

EAST MIDLANDS AIRPORT
INDEPENDENT CONSULTATIVE COMMITTEE

Transport, Economic Development and Passenger Services (TEP) Sub Committee

Approved Minutes of the Meeting
held at East Midlands Airport
22 May 2009

Present:

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

Organisation:

Derby City Council
Consumers Association
Derbyshire & Nottinghamshire Chamber of Commerce
Association of Airport Related Parish Councils
Leicestershire and Rutland Association of Local Councils
PAIN

Cllr L Care
Dr A Manhire & Mrs C McDowall MBE, JP
Mr A Morris-Richardson
Mr A Corbett
Cllr J Pike
Mrs P Beddoe

East Midlands Airport:

General Manager Environment and Safeguarding
Head of Customer Experience RAD
Travel Plan Marketing Manager
Minute Secretary

Mr N Robinson
Mr J Doherty
Ms K McHugh
Ms A Lamin

09/07T APOLOGIES AND DECLARATIONS OF INTEREST

Apologies were received from Cllr Cutting and Mr J Froggatt.
There were no Declarations of Interest.

The Chairman introduced Dr A Manhire replacing Mrs C McDowall who has now retired after representing the Consumers Association as ICC member for 25 years. The Chairman thanked Mrs McDowall for her exceptional service to the ICC and welcomed Dr Manhire to the meeting. The Chairman invited Mrs McDowall to join the TEP meeting and this was agreed by all present.

a. Minutes of the meeting held on 13 February 2009

The minutes were accepted as a true record of the meeting with the exception of an objection by a member to Minute 09/05T, paragraph 4 – **“It was confirmed that EMA does not provide crèche facilities mainly because of lack of space.”**

The member said this statement was not what was said at the meeting. The member said that a remark made at the meeting was not minuted and related to poor air quality at the airport and the matter should be taken up by the MENT committee.

The member had raised this issue separately with the Chairman and with the ICC and this issue was now referred back to the TEP committee.

EMA said any comment made was with no authority or knowledge of air quality at the airport. It was confirmed that the air quality around the airport is measured and verified as satisfactory. EMA confirmed the difficulty of providing appropriate space and car parking for a crèche and the difficulty of building a business case to provide

the service.

After discussion, it was agreed that Minute 09/05T would be amended to read: **“It was confirmed that EMA does not provide crèche facilities.”**

A member reminded the meeting that the issue of provision of a creche was related to employment at the airport and it was agreed that EMA will present a paper to the TEP committee on the potential for crèche facilities for employees at the airport.

ACTION: EMA

b. Action points

08/19T EMA will combine a future TEP meeting with an “arrival experience” at the airport and if possible a presentation by the UK Border Agency.

ACTION: EMA

09/03T PRM – The Airline’s view by Derick Keegan of Ryanair
A presentation will be arranged for a future meeting.

ACTION: EMA

09/05T EMA had investigated the possibility of including a question on “First Language” on employment surveys and had been advised that the proportion of employees with English not as their first language was small. Survey questions are kept to a minimum to encourage a good response and it was felt that increasing the number of questions could deter respondents. EMA also felt that the purpose of this question could be misinterpreted. EMA noted the comments made regarding employment figures for “local” people which include “non-local” people who are working in the area but felt that in practice it would be difficult to define who would qualify as a ‘local’ person and who would not. A member felt it was a distortion of figures to log both categories as “local”.

09/06T A member noted that EMA remains without a transatlantic service and all efforts should be made to achieve this. EMA confirmed that service developments remain under consideration but do not anticipate the provision of a transatlantic service in the short term.

09/08T CHAIRMAN’S COMMENTS:

A member had raised the issue that it had been widely reported that Ryanair say that 1m passengers produces 2k jobs. The member said this was incorrect and the number of jobs is around 130 – 140, and EMA should therefore challenge the information released by Ryanair.

EMA expressed confidence that EMA press releases are factually correct. Ryanair are an independent organisation and publish their own information. It was agreed that the member will copy or advise EMA of any specific information published that is of concern and EMA will consider any appropriate action necessary.

ACTION: EMA

Members congratulated EMA on being awarded The Best Business Award – a local green award for reducing carbon footprints at the North West Leicestershire District Council Footprints Awards recently.

09/09T PUBLIC TRANSPORT UPDATE

Kelly McHugh presented a detailed transport update.

1. Nottingham Skylink

This service is exceeding passenger targets. Vehicles will be refurbished in September.

2. Derby and Leicester Skylink

Passenger totals have increased by 22% and the service and routes are under continuing review. Kegworth carries c600 passengers a week and the main passenger flow is between Kegworth and Derby. A member requested that the Kegworth service be increased to 24hrs, but Kinchbus have said this is not possible. The member requested as an alternative, that the timings be reviewed to provide an earlier bus to enable EMA employees to use the service.

ACTION: EMA

3. Airlink 155 – Coalville

A member had raised the issue that since the route of the service had been changed the people of Wilson received no service at all, and asked that EMA consider re-routing the A155, and/or the potential for an alternate service every hour through Wilson and Tonge.

An analysis of the service and loading information was being reviewed by Leicestershire County Council with Arriva.

