



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



Date: Friday 19th June 2026



Time: 10:00am – 12:00pm



Location: In Person – Pathfinder House & 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. 12 th March 2026 Minutes b. Matters Arising	Chair	Draft Minutes
5 minutes	4. An Update by the Chair:	Chair	
30 minutes	5. Airport Performance Report (standing item):	Mike Grimes	Report
15 minutes	6. Transport Report (standing item):	Pam McGuinness/ Miles Pattison	Paper
10 minutes	7. Customer Insight Report (standing item) – to include section on social media channels:	Louise Hughes	Presentation
10 minutes	8. Education and Skills Report (standing item):	Joanna Jackson	Paper
25 minutes	9. Deep dive into Roads / Public Transport network data:	Jon Bottomley & open member discussion	Discussion
5 minutes	10. AOB: Future Planned or Proposed Items:	Chair	
5 minutes	11. Future Meeting Dates: Friday 6th November 2026	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
Airport User Group:		
East Midlands Chamber of Commerce	Ian Evley	IE
Job Centre Plus	Joanne Alton	JA
Local Interest Group:		
Leicestershire and Rutland Association of Local Councils	Cllr Angus Sowter	AS
EMA Accessibility Forum	Christiane Link	CL
Kings Newton Residents Association	Dr Chris Tyler	CT
Local Authority Group:		
Derby City Council	Cllr Martin Rawson	MR
North West Leicestershire District Council	Cllr Ray Sutton	RS
Broxtowe Borough Council	Cllr R MacRae	RM
South Derbyshire District Council	Cllr Steve Taylor	ST
MAG / EMA Representatives:		
EMA Community Engagement Manager	Colleen Hempson	CH
EMA Customer and Planning Director	Mike Grimes (V)	MG
MAG Head of Customer Communications	Louise Hughes (V)	LH
MAG Planning Services Director	Jon Bottomley (V)	JB
EMA Public Affairs Officer	Miles Pattison (V)	MP
EMA Head of Security	Tony Jackson (V)	TJ
EMA Social Media Lead	Amira Abuteir (V)	AA
EMA Education Manager	Joanna Wood (V)	JW
EMA Airport Academy Coordinator	Amy Jackson (V)	AJ
Senior Education & Employment Manager – MAN and EMA	Joanna Jackson (V)	JJ

*V = virtual

Apologies:

Title/ Organisation	Name	
Nottingham College	Robin Atherlay	
Derbyshire County Council	Cllr Martyn Ford	

2. Declaration of Interests:

Standing declaration of interest with Cllr Stephen Taylor regarding Freeport.

3. Minutes of the Last Meeting:

a. 12th March 2026 Minutes:

The minutes of the meeting of the TEP Committee held on the 12th of March are approved as an accurate record.

b. Matters Arising:

Actions 5.2 and 5.2, the responses were circulated in the Chair's May bulletin. The Chair requested to be updated on progress via the usual channels.

Action 5.3 is included at item 5 of today's agenda.

Action 6.1 is touched upon at item 6 and will be carried over until the November meeting.

Action 9.1 is included at item 9 of today's agenda.

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 emailed Councillors on 5th June 2026 regarding CAP3110 and quiet areas. One response has been received to date. The Chair is proposing that Councillors meet to discuss action to be taken in preparation of the guidance and therefore urged others to read and respond.

The Chair will give his full update at the EMACC General meeting on Friday 3rd of July 2026.

5. Airport Performance Report (standing item):

The report has been circulated and taken as read.

MG and AJ took members through highlights of the presentation.

TEP and other EMACC members were scheduled to carry out a terminal, landside and airside visit following today's meeting.

In response to Action 5.3, AJ confirmed that no significant issues relating to UK entry requirements have been identified at EMA and that there was nothing further to report.

EMA Management Structure:

Lauren Turner has now been confirmed as permanent Operations Director. Lesley Hall, EMA People Director moves to a group role, and her replacement will be announced shortly. MAG Finance Director Will Harrison is now covering maternity leave at EMA.

Passenger Numbers:

A strong start to the year for passenger traffic and remains on track to achieve annual passenger numbers of over 4 million.

