

EAST MIDLANDS AIRPORT

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

UNAPPROVED-----Minutes of the Meeting
held at East Midlands Airport
19 June 2015

Present:

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

Organisation:

Consumers' Association/WHICH
CPRE Notts & Rushcliffe
Derbyshire, Notts & Leics Chamber of Commerce
Erewash Borough Council
Leics & Rutland Association of Local Councils
North West Leicestershire District Council
Kings Newton Residents Association
Melbourne Civic Society

Mr I Jones & Dr A Manhire
Mrs B Walker
Mr C Hobson
Cllr R Parkinson
Cllr A Sowter
Cllr J Bridges
Mr S Leech
Dr P Grimley

East Midlands Airport:

Corporate Social Responsibility Manager
Customer Service and Security Director
Car Park Operations & Passenger Services Manager
Minute Secretary

Ms Colleen Hempson
Mr Howard Ebison
Mrs Tatiana Walker
Mrs Ann Lamin

15/09T **APOLOGIES AND DECLARATIONS OF INTEREST**

Apologies were received from Dr Gillingwater, Councillor Stevenson and Councillor Smith. There were no declarations of interest.

15/10T **a. MINUTES OF MEETING HELD ON 20 FEBRUARY 2015**

The minutes of the meeting held on 20 February 2015 were accepted.

b. MATTERS ARISING

15/03T (14/24T e)

EMA advised that the Transport Selection Committee Development of Smaller Airports report was not relevant to EMA as the airport is not in this category because of passenger numbers and freight activities.

15/03T (14/25T)

EMA will circulate the dates of airport tours being arranged for the Airport Academy and Job Centre Plus when available and members are welcome to join these tours as appropriate.

ACTION: EMA

15/07T

The Chairman confirmed written support to MAG to endorse reinstatement of the Pre-notification rates for PRMs.

15/07T (b) (iv)

The baggage handlers have been asked to supply accurate information on delays and EMA will provide details to MENT following the implementation of new licence agreements from the end of July.

A member said baggage delays are one of the major complaints from passengers. EMA confirmed that poor practices are being addressed. Operations can be monitored via CCTV and spot checks act as a deterrent to inaccurate recording. Appropriate training is

a condition of the licence agreement with handlers. It is not considered cost effective for EMA to deliver the service in-house and the responsibility lies with the airlines handling agents. All airlines and aircraft operate to quick turn-round times. EMA will advise if information on baggage delays can be reported by airline.

A member suggested best practice would be to load suitcases on to the baggage handling belts the right side up which would give passengers confidence that the baggage was being handled sensitively. EMA noted the comments and will continue to monitor operations.

ACTION: EMA

15/11T **CHAIRMAN'S COMMENTS**

- a) The Prime Minister has conceded that APD harms competition and damages growth and he will do whatever is necessary to ensure that UK airports can compete. EMA confirmed that airport operators need a consistent approach throughout the UK.
- b) The CAA are carrying out a year-long survey on how airports handle PRMs. It was confirmed that there is no immediate proposal to move away from self-certification but members felt that the potential for abuse of the system is concerning.
- c) EMA is in the CAA Top3 for flight punctuality with 85% of flights departing on time. The Chairman and members congratulated EMA on this achievement.
- d) EMA has retained the BITC Community Mark title for it's work in the community', one of only 36 companies in the country to hold this title which is the UK's premier standard for community investment. EMA's work through Aerozone and the Airport Academy were cited. Chairman and members congratulated EMA on this further achievement.

15/12T **TRANSPORT UPDATE**

Colleen Hempson summarised the report circulated. Headlines included:

- Sustainable Development Plan : Economy and Surface Access Plan now adopted and available to view on: www.eastmidlandsairport.com/developmentplan
- Buses & Skylink developments
- Parkway shuttle
- Liftshare promotion
- Airport recruitment
- Airport Academy – Academy Coordinator Dave Gale commenced in role on 24 April and will be invited to a future meeting to outline his role and future plans

ACTION: EMA

Key points raised included:

Parkway Shuttle – members agreed the benefits of integrated transport. Usage data will be provided to the next meeting – currently numbers are low. Vehicles are branded, details are on websites/in the access guide and display boards are in place at Parkway and in the airport terminal.

ACTION: EMA

A member asked that the frequency of buses be increased to the unemployment areas, eg specific areas of Leicestershire. EMA confirmed awareness of the need in various areas and are working in partnership with the EMEG Task and Finish Group around Travel to work by Bus to deliver these aspirations.

In relation to a query on the Roxhill proposals - a member said that District Councils are recommending that developers liaise with parishes to ensure that the financial implications and benefits of development are understood. The District Councils support growth and increased employment. However because this development is of national interest then planning will be decided nationally.

A member reiterated that more employment and transport links are needed for

Leicestershire.

