

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE.

MINUTES OF THE ONE HUNDRED AND EIGHTY FOURTH MEETING HELD ON MONDAY 14th MAY 2018 IN THE MARRIOTT HOTEL, GLASGOW ROAD, EDINBURGH.

PRESENT: Robert Carr (Chair)
Tom Wright (Secretary)
Gordon Robertson Communications Director EAL
Bryan Gall Passenger Interests
Inspector Roderick Bainton Police Service of Scotland
Donald Spencer The Consumers Association
Lindsay Cole Edinburgh Airport Noise Advisory Board
Dr Sally Witcher Passenger Services Representative
Joe Henderson Kirkliston Community Council
Stefan Slater Cramond Community Council
Kate Watt Ratho & District Community Council
Adam Cumming Edinburgh Airport Amenities Group
Alan Mitchell Fife Chamber of Commerce
Ken McNab Travel Consultant
Jim Grieve Sestrans
Sandy Legget Air Traffic Services
Cllr Dave Dempsey Fife Council
Cllr Russell Imrie Midlothian Council
Cllr Andrew McGuire West Lothian Council

APOLOGIES: Gordon Dewar Chief Executive EAL.
Joanne Davidson Edinburgh Chamber of Commerce.
Andrew Mather Cramond Community Council
Cllr John McMillan East Lothian Council
Cllr Kevin Lang City of Edinburgh Council
Cllr Carol Hamilton Scottish Borders Council
Frazer McKinstry Airline Operators Committee
Julian Slatter ABTA
Cllr Colin Davidson Sestrans

WELCOME: The Chair welcomed all present in particular Dr Sally Witcher and Cllr Andrew McGuire who were attending their first meeting of the Committee. He invited them to give a resume of their background and experience.

MINUTES OF THE MEETING HELD ON 26th FEBRUARY 2018: The Minutes of the Meeting held on 26th February 2018 were approved.

MATTERS ARISING : The Chair invited Lindsay Cole to bring the Committee up to date with the workings of the Edinburgh Airport Noise Advisory Board. Lindsay advised that he would send his presentation to the Secretary for onward transmission in order that the members could see the background to the Board , its Terms of Reference, its Code of Conduct, its aims and its objectives. Recently the Board had challenged EAL on their Noise Action Plan 2018-2023. Meetings have been set up with the CAA and EAL to facilitate this and the Board are in the process of entering into a Memorandum of Understanding with EAL over a number of issues.

A noise consultancy based in the Netherlands have been contracted to examine and mathematically model the historic noise emissions from Edinburgh Airport. Lindsay emphasised that noise is a pollutant in exactly the same way as carbon emissions, greenhouse gases and dirty diesel. He advised that matters are gradually improving and that the members of the Board are more together than previously. He undertook to keep members of EACC up to date with the progress of the Board.

CHIEF EXECUTIVES REPORT: Gordon Robertson advised that April 2018 had been the busiest April on record with 1.2m passengers passing through the airport an increase of 5.7% over the corresponding period in 2017.

Traffic Figures:

Passenger Figures: During the quarter to the end of March 2,647,903 passengers passed through the airport. This represents an increase of 3.5% over the corresponding period in 2017. International traffic was up by 12.7% but domestic traffic was down by 7%. This was mostly due to the effect of the 'Beast from the East'. Thanks to great efforts by the staff Edinburgh kept its runway open which was to the benefit of International traffic whereas domestic traffic was badly affected due to cancellations of flights to and from other airports which were closed. It was suggested that later in the year a presentation on snow clearing be given to the Committee. 2018 will bring 4 new long haul routes, Beijing, Washington, Tel Aviv and Dubai.

Aircraft Movements: There had been 26,501 movements during the period an increase of 0.5% over last year. Here again movements were affected by the bad weather conditions in March.

Passenger Traffic Mix: 97.9% was scheduled, 1.9% charter and .2% other.

