

**East Midlands Airport  
Independent Consultative Committee (ICC)**

**TEP**

Transport, Economic Development and Passenger Services Sub-Committee

Friday 30th June 2023

10.00 – 12.00 Virtual via MS Teams

**Present:**

Title	Name	Initial
Independent Chair	Mr G Liguori	Chair
Independent Secretariat	Mrs C Pull	

**Organisation:**

Title	Name	Initial
EMA Accessibility Forum	Ms C Link	
WHICH	Mr P Ford	
WHICH	Mr I Jones (substitute)	
King's Newton Residents Association	Mr S Leech	
Derbyshire Association of Local Councils	Cllr S Marbrow	
Derbyshire County Council	Cllr M Ford	
South Derbyshire District Council	Cllr S Taylor	
Unite the Union	Mr T Tinley	

**East Midlands Airport (EMA):**

Title	Name	Initial
EMA Head of Security	Ms J Hosier	JH
EMA Director Customer Service and Security	Mr M Grimes	MG
MAG Planning Manager	Mr J Bottomley	JB
EMA Community Engagement Manager	Ms C Hempson	CH
Future Security Change Manager	Ms K McCarron	
MAG Head of Education, Skills and Employment	M MRabety	MM
Head of Airport Fire & Rescue Service	Mr M Lindsay	ML
EMA Landside Operations Manager	Mr P Bradley	PB
EMA Customer Services Manager	Mr C Drury	CD
MAG Head of Customer Communications	Ms L Hughes	LH

Apologies & Absences	Name	Initial
East Midlands Chamber of Commerce	Mr I Evley	
Job Centre Plus	Ms J Alton	
Derby College	Ms R Benn	
Loughborough College	Dr A Timmis	
Erewash Borough Council	Cllr C Howard (no apologies)	

Agenda Item	Description
1	<p><b>Welcome and Apologies.</b></p> <p>The Chair informed the committee that Cllr Marbrow had kindly agreed to be interim Vice Chair. Cllr Howard has replaced Cllr Parkinson.</p>
2	<p><b>Declaration of Interests</b></p> <p>Cllr Taylor declared an interest as he is the SDDC representative on the Freeport Board.</p>
3	<p><b>Minutes of the Last Meeting.</b></p> <p>The Chair highlighted the omission of the word “is” at the bottom of page 7.</p> <p>The previous minutes will be taken as approved when the above amendment has been made.</p> <p>Action 4 is closed.</p> <p>Action 9 is included in item 9 of today’s agenda.</p> <p>Action 10 is closed.</p>
4	<p><b>An update by the Chair</b></p> <p>Last month’s meeting for the UKACC working group centred around planning for the AGM in November. He will have more to share at the next General meeting. He believes the AGM agenda will focus on the Noise Action Plan (NAP).</p>
5	<p><b>Regional Economic Report</b></p> <p>A paper was circulated in advance, taken as read and is available on SharePoint.</p> <p>JB discussed some of the key points from the report.</p> <p>The East Midlands region receives (per head) very low levels of government investment in its transport system, but despite that, performs well economically.</p> <p>The East Midlands region was heavily affected by the pandemic, particularly Leicester which had a detrimental effect on the region’s overall economic performance. Overall, the region is now performing relatively well and is recovering. The main growth prospects in the area are in relation to aerospace, automotive and advance manufacturing.</p> <p>The table on page 3 on regional transport is there to show the disparity as to where the East Midlands sits compared to other regions on transport spend.</p> <p>The Chair asked whether, that as the investment in public transport is not high but growth is quite good, we can conclude that the economy in the East Midlands is</p>

