

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**

30 May 2008

Present:

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

Organisation:

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

Mrs C McDowall MBE,JP
Mr A Morris-Richardson
Cllr J Pike
Mrs P Beddoe
Cllr G Carlile
Cllr L Care

East Midlands Airport:

Planning and Development Director
Customer Relations Officer
Disabled Access Co-ordinator
Aviation Development Manager
Minute Secretary

Mr J Froggatt
Ms D Hall
Ms L Freeman (Presentation only)
Mr S Turner (Presentation only)
Ms A Lamin

08/07T APOLOGIES AND DECLARATIONS OF INTEREST

Apologies were received from Ms C Barker. The following members did not attend the meeting: Mr P Hewett, Mr A Corbett, Cllr D Slater.

A member suggested that meeting papers be sent to Cllr Corbett's home address as there was concern that papers were not reaching him. EMA will action as appropriate.

ACTION: EMA

A member asked that a revised ICC membership list following changes resulting from the local Elections be distributed and John Froggatt confirmed this will be available at the next ICC meeting.

ACTION: EMA

There were no Declarations of Interest.

08/08T MINUTES OF THE MEETING HELD ON 8 FEBRUARY 2008

The paragraph numbers on the minutes have now been amended from 07/18T – 07/22T to 08/01T to 08/06T.

a. A member said that apologies for the last meeting had been received in advance from Cllr J Pike, but it is subsequently confirmed that Cllr Pike attended the last TEP meeting and the apologies were in respect of the ICC meeting.

The minutes of the meeting held on 8 February 2008 were agreed as a true record.

b. Matters arising:

Page 1: EMA confirmed that meeting agenda and papers are now available on the EMA website and papers will be sent out 7 days prior to meetings but that EMA would ultimately aim to send out papers earlier, subject to the constraints of the Agenda meeting dates. A member said if this meant that more papers would be tabled at meetings this was not helpful and that the 7 days despatch of papers should be reinstated.

Page 3: Customer services – EMA confirmed that seats are provided in the baggage hall for arriving passengers. EMA will review the situation re adequacy of numbers and report to the next meeting.

ACTION: EMA

Page 4: Business Development – EMA confirmed that Manchester Airports Group is reviewing options with regard to a potential sale of Humberside Airport. More information will be provided to a future meeting as appropriate.

ACTION: EMA

08/09T

PRM (PERSONS OF REDUCED MOBILITY) – REGULATIONS AND ACTIONS

Liz Freeman, Disabled Access Co-ordinator, presented details of the EU Regulations concerning the rights of disabled persons with reduced mobility (PRM's) when travelling by air and the actions being taken by EMA. The new regulations take effect from 26 July 2008.

Key points included:

- A strict ratio of disabled passengers to cabin crew must be maintained and the ability to self evacuate is the measure;
- Passengers must declare disabilities in advance to enable appropriate assistance to be provided by airlines;
- EMA currently liaises with the RNID and the RNIB and will review further clarity and accessibility of information on websites;

EMA will arrange for a representative from Ryanair, as ICC Passenger Airline representative, to attend the next TEP meeting

ACTION: EMA

- EMA disabled car parking spaces are patrolled every 12 hours and randomly. 120 spaces are provided and no reports have been received that this is inadequate although the facility is sometimes abused;
- The Airport has contracted a third party to provide the complete service including all equipment and staff.
- A dedicated team of staff will provide a full service
- There is no influence or legislation for PRM's outside the EU or the USA.

CLlr Care will advise details of the Derby Disability Group to Liz Freeman regarding a potential presentation to that group.

ACTION: CLLR CARE AND EMA

For information or queries, contact details for Liz Freeman are confirmed as:
liz.freeman@eastmidlandsairport.com T: 01332 852835

The Chairman thanked Liz Freeman for an extremely informative presentation.

It was noted that the Airport Operators Committee (AOC) had nominated Ryanair so the ICC would, from its next meeting have a passenger airline representative.

08/10T CHAIRMAN'S COMMENTS:

The Chairman had no additional comments not otherwise covered through the agenda items.

08/11T BUSINESS DEVELOPMENT REPORT – LONG HAUL ROUTE DEVELOPMENT

Stephen Turner, Aviation Development Manager, presented details of EMA's long haul route development.

Key points included:

- Definitions: Short haul is less than 4 hours; Medium haul is 4 to 6 hours; Long haul is more than 6 hours;
- Long haul airlines generally require airports to demonstrate they can attract more than 6m passengers per annum. EMA is at the right size now to develop long haul routes;
- Stephen Turner said that few scheduled passenger flights are between 11.00pm and 7.00am and airlines used the overnight period for maintenance. Economic viability is key for airlines. Package airlines and holiday charters, however, do operate more frequent night flights.

The last point was disputed strongly by members of the group and it was agreed that a review of flight patterns would be raised as a separate agenda item for the next TEP meeting.

ACTION: EMA

- EMA's central location and catchment area were outlined. The UK market is growing at 5%, with EMA's market growing faster;
- EMA is the UK's number one "pure" cargo airport;
- The destination portfolio consists of over 100 passenger routes;
- An analysis of demand highlights the potential for new direct and long haul EMA flights;
- Problems for EMA include the brand awareness of the airport; fuel prices and the required level of passengers having just reached the required 6m target;
- Research is being undertaken with corporate clients to secure first class and business class reservations which support economy class seats;
- Long haul passenger flights do not necessitate runway extensions. The runway extension currently sought is to support some of the larger freight aircraft which could take off at higher weights to increase range or payload.

