

EAST MIDLANDS AIRPORT

INDEPENDENT CONSULTATIVE COMMITTEE

GENERAL MEETING

UNAPPROVED Minutes of the Meeting
held at East Midlands Airport
16 June 2017

Present:

Independent Chairman

Mr B Whyman MBE, Ch, JP

Users:

Consumers' Association/WHICH
DHL Aviation (UK) Ltd
Loughborough University

Dr A Manhire & Mr I Jones
Mr P Hewett
Dr Gillingwater

Local Authorities:

Erewash Borough Council
Leicestershire County Council
North West Leics District Council
Rushcliffe Borough Council
South Derbyshire District Council

Mr R Parkinson
Cllr T Pendleton
Cllr D Stevenson
Cllr M Males
Councillor J Harrison

Local Groups:

CPRE Notts & Rushcliffe
Derbyshire Association of Local Councils
Kings Newton Residents Association
Melbourne Civic Society
Nottinghamshire Association of Local Councils
PAIN - People Against Intrusive Noise
WINGS

Ms B Walker
Cllr S Jackson
Mr S Leech
Dr P Grimley
Cllr B Briggs
Mrs P Beddoe
Mr I Robertson

East Midlands Airport:

CSR Director
Head of Customer Services
Corporate Social Responsibility Manager
Head of External Affairs
Airport Duty Manager
Minute Secretary

Mr N Robinson
Mr T Lucas
Ms C Hempson
Mr J Kelly
Mr D Cooper
Mrs A Lamin

UKBF Presentation

Jason Moore-Read outlined the work and responsibilities of UK Border Force at EMA. Key points included:

- 65% of eligible passengers are using the e-gates with the average time to go through of 25.8 seconds. Regular flyers go through quickly and airports with predominantly business passengers (e.g. London) achieve fast through times
- 5m passengers are anticipated per annum.
- EMA's arrival hall has been reconfigured with both desks and e-gates available during all operating hours. Space and facilities are under continuous review.
- During the summer, UKBF employ a team of 20 additional seasonal workers who are mainly ex police and security.
- The challenge in the summer is to have all desks and all five e-gates open
- The Service Level Agreement target, which is met most of the time, is for clearance in 20 minutes
- Brexit raises uncertainty for the future. Currently UKBF have no recruitment issues
- Elsewhere UKBF are currently trialling 12-17 year olds through the e-gates. U12s and PRMs cannot use the e-gates because of the camera heights
- E-gates are efficient and reliable in identifying forgeries and security issues. In addition, spot checks are used
- EMA and UKBF work together and programs are continually updated to ensure alternative facilities if the e-gates are not available
- Business continuity plans are in place, including back-up laptops and pop-up desks. Transaction times would increase but alternative systems can be in place quickly. Security is the priority.
- YouTube videos are available for passengers to review the e-gate process and UKBF would like to have videos on planes
- The gates are sometimes hosted by EMA security staff when operationally possible in order to improve throughput
- UKBF are interested in ICC and passenger feedback to Paul Harper & Jason Moore-Read.

EMA confirmed that diesel powered back up facilities are in place for EMA in the case of power failure, and UKBF maintain constant back up laptops which can operate for 8+ hours. It was agreed that details of back up services will be reviewed at a future meeting.

ACTION: EMA

A member thanked the UKBF for keeping us safe and as a passenger expressed willingness to accept delays for security and safety as necessary. This was endorsed by other members.

A member queried responsibility for bio-security, eg wooden crates containing plants and trees. UKBF confirmed a risk process is in place for both public health and passengers. Freight is covered by public health authorities and risk profiling is in place. Certain plants and animals cannot be brought into the UK. Immediate refrigeration, veterinary services and plant health experts are available. Illegal imports are destroyed. Procedures are in place to mitigate risk.

Terrorism is the top priority and officers are in place for counter terrorism and Class A drugs. Operations are adjusted and increased as appropriate.

