



Liverpool John Lennon Airport

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Liverpool John Lennon Airport Consultative Committee

Date:	Friday, 16 January 2026
Time:	10.30 a.m.
Venue:	Cavern Suite, Old Control Tower, Liverpool John Lennon Airport, L24 1YD

Contact Officer: Dan Marx, Secretary
Tel: 0151 691 8511
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Website: www.wirral.gov.uk

AGENDA

1. **APOLOGIES**
2. **DECLARATION OF INTERESTS**
3. **APPOINTMENT OF CHAIR**

The Committee's Constitution requires the Consultative Committee to appoint a Chair at its Annual Meeting. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

4. **APPOINTMENT OF VICE CHAIR**

To appoint a Vice-Chair until the 2025 Annual General Meeting. Nominations will be invited at the meeting and in the event of more than 1 nomination there will be a ballot.

5. **APPOINTMENT OF SUB-COMMITTEES**

To approve the Sub-Committees, as detailed in the attached document, and note the changes in membership.

6. APPOINTMENT TO OUTSIDE BODIES - AIRPORT TRANSPORT FORUM

7. CHAIR'S ANNOUNCEMENTS

8. MINUTES (Pages 1 - 10)

To approve the minutes of the meeting of the Consultive Committee held on Friday 17th October 2025 and to receive the minutes of the Noise Monitoring Sub-Committee held on Friday 24th October 2025.

9. MEMBERSHIP

To note any changes in membership since the last meeting and consider any issues of non-attendance.

10. PUBLIC QUESTION TIME

The Chairman can be asked a question, and can:

- Answer the question directly or ask another appropriate member of the Committee to answer, and allow supplementary question(s)
- Place an item on the agenda for the next appropriate meeting to deal with issues raised by the question.
- Decide where in the meeting the question shall be dealt with
- Amend the time allowed for questions, which is normally 30 minutes
- Agree that an answer be provided in writing rather than at the meeting
- Refuse to hear a question where less than 3 days' notice is given to the Secretariat
- Refuse to hear a question if it does not relate to the business and responsibilities of the Committee
- Vary any of the procedures about questions to help the effective conduct of the business of the meeting.

11. QUARTERLY BUSINESS REPORT (Pages 11 - 14)

To receive the Quarterly Report by the Airport company, attached.

12. CUSTOMER SERVICES UPDATE (Pages 15 - 20)

Update from the Accessibility & PRM Contract Manager.

13. AIRSPACE CHANGE PROCESS

Update by Andrew Dutton, Head of Environment and Sustainability.

14. AIRPORT TRANSPORT FORUM

Feedback on recent meetings by our representative Steve Pearse.

15. TOPICAL ITEM

Tony McDonough from the Liverpool City Region Combined Authority will be attending the to talk to the Committee about the latest plans for the proposed Rapid Transit Vehicle and services for the airport.

16. CORRESPONDENCE

To note the correspondence received by the Secretary for the Committee since the last meeting and the responses made by the Airport Company.

17. ISSUES FOR DISCUSSION WITH NOTICE

This is Committee members opportunity to raise issues which can be discussed with the Airport if they have potential to affect the Airport or would be of interest to the whole Committee and are not covered elsewhere on the agenda. These can be items they are aware of within their organisation or locally such as new developments, changes to the economy or to a relevant industry. Items should be forwarded to Daniel Marx by 5pm two days before the meeting (i.e. 5pm on Wednesday 14th January) so they can be considered. The Chairman will make the final decision whether to take items.

18. DATE OF NEXT MEETING

These are the proposed dates for the forthcoming year. The Noise Monitoring Sub-Committee dates have been revised and moved later to allow sufficient time for production of the Noise Complaints Log.

LJLACC	NMSC
17 th April 2026	(Noise complaints from Jan to Mar) 24 th April 2025
17 th July 2026	(Apr to Jun) 24 th July 2026
16 th October 2026	(Jul to Sep) 23 rd October 2026
22 nd January 2027	(Oct to Dec) 5 th February 2027

19. EXCLUSION OF PRESS AND PUBLIC

If the Chair considered that are any items should be discussed privately, the press and public would be excluded from the meeting at this point.

20. ANY OTHER BUSINESS TO BE DISCUSSED IN THE ABSENCE OF THE PRESS AND PUBLIC

21. ANNUAL WORK PROGRAMME (Pages 21 - 22)

To note the attached Work Programme.

LIVERPOOL JOHN LENNON AIRPORT CONSULTATIVE COMMITTEE

Friday, 17 October 2025
10:30 AM

51 **APOLOGIES**

Apologies for absence were received from:

Norman Elias (Chair)

Councillor Chris Ellams, Helsby Council

Alex Naughton, Liverpool City Region Combined Authority.