	<p>mainly driven by road. JB advised that the regional economy is heavily road dominated as there are reasonable east/west connections by road which are significantly better than by rail. The economy is pretty strong, despite transport investment being lower per head than other regions. There's a real opportunity to invest in public transport in the right way. The Chair questioned the ability of the region to go green quickly if the focus is heavily on the road networks and not on public transport. JB confirmed that it does, however, decarbonisation on the road network is also envisaged. Midlands Connect has ambitious rail investment plans to improve connectivity initially between Birmingham and Leicester and then beyond.</p> <p>A member raised the point of the infrastructure on minor roads such as Swarkestone Bridge and Kings Newton which are reaching saturation point and improvements need to be made. JB agreed and said that one option for addressing the issue around Swarkestone would be to remove this option as a direct route. There have been long-standing plans for Derby CC to look at a 2<sup>nd</sup> Trent crossing to replace Swarkestone. These plans are a matter for county and national highway authorities but could form an alternative route for traffic using the A42 and A50.</p> <p>A member posted a comment on Teams' chat to advise that DCC are very aware of the issues around Swarkestone Causeway and is very keen to move forward with any solutions.</p> <p>A member added that infrastructure is a top priority of the Freeport project and that tax revenue can be retained for any on-site building. Part of this focus will be on rail, which needs to be developed to ensure there isn't a large impact on traffic levels. JB agreed and confirmed that transport is an important element of the Freeport offer and that retained business rates are an opportunity for the Freeport area. This gives the councils the ability to retain business rates for investment in the region's core infrastructure and gives the combined authorities a greater ability to direct spending and investment towards their own priorities. The rail freight connectivity in the East Midlands gives the region a real advantage with East Midlands Gateway and Ratcliffe Power Station being rail connected.</p> <p>A member asked for clarity on the road pinch points and who would contact relevant bodies to inform them of these. She asked if the Airport could assist local parishes. JB advised these mentioned previously would be national priority schemes. In the Midlands, there is a very strong regional transport body, Midlands Connect. A major part of their work is case making for regional transport schemes and bringing them to the attention of the government.</p>
6	<p><b>Future Security</b></p> <p>The Airport took members through a presentation of the upcoming improvements in the security area.</p> <p>The Chair asked if there would need to be expectation management for passengers regarding security processes potentially not being the same at destination airports. JH responded that MAG is part of a DfT working group and this is one of the issues</p>

	<p>raised. There have already been mixed messages as some airports have implemented this new technology in some lanes already. The communications team at the Airport is working on the messaging and engaging with airline partners to keep them up to date on the progress of the project. The right messaging will go out on social media and through airlines and there will also be signage in the terminal to advise passengers of what's happening.</p>
7	<p><b>Download 2023 Plans and 2022 Drone Incident</b></p> <p>A paper was circulated in advance, taken as read and is available on SharePoint.</p> <p>ML took members through a presentation on the Download forward plans for the 2023 event.</p> <p>He touched on the traffic issues on Wednesday 7<sup>th</sup> June and the impact on the Airport.</p> <p>The Chair asked if any compensation has been offered to those who missed flights. LH responded that most people who raised complaints hadn't allowed additional time to arrive at the airport given the planned disruption caused by the event.</p> <p>A member stated that the major problem this year was that the majority of festival-goers arrived on site on one day due to the early performance, however, organisers didn't open the gates until noon. He hopes that the Airport is liaising with the organisers to make sure this doesn't happen next year. MG responded that the Airport had been working with the organiser for months leading up to the event. As soon as the congestion started it was escalated to the correct channels. Feedback has been given around campsites and farmers' fields since the event. 20-30,000-day tickets were sold which affected the flow of traffic. Multiple airport staff were made available to assist passengers stuck on local roads who were trying to get to flights. Learnings have been taken in many areas which will help with future events. ML covered some of the actions taken and advised that the Highways Agency were learning as the situation changed and that things improved as the day went on. The campsites were opened from 6am, however, this message possibly wasn't received by those planning for the midday access. The Highways Agency will base themselves at Donington for future events. There have been lessons learnt for all involved on Wednesday and Thursday. PB added that planning was done for traffic management processes. The Airport was provided with maps and routes of how traffic would flow and everything looked well planned. JB mentioned that other local businesses in the vicinity of the event were also affected by the traffic issues. PB is liaising with NWLDC on how to bring the working group together and mitigate any potential issues for the 2024 event.</p>
8	<p><b>Customer Insight Report</b></p> <p>A paper was circulated in advance, taken as read and is available on SharePoint.</p> <p>LH took members through a presentation.</p>
9	<p><b>Airport Performance Report</b></p>

