

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

1 June 2007

Present:

Independent Facilitator/Meeting Chair

Ms C Barker

Organisation:

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

Cllr G Carlile
Mrs C McDowall MBE,JP
Mr A Morris-Richardson
Cllr J Pike
Mr D Coulson

East Midlands Airport:

Planning and Development Director
Customer Relations Officer
Employment Network Manager
Director of Marketing
HM Revenue and Customs
Minute Secretary

Mr J Froggatt
Ms D Hall
Ms D Price
Ms Caroline Plant
Mr J MacMillan
Ms A Lamin

Please note that to conform with the minutes of the MENT and ICC meetings, the minute numbers now read year (07) followed by minute number (01 etc).

07/06T INTRODUCTION AND APOLOGIES FOR ABSENCE

Apologies were received from Mr B Whyman, Mr A Corbett and Mr P Hewett. Mr D Coulson attended for Mrs P Beddoe. Cllr R Kershaw and Ms Margaret Lowe did not attend.

There were no Declarations of Interest.

07/07T MINUTES OF THE MEETING HELD ON 9 FEBRUARY 2007 AND MATTERS ARISING:

The minutes of the meeting held on 9 February 2007 were agreed as a true record.

Matters arising:

07/04T:

Statistics

John Froggatt will ask a Passenger Airline representative to join the ICC.

Customer Services feedback

EMA are considering provision of a pull-off point at car park exits for customers who have not cleared their car parking tickets.

ACTION: EMA

07/08T MATTERS REFERRED TO THE SUB COMMITTEE:

ICC, Sub Committees and Airport contact lists will be circulated to ICC members to notify updated email addresses and an Airport contact fax number to be used as appropriate.

ACTION: EMA

07/09T HM REVENUE AND CUSTOMS – Presentation

John MacMillan outlined the role of HMR&C at EMA which includes responsibility for all imports into the UK. Food imports from EC countries are allowed provided they are disease free or for personal consumption. Import and export controls apply for business and bulk quantities. DEFRA set the rules and HMR&C act as agents for DEFRA. Passenger and freight imports are controlled by a staff team supported by national mobile teams as required and the team works with other agencies and airports as necessary. Discussions are ongoing on the potential formation of a Border Controls Agency which will combine customs and immigration. Airport security focuses on passengers. Delays to passengers are minimised wherever possible if additional security is needed.

John Froggatt will arrange for an Environmental Officer/Vet to make a similar presentation to a future meeting. The Chair thanked John MacMillan for his presentation.

ACTION: EMA

07/10T AIRPORT REPORT:

a Statistics

One member felt that the statistics provided were not relevant to this committee but others felt that this was useful background information. A standardised one page summary sheet for both sub committees was suggested but rejected. EMA will include statistical information in the Business Development Report in future for TEP, highlighting trends and key points.

ACTION: EMA

b Customer Services

It was agreed that additional information on the types of complaints and suggestions made would be helpful. The statistics are background information which can be reviewed at each meeting. EMA will also advise how often the X-ray machines are cleaned to the next meeting.

ACTION: EMA

Now the major developments are complete EMA will arrange a tour of the facilities for those members of the ICC that wish to take part.

ACTION: EMA

c (i) Public Transport

Cllr Pike expressed concern about the effects of the proposed A453 dualling on the Parkway Station development. Public consultation events are being held including one at Clifton Leisure Centre on 12th June. EMA confirmed awareness of the proposals and shared concerns regarding access to the airport during the

works which will run from 2008 – 2011. EMA are liaising with the Highways Agency and Network Rail. Widening of the M1 between Junctions 24 & 25, the Kegworth By-pass and the A453 dualling are taking place simultaneously and will require complex phasing operations.

Cllr Pike undertook to advise appropriate contact names to EMA. EMA will arrange a Highways Agency presentation to a future sub-committee meeting.

ACTION: CLLR PIKE AND EMA

c (ii) Skylink now focuses on the three cities and services will be expanded as viability increases. The history of the various names and specific routes were outlined. Upgrades, route revisions and renaming are all under consideration. It was confirmed that transport brochures are freely available, and the relocated signs for the National Express coach stop are expected shortly.

c (iii) EMA would consider how to circulate press releases in respect of transport issues and publicise future events to ICC members, rather than reporting on past events to meetings whenever possible.

ACTION: EMA

It was agreed that EMA is becoming a transport hub and noted that a range of information on public transport is available at the airport.

d Employment – Trends and Actions report

Dawn Price presented details of the Airport Recruitment Strategy.

ACTION: EMA

Details highlighted included:

- Recruitment needs
- Communities where employees live
- Job Fairs, Careers Fairs and Workshops
- Website: www.emarecruitment.com
- Partners
- EMA Skills Academy

The sub-committee thanked Dawn for a comprehensive report and it was recommended that an appropriate article be included in the EMA magazine. It was agreed that a copy of the presentation will be circulated with the minutes of this meeting.

ACTION: EMA

A member queried press reports highlighting 2,500 new jobs for Ryanair and suggested the actual figure was lower. EMA confirmed that low cost airlines are growing and new jobs are being created but that this was taking place at a lower rate than the so called “full service” airlines. The picture for the Airport as a whole was complex which made it difficult to measure the impact of a number of industry trends low cost airlines creating jobs but at a lower rate than the historical pattern, conventional airlines converting to low cost techniques, a reduction in aircraft maintenance activity as major overhaul work goes abroad and growth in retail and other service activity. Copies of the Employee Survey Report Summer 2006 were available at the meeting and will be placed on the Airport website.

EMA commented that all 106 companies had completed the basic survey form such that the total numbers of employees on site of 6781, an increase of 370 over 2005, should be reasonably accurate. The response had been

disappointing, however as many companies had provided only limited information on the more detailed questions such as employee's home locations. Consideration was being given as to how to improve the response rate for the 2007 survey.

e Business Development Report – Customer First and Inbound Tourism

Caroline Plant reviewed the information circulated. It was agreed that additional long haul routes will benefit both business and tourism. Airports have their own catchment areas and liaison between the Manchester Airports Group airports does not detract from the business for each airport. UKIA are expected to start operating services to Pakistan and it is hoped that these will connect into the USA and Canada.

EMA have long term relationships with all the airlines operating out of EMA and talks are going on daily concerning the development of services.

Caroline Plant will arrange for the Aviation Development Director to attend a future meeting to update the sub-committee on developments.

ACTION: EMA

Concern was registered over the environmental impact of increased flights. EMA confirmed that the Master Plan sets out the Airport's environmental measures and the forecasts take into account business development and marketing strategies. Carbon neutral campaigns are being initiated.

Three papers were tabled at the meeting: Customer First – the journey starts here; EMA Complaints form; CAA Survey 2006 and these will be circulated with the Minutes.

ACTION: EMA

07/11T DATE OF NEXT MEETING

The Chair thanked EMA for the information provided. It was agreed this was a comprehensive, positive and interesting meeting. To enable future meetings to remain at two hours it was agreed that specific themes for discussion would be agreed at the commencement of each meeting and the remaining information would be received for review. The meeting closed at 12.20pm

Next meeting:

Friday 28 September 2007 10.00am at EMA

Apologies noted from Ann Lamin

.....