PRESENT:

Councillor Joe McNamara, Hale Parish Council (Vice Chair)

Paul Cherpeau, The Chamber

Councillor Liz Grey, Wirral Council

Councillor Keith Laird, St Helens Council

Jordi Morell, West Chester BID

Councillor Steve Parish, Warrington Council

Steve Pearce, Friends of Liverpool Airport

Councillor Steve Powell, Knowsley Council

Tony Rice, Disabled Persons Representative

Neil Robinson, Airlines (Jet2)

Carl Spurling, Passenger Representative

Councillor Graham Wood, Frodsham Council

Councillor Bill Woolfall, Halton Council

Liverpool John Lennon Airport

Robin Tudor, Head of Public Relations

Andrew Dutton, Head of Environment and Sustainability

Drew Butler, Accessibility and PRM Contract Manager

Secretariat

Daniel Marx, Secretary

52 **DECLARATION OF INTERESTS**

There were no declarations of personal interests.

53 **CHAIR'S ANNOUNCEMENTS**

There were no Chairman's announcements.

54 **MINUTES**

Resolved: That

- (1) the minutes of the Liverpool Airport Consultative Committee meeting held on 18th July 2025 be agreed as a correct record; and**
- (2) the minutes of the Noise Monitoring Sub-Committee meeting held on 25th July 2025 be received and noted.**

55 **MEMBERSHIP**

The secretary informed members that Councillor Martin Loftus from Cheshire West and Chester Council was no longer a member of the committee, and that a new member would not be nominated until their Audit and Governance committee met in November.

56 **PUBLIC QUESTION TIME**

There were no members of the public present and no questions had been submitted in advance.

57 **QUARTERLY BUSINESS REPORT**

The Head of Public Relations gave an update on activity from the airport over the last quarter and any other matters relating to airport activities.

In his Quarterly Report, the Head of Public Relations explained that Summer 2025 would be the airport's biggest ever by the end of October, that they'd had their busiest July ever and that August was their biggest single month. He gave the following as potential reasons for the success:

- i. Jet2's arrival and the addition of a fifth aircraft
- ii. EasyJet's additional aircraft
- iii. Increase of Ryanair's service

The Head of Public Relations also spoke about the challenge of maintaining a good passenger experience while growing passenger numbers.

He also gave an update on the new security system which had some difficulties during the winter, but works on the system were completed in advance of the busier summer months which contributed to a positive passenger experience despite growth in passenger numbers. He explained that technical issues with the new system have now been resolved.

The Head of Public Relations spoke about the loss of Play, saying that the low-cost Icelandic airline had been with the airport for four years, but have now closed operations. He explained that as they had only previously operated twice a week during winter, this wasn't a significant loss for the airport, but that it was a disappointment, nonetheless.

In response to questions from members, the Head of Public Relations explained the following:

- i. The airport was talking to carriers about further basing of aircraft at Liverpool John Lennon Airport and recognised that parts of the terminal building could be expanded.
- ii. In the absence of Ryanair's route to Bergerac, there was potential for smaller airlines to step into the abandoned route, but that could take time.
- iii. The airport was unaware of any issues raised about the new EU ID system but has been part of a government agency group to communicate about it.
- iv. The airport was working with Aer Lingus to see if timings for flights into Dublin would allow for more US connecting flights.

The Head of Public Relations also informed the committee that LJLA won the award at the Aviation Industry Awards for Airport of the Year and came second in the Which survey.

He also detailed the following developments:

- i. Frankie & Benny's old space has been utilised for a new Aspire Lounge with investment from Swissport, which has been popular.
- ii. The airport was considering security updates for next winter.
- iii. The old Aspire Lounge would be used for a WHSmith expansion this winter which they anticipated would be completed before Christmas.
- iv. There would be a charity fun run 5k in November raising money for Alder Hey.

58 **CUSTOMER SERVICES UPDATE**

The Accessibility and PRM Contract Manager provided an update on customer services at LJLA. He told the committee that figures for passengers who required assistance had gone through the roof, and that July, August and September were the busiest period for such passengers, breaking the airport's previous record. To accommodate accessibility needs, two new electric vehicles to transport passengers from the floor to the aircraft have been implemented. He confirmed that the new vehicles had an increased capacity to 12 passengers per vehicle and that two more units would be coming in 2026. He also informed the committee of the implementation of dedicated assisted travel areas which would enable passengers to be taken to one set location in the terminal rather than several. He explained that there was one such location on the East side and one on the West side of the terminal.