Net Promoter Scores – Terminal and Landside:

Strong results, exceeding targets in both areas and heading into the summer period in a strong position.

Customer Journey Scores for Terminal and Landside:

Strong performance in all areas. Food and beverage scores should now increase significantly as improvement works are now complete.

Landside Net Promoter Score:

April saw a record-breaking landside NPS score of 73. AJ praised the team for their hard work in achieving this. NPS scores continue to improve and perform strongly in 2026 following a dip in the winter months.

Meet and greet self-service kiosks and key return lockers are now operational, both of which improve efficiency in the passenger experience.

Car Park Performance update:

Taken as read.

Customer Service update:

High performance against terminal NPS.

The terminal operations and assisted travel teams have been combined to create a new, multi-skilled team.

A number of new outlets are now open in the terminal including a Little Flyers zone, Terracotta restaurant, WH Smiths and an upgraded assisted travel desk.

An upgrade to the UKBF e-gate system is scheduled for October.

Assisted Travel update:

The airport is on track to assist over 120,000 customers during the financial year. 99.6% of pre-booked customers were met within 20 minutes during May.

The recruitment process for 2 new Duty Managers is almost complete.

Security Update:

The airport has been recognised as the UK number 1 for passenger satisfaction in UK security screening time.

Performance remains strong with 99.3% passing security in 15 minutes or less with an average queue time of 7 minutes.

On time performance:

Very strong performance with overall OTP at 82.4% with first wave at 92.3%

Item 5. Questions & Answers:

The Chair asked for additional information on the planned review of gate comfort and consistency with boarding gates. MG explained the challenges associated with operating from a 60-year-old

terminal building, particularly during peak periods. Ongoing work is taking place through the Customer Committee and Customer Journey Working Group to review terminal layouts, seating arrangements, passenger flow and boarding gate layouts, with the aim of improving the customer experience and creating greater consistency across the terminal.

RS highlighted a low score on arrivals and asked if the airport believes the UK Border Force (UKBF) planned changes later this year will increase the scores. MG advised that arrivals have always scored lower and much of this is out of the airport's control. Some aesthetic work has been carried out in the arrivals hall. The airport continues to work closely with UKBF to improve the arrivals process. The introduction of contactless border technology and additional automation is expected to reduce processing times, although queue lengths can still be affected by aircraft arrival times.

MR asked if passenger numbers or operations had been affected by the crisis in the Middle East. MG advised that group wide there has been a significant impact, particularly in Manchester given their operational routes. EMA hasn't experienced a direct impact due to its different passenger profile. There have been no fuel supply issues and airline partners remain confident in their planned operations as the situation hopefully stabilises.

MR questioned whether the recent Supreme Court ruling on gender and subsequent guidance would have any implications for the airport in relation to the provision of toilet facilities for women and transgender passengers. MG advised that the airport is monitoring developments closely and await further guidance from MAG. Engagement has taken place with the trans community to better understand their needs, resulting in additional training for security colleagues and changes to security screening processes. No decisions have been made regarding any changes to customer toilet facilities.

Actions

None

6. Transport Report (standing item):

The report was circulated and taken as read.

MP took members through the highlights of the report.

Stage 1 of the joint public transport study being undertaken with East Midlands Gateway has confirmed underlying demand for public transport services from communities to the west of the airport. This was supported by analysis of employee postcode and airport workers' shift pattern data.

Stage 2 is now underway and will look into options to improve passenger numbers and connectivity. MP highlighted that it is more challenging to obtain passenger data.

MP noted that a future phase of the study will consider public transport links to East Midlands Parkway. As this work isn't expected to commence until later in the year, the Chair agreed that action 6.1 from the previous meeting would be carried over with an update to be provided at the March 2027 TEP meeting.

The CAA end of year data showed a small increase in public transport use by passengers travelling to and from the airport, although private cars and taxis remain the primary mode of transport.

The airport continues to work with Trent Barton to promote public transport options and employee travel initiatives across the site.

