

**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  
on 28 May 2010**

**Present:**

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

**Organisation:**

Erewash Borough Council

Consumers Association

Derbyshire & Nottinghamshire Chamber of Commerce

Leicestershire and Rutland Association of Local Councils

Melbourne Civic Society

Nottinghamshire County Council

PAIN

Cllr R Parkinson

Dr A Manhire

Mr A Morris-Richardson

Cllr J Pike

Dr P Grimley

Cllr L Sykes

Mrs P Beddoe

**East Midlands Airport:**

Director of Planning and Development

Surface Access Manager

Brand and Project Manager

Minute Secretary

Mr J Froggatt

Ms Colleen Hempson

Mr P Graham

Mrs A Lamin

**10/07T APOLOGIES AND DECLARATIONS OF INTEREST**

Mr D Fermie and Mr D Dowbenko did not attend. There were no Declarations of Interest. Apologies were received from Stephen Turner, Commercial Director of EMA relating to item 3 on the agenda - Aviation Development.

**a. Minutes of the meeting held on 19 February 2010:**

The minutes of the meeting held on 19 February 2010 were accepted as a true record subject to the following amendment: Cllr Care had requested that Minute 10/06T recorded her resignation from the TEP sub committee and that her term of office as councillor ended in May 2010.

**b. Actions arising from the minutes:**

10/01T b. (09/13T)

TEP members are invited to join an EMA 'Airport walk around' and the date of the next walk around will be circulated to members. A member said that on a recent walk around he was impressed by the attention to detail and EMA said it was useful to have an independent view.

10/01T b. (09/17T)

Customer Services - short stay car parking

The details were outlined and reviewed at the ICC meeting held on the 19 March 2010.

Toilet refurbishments are being completed. The provision of drinking water is being reviewed. EMA will report to the next meeting.

**ACTION: EMA**

10/05T b.

Following comments received at the last meeting, EMA reviewed bus stop signage and labelling. A member said that the queuing areas for specific bus stops are not clear on

arrival at the airport and said that the car park bus stops and the pay stations on the car parks look alike. Colour coding and clear signing was suggested.

A member suggested that a psychologist review the number of decisions that passengers have to make on arrival to put forward suggestions on how signage can be clearer and easier. EMA advised that recent work has been completed on flooring and lighting in the terminals which highlight pathways in addition to signage.

A member said that representation and advice on behalf of blind and partially sighted people is needed.

EMA is reviewing the arrivals area and the immigration hall areas and are looking to reduce congestion in the arrivals hall.

EMA are looking at the signs and lighting in all car parks and will review all the suggestions made.

**ACTION: EMA**

10/05 c.

EMA confirmed that Donington Hall will be included in the 2010 Employment Survey.

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

**10/08T CHAIRMAN'S COMMENTS - MATTERS REFERRED TO THE SUB COMMITTEE**

The Chairman advised that a number of recommendations for items for discussion had been proposed by Dr Paul Grimley and these had been included on either the MENT or TEP meeting agendas. He thanked Dr Grimley for his considered contributions.

The Chairman advised that the Queen's speech on 25 May included a brief report on the Economic Regulation of Airports, which stated - 'The Government believes a modern transport system is essential, but this needs to be green and sustainable. The aim is to improve not expand airports for passengers and investment. Details will be advised in due course.' It was confirmed that EMA is not subject to economic regulation.

The Chairman will attend the annual meeting of ICC's and a copy of the minutes will be circulated to ICC members in due course.

EMA confirmed the intention to invite a representative of the passenger airlines to join the ICC and will continue to liaise with airlines on potential representation.

**ACTION: EMA**

**10/09T AVIATION DEVELOPMENT**

Apologies were received from Stephen Turner, Commercial Director who was unable to be present at the meeting.

A member stressed that the development of routes is important and it was agreed that as the next TEP meeting is not until October, Stephen Turner be asked to present details on aviation development to the ICC meeting in June.

**ACTION: EMA**

A member said that the government announcements not to increase capacity at the London airports give EMA opportunities to increase routes. The member felt that EMA should focus on major players and EMA confirmed a focus on airlines not currently flying into Birmingham and airlines that would bring investment into the area.

John Froggatt outlined details of developments at EMA. EMA business is predominantly with

low cost and charter airlines. There is potential for routes to North America and India, through hubs, but EMA is in competition. It was agreed to include the potential of Dubai as a hub.

EMA's USP (unique selling point) is the central location with a catchment area of over 10million people. A great deal of effort is being put in to developing services. EMA stressed that a current lack of success does not mean a lack of effort.

