



East Midlands Airport Consultative Committee (EMACC) Transport, Economic Development and Passenger Service Sub-Committee (TEP) Meeting



Date: Friday 7th November 2025



Time: 10:00 – 12:00



Location: Microsoft Teams (Virtual)



EAST MIDLANDS AIRPORT
CONSULTATIVE
COMMITTEE

Agenda:

Timing	Agenda Item	Lead	Resources (paper, presentation etc)
5 minutes	1. Attending and apologies:	Chair	
5 minutes	2. Declaration of Interests:	Chair	
5 minutes	3. Minutes of the Last Meeting: a. 20 th June 2025 Minutes b. Matters Arising	Chair	Draft Minutes
5 minutes	4. An Update by the Chair:	Chair	
15 minutes	5. Employment Report:	Miles Pattison	Report
10 minutes	6. ASQ Update (to include update on red scoring areas):	Mike Grimes	Presentation
15 minutes	7. Airport Performance Report (standing item):	Mike Grimes	Report
20 minutes	8. Transport Report (standing item):	Pam McGuinness/ Miles Pattison	Paper
15 minutes	9. Customer Insight Report (standing item):	Louise Hughes	Presentation
15 minutes	10. Education and Skills Report (standing item):	Joanna Jackson/ Louise Shires	Paper
5 minutes	11. AOB: Future Planned or Proposed Items:	Chair	
5 minutes	12. Future Meeting Dates: Thursday 12 March 2026 at 15.00-17.00 (please note change to date and time of this meeting)	Chair	

1. Attending and Apologies:

Attending:

Title/ Organisation	Name	Initial
East Midlands Airport Consultative Committee (EMACC) Independent Chair	Guido Liguori	Chair
Independent Secretariat	Carol Pull	CP
North West Leicestershire District Council	Cllr Ray Sutton	RS
Loughborough University and Elected Vice Chair	Dr Andrew Timmis	AT
South Derbyshire District Council	Cllr Steve Taylor	ST
EMA Accessibility Forum	Christiane Link	CL
Nottingham College	Robin Atherlay	RA
Leicestershire and Rutland Association of Local Councils	Cllr Angus Sowter	AS
EMA Customer Service and Planning Director	Mike Grimes	MG
EMA Community Engagement Manager	Colleen Hempson	CH
Head of Customer Communications	Louise Hughes	LH
MAN and EMA Senior Education and Employment Manager	Joanna Jackson	JJ
Interim Landside Manager	Andrew Christian	AC
MAG Surface Access Strategy Manager	Pamela McGuinness	PM
EMA Public Affairs Officer	Miles Pattison	MP
EMA Head of Security	Anthony Jackson	AJ
EMA Customer Service Manager	Christopher Drury	CD
EMA Future Security Change Manager	Katie McCarron	KM

Apologies:

Title/ Organisation	Name	
East Midlands Chamber of Commerce	Ian Evley	
Kings Newton Residents Association	Dr Chris Tyler	
CPRE Derbyshire	John Ydlibi	
Derbyshire County Council	Cllr Martyn Ford	

Absences:

Title/ Organisation	Name	
Erewash Borough Council	Harrison Broadhurst	
UPS	Sarah Bell	

2. Declaration of Interests:

Standing declaration of interest with Cllr Stephen Taylor regarding Freeport.

3. Minutes of the Last Meeting:

a. 20th June 2025 Minutes:

The minutes of the meeting of the TEP Committee held on the 20th of June 2025 are approved as an accurate record.

b. Matters Arising:

No actions from the previous meeting.

Actions from previous meetings:

Action 8.2 is included in today's agenda at item 6.

Action 9.1 is included in today's agenda at item 5.

4. An Update by the Chair:

The Chair continues to attend regular DfT and CAA catch up meetings along with workshops and events relevant to the work of the committee.

The Chair reminded members of the upcoming sub-group elections scheduled for Friday 21st of November.

The Chair will give his complete update at the EMACC General meeting on Friday 5th of December 2025.

