

EAST MIDLANDS AIRPORT
INDEPENDENT CONSULTATIVE COMMITTEE

Transport, Economic Development and Passenger Services (TEP) Sub Committee

Approved Minutes of the First Meeting
held at East Midlands Airport

9 February 2007

Present:

Independent Facilitator/Chair

Mr B Whyman MBE, Ch, JP

Organisation:

Charnwood Borough Council
Consumers Association
Nottinghamshire Chamber of Commerce
Leicestershire and Rutland Association of Parish Councils
PAIN

Cllr R Kershaw
Mrs C McDowall MBE,JP
Ms E Whitehead
Cllr J Pike
Mrs P Beddoe

East Midlands Airport:

Director of Planning and Development
Airport Manager
Transport and Employment Strategy Manager
Director of Marketing and Communications
Minute Secretary

Mr J Froggatt
Mr J Doherty
Mrs C Hempson
Ms C Plant
Ms A Lamin

01/07T INTRODUCTION AND APOLOGIES FOR ABSENCE

Apologies were received from Mr P Hewett, Mr J Alexander and Cllr G Carlile. Ms E Whitehead attended for Mr A Morris-Richardson.

Barrie Whyman welcomed everyone to the meeting. It was confirmed that the views of this committee will be reported to the ICC through the meeting minutes which will be on the ICC meeting agenda for information. It was agreed that it was important that the items discussed and issues raised should not be rediscussed at the ICC meetings. It was confirmed that the members of TEP represent their own individual groups and other members of their constituency and any issues should be raised by the other constituency members to their representatives who will raise issues at the TEP meetings.

It was confirmed that as the individual groups are members of the TEP and have already nominated substitutes, either representative can attend the meetings. EMA asked for notice prior to the meetings if substitutes were attending, in order that appropriate security and administrative arrangements can be made.

John Froggatt will add an appropriate paragraph to the letter being sent to all ICC members for the next full ICC meeting to confirm that any organisation not a member of a Sub Committee can ask the representatives of their constituency to

raise issues for discussion at the appropriate sub committee.

ACTION: EMA

It was agreed that the EMA representatives attending each meeting would be appropriate to the agenda items being discussed.

02/07T DECLARATIONS OF INTEREST

None declared

**03/07T MATTERS REFERRED TO THE SUB COMMITTEE
LETTER FROM THE CONSUMERS ASSOCIATION**

A member of the Sub Committee outlined items proposed for regular discussion to encourage an exchange of views. It was agreed that all the items proposed would be included as appropriate.

Barrie Whyman thanked the member for the recommendations. Contributions of items for future discussion will be welcomed from sub committee members, and for administration purposes EMA requested two weeks notice of additional agenda items for future meetings.

The following subjects were agreed for review either on a regular basis or by one off or occasional report:

Capital projects	Regular updates
New routes and/or airlines	Regular updates
Public transport developments	Regular updates
Provision of timetables	To be reviewed
Parking arrangements	Regular updates
Catering complaints and/or changes	Regular updates
Passenger survey results – in detail	When available
Illegal imports of food and other such items	Imports are dealt with by HM Customs and Excise. EMA will invite HM Customs and Excise to make a presentation to a future meeting. Presentations from an Environmental Health Officer and possibly a Vet would be considered in the future. <u>ACTION: EMA</u>
Policing – implications and effects	To be reviewed
Provision of bus shelters	To be reviewed
Delays of baggage from arrival aircraft	To be reviewed

Delays for embarking
passengers due to security

EMA advised that security requirements have resulted in delays. A member requested that more security check points be provided. EMA are reviewing the provision of security check points.

04/07T

AIRPORT REPORT

a Statistics

The detailed statistics circulated were reviewed. The decrease in the Moving Annual Totals for Inclusive Tour and Charter Passengers was noted. This was due to more customers now booking trips independently. However, booking through agents will ATOL bond the booking and agencies are changing their services to customers to highlight the advantages of using an agency and fit customer requirements. John Froggatt suggested that ideally a Passenger Airline representative should be a member of this group and this was agreed.

ACTION: EMA

A member asked that statistics on employment issues be provided. EMA agreed to provide reports to each meeting on employment, jobs training, careers fairs and local employment issues and also to provide annually the Annual Survey of Employment conducted by EMA.

ACTION: EMA

Barrie Whyman asked if it was possible to show the relationship between the number of flights and the number of passengers. John Froggatt said this would be difficult to show quarterly as patterns constantly change, but an annual statistic could be provided.

ACTION: EMA

b Report on Customer Services Feedback

The statistics circulated were reviewed in detail. John Doherty highlighted that complaints are measured "per 10,000 passengers" and were received from 0.02% to 0.03% of passengers. There are a variety of methods available to passengers to comment and passengers are encouraged to do so. It was noted that a number of complaints can refer to one incident. EMA's aim is to reply to a complaint within four working days and the audit trail and timescale of a complaint was outlined. A copy of the complaint/comment form will be circulated to sub committee members for the next meeting.