A member raised points relating to the SDP:

- EMA seems to make the assumption that Roxhill will go ahead
- Clarification is needed on how TEP and/or the ICC can monitor the objectives and targets set out eg Employee mode share and Passenger mode share

EMA said that it had been agreed that an Employment Survey will be conducted one year and a Transport Survey the second year. The member requested that the CAA data be checked in relation to passenger share mode to enable TEP to monitor this.

ACTION: EMA

A member said that a transport link between Melbourne and EMA would be useful and it was suggested and agreed that views be sought on transport links at the July Outreach event at Melbourne carnival.

ACTION: EMA

EMA emphasised that transport services need to be viable and commercial and the best routes implemented. Areas of deprivation are the top priority.

A member said that the SDP talks of employment but gives no forecast levels. EMA advised that the SDP relates to capacity and actual levels.

15/13T **AIRPORT UPDATE**

(a) **Projects**

Terminal Front Redevelopment – now complete

A member said that the SDP Economics and Land Section identifies a range of projects eg: runway / taxiways / passenger and cargo aprons / passenger numbers increase / cargo increases, and clarification is needed on how these issues will be reported to TEP, MENT and the ICC.

EMA will clarify developments and aspirations. An annual report will be presented to the ICC and a cycle of reporting to all committees will be set up through the ICC Agenda meeting group

ACTION: EMA

(b) **Passenger and Movements report**

Details outlined as circulated.

ASQ results were outlined as the best ever and thanks recorded by EMA to all staff on this achievement following the extensive redevelopment work.

A member expressed concern that the complaints recorded are in the main for the same issues every time ie car parks and security.

EMA said that issues with car parking are under continual review. Hardware and systems particularly at the car park barriers is being upgraded. The barrier replacement project costing £1.3m will take six months from July to completion. Contractors have been appointed and the systems will be fully operational by January 2016. The Number Plate recognition system is also being upgraded.

A member recommended increasing the number of staff available on the barrier helpline to help ease queues and frustration at the barriers. A member said that the coin box for drop off charges is not immediately apparent and needs to be moved.

Security issues raised by passengers include a dislike of the security requirements, lack of understanding and the attitude of staff. CAA guidance is issued but flexibility is operated at individual airports. Consideration is being given to introducing a system of returning confiscated items via mail or collection points at the airport on return.

EMA confirmed the appointment of a new Head of Security who is aware of the various challenges.

EMA ranks fifth in Benchmarking Overall Satisfaction table of airports and this was agreed as a very good position and that the redevelopment of the airport had contributed to this.

(c) **PRM Pre-notification Data and CAA Growth in PRM numbers**

Details reviewed as circulated.

Seasonal increases were outlined and concern expressed over the significant increase year on year, which was attributed to increased awareness of help available and an aging population. Members concerns on the potential for abuse of the services offered could be countered by the opportunities available for increased numbers of people to travel.

A member understood that airlines were considering reducing the size of bags being taken on board airlines. EMA were unable to confirm this and said these are airline and handling agent issues.

(d) **PRM CAA Feedback results**

Details reviewed as circulated. Members requested that a summary sheet be produced of the full report due in October at the end of the first year. Suggestions for questions to passengers included: 'Are you registered disabled' and 'Are you medically identified as disabled'.

ACTION: EMA

(e) **Car parks update**

Details reviewed as circulated. Several major schemes have been put into place to improve overall customer experience:

- Short stay redevelopment project
- Relocation of Car Rental Village to an alternative area
- Redevelopment of Meet and Greet Car Parking product, including Vehicle Capture Camera Unit
- Rapid Drop Off upgrade
- Replacement of barriers

Members comments included:

- Drop off area satisfactory
- Difficulties with pick-ups – specific area is needed to stop people parking elsewhere, particularly in surrounding villages
- Awareness of systems to be increased through leaflets on departure and at pick up points
- Major review of all systems needed

EMA confirmed the aim of encouraging use of the long stay car parks and encouraging the use of sustainable modes of transport ie buses and trains

(f) **EMA personnel changes/Recruitment**

EMA outlined a revised Organisation chart of new and existing appointments and the various reporting lines. Investment in local operations and the ability to react to local issues and opportunities was outlined. Appointments relevant to ICC, TEP and MENT include:

TEP	Howard Ebison	Customer Services & Security Director
MENT	Adam Freeman & David Foote	Environment Advisers, MAG
ICC (SDP)	Neil Robinson	Head of External Affairs

A copy of the Organisation Chart will be circulated with the meeting minutes

ACTION: EMA

A video of the recent Recruitment Fair was shown and EMA confirmed continuing liaison with employers on site regarding employment opportunities available. 350 jobs were available and 1,200 job seekers attended. A further Recruitment Fair is planned for January 2016. Thanks were expressed to EMA for this excellent initiative.

15/14T **FUTURE AGENDA ITEMS**

The Chairman suggested and it was agreed that a list of potential agenda items be drawn up and minuted and members are invited to suggest future agenda items eg:

- Progress on car park and new systems

ACTION: EMA/ALL

15/15T **DATE OF NEXT MEETING**

Friday 2 October 2015 at 1000 hrs

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