5. Employment Report:

The report has been circulated and taken as read.

MP took members through highlights of the presentation.

Workforce Review (Employment Survey):

Employee headcount in 2025 sits at 8,700 across 70 onsite organisations. Numbers increase by approximately 14% due to the temporary staff during the summer period. Total employment has risen by almost 39% in the last 10 years.

64% of employees live in Derbyshire, Leicestershire and Nottinghamshire. It is clear that bus services must be aligned as many of these staff are shift workers.

Travel to Work Review:

80.9% of respondents commute using vehicles which is only a 0.1% reduction since 2018. Hybrid and electric vehicle use has increased to 12.8%. Car sharing remains static at 6% which is lower than historic use. People in areas of limited public transport (Derby and North Nottingham) are open to the potential of car sharing.

Bus use is down marginally to 11.1% and active travel use remains low given the airport's rural location. Work continues to be done to promote service 9, including the formation of a working group and a local leaflet drop.

Headcount has increased by 2,000 since the last survey.

58.3% of those travelling alone by car were receptive to changing their travel behaviour. These are promising targets for sustainable travel initiatives. Only 3% of car users showed an interest in changing their travel method within a viable distance.

The Sustainable Development Plan (SDP) target is that by 2030, at least 30% of all commuting journeys will be made using sustainable transport methods, reducing single-occupancy vehicle use to 70%.

The next EMA Transport Forum is scheduled to take place in December 2025 and will include representatives from the transport companies.

Item 5. Questions & Answers:

RS asked if the survey took into account part time workers. MP stated that a baseline headcount was obtained from employers, and this included seasonal workers, not specifically part time workers. RS commented that part time workers could affect the statistic quite significantly.

RS asked if the airport currently has any involvement in the wider discussions around Junction 24, and other nearby developments, given their relevance to the survey. MP understands that J24 is a National Highways scheme and the airport participates in associated forums. Future developments, including the Cargo Max project and potential employment growth as part of the Freeport on land south of the airport need to be considered in ongoing discussions with bus operators, regional partners, and local councils to ensure future transport needs are planned for, not just current ones.

ST thanked MP for the presentation and raised the issue of lack of growth in bus services. He referred to service 9 and asked how it could be made more attractive. There are issues with reliability and the quality of the buses, which, when combined with the road condition, do not make for a pleasant journey. He suggested that there may be a better alternative routing for this service, given the lack of pick up in Melbourne. The road quality from Ashby to the airport could be a better prospect. He added that he didn't receive a leaflet. MP responded that the operators make the commercial decision on routings. The working group has been set up to see what more can be done to promote this service. Operators offered a season pass discount on this service to employees to the airport and the EM Gateway site. All airport organisations must be making sure they are doing what they can to promote the service. MP is hopeful that the survey work will help inform some more strategic thinking around what other options could be.

6. ASQ Update (to include update on red scoring areas):

The report was circulated and taken as read.

MG took members through the highlights of the presentation.

Both NPS and ASQ show strong year-on-year improvement with EMA achieving some of its highest ever recorded NPS scores the summer period. Despite the usual summer pressures, NPS dips were smaller than in previous years, reflecting strong operational performance.

ASQ results show consistently high scores across the end-to-end customer journey, with particularly strong performance in wayfinding, security, and special assistance.

Retail and value for money remain the lowest scoring areas, largely due to EMA's smaller size and therefore more limited choice.

When benchmarked against sister airports, EMA performs close to and sometimes ahead of Manchester's flagship Terminal 2, and ahead of older terminals and Stansted in several areas.

"Emotional" metrics (safe, secure, happy, relaxed) are also very strong, comparable with larger airports.

Overall, EMA delivers a high-quality, consistent customer experience, with performance tracking strongly against their UK and European comparators.

Item 6. Questions & Answers:

None

7. Airport Performance Report (standing item):

The paper has been circulated and taken as read.

MG, AC, CD, KM and AJ took members through the presentation.

EMA Management Structure:

The senior leadership team is now fully resourced.