Discussions are ongoing with Trent Barton regarding the potential impact of planned roadworks on the Skylink network and possible mitigation measures.

The airport is also exploring opportunities to improve bus service frequency on the Coalville section of the Skylink route, based on demand identified through employee travel surveys.

Item 6. Questions & Answers:

AS asked whether any consideration had been given to improving public transport links to communities east of the airport, including Clifton and East Leake, given the number of employees travelling from that area. MP advised that the current focus of the public transport study is on stabilising the existing western corridor. However, discussions are ongoing with Trent Barton regarding the Notts on Demand service, including the potential to extend operating hours to better support airport shift patterns. The airport continues to monitor demand from communities east of the airport and recognises the importance of connectivity from that area.

AS asked whether there was potential to attract additional long-distance coach services to the airport, including services operated by National Express. The airport advised that National Express services previously operated from EMA but were withdrawn during the pandemic and haven't resumed. Ongoing discussions continue with National Express at a group level, although there are currently no plans to reintroduce EMA services. CH noted that the previous coach service primarily served passengers from the East Midlands region wishing to connect to London Airports and did not bring many passengers to EMA. Also that any future service would need to demonstrate sufficient passenger demand to be commercially viable.

RS welcomed the progress of the study but expressed concern that wider transport connectivity issues, including public transport, active travel and access to East Midlands Parkway, continue to progress slowly. He suggested that greater engagement with regional transport partners may be required to support improvements. JB added that the current study is focused on the western corridor as a priority area, but that the data gathered would support future work on other transport corridors. He also noted that the airport is continuing to strengthen its evidence base through transport studies, employee surveys and travel-to-work data to support discussions with operators and EMCA (East Midlands Combined Authority).

ST praised the airport for the work already being carried out, particularly the focus on improving links along the Burton - Ashby corridor. He expressed concern regarding engagement with EMCA and the need to ensure public transport improvements, including links to East Midlands Parkway, remain a priority. The Chair noted previous efforts to secure representation from the Mayor's office on the Committee. CH advised that approaches had been made but hadn't yet been successful.

The Chair asked whether TEP elected representatives could be involved in the Transport Forum. MP advised that, whilst attendance has traditionally been focussed towards airport partners, transport operators and local authority officers, there may be value in inviting Committee members to future meetings to observe discussions and provide input. MP noted the ongoing transition of transport responsibilities to EMCA and advised that positive relationships remain in place with transport officers. He ended by adding that the Mayor has expressed support for maintaining and improving public transport links across the region.

The Chair noted the proposed Universal Studios development and associated rail improvements, suggesting there may be future opportunities to consider around East Midlands Parkway connectivity.

Actions

None

7. Customer Insight Report (standing item):

The paper has been circulated and taken as read.

LH and AA took members through highlights of the presentation.

Customer satisfaction remains strong, with performance exceeding service level targets and complaint response times continuing to improve.

Complaint volumes increased in line with seasonal passenger growth, while enquiries reduced following changes to customer contact arrangements on the airport website.

The airport gained 22,000 new social media followers during the reporting period.

Item 7. Questions & Answers:

RS congratulated the team on their presentation and work in this area.

The Chair asked if customers are able to speak to a human easily while using online chatbots. LH advised that most information is available on the website, however, if users say they need help, they will be redirected to a human agent between the hours of 9am and 5pm, Monday to Friday.

8. Education and Skills Report (standing item):

The paper has been circulated and taken as read.

JJ, AJ and JW took members through the highlights of the report.

The facility supported 932 young people during this period with 320 having visited the Aerozone. 99% of the visitors were from local schools and colleges.

The Aviation Careers Festival took place at EMA in March. The day was a great success with 500 young people visiting the Aeropark.

20 students have carried out work placements from Nottingham College.

Early March welcomed Castle Rock students for International Women's Day.

Children of colleagues visited in April to learn about the airport.

JJ praised the involvement and support of airport partners including colleagues and employers in all their events.

860 job seekers were supported between March and May and EMA Academy courses are fully booked until September 2026.