	<p>A paper was circulated in advance, taken as read and is available on SharePoint.</p> <p>MG took members through a presentation. He highlighted that there have been strong performances across the NPS metrics. The ASQs will return from the 1st of July 2023 and will be reviewed quarterly.</p> <p>A customer committee has been put in place to drive forward commitment to customer service and the customer experience.</p> <ul style="list-style-type: none"> <li>EMA Management Structure</li> </ul> <p>No changes</p> <ul style="list-style-type: none"> <li>Passenger Numbers</li> </ul> <p>Great volumes are coming through the airport with the peak passenger day due to be on the 21<sup>st</sup> of July 2023.</p> <ul style="list-style-type: none"> <li>Terminal and Landside Performance Scores</li> </ul> <p>Performing above target. The bussing solution has returned and new ULEV buses are on order.</p> <ul style="list-style-type: none"> <li>Car Park Performance</li> </ul> <p>Improvements to signage across all car parks and cameras at drop-off areas.</p> <ul style="list-style-type: none"> <li>Customer Service update</li> </ul> <p>Positive NPS score. Lower scoring areas are due to a lack of seating and queue time for catering units. This has been fed back to the commercial team. Lots of refurbishment work has been done but looking for scope to implement further improvement. The Airport is also working with a 3<sup>rd</sup> party to implement new, more comfortable seating following customer feedback.</p> <p>A Wi-Fi issue which caused poor feedback has been resolved and capacity has been increased. Performance will be tracked and infrastructure will be further improved.</p> <ul style="list-style-type: none"> <li>Assisted Travel update</li> </ul> <p>There has been an increase of around 23% of customers using this service compared to the forecast. CD believes this is possibly due to the high standards at the Airport being shared via various channels. The Airport recently won a Disability Smart Award for inclusive customer service. Their very good status should be retained in November. Disability Equality training is taking place across various teams. Signage has been improved in various areas and following feedback from an accessibility</p>
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	<p>forum, a new widened access walkway will shortly be available. The Chair of the EMA Accessibility Forum added that it has been a busy and very successful period. She praised the Airport for its relationship with the forum and how actions raised are delivered. CD thanked the member for her comments.</p> <ul style="list-style-type: none"> <li>• Security Queue Performance</li> </ul> <p>There has been a vast improvement in the current financial year in the overall SLA percentage. They are ahead of target for this quarter so far and ahead of last year's performance.</p> <ul style="list-style-type: none"> <li>• Security Net Promoter Scores</li> </ul> <p>As customer numbers increase the performance declines slightly, however, performance is still ahead of target and scores are at their highest level yet. This should also improve next year with the upcoming security improvements.</p> <ul style="list-style-type: none"> <li>• On-Time Performance</li> </ul> <p>All targets for 2023 were met and are currently performing above target.</p> <ul style="list-style-type: none"> <li>• Arrivals Baggage Reclaim</li> <li>• eGate Usage</li> </ul> <p>Customer Service Ambassadors have been on hand to assist customers with this function.</p> <p>CD also touched on immigration and advised that queue times continue to be one of the Airport's main focuses. There is some work to be done in this area to assist Border Force in this area. The introduction of Customer Service Ambassadors 12 months ago has been a real success.</p> <p>The Chair queried the lack of comparison data. MG advised this data would be available when ASQ is up and running. He will provide information at a future meeting. The action will be closed and added as an agenda item for the next meeting.</p> <p>A member raised the recurring issue around the cleanliness of the toilet facilities. MG responded that cleaning rotas are displayed. There are now QR codes available for customers to scan to provide immediate feedback. The Airport is also looking at the layout and design of toilets and is working with facilities teams to look at the whole cleaning process. A refurbishment programme for all toilet facilities is being planned.</p>
10	<p><b>Transport Report</b></p> <p>A paper was circulated in advance, taken as read and is available on SharePoint.</p>

	<p>PB took members through a presentation.</p> <p>The Chair thanked PB for including the CAA modal share data.</p>
11	<p><b>Employment, Education and Skills Report</b></p> <p>A paper was circulated in advance, taken as read and is available on SharePoint.</p> <p>MM took members through the highlights of the paper.</p> <p>The Chair asked where the new Airport Academy and Aerozone building will be located. MM confirmed the location will be close to the current location.</p> <p>A member congratulated the Airport team on the work they do in this area. MM thanked the member for his comments.</p>
12	<p><b>AOB, Future planned or proposed items</b></p> <p>A member noted that the ICC membership list needs to be updated on the Airport website. CH responded that this will be done once all updates from the local elections have been received.</p> <p>The Chair asked for it to be recorded in the minutes that any elected representatives who do not attend and don't submit an apology should be marked as absent.</p> <p>The Chair urged members to highlight any items they wish to discuss in future meetings to himself or CH and thanked the committee and the Airport for their contributions.</p>
13	<p><b>Date of the next meeting</b></p> <ul style="list-style-type: none"> <li>Friday 10th November 2023</li> </ul>

There being no other business the Chair thanked the committee for their work and closed the meeting at 11.52am.