foodie Friday' event

Education



Students from nine Further Education colleges took part in our Hospitality and Catering masterclass



December
2019
FY 19-20

Education



Priestnall School raised £7,037 for the Royal Manchester Children's Hospital; winning the 2019 Airport Community Network Dragons Den competition

Education



St Wilfrid's Primary School (Wythenshawe) winners; whose designs featured on MAG's corporate Christmas card.

Colleagues



Six bags of food were collected by colleagues in the Terminal 2 Escape Lounge and donated to the Wythenshawe foodbank.

Enterprise & Culture



School choirs and a band spread Christmas cheer to our guests flying out.

Communication



20 years of our Outreach programme! -Our first Knutsford Library Outreach, in December 1999, was attended by Tatton MP (at the time) Martin Bell OBE.



CSR WORK STREAMS 2019/2020

DECEMBER 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		8,219
High Quality Key Stage 1 & 2 Activities													1,100		979
High Quality Key Stage 4 & 5 Activities										Planned			500		649
Work Experience													55		63
International culture project with Schools										Planned			6		1
Impact Study										Planned	Planned	Planned	1 in Wythenshawe		0
COLLEAGUES															
Contribute volunteer hours to Community													6,500		4,500
Number of volunteers													804		490
Volunteers as a % of colleagues													20%		12%
% of Volunteers that are shift-based													✓		17%
Host 'Bring Your Child to work Day'													✓		✓
Host volunteer roadshows												Planned	4		0
EMPLOYMENT															
Attend & Support Jobs & Careers Fairs											Planned		10		13
Training to young people with learning difficulties													10		10
Jobs for young people with learning difficulties													✓		9
Training to unemployed													400		202
Airport Academy jobs													450		352
COMMUNITY															
Outreach Mobile & Knutsford												Planned	15 & 35		51
Bi-Annual Cllr visits												Planned	8		5
Annual Council Clerks & Officers meeting											Planned		1		0
No. of complaints													<1,200		840
Movements per complaint													>130		190
Response to complaints													97% <Five Working days		100%
ENTERPRISE & CULTURE															
Share benefits of M.A.G arts sponsorship													65 Organisations		63
Showcase community art in our business											Planned		3		3
Community Trust Fund Grants Awarded										Planned			>£100,000		£87,593
Social events for the community													3		10