ACTION: EMA

The main issues of complaint currently are: car park charges; lack of provision of drinking water fountains in departure lounges and security issues.

A member asked how the figures compared to last year and the comparison with other airports. John Doherty will provide annual average figures over the last 3 years for future reports.

ACTION: EMA

It was suggested that many of the complaints made are not EMA's responsibility and it was requested that further information on the action undertaken be provided on relevant complaints. John Doherty will provide a summary of complaints received together with details of the actions taken.

ACTION: EMA

A member said that almost all the areas are indeed the responsibility of the

airport and it was confirmed that EMA meet with airlines and handling agents regularly to review services.

Caroline Plant offered to include details of the Customer First Initiatives to future meetings and it was agreed this would be extremely helpful.

ACTION: EMA

EMA confirmed that the CAA regularly visit and review the airport operations and undertake passenger surveys. The next review is due in April 2007. Caroline Plant will provide a summary of this review to the next sub committee meeting.

ACTION: EMA

EMA have their own internal research department and individual projects are undertaken eg: time from check-in to board. A current project being undertaken is reviewing "What foreign travellers do on arrival" – ie do they stay in the region, in a particular town, move to another region, tour, etc etc.

Persons of Reduced Mobility:

John Doherty outlined the details provided and the timeframe for improvements. It was agreed that EMA are a leader in this field.

A member said there was not always enough provision for PRMs when coming off the aircraft. John Doherty confirmed that from April 2008 the responsibility moves to the airport and appropriate improvements will be made. It was confirmed that EMA consult with both the airlines and the users and consultation is ongoing.

Another member said that the 10 minutes free parking allowed for pick-up and drop-off was not sufficient. Caroline Plant said that increasing the free car parking is unsustainable and passengers are encouraged to use public transport and the main car parks where necessary. However EMA confirmed that all issues are under constant review.

John Pike suggested a pull off point be provided at car park exits for those customers who have not cleared their car parking tickets and which would avoid queues and delays at the exits for others. EMA will review this suggestion.

ACTION: EMA

A member queried the cost of 50p for two plastic bags needed for security checks. John Doherty confirmed that EMA provided these free of charge for several months but it was now felt that customers should be aware of the security requirements and are free to use their own plastic bags. The vending machine is there as a service to any customers who arrive without the appropriate bags.

c Public Transport update

Colleen Hempson reviewed the detailed information provided on the Nottingham Skylink, Airline Shuttle (Derby), Leicester Skylink, Airlink 69 (Swadlincote), Coalville DRT scheme and Parkway Railway Station and the East Midlands Rail Franchise.

Increased usage on all services has meant that targets are being reached and all services have benefited from the investments made.

The lack of availability of timetables for Derby was queried and EMA confirmed

that the Marketing department are reviewing this. Leaflets are available at Loughborough and Derby train stations and completion of the (Derby) bus station next year should improve availability and awareness. There is strong branding on the vehicles to advertise the service.

Ticket sales are being monitored to define use by employees and/or passengers.

Nottingham Skylink: Easyrider cards are available in Nottingham and the scheme is funded by partners.

Airline Shuttle: This is a commercial service supported by the Airport.

Leicester Skylink: Services provided are under review together with the potential opportunity for passengers to use the service for in-between locations. There is a need to ensure the service is used predominantly for airport passengers and any other service must not compete with an existing service.

Airlink 69: Coalville DRT Scheme: Parkway Railway Station: EMA are liaising with Leicestershire County Council about making all services more airport friendly for both passengers and employees.

A direct rail link to the airport has been considered but is cost prohibitive including the potential need for an underground station due to the gradient. Research has indicated that a better service and more flexibility can be offered by buses to and from the Parkway Station. It was reiterated that the services provided should be reliable, frequent, timely and affordable.

The dualling of the A453 commences in 2008 and EMA are driving liaison between the County Councils and the Highways Agency to determine suitable bus routes to and from the airport.

Cllr Pike left the meeting at midday.

d Business Development

Caroline Plant presented the information circulated. It was agreed that similar information is circulated twice yearly to the sub committee and to ICC members.

The details included:

Scheduled operators

EMA destinations

Newest confirmed routes

Long haul routes

Potential new routes – short haul and long haul

Business Development campaigns

Business Development marketing strategy

Sponsorships

Campaigns

Inbound tourism

It was agreed that the information presented on Inbound Tourism would be expanded and presented to the next meeting.

ACTION: EMA

05/07T

TERMINAL DEVELOPMENT

The proposed presentation was deferred until the next meeting of the main

committee.

ACTION: EMA

Barrie Whyman thanked the EMA representatives for their comprehensive presentations and the information presented and thanked the sub committee members for their contributions and attendance.

It was agreed that the information presented was extremely interesting and positive and the opportunity to review EMA as a significant business and to review specific items in depth was extremely helpful and positive.

The next meeting of the ICC was confirmed for 2 March at 10.00am

The next meeting of the sub committee was confirmed for Friday 1 June 2007 at 10.00am

The meeting closed at 12.45pm

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