The Accessibility and PRM Contract Manager also updated members on an assisted travel video and guide which would be going to the Accessibility Forum on 21st October 2025. He expected that the video would give people an understanding of what to expect when travelling through the airport. He

also informed the committee about a new sensory room in security which gave customers with sensory needs a better experience while travelling.

The committee were also informed that there had been a rise in customer satisfaction due to improved check-in and security experiences in the wake of the new security system's installation.

In response to a question from the Disabled Persons' Representative about whether the airport should consider re-orienting its perspective on accessibility to look at issues from the disabled passenger's point of view, and whether it was time to move on from a focus on Passengers with Reduced Mobility (PRM) to look at disability more holistically, the Accessibility and PRM Contract Manager agreed to speak further with the Disabled Persons' Representative about a potential sub-committee about the subject.

59 AIRSPACE CHANGE PROCESS

The Head of Environment and Sustainability updated members on the progress of the Airspace Change Process (ACP) for Liverpool John Lennon Airport. He explained that the airspace within the Manchester Terminal Manoeuvring Area (MTMA) was very complex, particularly given that the two largest airports – Manchester and Liverpool – were so close together. He told members about a planned common transitional area to account for changes in pressure between airports, and that the work going into it was complex which has slowed progress. In the meantime, guidance and regulation had changed.

The Head of Environment and Sustainability further explained that airports in the South-East would be supported by the UK Airspace Design Service (UKADS), which was a single entity that would speed up development for that region, but because the MTMA airports had already progressed so far, they would continue to use their current system. He expressed that he was optimistic about the airspace change process going forward, especially due to funding from Jet2. He suggested 2031 as a possible completion point, due to work needing to be done during the winter.

The Head of Environment and Sustainability also briefed the committee on the progress of the airport's solar array. He told the committee that the one major delay preventing the array from going into operation was a long wait for the transformer which was failed at commissioning and had to be rebuilt. In response to questions from members, the Head of Environment and Sustainability explained that the airport was exploring the possibility of using storage batteries to store any excess power generated by the solar array. He said that the focus was one using the small amount of excess power for the airport's benefit rather than exporting it to the grid.

60 AIRPORT TRANSPORT FORUM

The committee's representative on the Airport Transport Forum explained that the forum would not be meeting until the following week. In lieu of a report on the forum's activities, members discussed the issue of insufficient luggage space on the 86A buses to Liverpool John Lennon Airport, and the potential benefits of a dedicated bus between Liverpool South Parkway Station and the airport. Members also discussed insufficient signposting on Transport for Wales trains that Liverpool South Parkway is where passengers should disembark for the airport. The Head of Public Relations explained that he had raised the issue with Transport for Wales, and that it would be brought to the Airport Transport Forum the following week.

The committee's representative on the Airport Transport Forum told members that the following issues would also be discussed at the forum:

- i. Updates from Network Noth Wales about Llandudno services coming through Liverpool
- ii. Update from Avanti West Coast about Liverpool South Parkway Station
- iii. Update on Rapid Transit Vehicles

61 INDEPENDENT AVIATION ACCESSIBILITY TASK AND FINISH GROUP REPORT

The Disabled Persons Representative briefed the committee on the recent Department for Transport Independent Aviation Accessibility Task and Finish Group. He explained that the focus was on moving towards a proactive, social model of disability, geared towards fixing systems rather than people.

In response to questions from members, the Disabled Persons Representative confirmed that the appropriate term is "disabled people" rather than "people with disabilities".

The Liverpool John Lennon Airport Consultative Committee resolved that: a sub-committee be formed to discuss issues around accessibility at Liverpool John Lennon Airport, to be chaired by the Accessibility and PRM Contract Manager with the involvement of disabled people.

62 ANNUAL WORK PROGRAMME

The Head of Public Relations expressed a hope that Tony McDonough would address the next committee meeting for a Topical Issue on Rapid Transit Vehicles.

**Resolved –
That the annual work programme be noted.**

63 **CORRESPONDENCE**

There was no correspondence to consider.

64 **ISSUES FOR DISCUSSION WITH NOTICE**

There were no Issues for discussion with notice to consider.

65 **DATE OF NEXT MEETING**

The next scheduled meeting was Friday 16th January at 10.30 am at the Cavern Suite, Liverpool Airport.

66 **EXCLUSION OF PRESS AND PUBLIC**

There were no members of the press and public present.

67 **ANY OTHER BUSINESS TO BE DISCUSSED IN THE ABSENCE OF THE PRESS AND PUBLIC**

There were no further issues discussed.

NOISE MONITORING SUB-COMMITTEE

Friday, 24 October 2025
10:30AM

30 APOLOGIES

There were no apologies for absence.

