

EXETER INTERNATIONAL AIRPORT CONSULTATIVE GROUP

MINUTES OF A MEETING OF THE EXETER INTERNATIONAL AIRPORT CONSULTATIVE GROUP

HELD AT EXETER INTERNATIONAL AIRPORT ON WEDNESDAY, 26 SEPTEMBER 2007

PRESENT:	Councillor R Stuart (Chairman) Councillor N Pring (Vice Chairman)	East Devon Business Forum Clyst Honiton Parish Council
	Mr J Spooner Mr G Holley Councillor Miss S Randall Johnson Councillor N Finnegan Councillor I Holmes Councillor Mrs M A Trigger Councillor B Limb Councillor Ms J Sawyer Councillor J Smith Councillor D Axford Mr M A R Heald Mr C Hilditch	EDAL Flybe Flybe Aylesbeare Parish Council Ottery St Mary Town Council Rockbeare Parish Council Woodbury Parish Council Farringdon Parish Council Farringdon Parish Council Bishops Clyst Parish Council Exeter Flying Club Stagecoach Devon
APOLOGIES:	Councillor B Nicholson Councillor M Arthurs Councillor G Sheldon	East Devon District Council Broadclyst Parish Council Exeter City Council

The meeting started at 2.15 pm and ended at 3.35 pm.

*11 **Minutes**

The minutes of the meeting held on the 20 June 2007, were confirmed and signed as a true record.

*12 **Noise Sub Group**

The Consultative Group received the minutes of the Noise Sub Group held on Wednesday 25 July 2007. A special meeting had also been held on Wednesday 19 September 2007 which had received details of the plan for noise sensitive areas in respect of light aircraft. Councillor Nick Pring thanked all those at the Airport that had been involved in the production of this plan.

RESOLVED that the report be noted.

*13 **Discussion on the future of the Noise Sub Group**

The Consultative Group discussed the future of the Noise Sub Group. Members noted the low level of complaints received by the Airport, but considered that the Group still had a useful role to play.

RESOLVED that the Noise Sub Group meet every six months and hold an extra meeting if necessary.

*14 **Report of the Managing Director**

Consideration was given to the written report of Mr Spooner, Interim Managing Director, EDAL.

The Consultative Group noted that since the last meeting, the Airport had continued to handle significantly more international passengers than during the same period last year, but the volume

*14 **Report of the Managing Director (Cont)**

of domestic passengers was lower. This increase in international passengers had reversed the trend seen at the previous meeting. During the period June to August 2007, air transport movements were up 12.6% and passenger numbers up 3%. Despite this growth in activity the safety performance of the Airport remained very high, with a significant reduction in incidents since 2006.

Commercial development works had continued with positive benefits being delivered in customer service as a result. The former conference room was in the process of being turned into a Business Lounge for Flybe customers. It was anticipated that an official launch would be held in October.

Members noted that the Airport web site was still in the process of being redesigned. Mr Spooner informed the Consultative Group that the Airport's Commercial Director would attend a future meeting to brief members on the results of any rebranding of the Airport, redesign work and changes to the corporate logo.

Since the introduction of new staffing arrangements, operational procedures and Closed Loop Video displays, complaints from passengers regarding the DfT regulations in respect of the carriage of liquids had diminished to almost zero. This was a major achievement and in contrast to earlier in the year. Mr Spooner reported that now the major source of dissatisfaction of passengers and their escorts now the less convenient arrangements for vehicles in front of the terminal following the attack on Glasgow Airport earlier in the year. This issue would be addressed through a major redesign of the internal airport road system and car parking layout.

It was noted that there was much work still to be done on the Masterplan, this included land use options around the Airport. It was hoped to consult stakeholders on the Master Plan in October or November, after it had been considered by the Airport's Board.

Councillor Mrs Trigger asked whether Flybe had made a planning application for their ground engine running bay or whether it was permitted development. It was noted that after consultation with East Devon District Council's Head of Planning & Countryside, it was indeed permitted development. Members noted that the baggage handling limit for the Airport was 30 kilos, whereas the limit for Flybe hand luggage was 23 kilos. The Health & Safety Executive was investigating this issue and would produce an industry wide limit on the weight of baggage.

RESOLVED that the report be noted.

*8 **Complaints Handling**

John Spooner, reported that there had been a total of 14 noise complaints in the period June to August 2007. Of these complaints, 10 related to the local area of the Airport, 3 of which were a low flying aircraft taking photographs. The number of complaints had reduced from last year, particularly taking into account the increase in aircraft movements. It was reported that Airport staff had a target response time of 5 days to letters of complaint and were currently achieving a 100% response rate.

The Ottery St Mary representative reported that he had received specific noise complaints from his local residents, particularly concerning late night mail flights. It was acknowledged that some residents of Ottery St Mary had problems with late night mail flights, but it was recognised that generally residents in the town were supportive of the Airport and had accepted that there would be a level of aircraft noise at certain times. The 737 aircraft used were not the quietest, but it was unlikely that this would change for the foreseeable future.

*8 **Complaints Handling (Cont)**

Members noted that the new brochure for First Choice showed a 3am charter departure from Exeter. Mr Spooner explained that this would normally be a Airbus A320 aircraft which was quieter than a 737. A similar flight had been arranged for last year with no complaints, night time movements for the Airport were not unusual. Mr Spooner confirmed that it was important that complaints were channelled through Andy Barton at the Airport, so they could be correctly logged.

Councillor Axford reported that he had the strong feeling that whilst local people were supportive of the Airport they would like the period 12midnight to 6am to be a quiet period except for emergencies and mail flights. Councillor Ms Sawyer asked the purpose of the Consultative Group, which was for the Airport to provide consultation with the local community. It was agreed that a copy of the constitution would be circulated to her.

RESOLVED that the report be noted.

*9 **Any other business**

Bus services

The Chairman welcomed Mr C Hilditch from Stagecoach Devon to the meeting. He discussed future plans for bus services which served the Airport. The principal service was no. 56 which had run for the last 6 years and linked St David's Railway Station to the Airport, via local communities. This was a Devon County Council sponsored service which had significantly increased patronage and would benefit from greater frequency.

It was noted that the issue of concessionary fares had produced problems for Stagecoach in Devon. This had meant that full buses were actually losing the company money, as the scheme was not properly funded. Services in East Devon had been retained whereas those in other parts of the County had been cut, due to the District Councils breaking away from the County wide concessionary wide fares scheme.

Mr Hilditch confirmed that Stagecoach would like to extend services to the Airport but with each bus costing £120,000 per year to run, 100,000 passengers per service were needed to make a bus profitable. He thought that, unfortunately, any increase in services was unlikely at present.

Tour of Hangars

Members were reminded that a tour of the Flybe aircraft hangars and operations would be held immediately after the meeting.

*10 **Date of the next meeting**

RESOLVED that the next ordinary meeting of the Consultative Group be held on Wednesday, 12 December 2007 commencing at 2.15 pm and the next meeting of the Noise Sub Group be held on Wednesday 27 February 2008 commencing at 2.00pm.