Cargo: The total freight carried during the quarter was 9,729,941kgs an increase of 0.7% over last year.

Day v Night: During the quarter there were 26,501 flights of which 24,228 were day, 1,558 evening and 715 night.

Stefan Slater challenged these figures and stated that in many instances they were incorrect. He felt that it was unsatisfactory that the Committee could not rely on the information provided. Gordon Robertson apologised and undertook to look into the matter. Stefan offered to meet with the person compiling the figures to ensure that the correct procedures could be followed in future. The Chair asked that any other member who was prepared to join Stefan to let him know.

Gordon advised that night flights had increased by 10% due mainly to technical difficulties and the late arrival of aircraft. It is anticipated that this 'creep' will increase during the busy Summer months as airlines are allocated later slots at departing airports. In order to deal with this problem EAL intend to set up an action plan which will involve consultation with the airlines and communities. This may result in increased charges for airlines.

The Executives of EAL had held a very useful meeting with the Scottish Parliament's Finance Secretary during which APD was discussed. It was emphasised to him that the airline industry requires clarity in order that it can plan ahead. The main difficulties are that the Scottish Government does not have a working majority to allow it to pass the necessary legislation and there is also the problem of state aid to the Highland and Island Airports (HIA) which needs to be addressed. It was agreed to set up a working group involving the Government and all aspects of the airline industry in Scotland to try to achieve a suitable solution.

A request was made that the members be provided with a lay out plan of the new terminal and Gordon Robertson undertook to do so.

CAPITAL INVESTMENT:

Projects under construction:

Terminal Extension: Due to bad weather there has been slight delays with this project. The first sectional completion handover is expected in early June when the new immigration and international baggage reclaim hall will open.

Baggage Future Programme: It is anticipated that contractors will be appointed in June with the project due to be completed by December 2020.

Stands Development Phase 2: With 45 aircraft parked overnight there is an urgent requirement to construct new stands and the detailed design has now been completed for Phase 2. The project is due for completion in 2021.

Projects being developed:

Security Futures: Early concept work is now underway to develop plans for the provision of new security capacity in line with forecast growth projections.

Extension to South East Pier: In order to ensure that gate and passenger lounge facilities increase in line with the planned increase in stand provision work has begun to support the provision of new terminal facilities in line with EAL's 2040 Masterplan.

Surface Access Improvements: A wider review of existing surface access strategy is underway. The value figure quoted is for consultancy fees. The cost of building a new access road will be £8m.

COMMUNITY INVESTMENT: The money for the Community Board has increased with passenger numbers which means that £134,000 will be available in 2018. During the first quarter £48,074 was distributed to 18 organisations.

SURFACE ACCESS STRATEGY:

Surface Access Target: The target is 35% of passengers using public transport by 2020. The figure for the first quarter of 2018 is 36%.

Buses: Bus service passengers are up by 17% over the last year and the provision of new services is always under review.

Taxis: Under a new deal the number of taxis serving passengers will increase with the black cabs going up from 500 to 600 and the private hire fleet doubling to 850 of which 300 are airport dedicated.

AIRCRAFT NOISE:

New Noise and Track Keeping System: EAL have upgraded their Noise and Tracking System moving to an online system developed by Casper. This system is a state of the art monitoring system that is specifically designed as an intuitive system for noise and aircraft tracking analysis. It will allow members of the public to check aircraft noise levels and flight information such as flight position and altitude using EAL's own radar data. A group of local residents are currently testing the system in advance of it going live.

Data, including complaint information, from the previous system is being transported and then formatted into the new one but that process is yet to be completed. As a result, information on complaints from the previous quarter is not available but once it is received and formatted, it will be sent out to members as soon as possible.

ROUTE DEVELOPMENT: 22 new services have commenced or will commence during 2018. whilst 3 services including the Etihad service to Abu Dhabi will cease.

