

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
19 February 2010

Present:

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

Organisation:

Derby City Council
Erewash Borough Council
Consumers Association
Derbyshire & Nottinghamshire Chamber of Commerce
Leicestershire and Rutland Association of Local Councils
Melbourne Civic Society
PAIN

Cllr L Care
Cllr R Parkinson
Dr A Manhire
Mr A Morris-Richardson
Cllr J Pike
Dr P Grimley
Mrs P Beddoe

East Midlands Airport:

Director of Planning and Development
Customer Experience Dept
Surface Transport Manager
Minute Secretary
General Manager Terminal Services and Emergency Planning

Mr J Froggatt
Mr P Brown
Ms Colleen Hempson
Mrs A Lamin
Mr A Neal (Presentation only)

10/01T APOLOGIES AND DECLARATIONS OF INTEREST

Apologies were received by Cllr L Sykes. Mr D Fermie did not attend. There were no Declarations of Interest.

a. Minutes of the meeting held on 9 October 2009:

The minutes of the meeting held on 9 October 2009 were accepted as a true record subject to the following amendment. 09/16T; 9 Car Parking - *A member said that the special offers on reduced cost car parking at the airport **militated** against using public transport.*

b. Actions arising from the minutes:

09/13T

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

ACTION: EMA

EMA will circulate dates and contact details for the airport programme of passenger experience walkthroughs with the minutes of this meeting which TEP members are invited to attend.

ACTION: EMA

09/15T

The EMA 2009 Employment Survey was tabled at the meeting and copies will be circulated with the meeting minutes.

ACTION: EMA

09/16T

EMA advised that the latest Airport Transport Group report will be reviewed by the transport forum and details presented to TEP as appropriate.

ACTION: EMA

09/17T ii) Customer Services - Short stay car parking

EMA outlined proposals to rearrange short stay car parking arrangements by providing free short stay car parking in an area in the long stay car park with free buses to and from the terminals. The existing short stay car park would be divided into two areas - access and drop off/pick up. The current 15 minutes free parking would stop. The changes to be implemented before the commencement of the summer season.

A member said moving the short stay car parking to the long stay car park was too complicated and not the way forward. The airport needs to attract both business and leisure passengers and should make the customer journey easy.

Members said that the changes could be a strong incentive to use public transport and would encourage parking in the local villages. It was agreed it would be acceptable to use the long stay car parking area if flights were delayed, but the arrangements could then be confusing for passengers.

EMA said that security legislation which designates terminals as restricted zones is gradually making it more difficult for vehicles to access the front of the terminals and nearby car parks as a security risk.

In response to a member query, EMA confirmed that disabled parking spaces are policed only by ensuring badges are displayed. Disabled people are able to park long stay in the short stay car park and must apply to reception to receive the long stay rates.

Members requested that the 15 minute drop off zone should not be removed before consultation of the details at the next TEP meeting as the proposed changes would be a retrograde step and said that customer opinions should be taken into account. EMA agreed to consider the request and details of the proposed changes will be presented to the next TEP meeting.

ACTION: EMA

09/17T iii) EMA will advise details to the next meeting on proposals to provide a drinking water tap in each of the toilets.

ACTION: EMA

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

10/02T CHAIRMAN'S COMMENTS - MATTERS REFERRED TO THE SUB COMMITTEE:

There were no additional comments or matters advised.

10/03T SECURITY UPDATE AND PRESENTATION:

Adrian Neal, General Manager Terminal Services and Emergency Planning, presented information to sub-committee members. Members were reminded of the sensitivity of the information and it was agreed that the meeting minutes will not record the details outlined.

The presentation included:

- National legislation
- National Aviation Security Programme (NASP)
- DfT security arrangements
- Threat assessments

Security legislation applies to airport managers, operators of cargo and passenger aircraft, air cargo agents and catering companies and full compliance is required.

The aim of security measures is to safeguard operators, passengers and visitors. The security level in place is decided by Government which then issues a directive to all airports on the measures to be implemented. Increased security impacts on customer service and this is unavoidable.

A member suggested that passengers could be advised of the security level in place and said this would increase passenger awareness. Passengers could then make the choice as to whether they should travel and know why specific security checks are in place.

It was agreed that the terminology is important ie to reassure passengers that normal levels of security are being operated and the aim should be to inform not to frighten.

Members endorsed the need for safety and security and thanks were expressed to Adrian Neal for his presentation and the information provided.

10/04T PUBLIC TRANSPORT UPDATE:

A detailed report was tabled and discussed.

1. Nottingham Skylink

The decline in passenger numbers appears to be stabilising.

2. Derby and Leicester Skylink

Potential service enhancements could include adding a vehicle to improve service reliability and increasing the frequency of the Leicester leg. This is being considered with effect from April when the timetables change.

