

EXETER INTERNATIONAL AIRPORT CONSULTATIVE GROUP

MINUTES OF A MEETING OF THE EXETER INTERNATIONAL AIRPORT CONSULTATIVE GROUP HELD AT EXETER INTERNATIONAL AIRPORT ON WEDNESDAY, 12 DECEMBER 2007

PRESENT: Councillor N Pring (Vice Chairman in the Clyst Honiton Parish Council Chair)

Mr J Christon	EDAL
Mr G Holley	Flybe
Councillor N Finnegan	Aylesbeare Parish Council
Councillor B Limb	Woodbury Parish Council
Mr T Salter	Farringdon House Committee
Councillor J Smith	Farringdon Parish Council
Councillor D Axford	Bishops Clyst Parish Council
Mr M A R Heald	Exeter Flying Club
Mr C Martin	Exeter Flying Club
Mr C Lane	East Devon District Council

APOLOGIES:

Councillor G Sheldon	Exeter City Council
Councillor R Stuart (Chairman)	East Devon Business Forum
Councillor I Holmes	Ottery St Mary Town Council
Councillor Mrs M A Trigger	Rockbeare Parish Council
Councillor Miss S Randall Johnson	Flybe
Mr J Spooner	EDAL
Mr J Payne	EDAL

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

***18 Minutes**

The minutes of the meeting held on the 26 September 2007, were confirmed and signed as a true record.

***19 Noise Sub Group**

The Consultative Group received the minutes of the Noise Sub Group held on Wednesday 19 September 2007. Nick Pring advised that the Sub Group had finished its work on noise sensitive areas. Its findings had now been published on the Airport's website. There had also been no complaints arising from the new departure times in the First Choice brochure. Members noted that the Noise Sub Group would now meet twice a year instead of quarterly.

RESOLVED that the report be noted.

***20 Master Plan for Exeter International Airport**

The Consultative Group discussed the Master Plan for Exeter International Airport. Jamie Christon, Commercial Director, reported that the production of the Master Plan had been delayed for a number of reasons. It had now been largely completed. It was planned to publish the Master Plan in the second or third week of January. Major stakeholders, including the Consultative Group, would get the opportunity to view and discuss the Master Plan a week before the general public. Each would receive a copy of the Master Plan in the post and there would be an extraordinary meeting of the Consultative Group to discuss the Master Plan, with a Director present to discuss it.

A media campaign would be held in connection with the production of the Master Plan and also two exhibitions, one to be held in the check-in hall and the other at Sandy Park. The consultation period for the Master Plan would last 3 months and at the end of this period all

***20 Master Plan for Exeter International Airport**

the comments would be considered. The Master Plan would then go to a July Board meeting to be finalised.

RESOLVED that the report on the Master Plan for Exeter International Airport be noted.

***21 World Environment Day campaign**

Members received a letter from the Environment Agency asking if the Consultative Group would like to work with them to promote Environment Day. Members questioned whether it was appropriate for the Consultative Group to work on this issue or if it was more appropriate for the Airport to do so. Jamie Christon advised that the Master Plan would have a section on the Airport's environmental impact.

RESOLVED that Jamie Christon, Commercial Director, write to the Environment Agency on the Consultative Groups behalf asking for further information on the World Environment Day campaign.

***22 Report of the Managing Director**

Consideration was given to the verbal report of Jamie Christon, Commercial Director, EDAL.

The Consultative Group noted that since the last meeting, traffic numbers at the Airport had continued to increase, with a 4% growth in September, 6% in October and 6% in November. Domestic traffic had also grown with a 3% growth on 2006. This had been due to the success of Flybe routes to Newcastle, Glasgow and Edinburgh. International scheduled traffic had seen a 27% growth in October and a 13% growth in November. The Flybe 2008 brochure had now been issued showing new routes to Brussels and Dubrovnik.

At the same time as the Master Plan was being launched at the end of January, the Airport would launch a rebranding exercise, which would include a revised website, redesign work and changes to the corporate logo and a new 38 page consumer magazine. This would also coincide with the 70th anniversary of the Airport and the anniversary of flights to Toronto.

Jamie Christon, Commercial Director advised that the closure of the front of the Airport, for security reasons, continued to cause complaints from passengers, but that these had been reducing. A redesign of the front of the terminal building was going on. Work would start in the spring and finish in early summer. In response to a question from a member of the Consultative Group, Mr Christon confirmed that there was the possibility of a viewing area being installed in car park 3.

A member of the Consultative Group questioned why it was no longer possible to go through directly to extensions at the Airport by dialling 9 followed by the extension number. Mr Christon agreed to raise this matter with the Communications Manager.

RESOLVED that the report be noted.

***22 Complaints Handling**

Noise Complaint Handling – 27/09/07 :11/12/07

Andy Barton, Operations Manager, reported that for the period since the last meeting the Airport has received 10 noise complaints, of which 4 related to ground engine running by

*22 **Complaints Handling** (Cont)

Flybe. It was noted that over the past 3 months a new engine run facility had been installed and the area had to be relocated to a temporary area during the works.

Of the remainder of the complaints relating directly to airport activity, two were enquiries about Royal Mail operation from the Broadclyst and Whimple areas. Another was a complaint was from Rockbeare about flying training from the Airport based schools. Another was as a result of commercial flights over the city during the evening. The remainder of the complaints were regarding aircraft that were not operating from Exeter and were in the Dunchideock and Talaton areas. The latter was concerned Royal Air Force Operations.

In the same period last year there were 12 complaints received. Response to all complaints by Airfield Operations was within 5 days of receipt.

RESOLVED that the report be noted.

*23 **Date of the next meeting**

RESOLVED that an extraordinary meeting of the Consultative Group be held on a date to be agreed, the next ordinary meeting of the Consultative Group be held on Wednesday, 5 March 2008 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.

Chairman Date