PRESENT:

Councillor Bill Woolfall, Halton Council (Chair of NMSC)
Helen Bradshawe, Environmental Health, Knowsley Council
Kate Hughes, Environmental Health, Halton Borough Council
Dave King-Hele, Environmental Health, Wirral Borough Council
Niall Traynor, Environmental Health, St Helens

Liverpool John Lennon Airport

Andrew Dutton, Head of Environment and Sustainability
Colin Barnes, Environment and Safeguarding Advisor

Secretariat

Daniel Marx, Secretary

31 DECLARATION OF INTERESTS

There were no declarations of interests.

32 CHANGES IN MEMBERSHIP

There were no changes in membership to report.

33 MINUTES OF LAST MEETING

Resolved – That the minutes of the meeting of the Noise Monitoring Sub-Committee held on 25th July 2025 be approved as an accurate record.

34 NOISE COMPLAINTS LOG

The Environment and Safeguarding Advisor introduced the Noise Log for the period 1 July 2025 to 30 September 2025 with details of aircraft movements, day and night (night being 2300 to 0700) flights and runway orientation. He then provided graphs for the numbers of complaints analysed by day, numbers of complainants, reason and area, with comparisons to the previous year and sometimes for a longer period to reveal trends. There were 168

complaints, the majority of which came from one individual. Most of the complaints were due to noise from planes arriving at runway 09.

Members were informed that there were far fewer complaints in summer 2025 as compared to the previous year. The Head of Environment and Sustainability suggested that this was due to 2024 being the busiest year since COVID, along with the launch of Jet2 operations from the airport.

35 **AIRSPACE CHANGE**

The Head of Environment and Sustainability updated members on the progress of the Airspace Change Process (ACP) for Liverpool John Lennon Airport. He explained that the airspace within the Manchester Terminal Manoeuvring Area (MTMA) was very complex, particularly given that the two largest airports – Manchester and Liverpool – were so close together. He told members about a planned common transitional area to account for changes in pressure between airports, and that the work going into it was complex which has slowed progress. In the meantime, guidance and regulation had changed.

The Head of Environment and Sustainability further explained that airports in the South-East would be supported by the UK Airspace Design Service (UKADS), which was a single entity that would speed up development for that region, but because the MTMA airports had already progressed so far, they would continue to use their current system. He expressed that he was optimistic about the airspace change process going forward, especially due to funding from Jet2. He suggested 2031 as a possible completion point, due to work needing to be done during the winter.

The Head of Environment and Sustainability also briefed the sub-committee on the progress of the airport's solar array. He told the committee that the one major delay preventing the array from going into operation was a long wait for the transformer which was failed at commissioning and had to be rebuilt.

In response to questions from members, the Head of Environment and Sustainability said that they restricted piling to the hours between 0800 and 1800 to reduce noise disturbance. He also explained that if there were a fire at the solar array, the airport would have to close until it was resolved. He further explained that there were plans to build a gazebo with a solar panel on the roof, and to invite primary schools in to explain solar power, but that progress was stalled because the provider went bust, and there has been debate over who would fund it.

36 **DATE OF NEXT MEETING**

It was agreed that the date of the next meeting would be set at the Liverpool John Lennon Airport Consultative Committee AGM on Friday 16th January 2026.

37 **ANY OTHER BUSINESS**

There was no other business.

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QUARTERLY BUSINESS REPORT

1.0 Airport update

Commercial passenger traffic

The fourth quarter throughput increased by 11% year-on-year, contributing to a record-breaking calendar year with total passenger numbers exceeding 5.6 million and average load factor reaching 82% which was an increase on the previous year.

Month	2025	2024	Variance v 2024
October	527,889	465,621	+14%
November	347,776	330,751	5%
December	387,838	344,516	13%
Totals	1,263,503	1,140,888	+11%
Annual Totals	5,618,917	5,081,052	+11%

The quarter saw the launch of new routes to Almeria, Las Palmas, Turin and Vienna. December delivered particularly strong performance, driven by high demand over the Christmas and New Year period, alongside the introduction of Lapland charter services, ad-hoc football flights and Christmas market programmes

easyJet delivered a strong Q4 performance, recording a 15% year-on-year increase in passenger numbers to 555,000. Growth was largely driven by the addition of an eighth based aircraft in May and the launch of new routes to Almeria and Las Palmas. Load factors improved by 3%, reflecting robust demand. Excluding domestic services, the top three routes by passenger volume were Alicante, Amsterdam and Malaga.

