

**EAST MIDLANDS AIRPORT**

**INDEPENDENT CONSULTATIVE COMMITTEE**

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

**Draft Minutes of the Meeting  
held at East Midlands Airport  
9 October 2009**

**Present:**

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

**Organisation:**

Derby City Council

Consumers Association

Derbyshire & Nottinghamshire Chamber of Commerce

PAIN

Cllr L Care

Dr A Manhire

Mr A Morris-Richardson

Mrs P Beddoe

**East Midlands Airport:**

Director of Planning and Development

Head of Customer Experience RAD

Surface Action Manager

Minute Secretary

Mr J Froggatt

Mr J Doherty

Ms Colleen Hempson

Mrs A Lamin

**09/13T APOLOGIES AND DECLARATIONS OF INTEREST**

Apologies were received from Cllr J Pike and Mr P Hewett.

There were no Declarations of Interest.

**a. Minutes of the meeting held on 22 May 2009:**

The minutes of the meeting held on 22 May 2009 were accepted as a true record.

**b. Action arising from the minutes**

**08/19T**

EMA will circulate potential dates for TEP members to attend an 'arrival experience' together with the UK Border Agency at the airport.

**ACTION: EMA**

**09/09T**

3. Airlink 155 - Coalville

EMA submitted the suggested route changes to Leicestershire County Council who have replied that the funding received dictates the route through Castle Donington and any changes were not considered feasible at this time.

5. East Midlands Parkway Station and Railink bus

The signage on buses had been improved. It was reported that buses stopping in Kegworth would delay the journey and timings can vary because of congestion. Signage at the station on airport departures will be considered. However, the current service was a trial and was currently serving only 250 passengers a week. Running one bus stopping in Kegworth was not feasible but running two buses was expensive. No funds were currently available to run two buses and so far the numbers did not justify this. Members said that for passengers, consistency and availability was important.

EMA agreed that in the long term, EMA flight, together with rail information was needed at Parkway and linking stations. There are few direct services to Parkway from Sheffield but this was under review. It was agreed that it was important that an integrated transport system was introduced. Electrification of the rail lines to the

region is vital and EMA confirmed interest in lobbying for rail improvements. Members and EMA would liaise on appropriate contacts and involvements.

**09/10T b.**

EMA had reviewed the situation regarding charging for plastic bags and confirmed that the charge would remain as the service is a cost to the airport. A member expressed concern that costs to passengers were increasing little by little. It was agreed, however, that sufficient information should be provided to enable passengers to be aware of Government security arrangements in advance of arriving at the airport. The bags purchased are re-usable. The Consumers Association member urged consistency throughout all airports. EMA said it was likely that airports currently providing free plastic bags would soon introduce a charge.

Presentation of Aviation Security Plan;

EMA said that by its nature any presentation would be limited, and it was agreed that EMA would arrange a presentation of the general overview of security at EMA.

**ACTION: EMA**

Passenger experience walkthrough;

The Consumers Association member had joined a recent walkthrough and was very impressed with the service and helpfulness at EMA. EMA confirmed independent views were welcomed and invited TEP members to join monthly walkthroughs as appropriate including a car park walkthrough scheduled for 30 October. Members should contact John Doherty at EMA to make the necessary arrangements.

**ACTION: TEP MEMBERS**

There were no further matters arising not either being actioned by EMA or included on the meeting agenda.

**09/14T CHAIRMAN'S COMMENTS:**

A paper received from the Melbourne Civic Society was included on the meeting agenda - 'Airport Employment, Passengers and Cargo'.

**09/15T AIRPORT EMPLOYMENT, PASSENGERS AND CARGO:**

Details of the report submitted by the Melbourne Civic Society were outlined.

The Chairman recorded thanks and appreciation to Dr Paul Grimley for the research and analysis undertaken in compiling this report.

EMA acknowledged the details presented and confirmed that the information provided would be reviewed and considered. It was agreed that the employment situation was subject to constant change because of employers' decisions, the decrease in the number of passengers due to the economic situation, efficiencies, and changes in airlines and handling agents.

The ratios proposed in the Civic Society's report for Master Plan revision are:

- Passenger related employment -- 100-150 jobs/additional mppa (million passengers per annum)
- Cargo related employment -- 300-400 additional jobs/additional 100,000 tonnes cargo pa

EMA acknowledged that the old standard assumption of 1000 jobs per million passengers was unrealistic nowadays and too high. The Master Plan assumption was 650 new airport jobs to be created for an additional million passengers per annum would need to be reviewed when the Master Plan itself was reviewed but

felt that 150 was far too low.

All companies are increasing efficiency and processes are continually changing. Changes in the airlines operating at EMA need also to be taken into account.

In response to the recommendations highlighted in the report presented:

- EMA believes that the overall numbers presented in the report mask other issues and that marginal changes are inappropriate;
- EMA agrees that the figure of passenger related employment could be different from that outlined in the Master Plan and would review this information;
- EMA considers that presentation of revised figures to TEP would not be appropriate or helpful as the figures could change again before inclusion in the 2011 Master Plan.

EMA confirmed that the figures will be reviewed for the Master Plan and its dynamics will change. It was reiterated that the economic downturn is a significant factor. It was noted that markets are constantly changing and obtaining a transatlantic carrier would increase employment at EMA.

A member proposed a three year review of the Master Plan. EMA confirmed that the Master Plan will be reviewed in five years in line with Government policy.

