

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE:

MINUTES OF THE ONE HUNDRED AND EIGHTY FIFTH MEETING HELD ON 13th AUGUST 2018 IN THE MARRIOTT HOTEL, GLASGOW ROAD, EDINBURGH.

PRESENT: Robert Carr (Chair)
Tom Wright (Secretary)
Gordon Dewar Chief Executive EAL
Greg Maxwell Corporate Affairs Manager EAL
Bryan Gall Passenger Interests
Inspector Roderick Bainton Police Service of Scotland
Donald Spencer The Consumers Association
Lindsay Cole Edinburgh Airport Noise Advisory Board
Julian Slatter ABTA
Dr Sally Witcher Passenger Assist/PRM Service Users Representative
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
Ken McNab Travel Consultant
Sandy Legget Air Traffic Services
Cllr Russell Imrie Midlothian Council
Cllr Kevin Lang City of Edinburgh Council
Cllr John McMillan East Lothian Council
Cllr Dave Dempsey Fife Council
Cllr Andrew McGuire West Lothian Council

IN ATTENDANCE: Emma Scott Disability Equality Scotland
David Feltham Director of Passenger Experience & Operations EAL
Ross Gilpin PRM Manager EAL

APOLOGIES: Gordon Robertson Communications Director EAL
Cllr Colin Davidson Sestrans
Cllr Carol Hamilton Scottish Borders Council
Alexia Haramis Edinburgh Chamber of Commerce

WELCOME: The Chair welcomed those present. He advised that Dr Sally Witcher would be representing the Edinburgh Access Panel on the Committee.

MINUTES OF THE MEETING HELD ON 14th MAY 2018: The Minutes of the Meeting held on 14th May 2018 were approved.

MATTERS ARISING:

Day v Night Figures: Meetings had taken place and the matter has been resolved satisfactorily.

GDPR: One person has still to complete forms.

PSG: This Sub Committee has been disbanded as it is felt that there are no matters which cannot be discussed at the full Committee.

Constitution: The Chair is still working on this matter.

CEO's Report and Agenda: These items will be placed on the web site prior to the meeting.

Fortnightly Report: A report to be sent to members every fortnight by EAL of media items both positive and challenging.

Quarterly Report: EAL to prepare a document containing a summary, in bullet point form, of key matters discussed or to be discussed by the EACC so that members representing other bodies are able to report more effectively and to in gather views from these bodies.

New Terminal Plan: This had been forwarded to members.

Stefan Slater: Stefan had written following his stepping down from the Committee. The Chair to write to Stefan.

Statistic Information: This issue had been resolved without the need for a meeting.

CHIEF EXECUTIVES REPORT: Gordon Dewar advised that good growth had continued at EAL. With the arrival of the new terminal the airport will have 3 times the capacity it had in 2017 with new departure gates being available in September. The airport will then have the capacity to cope with 17m passengers per annum. The Chief Executive's Report had been circulated in advance and disclosed the following details which were discussed as indicated.

Traffic Figures:

Passenger Figures: During the Quarter to the end of June 3,920,433 passengers passed through the airport an increase of 6.6% over the corresponding period in 2017. International traffic was up by 9.5% and domestic traffic by 1.9%.

Aircraft Movements: There had been 34, 980 movements during the period an increase of 1.1% over last year.

Passenger Traffic Mix: 98.1% was scheduled and 1.8% charter.

Cargo: The total freight carried during the quarter was 9,788,509kg.

Day v Night: During the Quarter there were 34,980 flights, of which 31,485 were day, 1272 night and 2223 evening

CAPITAL INVESTMENT:

Projects under Construction:

Terminal Extension: In June the new link bridges, arrivals/departure links and the new international arrivals hall became operational.

Baggage Futures Programme: Contractors have now been appointed with work to commence in October with the works to be undertaken over a three year period.

Projects being Developed:

Security Futures: Upgraded passenger body scanners have been installed and they have improved the cycle time for those passengers requiring /selected for screening.

Extension to South East Pier: Outline concept work has begun to support the provision of new terminal facilities in line with the 2040 Masterplan.

Surface Access Improvements: A wide review of existing surface access strategy aimed at supporting capital investment in 2019/20 to align with forecast passenger demand is under way.

COMMUNITY INVESTMENT: The money available for the Community Board has increased with passenger numbers which means that £134,000 will be available during 2018. During the

Quarter £45,074 was distributed to 28 different organisations.

Community Engagement Commentary: The PRM service has been rated 'very good' by the CAA.

SURFACE ACCESS STRATEGY:

Surface Access Target: The target is 35% of passengers using public transport by 2020. The figure for Quarter 2 of 2018 was 35%.

Buses: The introduction of a service to West Lothian was welcomed. It was of great benefit not only to the public but also for EAL staff.

Roads: Once again concern was raised regarding the access to the airport by means of Eastfield Road. Should this road be closed for any reason it would lead to traffic chaos with a great effect on services from the airport. EAL has proposed building a new road from the Gogar Roundabout which would not only benefit the airport but West Edinburgh generally.

In view of the importance of this matter it is proposed to have a presentation by EAL at the November meeting, It is hoped that an official from the City of Edinburgh Council can attend.

