

**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**

**8 February 2008**

**Present:**

Independent Facilitator/Meeting Chair  
ICC Deputy Chair

Mr B Whyman MBE, Ch, JP  
Ms C Barker

**Organisation:**

Consumers Association  
Nottinghamshire Chamber of Commerce  
Leicestershire and Rutland Association of Parish Councils  
PAIN  
Derbyshire County Council

Mrs C McDowall MBE,JP  
Mr A Morris-Richardson  
Cllr J Pike  
Mrs P Beddoe  
Cllr C Cutting

**East Midlands Airport:**

Planning and Development Director  
Customer Relations Officer  
Commercial Sales and Marketing Manager  
Transport and Employment Manager  
Health Protection Agency East Midlands  
Minute Secretary

Mr J Froggatt  
Ms D Hall  
Ms Sarah Fletcher  
Ms Colleen Hempson  
Ms Lindsey Abbott  
Ms A Lamin

**07/18T      APOLOGIES AND DECLARATIONS OF INTEREST**

Apologies were received from Councillor Carlile and Mr P Hewett. The following members did not attend the meeting: Mr A Corbet, Mr N Chischniak, Cllr D Slater, Cllr Banwait, Cllr R Kershaw and Ms M Lowe.

There were no Declarations of Interest.

**07/19T      a)      MINUTES OF THE MEETING HELD ON 28 SEPTEMBER 2007**

The minutes of the meeting held on 28 September 2007 were agreed as a true record. It was suggested and agreed that copies of the meeting minutes will be included when meeting agendas and papers are circulated in future.

A member asked that meeting papers be sent out earlier than the statutory eight days before the meetings to enable members to consult adequately with their particular groups. After discussion, it was agreed that amending the ICC constitution should not be considered at the moment, but that EMA will send out the papers 14 days before each meeting. The deadline for raising issues through the various agenda will therefore be three weeks prior to each meeting. EMA will also investigate the potential for putting meeting papers on to the airport website. It was agreed that notification to members by email was impractical because of the size and complexity of some of the documents.

**ACTION: EMA**

A member pointed out that as the item "Any other Business" did not appear on the meeting agenda, minute number 07/18T should be deleted. This was accepted. The numbered minutes had excluded a minute numbered 07/17T, therefore the last minute on these minutes "Date, time and venue of next meeting" is renumbered 07/17T.

**b) POINTS FOR ACTION ARISING FROM THE MINUTES**

Second Item 07/10 (b): First sentence to read: "John Froggatt stated that he would follow up on the discussion with regard to receipt of press releases in that EMA would endeavour to target press releases **in advance** in order that members received only those of interest." Second sentence to be deleted.

John Froggatt said that it was not possible for the airport to circulate embargoed information, but non-embargoed information will be circulated to members.

Item 07/16(c): A member thanked EMA for revising the information circulated on Customer Services.

**07/20T CHAIRMAN'S COMMENTS – MATTERS REFERRED TO THE SUB COMMITTEE**

The Chairman had nothing to report.

**07/21T HEALTH PROTECTION AUTHORITY**

Lindsay Abbott, Health Protection Specialist for HPA East Midlands South presented details on the Authority. HPA's role, background, main responsibilities and structure were outlined. This national organisation works closely with local authorities as part of multi-agency health and emergency planning. The organisation is not a "blue light" responder but is involved at a strategic level.

In answer to members' questions, Lindsay said there is no evidence that health problems are being created in the UK by the mass movement of non vaccinated people. Food screening is dealt with by another authority. EMA screening procedures focus on security not health. Health screening may be introduced at ports if there is a specific risk – ie SARS.

The HPA service delivery model has recently been agreed and the organisation is working with EMA in the appointment of a Port Medical Inspector/Officer to give 24 hour cover. Informal arrangements are in place at the moment.

A member queried the problem of rat infestation and it was confirmed the situation is monitored at all ports. HPA monitor the incidence of all diseases.

Copies of the slide presentation were circulated to sub committee members. The Chairman and members thanked Lindsay Abbott for an extremely interesting and informative presentation.

**07/22T AIRPORT REPORT**

It was agreed that all papers circulated to sub committee members were taken as read and the meeting discussed highlights of the reports.

**a) Statistics – summary report**

John Froggatt confirmed that EMA handles approximately 30% of the UK pure freight market. EMA are actively marketing flights to attract customers. One

EMA advantage is the speed customers can get through the airport. A member said that the growth of low cost airlines from EMA is helping business and it is important that the services are protected and not lost to other airports.

EMA advised that airlines will only run to destinations if the service is economically viable. A member expressed concern at the number of night flights and the increase in night flight passengers. EMA advised that airlines are only able to offer low cost flights if they can operate 3 or 4 rotations a day which involves an early start and late finish.