A member suggested targeting Oman, Etihad and Qatar airlines for routes to Dubai (as a world airline hub) and the Middle East, and Delta and American Airlines for North America connections. The member suggested that routes should be developed for interlining throughout Europe, this is a very exciting time and opportunities must be grasped and taken forward. The member also commented on the adverse affects of Airport Passenger Duty.

#### **10/10T PUBLIC TRANSPORT UPDATE**

Colleen Hempson outlined the details circulated.

##### **Airlink 155 - Coalville**

From 21 June 2010 this service will be run by Veolia and funded entirely by Leicestershire County Council.

##### **East Midlands Parkway Station**

Poster signs will be displayed in EM Train stations to give information on the pre-booking taxi service available from East Midlands Parkway. This is a capped charge of £4.50 per person each way and pre-booking fits with the licensing requirements for taxis. EMA marketing are looking at the potential for i-Phone applications and web links. Provision of the taxi service is a convenient solution for the time being.

A member expressed concern that there is no bus service from Loughborough train station to the Airport. EMA advised that the majority of bus passengers come from Derby train station and EMA is providing the best solution that is viable at this time.

##### **Arrivals and Transport Interchange**

The HAIP (Highways Agency Information Point) screen in the Arrivals Hall is now active.

A member said that the effect of provision of employee transport to the Airport is often underestimated and this is a good initiative. It was noted that no specific transport is provided to Donington Hall.

#### **10/11T VOLCANO IMPACT**

John Froggatt outlined the impact on EMA of the recent and ongoing Iceland volcano ash eruption. Key points included:

- ICAO Action Plan instructed airports to stop flying
- 104,000 flights were cancelled across Europe
- 10 million passenger journeys were cancelled
- Airline reactions outlined
- Passenger rights - ATOL bonded flights v scheduled flights
- 5,000 extra flights were put on across Europe for repatriation
- EMA lost six days revenue and tried to minimise the impact on customers - six days passenger traffic was lost
- No additional charges for car parks were made to delayed passengers
- EMA worked with the Local Resilience Forum to assist stranded foreign nationals
- Passenger numbers were reduced in April by over 20%
- Cargo carried was down by 11%
- Freight ATMs were down by 19.5%

- Mail ATMs were down by 17.1%
- There is continuing minor disruption

Airport closure offered a unique opportunity to assess the environmental impact of air traffic and to measure air quality and noise. The results showed no clear correlation over one week in air quality. Noise monitors at Kegworth showed a clear differential between day and night noise and the increase in daytime noise could relate to increased road traffic noise. The graph illustrations will be circulated with the meeting minutes.

**ACTION: EMA**

In summary:

- Volcanic activity is cyclical and more eruptions are possible
- Not all eruptions include ash
- Specific volcano action insurance is now being offered
- Sales of package holidays have increased as a result of perceived better service
- ATOL bonding of flights are crucial for passengers
- 75% of people whose flights were cancelled rebooked after six days
- The Regulatory response is under review - four stages are now set out for aircraft ie No ash / OK to fly / OK to fly for limited period / Do not fly
- Long term - research and testing is being undertaken
- This was a totally unexpected event with affected everyone

Members agreed that contingency planning for the future is essential and this should be undertaken by the DfT and the European Commission.

## 10/12T AIRPORT REPORT

### a. **Statistics**

The reduction in the numbers of domestic and international passengers was noted. Routes are being maintained. Growth is anticipated next year. Freight and cargo levels are being maintained.

It was agreed by the recent MENT sub committee meeting that the graph information provided will be truncated to the current year plus the previous three as this would make reading the information clearer.

**ACTION: EMA**

### b. **Customer Services**

Paul Graham outlined the information circulated. Customer service training for airport staff and service partners is ongoing and improvements in comments relating to G4S staff have been noted.

In respect of the complaints figures illustrated, a member asked how the figures compare year on year and with other airports.

Members said it should be made clear to passengers what is the responsibility of airlines, and passenger expectations need to be managed with regard to low cost airlines.

A member said that comments had now been received over the last 4 years relating to queues on the tarmac on disembarking from aircraft. EMA said that some airlines will not fund buses. There is a difference between what low cost and long haul airlines will provide. Long haul carriers would insist on an air bridge and planning permission exists for a walkway to which it would be relatively easy to attach an air bridge.

The good feedback received on the EMA decision not to charge delayed passengers additional car park charges was noted. Members complimented EMA on the decisions

made.

c) **Employment and Training update**

The information was reviewed as circulated. EMA confirmed the Employment survey will commence in the near future. EMA confirmed that agency staff are included in the survey.

**10/13T** **DATE OF NEXT MEETING**  
**Friday 15 October 2010 (Revised date)**

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