

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

19 February 2016

Present:

Independent Facilitator/Meeting Chair

Mr B Whyman MBE, Ch, JP

Organisation:

Consumers' Association/WHICH

CPRE Notts & Rushcliffe

Derbyshire, Notts & Leics Chamber of Commerce

East Staffordshire Borough Council

Erewash Borough Council

Kings Newton Residents Association

Leics & Rutland Association of Local Councils

North West Leicestershire District Council

South Derbyshire District Council

Mr I Jones & Dr A Manhire

Mrs B Walker

Mr C Hobson

Cllr C Smith

Cllr R Parkinson

Mr S Leech

Cllr A Sowter

Cllr D Stevenson

Cllr J Harrison

East Midlands Airport:

Corporate Social Responsibility Manager

Customer Service and Security Director

Airport Academy Coordinator

Airport Duty Manager

Minute Secretary

Ms Colleen Hempson

Mr Howard Ebison

Mr David Gale

Ms Ella Swift

Mrs Ann Lamin

16/01T **APOLOGIES AND DECLARATIONS OF INTEREST**

No apologies were received. Cllr Stevenson declared an interest in relation to NWLDC planning matters.

16/02T **a. MINUTES OF MEETING HELD ON 2 OCTOBER 2015**

The minutes of the meeting held on 2 October 2015 were accepted.

b. MATTERS ARISING

15/18T EMA confirmed the website is now up to date and will be continually updated as appropriate.

Recent problems relating to lasers being pointed at aircraft were discussed. EMA confirmed that airlines are lobbying for regulation and restriction both in relation to lasers and drones.

15/20T A copy of the recent WHICH report on TRAVEL will be circulated with the minutes of this meeting.

ACTION: EMA

15/21T Future meeting agenda will include 'Future Agenda Items', to be reviewed at each meeting:

ACTION: EMA

16/03T **CHAIRMAN'S COMMENTS**

Recent articles and information were outlined:

a. Increase in airport earnings despite falling passenger numbers. Business performance is ahead of forecast. New routes outlined.

DHL £90m expansion

Car park work being undertaken

- b. Research published on disabled facilities and the Top 20 airports alongside details of specific facilities. A member outlined details of a course being held in Castle Donington on Deaf Signing. EMA acknowledged recommended language courses should include sign language.
- c. Airlines are considering action following recent reports on the risks to passengers from large items falling from plane lockers.
- d. The recent recruitment fair covered 350 jobs available at EMA. 1,200 jobs were available throughout the year and the contribution to the local economy noted. Feedback on the fair from companies has been requested.
- e. Two flights were recently diverted due to flights being suspended for two hours following a landing gear problem of a light aircraft.
- f. A recent report indicates UK parking drop-off is £2.50 per minute and travel supermarkets want free drop off areas and more time. EMA confirmed the charge of £1 for ten minutes and £1 per minute thereafter. Free drop off and transport is available from designated EMA car parks.
- g. A recent report indicates UK airport car parking is the most expensive in the world. A member produced information showing that EMA parking is more expensive than Birmingham and Manchester. EMA responded that times and availability differ and the best deals are available through advance booking. The furthest car park from EMA is ten minutes by bus from the terminals. A member emphasised the availability of good bus and taxi services at EMA.
- h. Jet2.com are recruiting 100 new staff for summer operations.

16/04T

CAR PARK UPDATE

Details reviewed as circulated. Completion scheduled for Easter 2016.

16/05T

AIRPORT UPDATE

Details reviewed for the quarter July to September 2015 as circulated.

- Passenger numbers and movements
- On time performance by First Wave
- Baggage scores
- PRM update
- NPS results
- Security Queue data
- ASQ results

Members requested commentary on performance, highlighting reasons for changes and fluctuations. EMA will review including year on year figures.

ACTION: EMA

EMA confirmed that systems are in place to record baggage timing information and members thanked EMA for providing this useful information.

NPS showed good scores and reflected the hard work of the EMA team.

Information received relating to security queues was acknowledged.

ASQ information shows EMA at 4 in the Upper Quartile. New E-gates have been installed and improvements will show in future reports.

A member thanked Howard Ebison and the EMA team for the work being done, the excellent information provided. The airport improvements were noted and recognised. This was endorsed by the Chairman and all present.

East Midlands Chamber of Commerce member outlined the business benefits of routes to Dusseldorf and the Eurowings potential for destinations in Germany.

16/06T

AIRPORT ACADEMY

David Gale outlined Academy activities. The Academy is a conduit between onsite employers and jobseekers. Stephenson's College deliver two week courses and there are work experience opportunities. Activities include job fairs, school visits, talks and working with work coaches. ICC members are invited to sessions by arrangement.

A member thanked David Gale for the recent opportunity to attend and confirmed this was helpful and informative.

Summer seasonal work is available at EMA and the Academy is working with local employers who have winter work available eg Royal Mail and M&S. Liaison with a variety of organisations, including the EM Chamber of Commerce, was confirmed as both important and beneficial. North West Leicestershire was highlighted with one of the best employment figures.

Employee Survey

The Employment Survey Summer 2015 was reviewed as circulated and headline results outlined.

- 7,196 employees are based on EMA, employed by 88 companies, showing an increase of 6.9% compared to 2013.
- Incoming and outgoing companies detailed
- Cargo related employment is the largest employment category with 43.6% of employees. Passenger related employment is 37% and other employment 19.4%
- The majority of employees onsite are employed by companies with 250+ employees, of which there are 8 companies on site. The majority of companies on site have less than 50 employees.
- The county with the largest employee residency population remains Derbyshire followed by Leicestershire and Nottinghamshire.

16/07T

TRANSPORT UPDATE

The details circulated, as well as 'Developing the Public Transport Network serving the East Midlands Enterprise Gateway: The Way Forward' - were reviewed and discussed.

The Airport is an active member of the East Midlands Enterprise Gateway (EMEG) which is chaired by MD Andy Cliffe. The 'Access to Work' working sub group has commissioned The Way Forward report. TEP members are invited to join working groups as appropriate. The second stage of this report will involve consultation with stakeholders and information will be provided to future TEP meetings as appropriate.

A member said that comparing the Employment Report with the EMEG report would identify transport requirements.

Skylink Network

The information circulated was reviewed.

A member asked why the Skylink Express did not call at the Parkway. EMA confirmed that the Parkway Shuttle is run by a private company and positive feedback on this service has been received. Calling at the Parkway would delay the 'Express' by a minimum of ten minutes for very few passengers. All services and connections are regularly reviewed and all feedback is welcomed.

The Chairman thanked EMA and members for an informative meeting and thanks were expressed to David Gale for hosting the meeting.

16/08T

DATE OF NEXT MEETING

Friday 17 June 2016

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