A member said that there is huge potential for EMA in securing long haul flights to USA, Dubai and the Middle East. John Froggatt confirmed that EMA are targeting these markets. A presentation will be made to the next meeting.

**ACTION: EMA**

**b) Customer Services**

Traffic congestion due to an event at Donington Park which resulted in passengers missing flights was discussed. EMA confirmed close liaison with the police, press and radio as well as the race-track to inform the public of potential traffic problems. This particular instance was extreme and related to a specific event. A member asked if it were possible for the airlines to contact individual passengers but it was agreed this would be extremely difficult.

A member asked if it were possible for seats to be provided in the baggage hall for waiting passengers.

The potential for considerable confusion over the number of bags allowed on aircraft was discussed. Airports will statutorily allow two from the end of May, but some airlines will continue to allow only one including currently bmibaby, easyjet and Ryanair. EMA will continue to advise passengers to review the conditions of the airline they are flying with. The Department for Transport consider that two bags per passenger increases the screening time by 25%.

EMA confirmed they are working on improvements to reduce the length of the queues at the central search area, and any increase in bag allowance will need to be taken into account.

A member was concerned about the 16 complaints received in December by Servisair some of which referred to alleged theft, baggage being mishandled and excess baggage charges. John Froggatt said in the case of baggage being mishandled and alleged theft, it was difficult for airports to determine at what stage of the journey the problems actually occurred and the responsibility lay with the handling agents. The issue of excess baggage charges was driven by low cost airline policies in regard to charging passengers to check in hold bags and strict enforcement by them of relatively low baggage limits.

In response to a member enquiry, John Froggatt confirmed that EMA are considering erecting a covered walkway between Arrivals and Departures but are looking at how this will tie in with access to bus services.

**c) Public Transport Update**

Colleen Hempson outlined two key services and a copy of the slide presentation was circulated to sub committee members.

**i) Airline Shuttle**

Re-launch of the service under the new Skylink Derby-Loughborough brand with brand new vehicles and a 24 hour timetable. Improved information at

the new Derby bus station and the rebranding will improve the take up.

A member suggested that the service route through Diseworth and Long Whatton should instead go through Kegworth which would pick up more passengers. Colleen Hempson said that the service through to Diseworth and Long Whatton would need to be maintained for customers on that route and Kegworth already has a service. However, the take up from Diseworth and Long Whatton will be reviewed.

The VIP launch for the improved Airline Shuttle was confirmed as 19<sup>th</sup> March at EMA and the Derby launch from 7 – 18<sup>th</sup> April and Loughborough, 31<sup>st</sup> March.

**ii) East Midlands Parkway Station**

Details of the £25m project were outlined. The primary purpose is to take traffic off the M1 motorway and to improve commuter services from the East Midlands to London. The initial timetable for trains using the station is however very disappointing and the station does not provide a better service to EMA than those already provided at Derby, Loughborough and Nottingham. EMA will focus on enhancing the Skylink services to these stations instead of diluting its efforts with a separate bus to the Parkway, but will continue to liaise and lobby East Midlands Trains for better services to EMA.

Members acknowledged the excellent work of EMA in keeping the public informed and recognised the problems with Parkway Station. It was acknowledged nevertheless that the existence of the station does give potential for future changes.

**d) Employment Trends**

John Froggatt outlined the work of Dawn Price through Employment Fairs, liaison with employers on EMA requirements and work placements. Sub committee members were asked to advise on any particular area they would like more information and this will be provided to a future meeting. Reference to the website was recommended: <http://www.emarecruitment.com/>

**ACTION: SUB COMMITTEE MEMBERS/EMA**

It was noted that 27 employers on site at EMA had agreed to take placements and EMA bus routes through many high unemployment areas.

**e) Business Development Report**

Sarah Fletcher presented details on behalf of Caroline Plant. Members asked that future presentations and information explained the initials used eg RAD – Regional Airports Division; HUY – Humberside; BOH – Bournemouth and BHX – Birmingham. EMA are working with partners to publicise new routes.

A presentation on Aviation Development will be made to the next meeting.

**ACTION: EMA**

A member suggested obtaining feedback from passengers to stress their preference to fly from EMA and to publicise the EMA alternative in other airports.

A member reiterated the requirement for links to a European hub to support business needs and EMA confirmed that although this was one of their priorities which they were pursuing with airlines, they would still welcome further evidence

of demand to support this. It was felt that local requirements are changing to reflect business needs.

The Chairman and sub committee members thanked EMA personnel for the information and presentations provided.

**07/22T**

**DATE OF NEXT MEETING:  
Friday 30<sup>th</sup> May 2008 at 10.00am**

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