

EXETER INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE

MINUTES OF A MEETING OF THE EXETER INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE HELD AT FLYBE TRAINING ACADEMY, EXETER AIRPORT ON WEDNESDAY, 1 OCTOBER 2014

PRESENT:	Richard Bartlett (Chairman)	Woodbury Parish Council
	Angela Fletcher (Vice Chairman)	Farringdon Parish Council
	Matt Roach	EDAL
	Stephen Wiltshire	EDAL
	Councillor Phil Twiss	East Devon District Council
	Angie Hurren	Broadclyst Parish Council
	Councillor Don Axford	Bishops Clyst Parish Council
	Chris Lane	East Devon District Council
	Councillor Ian Holmes	Ottery St Mary Town Council
	Councillor Noel Finegan	Aylesbeare Parish Council
	Lynne Askew	Clyst Honiton Parish Council
	Rufus Heald	Airport User
	Jo Talbot	Ottery St Mary Town Council
	Richard Bristowe	Aviation South West
	Andy Wood	East Devon District Council
	David Mason	Rockbeare Parish Council
	Michael Burden	Clyst Honiton Community Association
	Onagh Reffell	Flybe
	Paul Willoughby	Flybe
	Ian Payne	Devon & Cornwall Air Ambulance

APOLOGIES	Christine Raybould-Gooding	Exeter City Council
	Gary Holley	Flybe

The meeting started at 2.05 pm and ended at 3.25 pm.

*18 **Minutes**

The minutes of the meeting held on the 23 July 2014, were confirmed and signed as a true record.

*19 **Matters Arising**

The Chairman and members of the Consultative Committee wished to thank Flybe and in particular Onagh Reffell for their hospitality in hosting the visit by the Consultative Committee earlier in the day. It had proved very interesting and informative. It was noted that the visit to Exeter Airport and Devon Air Ambulance would be held before the spring meeting.

The Chairman also wished to welcome Ian Payne to his first meeting of the Consultative Committee and hoped that Nick Clark from the NDAS would be able to attend the next meeting.

***20 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 July 2014 were 4% higher than July 2013 and 4% down on budget. August was 2% up on the previous year and 1% down on budget. September was 4% better than the same month in 2013. One of the reasons behind the growth in domestic scheduled passenger traffic was the improvement in load factors, with Flybe working to improve load factors on all its routes. To date passenger numbers were 4% up on the previous year

The London City route would be starting on 27 October 2014 and was a focus for both the airport and Flybe with a large number of infrastructure works being undertaken by the Airport for the London City service to ensure that the journey time (as well as prices) were competitive with rail;. Works were being undertaken, particularly around the security area to add in a fast track security lane.

Matt Roach, Managing Director, EDAL reported that the airport owners were investing considerable capital into improvements and renovations to the airport. The DCC sponsored road improvement scheme for the road from the A30 roundabout had started during August and was proceeding well. This was, as expected, causing some disruption during the duration of the project, but would provide better access to both the airport and surrounding business park. Work needed to be completed by March 2015 in order to comply with the Regional Growth Fund requirements.

The main hanger on the approach to the airport was receiving refurbishment work and the adjacent office block would eventually house the airport office staff. In response to a question, Matt Roach confirmed that he would investigate difficulties experienced with contacting airport management through the telephone system. Oonagh Reffell reminded airport management that Which? Magazine had recently rated Exeter Airport as the seventh best airport to fly from in the UK. Matt Roach agreed to circulate details of Which's findings to members. In response to a question, he confirmed that there were no plans to increase car parking charges. but would look to reconfigure the car parks where appropriate. Current passenger figures were encouraging as well as the increasing number of Flybe flights from the airport.

RESOLVED that the report be noted.

***21 Report from Flybe representative**

Paul Willoughby, Flybe reported that the company's recent policy of reducing fares had led to a significant increase in passenger numbers. A reduction in the number of classes of air fares had meant that there was a larger number of the cheaper fares available. The reduction in the business costs, particularly through staff redundancies had meant that reducing the fares for passengers was possible. Paul Willoughby reported that Flybe had turned a loss of £41m in the previous year to a £8m profit.

Members noted that it was likely that Flybe would retain the core routes for summer 2015 and the whole summer schedule would be released by the end of October. The main aircraft to service these routes would be the Q400 turbo prop as the jet airplanes ordered by the company had not proved to be a success and the businesses was in the process of taking as many of these as possible off lease.

***21 Report from Flybe representative (Cont)**

The company had recently undergone a rebrand with the introduction of what was called 'The Purple Way', so far 8 aircraft had been painted into this colour. The rebrand was not only about a new colour but also about a new beginning and change of culture for the business. Paul Willoughby indicated that he hoped to be able to attend all meetings of the Consultative Committee to report on Flybe's progress.

Members of the Consultative Committee wished Flybe and Exeter Airport all the best with the introduction of the London City service.

***22 Complaints Handling**

Stephen Wiltshire reported that there were had been nine noise complaints since the last meeting, including 4 from one complainant, from West Hill. He confirmed that the airport had complied fully with all proper procedures for dealing with noise complaints. Three of the other complainants, lived in Exeter and the last one in Sidmouth. In the main the complaints were around noise from Royal Mail flights.

The Chairman reported that he had suggested a possible change to the approach pattern to Exeter Airport which may reduce aircraft noise over the West Hill area.

Councillor Phil Twiss confirmed that he was happy with the way that Exeter Airport had dealt with all the noise complaints received.

***23 Date of the next meeting**

RESOLVED that the next ordinary meeting of the Consultative Committee be held on Wednesday, 10 December 2014.

Chairman Date