

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE.

**MINUTES OF THE ONE HUNDRED AND EIGHTY THIRD MEETING HELD
ON MONDAY 26th FEBRUARY 2018 IN THE MARRIOTT HOTEL, GLASGOW
ROAD , EDINBURGH .**

PRESENT: Robert Carr (Chair)
Tom Wright (Secretary)
Gordon Dewar Chief Executive EAL
Gordon Robertson Communications Director EAL
Bryan Gall Passenger Interests
Julian Slatter ABTA
Donald Spencer The Consumers Association
Lindsay Cole Independent Noise Management Board
Joe Henderson Kirkliston Community Council
Andrew Mather Cramond Community Council
Kate Watt Ratho & District Community Council
Adam Cumming Edinburgh Airport Amenities Group
Alan Mitchell Fife Chamber of Commerce
Alexia Haramis Edinburgh Chamber of Commerce
Ken McNab Travel Consultant
Cllr Dave Dempsey Fife Council
Cllr John McMillan East Lothian Council
Cllr Russell Imrie Midlothian Council
Cllr Carol Hamilton Scottish Borders Council
Cllr Kevin Lang City of Edinburgh Council
Cllr Tom Conn West Lothian Council

APLOLOGIES: Stefan Slater Edinburgh Airport Amenities Group
Joanne Davidson Edinburgh Chamber of Commerce
Sandy Legget Air Traffic Services
Colin Houston NATS
Frazer McKinstry Airline Operators Committee
Inspector Roderick Bainton Police Service of Scotland
Chief Inspector Paul McDonald Police Service of Scotland
Cllr Andrew McGuire West Lothian Council
Cllr Colin Davidson Sestrans

WELCOME: The Chair welcomed those present and invited members to give a brief resume of their background and experience.

MINUTES OF THE MEETING HELD ON 13th NOVEMBER 2017: The Minutes of the Meeting held on 13th November 2017 were approved.

MATTERS ARISING:

200 Bus Route: Gordon Dewar advised that the bus company was happy with the way the route was progressing and would keep under review any changes in the route they thought necessary.
Independent Noise Management Board: Lindsay Cole to give a report at the next meeting.

CHIEF EXECUTIVES REPORT:

Traffic Figures:

Passenger Figures: During the quarter to the end of March 3,083,898 passengers passed through the airport. This represents an increase of 8% over the corresponding period in 2016. The growth is mainly due to the increase in International Traffic and Edinburgh is the fastest growing International airport in the UK. Of the 34 new routes in 2017, 32 were to International destinations. Airlines were concerned at the Scottish Government's failure to implement its policy of reducing the level of Air Passenger Duty (APD).

This has already resulted in the loss of a route to the USA and airlines are unhappy that promises made to them had not been fulfilled.

Aircraft Movements: There had been 27,331 movements during the period an increase of 5% over last year.

Cargo: The total freight carried during the quarter was 11,095,646kgs an increase of 7% over the corresponding period in 2016.

Day v Night: During the quarter there were 30,018 flights of which 27,425 were day, 1708 evening and 885 night. A request was made that in future CEO's Reports the evening period should run from 22.00-23.50 with the night figures to run from 23.50 -0559.

CAPITAL INVESTMENT:

Projects under Construction:

Terminal Extension: Work is well under way and due to be completed by May on the major terminal extension project. This will include a new immigration hall and will provide more capacity for outgoing passengers. It will also enable passengers to gain direct access to and from the aircraft therefore reducing the need for coach transfers.

Baggage Futures Programme: This is aimed at addressing the requirement for compliance with CAA legislation around the use of technology for hold baggage screening. Work to replace existing expired assets is now being competitively tendered. Procedures will be put in place to ensure that there is no reduction in service to passengers during the process of the contract. The first of the new x-ray machines has been installed.

HV Infrastructure Upgrade: This project is on target to be completed by the end of February.

Projects being developed:

Security: Work is underway to develop plans to provide new capacity in line with growth projections.

Airside Terminal Enhancements: The work to upgrade all the toilet facilities will continue during the year.

Projects Completed:

Airfield Programme (Phase 1): This programme included increasing the width of the taxi ways to accommodate larger aircraft in category 3.

COMMUNITY INVESTMENT:

The Community Board funds are generated from the drop off fee and are capped at £120,000 per annum. During 2017 £120,021 was awarded.