Freight undergoes a continuous high level of screening and security. DHL confirm top level security at all times and liaison with UKBF. The freight threat level at EMA is high because of the volume of freight rather than it's location, and is a continuous logistical challenge.

The Chairman and members thanked Jason Moore-Read for the details presented and discussion. Jason Moore-Read on behalf of UKBF placed on record thanks to Jonathan

Fowler, Customer Service and Security Director at EMA, for ongoing work and co-operation at EMA.

17/13 APOLOGIES AND DECLARATIONS OF INTEREST

Apologies were received from J Gidlow, N Chischniak, Cllr C Smith, Cllr A Brown, Cllr A Sowter & A Cliffe. Councillors present declared potential interest in planning matters. Mr Jason Moore-Read, UK Border Force attended for the presentation only in place of Mr Paul Harper who sent apologies.

17/14 a. THE MINUTES OF THE MEETING held on 24 February 2017 were accepted as a true record.

b. MATTERS ARISING

17/03 It was agreed that following the resignation of Ms Christine Barker, a vacancy on the ICC is available if the CPRE wish to nominate a representative in addition to Ms B Walker who represents CPRE Notts & Rushcliffe.

A member suggested given the material is being recycled for use in car park surfacing etc, that retaining the mounds of material at the Kegworth end of the runway following recent works is worthwhile, however could the airport look into screening it.

EMA advised no actions currently being taken at EMA following the implementation at Manchester of "passenger charging lanes" for faster access through immigration.

17/05 A member queried resolution of issues over training flights which were discussed at MENT. EMA confirmed that training circuit were now being monitored through the better functionality of the Noise and Track monitoring systems. A member confirmed implementation and improvements and thanked Ryanair and EMA for improvements and actions taken.

17/07 Airspace Management – DfT Strategy for UK Aviation
Speaker for ICC presentation to be arranged and noted in Future Agenda Items.

17/15 CHAIRMAN'S REPORT

(i) The Chairman advised that Dr Paul Grimley had requested that issues relating to 'Airport Land Holdings' be raised at this meeting. The Chairman queried with members whether all the issues raised were within the remit of the ICC but discussions continued.

Dr Grimley said that details of Airport Land Holdings had been presented to the ICC in 2011 and recent changes need clarification. Land to the north of the airport and the willow plantation area has been sold to Roxhill and no mention made at ICC meetings. The request is therefore for:

- (i) Details of land changes
- (ii) Carbon neutralisation impact
- (iii) Commitment on changes to the perimeter path – the footpath is a local amenity and of benefit to the local community

A member said the environmental effects of Roxhill are catastrophic for Castle Donington and expressed no confidence that airport land is safe from development. Members said the impact on roads is going to be the real problem.

Members said that land purchases for Roxhill were Compulsory Purchase Orders and details were published in the local and national press. It was, however, understood by members that the willow plantation was not part of the CPO but a sale by EMA. A member asked if the land sold was made available to other purchasers.

EMA advised no impact on carbon emissions as carbon offsetting is increased to achieve neutrality. There is no change in policy and EMA has no operational connection with Roxhill. EMA is committed to providing an airport trail. Some footpaths have been 'extinguished' but the airport trail will reopen once the works are completed

as there will remain permissive routes through collaborative working with landowners.

A member outlined rumours that Roxhill will increase night flights from 24 to 124. This was confirmed as being inaccurate. Peter Hewitt, DHL, confirmed that DHL have no connection with Roxhill but deal with logistics for other companies that are involved with Roxhill. There are logistical issues in sending air freight by train and for that reason DHL use road transport for the entire road journey. It would not be possible to deal with 124 flights.

A member said that ICC members need more information to enable them to reassure the community and allay rumours.

A member reiterated that regeneration planning and permission was a national decision. Footpaths are included in the consent order and EMA are providing the trail facility at their cost. EMA's contribution was acknowledged.

Dr Grimley expressed discontent that the ICC were not informed about the sale of land despite the ICC responsibility for discussing items of local interest.