A member queried the Government directive that every village should be provided with a bus service and the actions necessary to achieve this.

A member said that EMA should be given credit for the services now provided to villages and that villagers can now use what is essentially an airport service. This was endorsed by other members present.

EMA will review the suggestions and provide more information to the next meeting.

ACTION: EMA

4. Airlink 9 – Ashby-Burton

The withdrawal of this service was noted.

5. EM Parkway Station and Railink bus

EMA are working on marketing initiatives and improving the signage. A member said the service diverts through Kegworth but does not stop. EMA said the route varies because of the traffic situation but will consider this and report to the next meeting.

ACTION: EMA

A member reiterated the provision of departure boards at rail stations which would promote the Railink service and offer communications and marketing opportunities.

6. Arrivals and transport

EMA advised that 30% of passengers were EMA employees, the remainder being EMA passengers and journeys between local communities.

A route map was illustrated and this was felt to be very helpful. This is available on the Skylink website. Regional bus link maps are also published by EMRA.

A member asked if the number of cars on EMA car parks had decreased and EMA confirmed a decrease but it was felt this was due to the economic downturn and not the increased use of public transport.

09/10T AIRPORT REPORT

a. Statistics

Neil Robinson outlined the details circulated. The trends are reflected at all airports and some decline is being experienced. EMA have a strong core business and passenger base. EMA marketing and aviation teams are working hard to ensure that EMA retains its market share, and will continue efforts to increase links to a main European hubs – .e.g. Paris and Frankfurt.

A member queried the effects of the cancellations of flights to Mexico because of the Swine Flu situation. EMA said tour operators are offering alternative destinations but availability, particularly for accommodation, is limited.

A member commented on reports that Ryanair are moving to 100% internet check-in. EMA outlined the potential provision of common bag-drop desks.

EMA will organise an aviation development update presentation to TEP, and it was agreed that in future an annual presentation would be helpful.

ACTION: EMA

A member requested additional graphs on the numbers of aircraft movements. EMA will include this information on future reports.

ACTION: EMA

A member congratulated EMA on retaining Ryanair services and a member requested that in efforts to retain airlines, night flights were not increased which caused problems for surrounding villages.

A member asked why the number of Antonov aircraft flying into EMA had increased recently. EMA confirmed these were chartered day flights which can vary significantly but will investigate the situation and report to MENT.

ACTION: EMA

b. Customer Services

A detailed report was tabled and this will be copied to ICC members.

ACTION: EMA

Details of the complaints received were circulated as additional information. John Doherty reviewed the information provided.

A member asked why EMA charge for plastic bags when other airports provide them free of charge. The cost is £1 for 2 bags. EMA said this is the cost to the airport of providing the service. EMA will review the situation and report to the next meeting.

ACTION: EMA

EMA confirmed that overshoes were available on request at security checkpoints, and agreed that more publicity of this service will be considered. EMA stressed that all security processes are aimed at securing the safety of passengers. EMA will arrange a presentation on the Aviation Security Plan to a future TEP meeting.

ACTION: EMA

A member raised four issues:

- a) The signage on the tarmac of the short stay car park is misleading. This item had been minuted some time ago but no action has been

taken;

b) the fifteen minute drop-off allowance now reduced to ten minutes in the car parks is not enough, particularly if there are hold ups at the exit barriers. This encourages cars to wait outside the airport;

c) an extra charge of £1.50 for credit card payments is not made clear;

d) car park tickets had no indication of which way they should be inserted into the machines. If a card was inserted wrongly the ticket was refused and validation and payment had then to be made.

A member raised the issue that there are no signs for buses in the long stay car parks.

EMA confirmed that a passenger experience walk through was undertaken within terminal areas every month. A recommendation for a walk and drive through for the external areas including the car parks will be made following the comments received. These will include a member of the TEP committee where possible and appropriate.

ACTION: EMA

In response to a member's query on recycling travellers' waste, EMA confirmed that recycling bins are placed in the passenger lounges and terminal areas. EMA employ a waste sorter to ensure materials are correctly recycled. It was suggested and agreed that more environmental information be publicised in the terminal and on the bins themselves detailing environmental successes eg ground source heat pumps, thank you messages, and percentages of recycling achievements.

ACTION: EMA

c. Employment and Training update

Neil Robinson outlined the organisational review undertaken in the Summer of 2008 to ensure the structure is fit for purpose and customer facing. This had resulted in a reduction of approximately 29 jobs, with new jobs being available in the new structure. The trading environment remains difficult but long term EMA consider that the Master Plan projections will be met.

09/11T DONINGTON PARK – F1 TRANSPORT PLAN

Neil Robinson reviewed the details circulated. One of EMA's primary concerns is the Traffic Management Plan. EMA are aware of the risk of Donington Park visitors using the airport car parks.

Members suggested use of the Sustrans pathways for walkers and cyclists; cycle parking and park and cycle zones.

EMA will continue to work closely with the Racetrack, District Council and other stakeholders to minimise the impact of the F1 event on the local highway network.

09/12T DATE OF NEXT MEETING

Friday 9 October at 10.00am.

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