Proposed changes to the Kegworth service currently running through Diseworth and Long Whatton have been outlined to residents at a public meeting held recently. Further proposals have now been put to the operator and a compromise is being sought to assist members of the public who use the service but do not travel to the airport. This is a small number of passengers but the effects on them are acknowledged. It was stressed that the airport must consider the effect on the airport and that the services need to be commercial and cannot subsidise non airport passengers. Elements under consideration are the amounts of subsidy that are needed. A member said that the villages would miss the service.

3. Airlink 155 - Coalville

EMA is currently funding 90% of this service after 7pm, but in the current economic climate with revenue reducing it is unlikely that this funding level can continue. It is likely, therefore, that the service will be reduced to 7.00am to 7.00pm only.

4. East Midlands Parkway Station and Railink Bus

The new train timetable has included the extension of the Derby train to Sheffield, providing an hourly link between Sheffield and East Midlands Parkway. However, the funding has not been sufficient to provide a good quality reliable bus service to the airport, and it is unlikely that a bus service can be provided until the funding situation improves. Alternatives, including taxi concessionaire services, are under consideration.

A member suggested that the airport liaise with EMT on the numbers arriving at the station which could then be linked to a taxi service. EMA confirmed liaison regarding a forward booking system, but a subsidy for this service will still be required.

It was suggested that IT developments could include recording the numbers and destinations of passengers and this information could be utilised. It was agreed that the expectations of passengers needs to be managed through clear notices, leaflets etc. Pricing points need to be established per person in a shared taxi or per taxi. A member suggested outsourcing the service to a taxi company which would obviate the need for any subsidy. This would be a good opportunity for a taxi company. Long term the intention is to revert to providing a bus

service from the station.

It was acknowledged that the negative nature of the report is due to the economic situation which has resulted in reductions in revenue for the airport generally, for the bus services themselves with air passenger numbers falling against a background of severe constraints on the public sector. The total numbers of passengers on all routes has decreased and this includes passengers not travelling to the airport. EMA will focus on the core services ie Leicester, Derby and Nottingham.

A member suggested that EMA remind passengers that travelling to the airport by bus could be cheaper than the cost of long stay car parking.

A member suggested that the whole range of transport in and out of the airport should be reviewed. EMA confirmed that the CAA survey report will analyse the range of modal share. This is published every four years with periodic updates and is next due in May 2011.

It was agreed that EMA will present more information on transport when this is available.

ACTION: EMA

10/05T AIRPORT REPORT:

a. Statistics

The details circulated were noted. In response to a member query EMA confirmed they are still seeking to secure a New York service. The member said that Leeds-Bradford airport now has a daily service to New York and there must be potential for EMA. The member suggested targeting airlines not already operating from Birmingham. EMA confirmed the aim to secure services to India and North America as soon as possible. EMA will ask Stephen Turner to update TEP on aviation development at a future meeting.

ACTION: EMA

b. Customer services

The details for September/October and November/December 2009 were reviewed. It was noted that complaints mainly relate to car parking and security issues. Members agreed the suggestion that TEP meetings focus on two issues each meeting, analyse and put forward proposals for resolution. EMA will include narrative on future reports to highlight any changes from the normal pattern and why, e.g. complaints about one particular incident.

ACTION: EMA

A member said that complaints received are only representative and that the general dissatisfaction of customers can be picked up from verbal comments made although these are not formal complaints. The member asked if staff have a way of reporting issues which could impact on complaints received. EMA said that comment forms are readily available throughout the airport and service concessions have their own systems for dealing with complaints.

A member said that labelling on the bus stops is needed and it is not clear where to wait for which bus. Suggestions included colour coding and/or signs inside the shelters in addition to notices inside the terminals. EMA will review the bus stop signage. EMA confirmed that the bus terminals are now included in the cleaning contract.

ACTION: EMA

A member said that the level of complaints is low, but feedback is important. EMA confirmed the aim is to always do better.

c. Employment and Training update

Donington Hall employment figures will be added to the report to be circulated with the meeting minutes.

ACTION: EMA

A member asked if the EMA website could advertise jobs outside the airport. EMA said this was not feasible but suggested that enquiries or details of jobs available be forwarded to Dawn Price, EMA Employment Officer who would then circulate details as appropriate.

10/06T OTHER MATTERS AND DATE OF NEXT MEETINGS:

Cllr Lucy Care advised her resignation from the TEP sub committee and that her term of office as councillor ended in May 2010. The meeting Vice Chairman thanked Councillor Care for her input and involvement with TEP.

The October meeting date is now changed from 8 October to 15 October 2010
Confirmation will be sent to all ICC members.

ACTION: EMA

The next meeting will be held on Friday 28 May 2010 at 10.00am

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