AIRCRAFT NOISE:

Noise Complaints: During the quarter 581 noise complaints had been received from 451 complainants. 311 had related to noise during daytime departures and 115 during daytime arrivals. The highest complaints were 288 from Dunfermline of which 233 were from one individual. It was requested that the figures be broken down to recognise those complaints from such as Dalgety Bay, Aberdour and North Queensferry.

ROUTE DEVELOPMENT: 23 new services have commenced or will commence during 2018 whilst 3 services will cease. A question was raised regarding lounge facilities for the Emirates flight due to start in October. A new Terminal 1 lounge will be opened early in 2019 but Emirates had declined to have their own dedicated lounge.

PASSENGER SATISFACTION ANALYSIS:

Passenger Satisfaction: The target for passenger satisfaction is 4.25%. During the quarter the airport received 771 complaints an increase of 56% on the previous quarter but 15% down on the corresponding period in 2017. 81 compliments were received an increase of 40% on the previous quarter but 12% down on the corresponding period in 2017. In terms of passenger feedback the Special Assistance and Additional Needs Service was again the highest area of compliment 51% of the total whilst car parks at 25% , airlines/handling agents at 17% and security at 15% were the top three areas of complaint.

PRESENTATION BY EMMA SCOTT DISABILITY EQUALITY SCOTLAND:

Emma gave a presentation on how her organisation operates and how it cooperates with Transport Scotland to improve the lives of its 700 members. They provide access to information, communication and opportunities. They operate 40 access panels with the assistance of local volunteers. They engage with Transport Scotland to improve the service for members by way of Accessible Travel Hubs which enables members to access information to make their travel plans go more smoothly. In a survey of the service provided by Scottish Airports regarding problems with passenger assistance 33% advised that they had problems whilst 67% said they were satisfied. The Chair advised that different generations used different language when it came to speaking about disabled people and that it would be useful to have more information in this regard.

Emma answered several questions from members and the Chair thanked her for her most informative and interesting presentation.

PRESENTATION BY DAVID FELTHAM -PASSENGER EXPERIENCE UPDATE:

Overview on Passenger Experience Performance:

The passenger satisfaction target score is 4.25% and during the year to date both Arrivals and Departures have been in excess of that figure. The survey of these results is based on a sample size 350 departure surveys per month and 300 arrival surveys per month. EAL compares its performance against other similar airports in Europe. Complaints have reduced year on year in both relative and absolute terms. To focus attention elements have been grouped based on importance to the passenger and their current satisfaction. Improve, celebrate, ignore and maintain. During June 2018 there was a need for the speed of baggage delivery and speed of security to improve whilst friendliness of the staff was a maintain and ease of getting to the airport was a celebrate.

Update on Special Assistance performance and key initiatives currently being developed:

EAL works closely with a Special Assistance Committee which consists of the Scottish Government and several charities. This Committee analyses EAL's current performance, proposes possible improvements and has input into the suitability of airport infrastructure. It also has input into the suitability of training, especially disability confidence and awareness modules. The Committee also provides feedback from service users about recent travelling experiences and possible present issues for consideration. EAL's performance in 2017 was regarded as 'Poor' by the CAA but due to a lot of hard work and better training the results for 2018 were regarded as 'Very Good'. New technology such as Neatebox have been introduced in the terminal to enhance the customer experience. The Committee were also involved in the planning of the new terminal albeit half way through the process.

Currently only 0.5% of passengers leave feedback through the CAA survey and the target is to increase this to 1% . EAL has launched a separate hidden disability survey from April 2018.

The most common reasons for complaints are inbound waiting time, assistance not provided and staff attitude and behaviour. To counter the latter EAL is carrying out staff performance audits and investing more in equipment. Measures such as a dedicated website, a phone number to call on arrival, a dedicated area within the departure lounge and a quieter security lane have been introduced to improve the passenger experience. Supporting materials such as sunflower lanyards and books for children have been made available. EAL has won the Airport Autism Friendly Award for 2018.

COMMITTEE VISITS TO THE AIRPORT: A visit has been arranged for Tuesday 28th August at 11am. Arrangements regarding the security documents required will be forwarded to members shortly.

UPDATE ON AIRSPACE CHANGE : Gordon Dewar advised that EAL had now sent its application to the CAA and anticipated a decision by the end of the year. If this was in their favour they would expect to put the new procedures into operation by the Spring of 2019. Andrew Mather took exception to the fact that the application had stated that 67% of the residents of Cramond were against the proposed changes. He maintained that this was not the case and that the wrong impression had been conveyed to the CAA.

AOCB:

Expenses: The Chair advised that as Dr Sally Witcher was representing a charity on the Committee it had been decided that EAL would meet her expenses. He asked that anyone else who wished to be considered for expenses to e-mail him.

Drones Legislation: The Secretary advised that the UK Government had published a consultation on the Future of Drones in the UK. He asked that if any member was interested to contact him so that he could provide the link.

Resignation of Secretary: The Chair advised that having served as Secretary for 18 years Tom had decided to retire. He will remain in post until 31st March 2019 in order to ensure a smooth handover to his successor. Steps will be put in place to recruit a replacement who it is hoped will be present at the February 2019 meeting.

Date of Next Meeting:The next meeting will be held on Monday 12th November.