Item 8. Questions & Answers:

RS praised the team for their presentation and asked if there are any plans to extend work experience. JJ advised that the partnership with Nottingham College remains the primary focus given operational challenges, however wider careers engagement activities continue to be offered through schools, colleges, airfield tours and Aerozone visits.

Actions

None

9. Deep dive into Roads / Public Transport network data:

JB provided an introduction and overview of this item and took members through a presentation providing an overview of the strategic road network around the airport.

Strategic Road Network (SRN)

- EMA's location and access to the Strategic Road Network (SRN) remains one of the airport's key strengths.
- The airport relies on the M1, A50, M42, A453 and A52 for passenger, cargo and employee journeys.
- Parts of the network are experiencing capacity pressures during peak periods.

Local Road Network (LRN)

- Whilst most airport traffic uses the SRN, local employee journeys make greater use of local roads.
- Capacity constraints were highlighted at a number of locations, including Ashby Road and Swarkestone Bridge.

Highway Modelling and Future Improvements

JB provided an overview of the Leicestershire Pan Regional Transport Model (PRTM), which is used to forecast traffic demand, assess the impact of future development and test potential highway mitigation measures.

Planned improvements to the Strategic Road Network were noted, including works associated with M1 Junctions 23A and 24 and the A50.

Passenger Transport Mode Share

- Updated transport mode share data showed that private cars and taxis remain the primary means of access to the airport.
- A small increase in bus and coach usage was reported compared with the previous year.
- The airport reiterated its commitment to encouraging greater use of sustainable transport options.

Item 9. Questions & Answers:

The Chair questioned whether the peak travel periods used within the Leicestershire PRTM remain appropriate, given changes in travel patterns and working arrangements since the pandemic. JB advised that the model was originally based on 2019 traffic data but was substantially updated in 2024 using a 2023 baseline to reflect changing travel behaviours. Whilst traditional morning and evening peak periods remain evident, the model can also assess other times of day and is not restricted solely to the standard AM and PM peak periods. JB noted that this flexibility is particularly relevant for airport-related traffic, much of which occurs outside the main commuter peak times.

RS welcomed the presentation and commented on the complexity of the road network serving the airport and expressed concern regarding the level of strategic investment in transport infrastructure, particularly around Junctions 23A and 24, wider road network capacity, active travel provision and the alignment of infrastructure planning with future growth. He suggested that there may be opportunities for the airport to continue advocating for investment and improved long-term transport planning at

both national and local levels. The Chair and the airport agreed that these points would be valuable in helping to shape a future discussion on transport infrastructure and network planning. The Chair agreed to make the meeting recording available for any members wishing to access further information.

MR welcomed this item but noted that, without a significant intervention such as a rail or tram connection, any increase in public transport use is likely to be gradual. He suggested that future improvements to road access could focus on addressing key pinch points and junction constraints on routes serving the airport. JB agreed that identifying network constraints would be a useful element of a future transport discussion. He noted that work undertaken through National Highways and the Leicestershire PRTM is already identifying a number of strategic and local pinch points, which could help inform future conversations on infrastructure improvements and network capacity.

ST highlighted the significant housing growth planned in South Derbyshire and noted the potential impact on the local transport network. He also asked whether equivalent transport models are used across neighbouring authorities. JB advised that the Leicestershire PRTM extends across Leicestershire, Derbyshire and Nottinghamshire, providing a consistent approach to modelling. JB also explained that the model incorporates assumptions relating to planned housing and employment growth identified through local plans, including developments proposed within South Derbyshire.

The Chair asked that any other questions or observations on this item to be emailed to CH and himself.

Action

None

10. AOB, Future planned or proposed items:

The Chair encouraged members to bring suggestions for future agenda items to the Chair before the next agenda setting meeting on the 7th of September 2026.

11. Future Meeting Dates:

Friday 6 November at 10am.

Action Log:

- ➔ Action 6.1 from the previous meeting has been carried over to the 19 March 2027 TEP meeting.
- ➔ Action 9.1 updated - the Chair and airport to discuss how to move today's item on 'Roads and Public Transport network data' forward at the next agenda setting meeting on 7th September 2026.

The meeting closed at 12.05pm.