

EXETER INTERNATIONAL AIRPORT CONSULTATIVE GROUP

MINUTES OF A MEETING OF THE EXETER INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE HELD AT CONFERENCE ROOM, EXETER AIRPORT ON WEDNESDAY, 19 FEBRUARY 2014

PRESENT:	Councillor David Miller (Vice Chairman in the Chair)	Rockbeare Parish Council
	Matt Roach (from Item *23 only)	EDAL
	Gary Holley	Flybe
	Chris Lane	East Devon District Council
	Councillor Ian Holmes	Ottery St Mary Town Council
	Councillor Don Axford	Bishops Clyst Parish Council
	Councillor Noel Finegan	Aylesbeare Parish Council
	Lynne Askew	Clyst Honiton Parish Council
	Rufus Heald	Airport User
	Jo Talbot	Ottery St Mary Town Council
	Councillor Phil Twiss	East Devon District Council
	Stephen Ayres (from item *23 only)	EDAL
	Oonagh Reffell	Flybe
	Angela Fletcher	Farringdon Parish Council
APOLOGIES	Richard Bartlett (Chairman)	Woodbury Parish Council
	Councillor Derek Button	Broadclyst Parish Council
	Stephen Wiltshire	EDAL
	Niall Duffy	Flybe

The meeting started at 2.00 pm and ended at 3.45 pm.

*21 **Draft Airport Consultative Committee Guidelines**

Members received and discussed the Draft Guidelines for Airport Consultative Committees (ACCs). Members noted that in the Aviation Framework published in 2012, the Department was committed to reviewing the Guidelines for Airport Consultative Committees (which were last updated in 2003) with the aim of supporting airport consultative committees in their work and sharing best practice.

The Draft Guidelines proposed five principles for ACCs which were – Independent, Representative, Knowledgeable, Transparent and Constructive. Other aspects of the Guidelines introduced a Code of Conduct to ensure members participated constructively in the work and discussions of the committee. Committees were encouraged to share best practice between themselves and other organisations. The rest of the document was divided into four chapters covering the basics of committees, their background, their role and the purpose of consultation, the principles, effective meetings and the best practice and knowledge sharing.

Members considered proposed revisions to the Airport's Constitution proposed by the Chairman, Richard Bartlett. These revisions were to reflect the Draft DoT Guidelines for airport consultative committees. It was noted that the guidelines focused more on the quality of representation of the interests of the local community, local businesses and the airport operator.

***21 Draft Airport Consultative Committee Guidelines (Cont)**

During discussion the following points were noted:

- Possibility of making meetings more open to local residents;
- Concern that the airport management did not inform the Consultative Committee members quickly enough over the change in ownership. It was requested that airport management keep Consultative Committee members better informed on such important issues in future;
- Members liked the idea of liaising with other airports and in particular thought there could be areas of commonality between Exeter and Bristol Airport;
- Clyst Honiton Community Association had asked to be represented on the Consultative Committee.

RESOLVED

1. that the Draft Guidelines for Airport Consultative Committees from the Department of Transport be noted;
2. that the proposed revisions to the Constitution proposed by the Chairman, Richard Bartlett be accepted;
3. that the revised Constitution be sent to all members for approval at the next meeting of the Consultative Committee on 7 May 2014.

***22 Flybe Representation**

Members welcomed Oonagh Reffell, Flybe Estates Manager to the meeting. She reported that the Flybe's restructuring programme had been successful. The selection process for redundancies had been completed and all staff affected had been notified. The airline had put in extra routes to London from Newquay as there were no trains to London due to the rail line closure at Dawlish.

A Consultative Committee member asked if there were any plans to increase the size of Flybe aircraft. Oonagh Reffell reported that the Flybe business model was as a regional low cost airline and there were no plans to change this. The hub approach at Exeter, Southampton, Glasgow, Edinburgh, Manchester and Birmingham would stay the same.

RESOLVED

that all future agendas include an item for Flybe to report to the Consultative Committee.

***23 Minutes**

The minutes of the meeting held on the 4 December 2013, were confirmed and signed as a true record.

***24 Matters Arising**

There were no matters arising.

***25 Report of the Managing Director**

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

The Consultative Committee noted that passenger numbers for November 2013 were 2% down on November 2012, but in line with the budget. December was 5% up on the previous year, with services to the Manchester hub particularly strong. January 2014 passenger numbers were 1% down on the previous January, domestic passenger numbers had improved but charter traffic had suffered. Matt Roach, Managing Director, EDAL reported that 2013 had shown the first increase in passengers (734,000) at the Airport for 6 years.

Matt Roach, Managing Director, EDAL reported that Flybe would be removing routes to Newcastle, Nice and Barcelona from their Exeter schedule. Flights to Flybe's sun destinations including Malaga and Alicante would also cease from the end of September. There had been a series of successful travel agent events at the Airport in December, which had highlighted using the Manchester hub to access international flights. The Airport was continuing its focus on stakeholder engagement as the Airport sought to further emphasis its role as the gateway to the South West.

The Airport was involved with reviewing and enhancing public transport links to the Airport, including any synergy with the new links to Cranbrook. Exeter was one of the venues chosen to host matches for the 2015 World Cup and the Airport management were involved with helping to create a business legacy for the area from this high profile global event.

Councillor Ian Holmes, Ottery St Mary Town Council reported on his experience of the Airport as a passenger. He had a very good experience on the outward flight but when returning in the evening he had been left outside in the pouring rain and had been soaked to the skin. Matt Roach reported that the Airport had procedures in place for the use of buses during poor weather but was always looking into ways of enhancing the customer experience including the potential provision of a covered walkway outside the main terminal building.

Noel Finegan, Aylesbeare Parish Council reported on his experience of the very expensive car parking fees at other airports and that Exeter was very reasonable in comparison with others.

RESOLVED that the report be noted.

***26 Complaints Handling**

Stephen Ayres, EDAL reported that there had been three complaints received since the last meeting:

- The first was a complaint from Exeter, concerning a noisy aircraft in the evening.
- The second was also from Exeter and concerned the complainant being woken up by a noisy inbound flight.
- The third complaint was from Councillor Ray Bloxham and concerned Flybe ground running. Councillor Phil Twiss complemented both the Airport management and Flybe on the efficient way this complaint had been handled.

All respondents had been written to and an explanation of the Airport's operations given.

*26 **Complaints Handling** (Cont)

Members noted the letter from the Chairman, Richard Bartlett to Mr and Mrs Johnson regarding the noise made by Royal Mail vehicles passing their property during the night and the measures agreed by Airport management to overcome these problems. It was anticipated that there would be confirmation that these measures had been successful at the next meeting of the Consultative Committee.

RESOLVED that the report be noted.

*27 **Any other business**

Airport Expansion

A member of the Consultative Committee asked whether there was sufficient available land around the Airport for it to expand if required. Matt Roach, replied that although expansion was not required with the present passenger numbers, the land was available to the Airport for expansion if required.

*28 **Date of the next meeting**

RESOLVED that the next ordinary meeting of the Consultative Group be held on Wednesday, 7 May 2014, commencing at 3.15 pm.

Chairman Date