

## **Aberdeen International Airport Consultative Committee – 30<sup>th</sup> September 2022**

### **Present**

<b>A Stewart</b>	<b>Chairman AIACC</b>
<b>M Beveridge</b>	<b>AIAL Operations Director</b>
<b>L McCann</b>	<b>AIAL Communications Manager</b>
<b>G Mason</b>	<b>AIAL Administrator/AIACC Secretary</b>
<b>K Douglas</b>	<b>AIAL Terminal Operations Manager</b>
<b>G Morrison</b>	<b>AIAL Sustainability Coordinator</b>
<b>N MacGregor</b>	<b>Aberdeen City Council</b>
<b>J Gifford</b>	<b>Aberdeenshire Council</b>
<b>I Elrick</b>	<b>Bucksburn and Newhills Community Council</b>
<b>B Forbes</b>	<b>Dyce &amp; Stoneywood Community Council</b>
<b>M Rhodes</b>	<b>Bristow's and helicopter operators</b>
<b>R Macdonald</b>	<b>NATS</b>
<b>G Wildgoose</b>	<b>Offshores Energies UK</b>
<b>J Wood</b>	<b>Passenger Representative</b>
<b>R Dickson</b>	<b>NESTRANS</b>
<b>G Berry</b>	<b>Private Traveller</b>
<b>W McPherson</b>	<b>British Travel Agents/Scottish Passengers Agents Association</b>

### **Apologies**

<b>G Al-Samarai</b>	<b>Aberdeen City Council</b>
<b>L Carnie</b>	<b>Aberdeenshire Council</b>
<b>Y Chou Turvey</b>	<b>Aberdeenshire Council</b>
<b>C Foy</b>	<b>VisitAberdeenshire</b>
<b>J Urquhart</b>	<b>SCDI</b>
<b>M Bochel</b>	<b>NETRANS</b>
<b>L Simmons</b>	<b>Bridge of Don Community Council</b>
<b>R McKail</b>	<b>Aberdeenshire Council (L Carnie in attendance as replacement)</b>

### **AGENDA**

- (1) Introductions – Alan Stewart
- (2) Previous meeting minutes– Alan Stewart
- (3) Update from AIA – Mark Beveridge
- (4) Flight tracker for noise – Gavin Morrison Sustainability Coordinator.
- (5) Discussion – GA at AIA - Alan Stewart
- (6) AOB – Alan Stewart

## MINUTES

### **(1) INTRODUCTION**

A Stewart welcomed all present and noted apologies from the meeting and went round the boardroom table and screens for introductions.

### **(2) PREVIOUS MEETING MINUTES**

A Stewart asked there was any comments from previous minutes. No queries raised.

### **(3) UPDATES FROM AIAL – M Beveridge (Operations Director)**

M Beveridge provided an overview on passenger volumes which continued to increase throughout the summer and on track to return to pre-covid figures.

Delayed baggage caused by cancelled flights continues to challenge the ground handlers however QR code has been setup at ticket desk and baggage claim for passengers to enter details for tracking and allow carriers to reunite bags.

Emerald Airlines has announced daily flights direct to Dublin commencing 30<sup>th</sup> October 2022 providing onward connections with Aer Lingus. Along with Flybe expected to return to AIA in Q1 of 2023 with their first expected route will to Birmingham.

Terminal Covid test centre closed 4<sup>th</sup> September and now available at the TAC test centre in Wellheads, Dyce.

Kevin Douglas provided overview of PRM services which have almost returned to normal demand levels. Issues have been reported regarding booking assistance which has been due to airlines having different processes for booking this service.

AIAL has recently refurbished the John Muir lounge providing a quiet space not only to NHS patients returning to Shetland/Orkney but all travelling passengers.

Positive and productive feedback received from recent Access ABZ Forum. The forum is seeking an independent chairperson.

An overview on customer complaints/compliments was provided and following on from the Q2 meeting, the “other” complaints have been broken down as requested. The average response time being 8 hours.

G Berry commented, he had a good experience while traveling through ABZ airport recently.

MB advised AIAL recently completed a CAA audit and scored above national average. British Safety Council awarded AIAL 5 stars which progresses onto the sword of honour with results to be announced November 22.

An update on retail confirmed that all facilities are open and matching operational hours. In addition, Travelex is now open landside. There are continuing discussions with retailers to fill the vacant units with a café airside and “pop up shops”.

MB provided a breakdown of projects currently being carried out in the terminal. Confirming that Gate 7 under refurbishment for completion by end of October 2022, as a part of forward planning for the return of Flybe.

Progress with FEGP and looking to provide fixed ground power which will remove generators and in return will improve sustainability.

Crowd Vision is being trialled at Central Search, Immigration and baggage reclaim which will track passenger data with the first results being provided in the next 2 to 3 weeks.

L McCann proudly announced that AIAL have just been awarded Scottish Airport of the Year 2022.

AIAL continue to work with charity partners and raised £40K after the recent Runway Run. In addition, "Relax Sessions" were hosted in the summer providing an insight into the airport journey and experience. Great feedback received and AIAL looking to host more sessions in the future.

The ABZ Propeller Fund has supported local communities with £10K in first 6 months of 2022 and working towards granting £25K of funding by end 2022.

MB provided update on Greenport bid; the decision has been delayed due to the changes in government. Estimated decision date 14<sup>th</sup> October 2022.

#### **(4) Flight tracker for noise – Gavin Morrison (Sustainability Coordinator)**

G Morrison provided overview on noise complaints and stated there has been a reduction in complaints in 2022 to date being 75 in comparison to 135 in 2021 for the same period.

Noise insulation scheme will be launched with more information to follow. The scheme will be provided to properties over a 10 year period. A working group will be set up and will be looking to recruit an independent chairperson. M Beveridge to provide A Stewart with further information.

Environsuite was used to monitor noise sensitive area in Bridge of Don due to helicopter levels. An infringement will occur less than 500ft, it was flagged that no helicopters flew below this height. MB advised he can support local councillors with data if required and look at setting up other areas. G Mason to provide contact email address for these requests.

#### **(5) GA at AIA Alan Stewart**

A Stewart requested update regarding GA located at Signature. Advising there aren't many training facilities in Scotland due to closures and it's important not to lose facilities here and preserve for the future.

MB commented the issue has been resolved in the short term and will continue to speak to Signature to find out what can be done.

AS stated there is no representation at the AIACC meetings from the GA Community and will look for a representative to participate in future meetings.

#### **(6) AOB**

J Wood raised a query regarding receiving a confirmation Email when the registration of electric cars for the free drop off was approved and commented it would be good to hear back if the request was successful.

G Wildgoose asked for comments on recent runway closure at AIAL. L McCann advised nothing to report. Runway was fully operational by 14:45 and wasn't closed for 24hrs as per reports.

N McGregor commented on success of AIAL due to the recent awards and charity work.

AIAL haven't received helicopter complaints in Q3 however those received were around fixed wings using APU then switching to GPU after 45 minutes at East Apron. MB commented that a sound wall had been offered a solution to the noise at Cordyce Avenue but it had been turned down by residents.

A Stewart suggested that a possible solution would be to move the aircraft to another area. Action on MB to investigate this option further.

G Wildgoose requested length of future AIACC meetings to be extended as an hour isn't long enough for discussions. A Stewart agreed and future committee meetings will be extended.

Proposed date for next meeting is Friday the 2<sup>nd</sup> of December 2022 10-12:00 hrs .

AS brought the meeting to a close.