The EMA 2009 Employment survey will be circulated for information. It was noted that this information was prepared before the changes announced by easyJet and bmibaby.

**ACTION: EMA**

A member said it was important that realistic figures be produced as the information informed construction, planning and other agency plans. EMA confirmed that information produced informs investment by the airlines as well as the airport itself and was not in EMA's interest therefore to inflate the figures.

**09/16T PUBLIC TRANSPORT UPDATE:**

The information circulated was reviewed.

1. Nottingham Skylink

This service has in most cases exceeded its passenger and revenue targets. The subsidy shrank to 15% in Year 4 and was at around 22% in Year 5, but was likely to rise further in subsequent years due to increased operating costs following re-tender of the service in 2008.

2. Derby and Leicester Skylink

This service has performed well and is a good commuter route serving two markets. It is popular also as a Castle Donington to Derby bus service. There is more marketing potential for the Derby to Leicester route.

The request from Kinchbus to re-route the service via Kegworth throughout the shoulder periods as well as the daytime peak, which will affect the Diseworth and Long Whatton services, would be considered. EMA will liaise with the relevant Parish Councils. It was noted that commercial aspects must be considered and it was also noted that changes would affect EMA employees.

**ACTION: EMA**

3. Airlink 155 - Coalville

EMA continues to close a significant funding gap of around 90% of the cost of

extending the service to the airport. See comments at 09/13T

4. East Midlands Parkway Station and Railink bus  
EMDA funding is agreed for one year only and the future of this service was not secure. See comments at 09/13T.

5. Arrivals and airport interchange  
The improved facilities were noted.

6. Cycling  
The details of the cycle scheme were noted. Airport site companies were being encouraged to take up the scheme. It was noted that airport passengers could use the bike park. EMA also operate a scheme for staff for loans to purchase bus season tickets.

It was noted that cycle routes are part of an integrated transport system and marketing was needed regarding bike facilities available at the airport. Cycle racks are provided at the Parkway Station. EMA would add appropriate information to the EMA website.

**ACTION: EMA**

7. Car Share  
Details noted.

8. Marketing  
Details noted.

9. Car Parking  
A member asked if the number of taxis was decreasing as the use of public transport was increasing. EMA would circulate the latest Airport Transport Group report. CAA data was last produced in 2006 with the next report due in 2010.

**ACTION: EMA**

A member said that the special offers on reduced cost car parking at the airport mitigated against using public transport. Increasing car parking areas also encroached on green sites. EMA confirmed the policy of improving and increasing public transport and the building of new car parks was less than pro rata to the growth in passengers. It was agreed that passengers were cost aware and it was accepted there would always be a demand for car parks. The cost of airport parking was based on the commercial return.

09/17T

**AIRPORT REPORT:**

**a. Update on Traffic and Air Passenger Duty**

A detailed report was tabled and reviewed. Statistics for Moving Annual Totals 2003 - 2009 included Scheduled Domestic Passengers; Scheduled International Passengers; Inclusive Tour and Charter Passengers and Total Passengers.

Details were outlined including:

- A period of rapid change - airline changes
- A period of uncertainty - employment
- Aircraft changes
- Air passenger duty - review and current situation
- Air passenger duty - from 1 November 2009
- Per-plane tax

The decline in passenger numbers, the rapid changes and the impact of changes

was discussed.

With regard to the Treasury seeking a tax take of £2.5bn through APD by 2011, members said that a commitment from government is needed on where this would be spent.

It was agreed that the changes from 1 November 2009 would disadvantage UK plc and would encourage people to fly longer indirect routes to avoid the duty. A key point noted was that APD will raise more money than the UK Government assessment of the climate change cost of aviation at £1.8bn pa.

It was noted that the Emissions Tax is additional to APD. Members were concerned that the changes would affect business. This was not acceptable and lobbying was needed to make this clear to Government.

The per-plane tax was agreed as a major disincentive to UK trade. Freight journeys would be routed via Europe to avoid the tax and would result in increased journeys.

**b. Statistics**

It was requested and agreed that an additional slide be produced - monthly passenger traffic - Day/Night movements analysis.

**ACTION: EMA**

**c. Customer Services**

The information circulated was reviewed and a summary of recurring issues was tabled. The three main complaints and actions taken were outlined:

i) Attitude of security staff

EMA is now delivering customer service training comprising of a four hour course and a two hour follow up after six months. Signage has been increased outlining the security process. Information on the website has been increased.

ii) 10 minutes issue on short stay car park

The time allowed has now been changed back to 15 minutes. The validation system has been changed. A drop-off zone has been created and detailed information is available in the terminals.

A member suggested a 30-minute holding area, possibly on the long-stay car park. EMA said this could be difficult to administer but would investigate the potential. An alternative suggestion was a £1 charge for one hour.

**ACTION: EMA**

iii) Cleanliness - lounges and toilets

EMA had taken this up as a major issue. Refurbishment of the toilets was ongoing. Maintenance and cleaning of the lounges and toilets was under review with the contractors. Provision of a drinking water tap in each of the toilets would be considered.

**ACTION: EMA**

Future reports would show a separate analysis of issues and actions, together with statistics for information.

09/18T **DONINGTON PARK - F1 TRANSPORT PLAN**

No further action was reported. Funding for Donington Park 2010 had not yet been confirmed.

09/19T **NEXT MEETING:**  
Friday 19 February 2010 at 10.00am

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