

EXETER INTERNATIONAL AIRPORT CONSULTATIVE GROUP

MINUTES OF A MEETING OF THE EXETER INTERNATIONAL AIRPORT CONSULTATIVE GROUP HELD AT CONFERENCE ROOM, EXETER AIRPORT ON WEDNESDAY, 11 SEPTEMBER 2013

PRESENT:	Richard Bartlett (Chairman) Councillor David Miller(Vice Chair)	Woodbury Parish Council Rockbeare Parish Council
	Matt Roach Gary Holley Councillor Phil Twiss Chris Lane Stephen Wiltshire Councillor Ian Holmes Councillor Don Axford Councillor Noel Finegan Angela Fletcher Lynne Askew Rufus Heald Richard Bristowe Yolanda Henson	EDAL Flybe East Devon District Council East Devon District Council EDAL Ottery St Mary Town Council Bishops Clyst Parish Council Aylesbeare Parish Council Farringdon Parish Council Clyst Honiton Parish Council Airport User Aviation South West Exeter City Council
APOLOGIES	Councillor Martin Thurgood Richard Cohen Councillor Derek Button	Ottery St Mary Town Council East Devon District Council Broadclyst Parish Council

The meeting started at 3.15 pm and ended at 4.25 pm.

*11 **Minutes**

The minutes of the meeting held on the 19 June 2013, were confirmed and signed as a true record.

*12 **Matters Arising**

There were no matters arising.

*13 **Report of the Managing Director**

Consideration was given to the report of Matt Roach, Managing Director, EDAL.

The Consultative Group noted that passenger traffic for June was 82,559 an improvement of 10% on June 2012. July also showed an improvement, with passenger numbers at 86,121, this was an increase on July 2012 of 13%. The passenger figures for August were also showing an increase with passenger numbers up 15% against August 2012. These improved passenger figures were due to a number of factors, including increased load factors to destinations such as Barcelona and Manchester. Charter flights had also seen increased load factors. Members noted that there were additional flights to the Isles of Scilly and also additional international scheduled passenger flights to Alicante, Faro, Malaga and the new service to Barcelona and Nice. Additional staff had been taken on during the summer months to cope with demand. It was expected that full year's growth for 2013 would be in the order of 5 – 7%.

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

Matt Roach, Managing Director, EDAL reported on a media campaign started by Bristol Airport which had targeted increasing passenger numbers at Bristol Airport from Devon and Cornwall. He had appeared on Radio Devon putting Exeter Airport's point of view and countering the publicity from Bristol Airport. Additionally the Airport had been trying to engage further with the Heart of South West Local Enterprise Partnership and Exeter University.

The Consultative Group wished to congratulate the Managing Director and his team on the significant improvement in passenger numbers in this quarter.

Matt Roach, Managing Director, EDAL reported on the sale of the Airport to the Rigby Group at the end of June. The sale had been a positive event for the Airport and the new owners were looking to increase passenger numbers and invest in Airport facilities. The new owners had also shown a desire to improve the way the Airport looked; the new owner was customer focussed.

Members noted that the Rigby Group had a number of business interests and were looking to develop their aviation interests. They were owners of Coventry Airport and also ran Blackpool and City of Derry Airports. The Group were developing a large area of land around Coventry Airport. Councillor Noel Finegan expressed disappointment that members of the Consultative Group had not been informed quickly regarding details of the sale.

Members noted the appointment of a new Chief Executive for Flybe and that this was expected to make the Company more business focussed and reduce costs in the company.

RESOLVED that the report be noted;

***14 Complaints Handling**

Stephen Wiltshire, Operations Director reported that there had been six complaints received since the last meeting:

- The first was a complaint from the St Leonard's area of Exeter, concerning noisy early morning Royal Mail flights.
- The second was from Ottery St Mary concerning the complainant being woken up by Royal Mail and Thomson flight arrivals.
- The third complaint was from Dunkeswell concerning a low flying aircraft.
- The fourth complaint was from Exeter and concerned noisy and low flying aircraft.
- The fifth complaint was also from Exeter and concerned the Malaga flight waking them early in the morning.
- The final complaint concerned unusual and unacceptable noise from aircraft using the Airport.

All respondents had been written to and an explanation of the Airport's operations given. The larger number of complaints than normal was due to the easterly winds and warm weather during the period.

*14 **Complaints Handling** (Cont)

In response to a question, Stephen Wiltshire, Operations Director, reported that there had not been any increase in helicopter traffic to the Airport in recent months. In response to another question, The Airport Management anticipated that the runway resurfacing would take place in the next 4 years

RESOLVED that the report be noted;

*15 **Date of the next meeting**

RESOLVED that the next ordinary meeting of the Consultative Group be held on Wednesday, 4 December 2013, commencing at 3.15 pm.

Chairman Date