Chris Lane and Simon Hinchley have left the business. Lauren Turner has been appointed as Operations Director and Adam Andrews joins the business as Commercial Director.

Passenger Numbers:

Numbers are slightly down which is driven through Ryanair's delayed aircraft orders. Work is being done to build numbers again for future years.

Net Promoter Scores – Terminal and Landside:

Taken as read.

Customer Journey Scores for Terminal and Landside:

Taken as read.

Landside Operations:

The new barrierless drop off system is working well.

Resurfacing works will take place in some areas over winter.

The digital bus screens are installed and giving customers live information.

Key lockers and a staff reception desk are due to be installed in the meet and greet area which will improve the car park service.

Car Park Performance update:

Taken as read.

Customer Service update:

Customer satisfaction improved throughout the summer. Customers are noticing and commenting on the improvements made during peak times.

Assisted Travel update:

The airport hit the milestone of assisting over 100,000 customers for the first time. The airport won the new "Travel for Everybody" award in October. A 2nd electric powered sidewalk ambulift has been added to the fleet and the self-registration system introduced earlier in the year is working well. The airport continues to feed best practice into the recently established Department for Transport Aviation Accessibility Implementation Group.

CL praised the success of the airport's work and highlighted the fact that other industries are sending people to speak to the EMA team to learn how to provide service to their customers. She is very proud to work with the airport team. Forum members are proud of the work done and the praise being received. The airport listens to the group and are motivated to make changes and improvements which is very important. The region should be proud to have an airport that operates as such a high level in this area. CD thanked CL for her comments.

Security Queue Performance:

The airport is very happy with their performance. 99% of passengers queued for less than 15 minutes with an average of 292 passengers being screened per hour, per lane which is above target and has increased steadily from July onwards. The average queue time is 6 to 8 minutes,

Future Security Update:

The security terminal is now fully compliant with regulation as all assets and equipment are now installed. New central and west gatehouse will be delivered with an update to the eastern apron. The delivery of the project has been very successful.

Item 7. Questions & Answers:

RS witnessed a pickup or drop off on the red line section of the A453 and asked how this could be avoided in future. MG advised as part of the red line contract renewal the team will look at future technology available to track incidents. This is currently operated solely by vans, but they will look to see what else could be implemented to take away this reliance. RS asked if he could have further information. MG will raise this with the commercial team.

8. Transport Report (standing item):

The paper has been circulated and taken as read.

PM and MP took members through the highlights of the paper.

PM added to the previous comments in item 5 that the team is working with trentbarton to improve and promote public transport options for staff, including launching an updated discounted ticket scheme on the staff benefits portal. trentbarton have been invited to the upcoming Airport Transport Forum to share promotional materials and raise awareness of available routes. The airport has also contributed funding to the Airport 9 bus service and plans to explore targeted interventions, informed by the recent travel-to-work survey, to encourage greater staff uptake of this service.

The team are working with Midlands Connect to learn from their work on electric vehicle fleets and depot charging systems. The case studies and best-practice examples will help inform MAG's future electric vehicle strategy and support sustainable energy initiatives.

Item 8. Questions & Answers:

RS requested the agenda for the Airport Transport Forum. PM will send this by email.

The Chair asked if staff pay for parking at the airport and if not, would the airport consider charging for parking. The Chair stressed that he was not advocating for paid parking. PM advised that currently EMA employed staff don't pay for parking. There are many types of models that can be used which have been considered but there are currently no plans to charge staff to park. CH added that Ryanair were historically one of the only operators to pass parking charges on to their employees. The airport is rural, and they must be able to attract employees from many areas. Until public transport links improve, it would be unwise to charge for staff parking as this could deter potential employees.

The Chair asked if the introduction of the barrierless car parking has brought any challenges for customers around payment. AC believes that the airport is fortunate that visitors seem to be used to this type of technology. The airport has seen a far greater number of customers understanding the process how to make payment than they anticipated. There has been overwhelming positive feedback and only minor amendments has had to be made to the signage.

9. Customer Insight Report (standing item):

The report has been circulated and taken as read.