Ryanair achieved a 12% year-on-year increase in passenger numbers, carrying 457,000 passengers during the quarter. While demand softened slightly compared with the previous year, capacity growth on core routes, including Dublin and Central and Eastern Europe markets, supported overall growth. The strongest markets by load factor were Porto, Kaunas and Fuerteventura. Ryanair also launched a new route to Turin in December.

Jet2 recorded significant growth, with passenger volumes increasing by 18% following the introduction of a fifth based aircraft. The airline carried 142,000 passengers across 26 destinations during the quarter, although the network reduced to 11 markets in December. Load factors remained in line with the previous year.

Wizz Air passenger number were significantly down on prior year owing to the discontinuation of Katowice and Budapest. Performance was strong on the remaining routes and in line with expectation. A total of 65,800 pax were carried during Q4.

Aer Lingus posted a 3% year-on-year increase, carrying over 16,000 passengers during the quarter. Despite a slight decline in load factors and a number of flight cancellations, passenger numbers remained above prior-year levels. November was the strongest month, with load factor peaking at 77%.

Loganair delivered a strong Q4, with passenger numbers increasing by 5% year-on-year to 14,000. Growth was supported by improved load factors, particularly in October, despite a number of weather-related cancellations.

Scheduled Aircraft Movements

Scheduled aircraft movements maintain a positive variance to prior year.

Month	2025	2024	Variance v 2024
October	3,646	3,225	+13%
November	2,503	2,316	+8%
December	2,819	2,523	+12%
Totals	8,968	8,064	+7%
Annual Totals	38,233	34,989	+9%

General & Business Aviation

General Business Aviation Movements were down on prior year, but closed the gap on Q3.

Month	2025	2024	Variance v 2024
October	1,166	1,341	-13%
November	1,144	1,173	-2%
December	941	856	+10%
Totals	3,251	3,370	-4%
Annual Totals	14,682	16,417	-11%

Freight

20 cargo movements were recorded in Q4 49% down compared to last year.

2.0 Other Matters

Ancala acquire additional 47% interest in the airport from The Peel Group

Ancala acquired an additional 47.1% share in the airport from The Peel Group in October, becoming the majority shareholder with a 94.2% holding. Liverpool City Council retains its 5.8% interest in the airport.

The Peel Group first took a 76% stake in the Airport in 1997 and since then they have enabled major projects which have encouraged a sustained period of development and transformation. This includes the construction of the new terminal to expand the airport's capacity and enhance the service it provides to passengers.

Ancala first invested in Liverpool John Lennon Airport in 2019, as part of a joint venture with The Peel Group and Liverpool City Council.

easyJet to base a 9th aircraft at LJLA

In November, easyJet announced that they will be adding another aircraft to their base at the airport taking their Liverpool fleet to 9.

The airline's expansion will also support the local economy, with each of their UK-based aircraft supporting around 400 direct and indirect jobs and £27m UK gross value added (GVA).

easyJet's latest commitment to their Liverpool operations, will see a ninth A320 family aircraft join their base at Liverpool from next summer, enabling the airline to offer customers even more choice for flights and holidays from Liverpool across Europe and beyond.

New routes to Lisbon and Paphos were also announced in November and will take off next summer taking their number of destinations from Liverpool to 39.

Ryanair adds 6th aircraft to their Liverpool base

In December, Ryanair, announced they too will be increasing their Liverpool base with a sixth aircraft to be based here for Summer 2026, representing a US\$600m investment from Ryanair in the North West.

This additional aircraft will deliver 250,000 additional seats (+15% growth), 3 exciting new routes to Marrakesh, Tirana, and Warsaw, and extra flights on 11 popular existing routes to Alicante, Barcelona, Faro, Ibiza, Kaunas, Kraków, Malaga, Malta, Porto, Reus, and Sofia, taking their total number of destinations served from Liverpool to 34. Ryanair's annual passenger throughput at Liverpool is expected to grow to 2.4 million.

Runway run raises over £70,000 for Alder Hey Children's Charity

As reported previously, the airport staged its unique 5K Runway Night Run in November, with 350 runners braving the elements in the early hours of Saturday 22nd November, to take part in a unique event to be held here, raising over £70,000 for the airport's charity partner Alder Hey Children's Charity.

With a gap in flights during the airport's busy year round airline schedules, the race was staged between 2:00am and 3:30am on the Saturday morning, without impacting on normal airport operations.

This unique, one-off event was kindly sponsored by a number of airport partners including, easyJet, easyJet Holidays, aviation security company Wilson James, general and business aviation operator Ravenair and the M&S Bank Arena.

All of the proceeds on the night have gone towards the airport's target to raise £86k for medical equipment required within the Alder Hey's Neonatal Intensive Care Unit.