Community Engagement Programme:

£65,000 had been donated by Edinburgh Airport to Children 1st during its year as the airport's corporate charity. The corporate charity for 2018 is Scotland's Charity Air Ambulance.

Five work experience students were hosted during the last quarter of 2017.

Gordon Robertson encouraged members to put forward likely applicants for assistance from their areas.

SURFACE ACCESS STRATEGY:

Surface Access Target: The target is 35% of passengers using public transport by 2020. The strategy is due to be reviewed every 5 years and this will take place in 2018. Consultation will take place and Gordon Robertson will keep the EACC up to date at the next meeting.

Roads: In response to a question Gordon Dewar advised that the second runway would be closed shortly leaving access for the proposed road from the Gogar Roundabout. He urged members to use whatever influence they have to ensure that this vital project goes ahead. If anything major was to happen on the existing entrance road it would lead to massive congestion.

Buses: Bus services to the airport have increased by 17% during the year. The introduction of new services is always under review particularly those to areas not close to the airport. A new road at Gogar might attract more services to divert into the airport.

Taxis: The current taxi contract expires in April and a new deal will see a greater number of taxis available for passengers. The number of black cabs will increase through the introduction of flexible passes and the number of private hire cars will double with the introduction of a dedicated airport fleet.

NOISE COMPLAINTS:

During the quarter 347 complaints had been received from 145 individuals. There had been a decrease of 22.5% between Quarter 3 in 2017 and Quarter 4 in 2017. Of the 97 complaints received from Kirknewton 93 were from 1 complainant. The rise in complaints from the Edinburgh area was mostly due to the use of the second runway during maintenance of the main runway. All noise monitors had been changed to real time. There has been a further delay in the introduction of the new flight radar system but Gordon Robertson advised that it was being tested and should be in operation shortly. The Draft Noise Action Plan 2018-2023 is available on the EAL web site.

Lindsay Cole will give an update on the Independent Noise Management Board at the next EACC meeting in May.

ROUTE DEVELOPMENT: 34 new services commenced during 2017 and 6 were withdrawn including the Norwegian flight to Bradley as a result of there being no change in the rate of APD.

PASSENGER SATISFACTION ANALYSIS:

Complaints & Compliments: During the quarter the airport received 579 complaints and 68 compliments.

Passenger Satisfaction: The target for passenger satisfaction is 4.25/5. The average satisfaction score for departures for Quarter 4 was 4.37 and the score for arrivals over the same period was 4.26. The speed of security rose significantly from October(4.20) to November (4.39) and remained above target for December at (4.30).

The Special Needs Service at 43% was the highest area of compliment while security 23% , Car Parks 19% and Airlines/handling agents 18% were the top areas of complaint.

Comment on Chairs observations and suggestion of two short term sub-group on a) Governance, including terms of reference, induction, confidentiality issues, future relevancy of Passenger Sub-Group, membership, engagement and communication and b)Meeting content, including rolling cycle of key issues with reports back.

The Chair advised that he would be a member of both groups. He did not see the need for the groups to meet physically as most business could be carried out by e-mail. The Chair and the Secretary will discuss the composition of each group and those members who are involved will be contacted by the Chair.

COMMITTEE VISITS TO AIRPORT: It was suggested that it would be beneficial for such visits to be conducted in smaller manageable groups at times away from the normal meeting day.

Members were asked to contact the Secretary to give an indication as to what part of the airport they would wish to visit. Police Scotland have already indicated that they would be happy to participate.

UPDATE ON AIRSPACE CHANGE : Gordon Robertson advised that two of the points raised by the CAA, those of NATS and spacing of aircraft had been dealt with. The third point regarding Cramond is close to being resolved . There will be the need for further consultation. If all proceeds satisfactorily it is hoped to have the new flight paths in operation by February 2019.

COMMITTEE MEMBERSHIP: The Committee is urgently seeking a person to represent Special Needs Passengers. Members were asked to assist by informing the Secretary of anyone they might think is suitable.

AOCB:

Public Liability Insurance: UKACCS have been examining the cover held by Consultative Committees. Gordon Dewar to ensure that EACC is covered within the airport's policy.

GDPR: The Secretary to liaise with EAL's Legal Director to ensure that EACC will comply with the new Data Protection legislation which will be introduced later this year.

Date of Next Meeting: The next meeting will be held on Monday 14th May.