- A potential early long haul route is EMA to New York.

A member asked if the airport will restrict business to day flights and it was confirmed EMA are seeking a wider range of flights to increase business generally. However, EMA emphasised that long haul flight times are normally dictated by the time of arrival at the destination airport which means that taking account of time changes, planes typically fly overnight to arrive in the early morning.

Some group members recorded an appeal to EMA to consider restricting night flights. A member said that the local communities should not be sacrificed to comply with restrictions imposed by other airports.

A member asked if aircraft would now be flying more slowly to achieve fuel savings but EMA confirmed no knowledge of this.

Some group members asked that a record be made of their concern about the impact of long haul flights from EMA. Although initially route development would be slow there is concern about the increased impact and future growth. They stated the Masterplan indicates flights every six minutes throughout the night.

In answer to a question it was considered unlikely that providers such as Ryanair will consider using additional types of planes necessary to provide long haul services, because of maintenance and cost implications.

It was confirmed that the impact on other airports of any transfer of flights and airlines is not monitored by EMA.

A printout of the information provided to the meeting will be circulated with the minutes subject to removal of any commercially sensitive information.

ACTION: EMA

The Chairman thanked Stephen Turner for the comprehensive details presented.

08/12T

AIRPORT REPORT

a. Statistics Summary Report

A member said there were still difficulties and discrepancies regarding the airport's name and this is causing passenger confusion. There is the opportunity for EMA promotion on public transport. John Froggatt will report the comments to EMA Marketing Department.

ACTION: EMA

b. Customer Services

EMA reviewed the details of the report circulated.

A member requested and it was agreed that details of the suggestions, the outcomes and compliments will be included in future reports. It was also agreed that comparison complaint figures will be included to facilitate monitoring and review of complaints.

ACTION: EMA

A member reiterated the problems regarding the 10 minute free time restriction for cars exiting the car park. If a car has problems exiting, the resulting queue can easily exceed the 10 minute limit. EMA said the car park direction of traffic flow, signs for ticket validation and provision of a refuge bay were all under consideration and an update will be given to the next meeting.

ACTION: EMA

A member said that recent Servisair service at check-in was not good and this report showed consistent complaints. EMA confirmed all feedback is welcomed and is passed to the company concerned. The Servisair service is paid for by airlines who can only suggest re-training, Whereas for the G4S service is paid for by the airport who can therefore insist on re-training if this is ever needed.

A member suggested anonymous check-in monitoring and EMA confirmed this will be considered. EMA will liaise with Servisair trainers on the comments received.

ACTION: EMA

The Chairman relayed two complaints received direct from arriving passengers having to wait on the tarmac in rain and cold weather because of queues into the terminal. EMA said that delays can occur in immigration procedures where two flights arrive together particularly if they are late in arriving and there are insufficient immigration staff on the desks. EMA will continue to liaise with the immigration service on the problems. EMA are also reviewing the provision of an elevated walkway which will reduce the use of coaches and improve the access to planes. EMA will review the points raised and report further to the next meeting.

ACTION: EMA

c. Public Transport update

Established Skylinks are doing well. However, the withdrawal of the Swadlincote services was noted. It was agreed that those services which were working well should be reinforced and when the bigger services become self supporting, provision of new services can then be reviewed.

A member asked what proportion of passengers are employees and if the growth in passengers was in incidental passengers. John Froggatt will liaise with the Public Strategy Manager to review how this information could be obtained and used. EMA has no problem in providing a better bus services to nearby villages but also needs to ensure there is adequate space for airport passengers. The buses carry three types of passengers (i) airline passengers (ii) staff (iii) on and off passengers.

ACTION: EMA

A member again reiterated that EMA continues to express the wish to support communities, but Kegworth has 3.5k residents, is over-flown 24 hours a day and does not have the service that is provided to other villages. The member and requested an analysis of pick ups and drops offs to other villages and asked again why the Loughborough/Derby service could not go through Kegworth. The member, as councillor, said he is under extreme pressure from both county and district to do everything possible for a service to be provided. He said that if EMA has any conscience could this please be looked at seriously so that Kegworth can receive a service similar to other villages. John Froggatt confirmed he will attend a meeting of the EMA Bus Partnership which includes Local Authorities and Bus Companies who consider service changes and report to a future meeting.

ACTION: EMA

John Froggatt confirmed that the provision of services from Parkway Station is under review and liaison continues with East Midlands Trains.

A handout was available at the meeting on Public Transport targets as mentioned at the last ICC meeting and is available on request from John Froggatt.

d. Employment update

John Froggatt gave a brief summary on employment issues. 103 firms are present on the airport site and the EMA employment website link is: <http://emarecruitment.com>

There is concentration on provision of training and co-ordination of training for all the on-site firms. Training accommodation has been provided at EMA and a range of courses is being developed eg. Pre-employment; schools; skills for life; English for non-English speakers. Funding is available for training and help is offered for applicants to source funding.

08/13T DATE OF NEXT MEETING:

Friday 10 October 2008 at 10.00am.

.....