Press releases

The following press releases were issued by the Airport over the past few months:

7 th October	New Aspire Lounge takes passenger experience at LJLA to the next level
20 th October	Ancala acquires additional 47% interest in Liverpool John Lennon Airport from The Peel Group
24 th October	Over 200 travel agents attend LJLA's Travel Trade Networking Event
28 th October	New easyJet route sees Almeria more connected than ever with John Lennon
7 th November	Busy October for LJLA as record breaking summer season comes to an end
20 th November	easyJet add 2 new routes from Liverpool for Summer 2026
22 nd November	Airport's 5K nighttime race is a runaway success
27 th November	easyJet to base a 9 th aircraft at LJLA
4 th December	Ryanair adds 6th aircraft at Liverpool for Summer 2026
17 th December	Bumper Christmas getaway expected at LJLA

Customer Services and Accessibility Report – October to December 2025

During this quarter, overall customer satisfaction remained strong, with total Net Promoter Scores of 61 in October, 64 in November, and 56 in December, reflecting continued positive sentiment despite a softening in December. Check in and security continued to be the key strengths of the end-to-end journey, while toilets and certain terminal facilities remained the lowest rated elements across the quarter.

Key service highlights

- Check in delivered very strong results, with NPS scores of 69 in October, peaking at 72 in November, and easing slightly to 64 in December, confirming this as a consistently high performing area.
- Security performance remained robust, with NPS by location at 61 in October, 65 in November, and 59 in December, supported by high promoter proportions in “security wait time” and “security information”.
- Customer service themes such as “staff attitude”, “friendliness” and “customer service” all showed high promoter shares (mostly above 70%) throughout the quarter, reinforcing a positive service culture even as overall NPS dipped in December.

Overall performance trends

Area of Experience Performance

- **Check in experience:** 69 NPS → 72 NPS → 64 NPS
- **Security experience:** 61 NPS → 65 NPS → 59 NPS
- **Eastern departure area:** 49 NPS → 49 NPS → 45 NPS
- **Western departure area:** 48 NPS → 48 NPS → 46 NPS
- **Baggage delivery:** 59 NPS → 64 NPS → 50 NPS
- **Customs experience:** 70 NPS → 69 NPS → 65 NPS

Total score evolution (October–December 2025)

- October: 61 NPS, with 75% promoters, 10% passives and 15% detractors, supported by strong ratings for customs, check in and security.
- November: 64 NPS, the highest of the quarter, with 78% promoters and a reduced detractor share of 8%, reflecting particularly strong performance at check in and retail.
- December: 56 NPS, with 73% promoters and 17% detractors, showing a softening in satisfaction, driven mainly by lower ratings for toilets and some landside terminal facilities.

Key: What is a good NPS Score



October 2025

Area of Experience	NPS	Positivity %	Response Rate
Check-in Experience	69	89%	7,343
Security Experience	61	85%	14,386
Departure Experience	48	80%	7,463
Baggage Experience	59	84%	15,409
Arrivals Experience	70	90%	6,207
Total	61	85%	50,808

Followup Question	NPS↓	Positivity %	Response Rate
Security wait time	75	91%	10,128
Waiting time at check-in	75	91%	4,845
Friendliness	74	92%	3,745
Customer service	66	87%	3,902
Staff attitude	59	83%	5,170
Flight information	56	84%	560
Shopping facilities	49	82%	945
Terminal Cleanliness	48	79%	805
Security cleanliness	48	80%	1,350
Wait time for baggage reclaim	47	79%	535
Eating facilities	43	78%	1,526
Check-in cleanliness	41	76%	450
Check-in Toilets	38	76%	1,215
Something else	35	76%	445
Security information process	32	72%	1,412
Flight Information	24	68%	788
Toilet Facilities	19	65%	1,047

November 2025

Area of Experience	NPS	Positivity %	Response Rate
Check-in Experience	72	89%	4,200
Security Experience	65	86%	10,159
Departure Experience	48	79%	4,389
Baggage Experience	64	87%	9,530
Arrivals Experience	69	89%	3,908
Total	64	86%	32,186