A member said that the presentation given recently to ICC members by Roxhill gave details of plans and the information is available online.

EMA said that planning issues go to the local authority and the information is available to the public.

The Chairman reiterated his concern on the relevance of the issues to the ICC. The Roxhill development is the responsibility of Roxhill.

It was reiterated that EMA has no operational connection to Roxhill and DHL have no connection with Roxhill.

EMA undertook to provide an update to the next meeting and the Chairman confirmed that this be an update on EMA activities not Roxhill activities.

ACTION: EMA

- (ii) The Chairman has recently attended a UKACC meeting and minutes will be circulated to ICC members when available.

17/16 **MANAGING DIRECTOR'S REPORT**

The report circulated was reviewed:

- Airport Performance – improvements in Net Promotor Scores, but a member said that the ASQ ratings were not so good
- Two new additional security lanes available from 16 June
- Airport developments – review of all surface areas including pedestrian areas
- A member expressed concern should UPS develop huge new buildings like DHL
- Wind turbines – new technology is enabling more efficient working
- The Etihad service detailed in the Community Flyer is a weekly chartered service
- Industry affairs – attendance and input to high profile events

17/17 **AIRPORT UPDATE**

The reports circulated were accepted

- a. Traffic Statistics
- b. Planning applications
- c. Community Relations update

- Education and Employment
- Academy and Aerozone update

A member congratulated the EMA team on the outstanding contribution to Education and Employment.

- Community Fund: Peter Sowter, Royal Mail, has resigned due to job changes. A replacement will be recruited from airport companies that fly or operate aircraft.
- **ACTION: EMA CF**

d. Passenger Services Report (as previously circulated) – reviewed by **TEP**

e. Environment update

- Meetings and actions are ongoing relating to the Diseworth Brook
- Air quality: EMA confirmed that EMA monitor air quality for EMA and share that information with the local authorities. Queries or complaints on pollution in the villages should be referred to the local authorities. Air quality issues are reviewed by **MENT**.
- Wildlife and ecology survey to be reviewed by **MENT**
- Confirmed that permeable soak away surfaces for the car parks save money as drains and runaways are not needed
- Trent Barton bus Nottingham 'Castle Boulevard' route – improvement to congestion being experienced will depend on local authority investment in solutions identified

17/18

PRM UPDATE

Tony Lucas outlined the following:

- Year on year growth
- Service Level Agreements – CAA standards
- Performance
- Plans – Guidance Document FY18

Key points included:

- 24.8% growth year on year
- Aggressive growth this year, in excess of forecast – additional demand forecast from September
- All targets met for departures
- Improvements for arrivals, achieved 95% this year
- This summer, better equipped and more robust operations
- Assistance at airport outlined
- Information and communication prior to travel outlined
- Staff training – liaison with various relevant groups eg RNIB
- Security search – training undertaken on reducing levels of stress for visible and hidden disability passengers
- Quality standards
 - Website upgrade
 - Setting up Airport User Committee

In response to member queries:

- Rate of passengers missing flights has not increased because of current roadworks – full publicity, and information to passengers is on EMA website and sent to the airlines for onward distribution to their passengers
- Alternative ways of screening are available for passengers with hidden disabilities but requires pre-notification to EMA staff
- Increased costs to airlines for all departing passengers noted
- Number of ambulifts increased to five
- CAA have imposed requirements on Top 30 airports – EMA are monitoring requirements
- Growth in numbers is considered to be through an older population, awareness and better facilities available
- EMA will review an appropriate link for formal reporting to the ICC

ACTION: EMA

- Copy presentation slides will be circulated with the meeting minutes
- ACTION: EMA**

17/19

FUTURE AGENDA ITEMS

- Webtrak presentation
- CAA on Drone Education Programme – October meeting
- DHL tour – October (Peter Hewitt)
- Airspace Management – DfT Strategy for UK Aviation
- EMA power and systems backup arrangements – October meeting

17/20

NEXT MEETING

Friday 13 October 2017

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