

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

10 February 2017

Present:

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

Organisation:

Consumers' Association/WHICH

CPRE Notts & Rushcliffe

Leics & Rutland Association of Local Councils

Kings Newton Residents Association

Melbourne Civic Society

Dr A Manhire & Mr I Jones .

Ms B Walker

Cllr A Sowter

Mr S Leech

Dr P Grimley

East Midlands Airport:

Corporate Social Responsibility Manager

Customer Service & Security Director

Project Manager Roxhill – presentation only

Minute Secretary

Ms Colleen Hempson

Mr Jonathan Fowler

Mr Peter Goddard

Mrs Ann Lamin

17/01T **APOLOGIES AND DECLARATIONS OF INTEREST**

Apologies were received from Cllr Smith, Cllr Parkinson and T Lucas. There were no declarations of interest.

Jonathan Fowler, Customer Service and Security Director, EMA, was welcomed to this and future meetings.

17/02T **EAST MIDLANDS GATEWAY – STRATEGIC RAIL FREIGHT INTERCHANGE**

Peter Goddard, Roxhill Project Manager, outlined plans and timescales for the development which is scheduled for completion by the end of 2019.

Key points within the presentation and in response to members' comments included:

- Station is designed to accommodate a maximum of 16 trains over 24 hours operating at speeds under 10mph at the interchange
- Access and operation of the intermodal freight centre will be open 24 hours to all users
- Noise mitigation measures will be in place
- The government is promoting road to rail, traffic expected to be East coast to the Midlands, operating into the Midlands by rail and out by road, and also in by road and out by rail.
- Concurrent work by Highways England will be taking place on J23A – J25 of the M1 'Smart' motorway upgrade
- Roxhill are working in close liaison with EMA and Highways England on road and transport link upgrades and changes - EMA will ensure details are on the EMA website for passengers
- Work on the Kegworth bypass commences in September 2017
- All offsite roadworks will be complete by September 2018, with the Kegworth bypass in progress for completion in late 2019
- First occupants will be from September 2018 receiving freight by road initially
- Occupation will be limited to 60% until the rail network is complete
- Rail will be operational from December 2019
- Balancing ponds and water flow will be designed as per planning consents.
- S106 funding to improve public transport links was proposed as a future presentation
- HS2 impact could affect the Kegworth bypass – Government strategic planning takes into account all developments
- Concern over footpaths, signs and diversions not currently all in place and details on retaining ancient footpaths and routes needed – Roxhill website shows all information – including footpath maps.

- Members suggested there is an opportunity to work with local communities in the provision of open green areas and good footpaths alongside the airport perimeter tracks. Roxhill confirmed the Community Forum meets quarterly and includes parish councils
- Infrastructure development work has inherent risk in running over schedule but there are restrictions as to how much has to be built before each unit can be occupied. However there are no direct penalties for not completing each phase of the infrastructure development work on time.
- It is anticipated the warehousing will attract national & international businesses
- Queries and comments are invited to: pgoddard@roxhill.co.uk info@roxhill.co.uk

Thanks were expressed to Peter Goddard for the comprehensive information presented.

17/03T a. **Minutes of the meeting held on 30 September 2016** were accepted as a true record subject to the addition of apologies received from Mr S Leech.

b. Actions arising:

16/18T Inclusion of a car parking site map on the EMA website was requested two years ago and EMA confirmed that following completion of current car parks work, a site map will be added to the EMA website.

ACTION: EMA

16/19T It was agreed that Paul Harper, Assistant Director, Midlands Border Force will be invited to the next meeting and two TEP meetings each year.

ACTION: EMA

16/18M The constituent complaint referred from MENT regarding PRM facilities was referred to the appropriate officer but it has not been possible to contact the complainant from the details provided. Barbara Walker will liaise with Cllr Males who forwarded the initial complaint to determine how contact could be made and the matter will be concluded outside the meeting.

16/20T Download road congestion – EMA liaises with local groups and members are asked to forward details of relevant Parish Council contacts to Colleen Hempson who will arrange an introduction to the appropriate representative for Festival Republic (managers of Download event) .

ACTION: MENT MEMBERS/EMA

Details of heat mapping systems to track passengers to inform staffing requirements and queue reductions will be provided to a future meeting.

ACTION: EMA

17/04T **CHAIRMAN'S COMMENTS**

(i) CAA advice on new PRM guidelines has been issued urging airports to do more in several areas. The 30 largest airports have been requested to improve services and a report will be published in 2018. A member said the impression is that airports have additional burdens to other organisations. EMA confirmed receipt of the CAA report and PRM services are continually reviewed.

(ii) Press reports highlighted details of a disabled group on a flight to Ireland recently were 'forgotten'. EMA advised a communications issue which was subsequently resolved.

(iii) A £12.5m fine relating to price fixing on car parking was subsequently reduced to Zero. A press release has been issued confirming this was a historic issue from 2012 which has now been resolved.

(iv) A You-tube video showing luggage being thrown resulted in action being taken by the airport with the company concerned. The incident was taken very seriously by the airport and the handling agent, with members of staff disciplined and in some cases dismissed.

(v) The Chairman stressed the importance of informative and timely press releases and responses by the airport and thanked the airport for the actions taken.

17/05T **AIRPORT REPORT**

(i) Jonathan Fowler outlined the details circulated. Key points included:

- The effect of the runway closures in December

- Continuous improvement in the baggage scores against the targets set
- A member asked that the baggage scores be co-related to passenger through times and immigration times. EMA will provide this information.
ACTION: EMA
- Security queues – plans are in place for the summer and slot 1 which is the busiest time, including an extra lane in the departures hall and a recruitment drive for officers
- Queue times are under review with CCTV used to view the queues for boarding cards
- NPS scores were noted and a member again requested direct comparison with other airports. EMA will provide comparison information to Manchester and Stansted to the next meeting.
ACTION: EMA
- A member requested ASQ information on security waiting times – security and immigration are constant low scores
ACTION: EMA
- The car parking score is likely to improve following recent improvements
- Noted that NPS scores have improved but ASQ are not showing the same improvements

(ii) **PRM FY17 Performance:**

- An 8% increase in PRMs was anticipated but the actual increase is 19-42% over the past year. The EMA service offers encourage people to apply.
- Three additional ambulifts have been purchased giving five ambulifts available. The demand forecast shows the need for four. In addition more staff will be available over the summer period.
- The performance and improvement plan was reviewed as circulated.

17/06T **TRANSPORT AND EMPLOYMENT UPDATE:**

The report circulated will be reissued with the meeting minutes.

ACTION: EMA

The Skylink network was outlined and it was noted that the Nottingham Skylink is in competition with the Nottingham Express, which was anticipated. Issues and delays relating to changes for the Skylink service are under review by Trent Barton with Nottingham City Council. Surveys show a 25% overall use by airport users. The Express runs along the A453 at the request of Nottingham City Council and does not stop at Parkway.

The viability of all services is under constant review.

Roadworks affecting EMA were highlighted.

The recruitment fair held on 28 January in the Departures Hall attracted a record 1,685 attendees. Good feedback from employers is anticipated.

EMA confirmed that the bi-annual Employment Survey will be issued in Summer 2017.

17/07T **FUTURE AGENDA ITEMS**

- Immigration/UKBF – Paul Harper to attend two meetings each year, including June 2017
- Heat mapping systems & queue management – Jonathan Fowler
- Highways, access and traffic issues relating to Roxhill and M1 Smart motorway developments
- Roxhill S106 funding availability for public transport
- Commercial opportunities – to ICC

17/08T **DATE OF NEXT MEETING - 2 JUNE 2017**

.....