LH took members through highlights of the report.

Complaint levels at EMA have been stable and improving over recent months, with volumes decreasing significantly since early summer and now aligned with passenger numbers.

Early summer spikes in complaints were mainly linked to barrierless parking changes, largely caused by passengers forgetting to pay rather than airport error. These issues have since reduced.

Other complaint themes such as alleged vehicle damage, overcharging, and tariff queries remain low volume and mostly not attributable to the airport.

Lost property continues to be the most common enquiry, along with requests to resend booking confirmations that often land in customers' spam folders.

Social media sentiment mirrors customer feedback, with earlier concerns about barrierless parking and temporary issues with drop off speed bumps which have now been resolved.

Customers also asked general questions about new security processes, including rules on liquids, as updated lanes and future changes are introduced.

A small proportion of passengers contacted the airport in error when they had forgotten to pay for their parking.

There were 4,949 new social media followers during the reporting period.

Item 9. Questions & Answers:

The Chair asked what engagements are and how they are measured. LH explained that views, likes or disliked are engagements. Natural, organic content works well at EMA. The strategy is based around what works. Different age groups are more prevalent on different platforms and messages are tailored to each platform.

RS asked if it was possible to have a comparative summary of activity across each platform. LH will provide a summary as part of this item at the next meeting.

The Chair asked if the barrierless payment facility allows car details to be registered in advance of payment, to avoid having to remember to pay for parking. This would help avoid PCNs being issued. LH advised that this service is available and customers are encouraged to use it as it stops the issue of forgetting to pay.

The Chair asked if there is an automatic charge for anyone who drives through the drop off area in error, or if there is a time limit to leave without a charge. MG confirmed that customers are given 3 minutes to leave the area if they have driven through in error.

10. Education and Skills Report:

The report has been circulated and taken as read.

Item 10. Questions & Answers:

RS thanked JJ for the report and asked if anyone is working on positive intervention with other areas within the 15-mile radius, such as Shepshed, Clifton or Coalville that may not plan a visit to the Aerozone as a priority. JJ advised that the Aerozone is open to all schools and colleges in the area and the bookable dates are sent to all within a 15-mile area to give them the option to arrange a visit. There is a limited number of spaces, and the database is large. Work experience placements are ringfenced for partner colleges and earmarked schools to ensure quality placements. Only certain departments are able to offer placements for safety reasons. We will always respond positively to local schools, who ask us for our support with career fairs, mock interview sessions etc and use our colleague volunteer network to support these.

The Chair asked what follow up is done after work experience placements. JJ advised it's difficult to track due to GDPR and safeguarding once the students have left school. Feedback is carried out at the beginning and the end of the placements and that data is tracked. The older students who attend via Nottingham College then often move on to the Airport cadet programme, so this is easier to track.

The Chair asked if schools and colleges are proactive in coming back to the team to see if any follow up can be done or do the team find they have to do this? JJ advised that feedback forms are sent out and several do come back. The Aerozone is part of the annual calendar for a lot of the schools who visit which allows good relationships to be built, making feedback easier to obtain.

RS asked if there is a liaison office or if there isn't enough capacity to do this. JJ doesn't believe this needs an additional physical person given the limited Aerozone capacity. When the booking system is open it's promoted to our database of schools via email, on social media and via press releases. There is an education manager, Joanna Wood, who runs the Aerozone and education programmes and she has a good relationship with the local schools and colleges.

11. AOB, Future planned or proposed items:

The Chair reminded members of the next agenda setting meeting due to take place on the 12th of January 2026 and asked for any proposed items to be sent to himself and CH.

CH asked members if they would prefer to have the planned TEP airside tour immediately before, or after the next TEP meeting in March. The meeting will be opened up to all EMACC members. It was agreed that the meeting would take place prior to the meeting with the exact time to be confirmed.

12. Future Meeting Dates:

Thursday 12th March 2026 at 3pm. **Please note change to date and time of this meeting.**

Action Log:

No new actions.

The meeting closed at 11.39am.