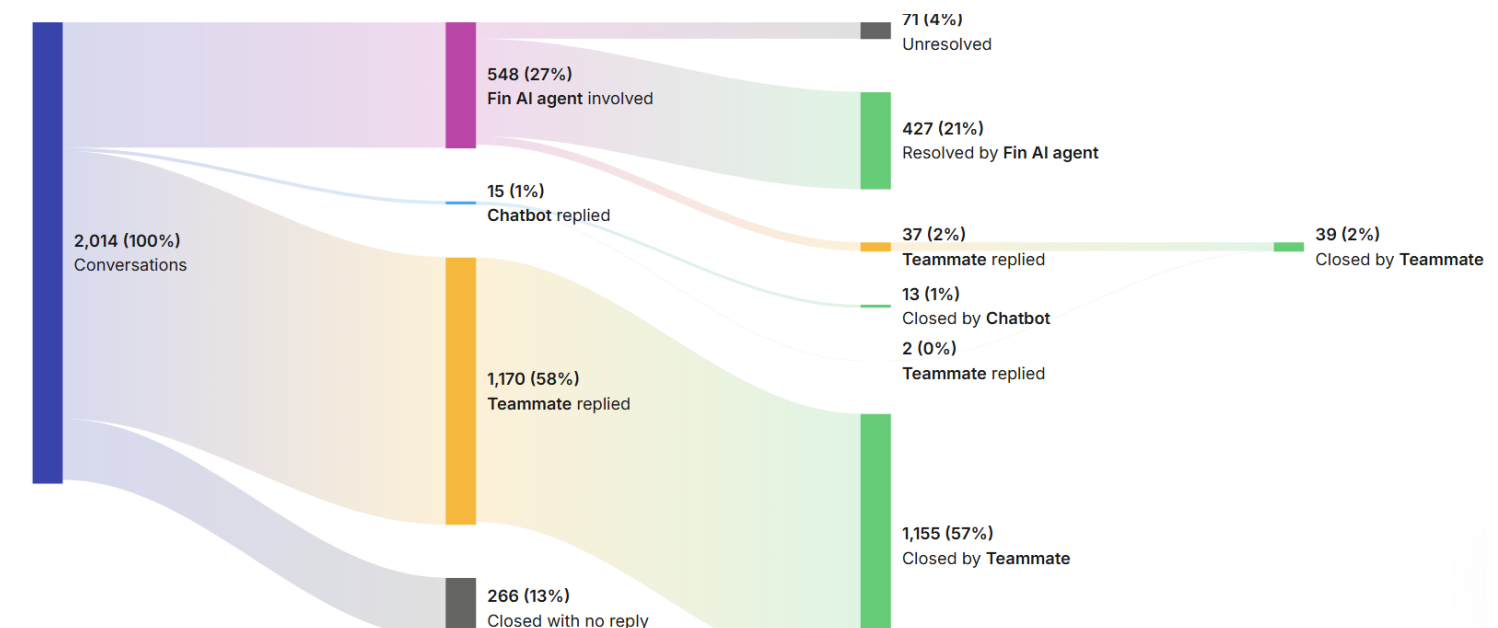
Followup Question	NPS↓	Positivity %	Response Rate
Security wait time	84	94%	6,874
Waiting time at check-in	82	93%	2,440
Friendliness	73	90%	1,925
Customer service	68	86%	2,148
Wait time for baggage reclaim	68	88%	325
Terminal Cleanliness	55	83%	383
Staff attitude	51	78%	3,396
Security cleanliness	51	80%	730
Check-in Toilets	44	76%	610
Security information process	35	73%	748
Flight information	35	72%	300
Shopping facilities	35	74%	390
Check-in cleanliness	33	72%	230
Eating facilities	30	69%	607
Flight Information	25	66%	451
Something else	24	67%	270
Toilet Facilities	16	61%	531

December 2025

Area of Experience	NPS	Positivity %	Response Rate
Check-in Experience	64	86%	4,702
Security Experience	59	84%	10,552
Departure Experience	46	78%	6,373
Baggage Experience	50	81%	7,419
Arrivals Experience	65	88%	3,792
Total	56	83%	32,838

Followup Question	NPS↓	Positivity %	Response Rate
Security wait time	76	91%	6,964
Friendliness	70	89%	2,250
Waiting time at check-in	67	87%	2,780
Customer service	67	87%	2,863
Wait time for baggage reclaim	62	87%	510
Shopping facilities	50	84%	664
Staff attitude	48	77%	3,578
Security cleanliness	47	78%	984
Something else	46	78%	370
Check-in Toilets	45	77%	795
Flight information	44	77%	450
Flight Information	41	77%	736
Check-in cleanliness	38	75%	355
Eating facilities	36	75%	1,174
Terminal Cleanliness	34	73%	755
Security information process	21	65%	1,092
Toilet Facilities	20	66%	954

INTERCOM PLATFORM-CUSTOMER SERVICES



Overall volume

- October: 870 total conversations
- November: 618 total conversations (29% decrease)
- December: 526 total conversations (14.9% decrease)

Chatbot reply rate

- October: 9 conversations
- November: 5 conversations
- December: 1 conversation

Resolution patterns

Chatbot closures

- October: 8 closed by chatbot
- November: 4 closed by chatbot
- December: 1 closed by chatbot

Note: Increased use of AI to deliver more personalised customer responses has led to a decrease in overall chatbot reply volume.