PASSENGER SATISFACTION ANALYSIS:

Complaints & Compliments: During the quarter the airport received 495 complaints and 58 compliments.

Passenger Satisfaction: The target for customer satisfaction is 4.25/5. The average satisfaction score for departures was 4.4 and the score for arrivals was 4.33. The Special Needs Service was the highest area of compliment 29%, whilst car parks 24%, airline /handling agents 23% and security 18% were the top three areas of complaint.

GDPR: The Chair advised that following the last meeting the Secretary had met with Stephen Swan EAL's Legal Advisor to discuss the implications of the forthcoming changes in Data Protection for EACC. Stephen had been most helpful and had produced templates for two documents a Privacy Notice and Consent for EACC and a Privacy Standard for EACC which he felt would meet the demands of the legislation. The Chair had then taken the matter forward and had produced the finalised documents which he had forwarded to each member. It is hoped that members will cooperate by signing both documents and returning them to the Secretary. Information on members will only be held for the period during which they are members of the Committee.

REPORTS ON SUB GROUPS: The Chair had sent out an e-mail summarising the feedback from the Sub Groups.

Matters raised by Group A:

Constitution: It was the view that the language in the Constitution was archaic and needed updating. The Chair undertook to revise the Constitution and report back.

Length of Meetings: In order that business can be covered more fully the meetings will be extended by 30 minutes.

Terms of Reference: It was felt that these were adequate.

Induction: It was the consensus of the Group that it should be kept light touch. Other airports have introduced a 'Welcome Pack' and this may be considered.

Confidentiality: The Group felt that we should be as transparent and accountable as possible. It was agreed that the Minutes and the CEO's Report would be sent out earlier than previously in order that members would have the opportunity to discuss them fully with their respective organisations prior to coming to the meeting.

The future relevancy of the Passenger Services Group: Latterly this Group has acted as a forum where EAL could update non elected representatives on some sensitive matters. It was felt that in an age of greater transparency that there were no issues which could not be readily discussed at the EACC meeting. The Chair has invited the members of the PSG to write to him with their views on the future of the Group.

Membership Rotation: Most ACCs have a fixed term of office for members. The Government Guidelines recommend that bodies represented on ACCs should demonstrate how their bodies are constituted, their membership numbers and how their representatives were elected to the ACCs. We in EACC have several members who would fall into that category.

Engagement and Communication including more reporting from EAL: Some members were unhappy that announcements were made by the airport about which they had no knowledge. This is particularly so with press releases. Gordon Robertson will include members names on the press release list in order that they are better informed.

Matters raised by Group B: The key issues for the Group were passenger/customer experience, facilities for passengers with disabilities, security, noise, water, and air quality, airspace and flight paths, road connectivity, infrastructure, airport expansion and congestion.

Meeting Content: It was the consensus that it would be best to have a 45 minute discussion on the top subjects, a 10 minute presentation followed by a 35 minute question and answer session. It was felt that there were so many different aspects to the airport and that EACC should invite a speaker

from the various departments to give a presentation at each meeting. It was agreed that for the next meeting EAL would present on where the airport is now with passenger/customer experience including as a key priority the facilities for those with disabilities and generally how quality standards are measured, maintained and audited. Complaints handled by the airport and all those entities providing services at the airport. We are also to hear from the airport on strategy going forward to address passenger needs given the planned expansion. Gordon Robertson to look into this and suggest likely topics.

COMMITTEE VISITS TO THE AIRPORT: The Secretary had not received any response following the last meeting. However it was felt that these would be greatly beneficial to members. It was suggested that they take place on a day other than the meeting day in order to allow more time.

UPDATE ON AIRSPACE CHANGE 2: Gordon had very little to report as the CAA has suspended air space change meantime.

AOCB:

Web Site: The Secretary proposed that we only hold one years record of Minutes on the web site and that the 2016 Minutes be removed. This was agreed.

Date of Next Meeting: The next meeting will be held on Monday 13th August.