

Aberdeen International Airport Consultative Committee
Friday 20th October 2023

Present

A Stewart	Chairman AIACC
M Beveridge	AIAL Operations Director
K Douglas	AIAL Terminal Operations Manager
G Mason	AIAL Administrator/AIACC Secretary
L McCann	AIAL Communications Manager
B Forbes	Dyce & Stoneywood Community Council
I Elrick	Bucksburn & Newhills Community Council
W McPherson	British Travel Agents/Scottish Passenger Agents Association
R MacDonald	NATS
G Skinner	OEUK
G Al-Samarai	Aberdeen City Council
R McKail	Aberdeenshire Council
J Gifford	Aberdeenshire Council
Y Chou Turvey	Aberdeenshire Council
N MacGregor	Aberdeen City Council
R Dickson	NESTRANS
M Bochel	NESTRANS
J Wood	Passenger Representative
K Smith	GA (Light Aircraft/Flights Training)

Apologies

G Morrison	AIAL Sustainability Coordinator
M Rhodes	Helicopter Operator Representative
L Simmons	Bridge of Don Community Council
A Barclay Scarry	Accessibility Forum Co-Chair
C Foy	Visit Aberdeenshire
J Urquhart	SCDI
I Taylor	Aberdeenshire Council
J Crawley	Aberdeenshire Council
J Cox	Aberdeenshire Council
H Morrell	AGCC
K Smith	GA (Light Aircraft/Flights Training)
G Berry	Private Traveller

1. Introductions (AS)

A Stewart welcomed all present and went around the boardroom table and screens for introductions. Apologies noted.

2. Minutes from last meeting (AS)

A Stewart asked for comments and feedback from previous meetings minutes.

N MacGregor advised of a typing error with his surname on the July 2023 minutes. This has now been corrected.

3. Update from AIA (MB)

M Beveridge provided an overview on the current passenger volumes. Commenting there isn't any significant changes expected on next year's forecast, which will remain at approximately 2.4m passengers for 2024.

LHR has the highest departing pax followed by AMS and LGW. The a/c movements for Loganair remain the biggest for AIAL.

A Stewart asked if the figures quoted included helicopter passengers? M Beveridge advised these figures are not included however will be added for the next AIACC.

Feedback after the routes conference advised that Air France will reintroduce the Paris route which is expected summer 2024 due to aircraft availability. There is also potentially a route with Icelandair to Reykjavík for summer 2025.

J Wood queried if AIAL were aware of BA starting a route directly to LGW? M Beveridge commented that AIAL were unaware of this.

K Douglas gave an update on the Aero Schedule for Winter 2023. TUI will operate 2 flights weekly to Tenerife over Winter 23/24 on Wednesdays and Sundays. The Geneva service will return on Saturdays from December 2023 to March 2024 for EasyJet.

W McPherson welcomed the change of the night stopper reverting from a 2315 to a 2150 arrival.

An overview on PRM services by K Douglas confirmed the service continues to meet CAA Performance targets, following the awards of "very good" status.

Results from the passenger survey and instant survey confirmed 86% of PRM users were very satisfied with the service provided. As per CAA requirements AIAL will commence collating passenger email addresses so that a link to the customer satisfaction survey can be sent for completion once a passenger has travelled.

K Douglas noted, the ABZ accessibility forum convened on 10th October and the NHS Forum is planned to take place on 8th November.

An overview on customer feedback was provided. Complaints relating to car parks is the highest recorded which has been driven by the initial teething problems of changing to a cashless system.

There was a discussion on taxi waiting times. It was noted, the off-schedule flight arrivals hasn't helped with taxi availability. However, the introduction of the Hotel Hoppa bus service which provides transportation to the airport campus hotels is helping reduce the pressure with taxi demand.

A Stewart queried if it would be beneficial for information on airport taxi's including an explanation on how they operate along with the green light system to the AIAL website? Along with promoting passengers to pre-book taxi's.

M Beveridge commented that AIAL are working on a new commercial model for 2024 with the aim to attract additional taxis to the airport.

A Stewart asked if there were plans for additional EV chargers in the multi storey carpark (MSCP). M Beveridge advised that AIAL is currently reviewing EV facilities. Updates to follow at next consultative meeting.

W McPherson commented that on a recent visit to the Northern Lights Lounge, there were only 4 x KLM passengers there despite being a full flight. K Douglas to contact operational contact at KLM advising that their passengers should be encouraged to use the lounge.

J Wood commented, the signage for NLL doesn't promote airlines which are eligible to use the lounge. K Douglas to review.

M Beveridge provided an update on the airport services performance. Which included a snapshot of delays across the three AGS airports for comparison. Noting, that of the 272 delays only 1 was due to the airport which equates to 0.37%.

A progress update Project Airfield was provided, the phase 1 and 2 works were completed. There were 56 patches completed and overbanded on the main runway. With an additional 11 identified through the project. AIAL will continue to monitor and are still anticipate it will be approximately March 2025 for 6 weeks of extensive works for the resurfacing of the runway to be completed.

An update on the terminal building projects confirmed that a Costa/WHSmith hybrid unit opened landside in September 2023.

AIAL has recently completed a new seating available in the Departure Lounge providing passengers with a space to work and sit with takeaway food and / or beverages from Costa, Boots, The Distilling House, and Bocco. There are telephone charging points available also. AIAL are delighted with the uptake and utilisation of the area.

An overview on noise complaints confirmed AIAL have received 61 complaints year to date, compared to 76 for the same period last year.

Noise sensitive areas are continually monitored by Envirosuite, no infringements have been recorded to date.