Teammate handling

- October: Teammates replied to 523 conversations (60%) and closed 521 (60%)
- November: Teammates replied to 335 conversations (54%) and closed 333 (54%)
- December: Teammates replied to 312 (59%) and closed 301 (57%)

Key insights

1. Conversation volume declined due to seasonal travel patterns: Conversations decreased from 870 in October to 526 in December, reflecting a quieter travel period. During this time, a higher proportion of passengers were regular travellers, who typically require less support than first-time or infrequent travellers. As a result, fewer basic or repetitive questions were submitted via chatbot.
2. AI adoption reduced chatbot reply volume: AI is increasingly used to provide more personalised responses across necessary email responses and social media messenger channels. This reduced reliance on traditional chatbot replies, contributing to the lower chatbot reply rate.
3. Strong AI resolution performance: 27% of conversations involved the Fin AI agent, with 78% of those resolved by AI. This demonstrates effective use of AI for handling common and routine enquiries without escalation.
4. Teammates continue to manage complex queries: 58% of conversations were handled by teammates, with 57% closed by teammates. Human involvement remains essential for complex, sensitive, or non-standard customer enquiries.

5. Low unresolved conversation rate: Only 4% of conversations remain unresolved, indicating strong overall resolution performance despite reduced volumes.

Persons with reduced mobility (PRM) October, November and December

Between October and December 2025, Liverpool John Lennon Airport recorded significant growth in Persons with Reduced Mobility (PRM) passengers compared with the same period in 2024:

- **October 2025:** 12,588 PRMs (up from 9,187 in October 2024) – **2.38% of total passengers**, compared with 1.97% last year.
- **November 2025:** 7,395 PRMs (up from 5,710 in November 2024) – **2.12% of total passengers**, compared with 1.73% last year.
- **December 2025:** 8,118 PRMs (up from 6,228 in December 2024) – **2.09% of total passengers**, compared with 1.81% last year.

Overall, in 2025, Liverpool has welcomed **113,416 PRM passengers**, an increase of **31,170 PRMs compared with 2024**. This has increased PRM numbers by 38%, and increased penetration by 25%, PRM service volumes remain significantly higher, reinforcing the continuing demand for assisted travel and the airport's role in meeting accessibility needs.

Accessibility Initiatives

We continue to strengthen the airport's commitment to inclusivity through several targeted initiatives designed to enhance the passenger experience and further improve operational processes in collaboration with our airline partners.

Gate 3 Corridor - Assisted travel area

Following the demonstrated success of the Gate 3 Corridor during the first wave operation, we are planning to trial an extension of this process from the end of January, expanding its use from first wave to cover the remainder of the operational day. Our EasyJet and DHL partners are highly supportive of this development, having already seen tangible improvements in on-time performance during the initial phase.

Assisted Travel Guide

The Assisted Travel Guide has been completed and shared with members of the Accessibility Forum for review and discussion. Subject to final feedback, the guide will be published before the end of January.

Assisted Travel Video

The Assisted Travel Video has also been completed and circulated to Accessibility Forum members for feedback. This will be released alongside the guide, before the end of January.

Together, they further position Liverpool John Lennon Airport as a leader in accessibility, inclusivity, and customer care.

OCTOBER 2025

Month Year	Total PRM	Oct %
Oct 2025	12,588	2.38%
Oct 2024	9,187	1.97%

NOVEMBER 2025

Month Year	Total PRM	Nov %
Nov 2025	7,395	2.12%
Nov 2024	5,710	1.73%

DECEMBER 2025

Month Year	Total PRM	Dec %
Dec 2025	8,118	2.09%
Dec 2024	6,228	1.81%

Liverpool Airport Consultative Committee

Annual Work programme 2026 - 2027

Meeting	Items	Detail
16 January 2026 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings
17 April 2026		
17 July 2026		
16 October 2026	ESG	
22 January 2027 Annual General Meeting	Procedural items	Appointment of Chair/Vice Chair, Sub-Committees and representative on Air Transport Forum; setting dates for meetings

Regular items	Presenter
Quarterly report	Robin Tudor
Customer Services report	Drew Butler
Airspace Change update	Andrew Dutton
Environment, Social and Governance (ESG) (annual from February 2024)	Robin Tudor
Airport Transport Forum update (quarterly if met)	Steve Pearse

Additional items	Presenter
TBC	

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