An update on The Noise Action Plan (NAP) advised that AIAL are still awaiting confirmation from SEPA on the guidelines of what must be contained within it and will go out to consultation once complete.

M Beveridge provided an overview on Sustainability and confirmed AIAL have successfully renewed the Airport Carbon Accreditation, Level 3+. This accreditation means AIAL are carbon neutral for direct emissions. AIAL are actively engaging with stakeholders to collectively reduce carbon emissions.

AIAL have further improved the terminal bins by simplifying the process by all passenger facing bins have the same recycling colour scheme from the carparks through to the departure gates.

Preliminary results have been received from GRESB with AIAL being 5th Overall.

A Stewart queried if the net zero road map could be shared with the AIACC.

The six-month air quality study which monitors concentrations of NO₂ at the airport and how this has changed over time has been completed. Results from the study show that there were no beaches at any site across the airport.

L McCann provided an overview on AIAL Awards and Events, including AIAL has won the “Hub of the Year” at the National Transport awards. L McCann was highly commended in the Frontline Employee/Community Champion Award.

M Beveridge commented it was a great honour to win the award and a reflection of hard work in 2022/23.

The search begins for a new charity partner which will be announced early 2024 following a staff vote.

AIAL have enrolled in the Developing the Young Workforce (DYW) which includes promoting pathways to the aviation industry through school visits.

There has been a number of high-profile visits to AIAL during this quarter – SNP Westminster leader Stephen Flynn, Aberdeen North MP Kirsty Blackman, Donside MSP Jackie Dunbar and North East MSP Liam Kerr. These meetings provided an opportunity for AIAL to talk about current operations and future planning.

4. Feedback from AIA on International Routes (Ryanair dropping Alicante in winter, TUI summer schedule stopping?)

Alicante services have been suspended for the winter period. K Douglas advised the reasons haven't been shared by the airline directly. However, the Ryanair website states that due to a late delivery of aircraft along with maintenance commitments, there has been a cancellation of routes throughout Europe this winter. Also noticeable is that Ryanair are increasing winter flights from several other UK airports. The cancellations will allow the airline to be fully ready for Summer 2024. It Does however also show that winter 24/25 has Ryanair stopping the Alicante route over the winter.

TUI will not operate flights from ABZ to TFS during summer 2024 (May-September) due to an aircraft no longer being based at ABZ. Flights to TFS will operate up to April 2024, then restart October 2024.

TUI will now operate a “W Pattern” with ABZ being the middle airport rather than the origin airport.

A Stewart queried if there have been discussions with airlines referencing back filling the gap? L McCann advised AGS are constantly in route development discussions.

5. Update from Hotel Hoppa Bus, Offshore Europe and Offshore Wind events on Airport numbers

Positive feedback has been received reference the ABZ Hotel Hoppa operated by Premier Coaches/Luxe Scotland launched in July. The service provides a pre-booked transport connection between the airport and Hilton TECA, Aloft TECA, Moxy Hotels and the Hampton by Hilton.

The shuttle service helps reduce taxi queues at the airport and free up taxis for passengers travelling into the city and shire.

In the coming weeks, a link to Dyce railway station will be added.

M Beveridge confirmed there was good feedback from delegates using AIAL facilities during Offshore Europe 2023. There were good flight load factors, but no additional flights added.

6. AOB

G Al-Samarai queried the long-term solution to resolve the parking issues around the airport after being made aware of vehicles parking on Forties Road. M Beveridge advised AIAL are engaged with the local police force, who have increased their patrols. APCOA will launch enforcement campaign in January 2024 to prevent vehicles stopping at the airport entrance roundabout to drop off/pick up passengers.

N MacGregor queried if AIAL charge separately for use of ground running APU at the east side airfield? M Beveridge confirmed AIAL do no charge, the east side of the airfield is privately owned. Commenting that Signature have plans to invest in quieter equipment taking aircrafts from APU to GPU.

B Forbes queried if the APU running time could be reduced from the current 45 minutes to 30 minutes. Noting several complaints had been received from Cordyce reference aircraft breaching the 45-minute APU policy. M Beveridge to discuss further with Signature and Airside Ops who will be invited to the next AIACC meeting.

M Beveridge advised APU running times and infringements are included and supporting in the noise action plan.

A Stewart asked for feedback on the request about moving GA to the alpha apron? M Beveridge advised this is being reviewing by Signature, further update to be provided once available.

It was highlighted that the results of the July noise survey were surprising as there was lack of noise recorded during the 24hr period. A Stewart commented there are many factors which could affect noise levels, including wind direction as an example.

A query was raised reference if it was intentionally planned that the survey took place during quiet hours. As there were no helicopters recorded as flying over Cordyce during the survey.

R MacDonald confirmed that NATS were unaware that the survey was taking place.

A Stewart asked M Beveridge if it's possible to increase the duration of the next noise survey from 24hours to a week? One of the members offered that the equipment could be sited in a private garden. Which will provide a better indication of noise levels at AIAL.

M Beveridge to raise with the AGS Group Head of Aerodrome. Update to follow.

An update was requested on the coach that was witnessed stopping at the roundabout to pick up passengers while A Stewart was travelling to the previous AIACC meeting. L McCann confirmed this was resolved, the ADM contacted the coach company directly to discuss. AIAL not aware of any further issues. AIAL also advised that an enforcement policy was planned for 2024.

W McPherson thanked R Paterson, L McCann and G Mason for organising an airside tour.

Proposed date for next AIACC meeting January/February 2024 due to availability of AIAL management who are working between ABZ and SOU.

AS brought meeting to a close.