

Aberdeen International Airport Consultative Committee – 7th July 2023

Present

A Stewart	Chairman AIACC
M Beveridge	AIAL Operations Director
G Mason	AIAL Administrator/AIACC Secretary
L McCann	AIAL Communications Manager
G Morrison	AIAL Sustainability Coordinator
L McCann	AIAL Communications Manager
R Paterson	AIAL Airside Operations Manager
L Scott	AIAL Airport Duty 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
J Gifford	Aberdeenshire Council
Y Chou Turvey	Aberdeenshire Council
I Taylor	Aberdeenshire Council
N McGregor	Aberdeen City Council
C Foy	Visit Aberdeenshire
J Urquhart	SCDI
R Dickson	NESTRANS
K Smith	GA (Light Aircraft/Flights Training)

Apologies

K Douglas	AIAL Terminal Operations Manager
M Rhodes	Helicopter Operator Representative
L Simmons	Bridge of Don Community Council
A Barclay Scarry	Accessibility Forum Co-Chair
G Skinner	OEUK
G Al-Samarai	Aberdeen City Council
R McKail	Aberdeenshire Council (Cllr Taylor nominated to attend)
J Crawley	Aberdeenshire Council
J Cox	Aberdeenshire Council
H Morrell	AGCC
J Wood	Passenger Representative
S Barclay	Passenger Representative
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.

Actions outstanding from the previous AIACC are:

1. Taxi waiting times.

2. K Smith requested if the Echo 1 bottle neck could be discussed at next committee meeting. A Stewart confirmed it was raised in the FLOPSC group.
3. Request for private jets to be moved closer to ATC tower, M Beveridge advised its being investigated and update to follow once available.
4. W McPherson advised the carpark at TECA Hilton had been permanently closed due to uncontrolled parking by offshore workers. M Beveridge to follow up in the absence of G. Al-Samarai from ACC at the AIACC.

3. Update from AIA (MB)

M Beveridge provided an overview on the current passenger volumes. Noting, LHR has the highest departing pax followed by AMS. EasyJet have seen an increase LGW load factors. There is a demand for additional leisure flights which are currently at almost 100% capacity.

L McCann advised a letter has been received from the Scottish Affairs Committee regarding flights between Scotland and London. The question has been raised with British Airways HQ. It has been noted as an educational piece as airlines operate flights not airports.

An update on Aero Schedules for Summer confirmed TUI flights are near capacity however there has been performance issues with the Sunwing aircraft causing delays. TUI have 2 ambassadors based at ABZ to provide customer support.

TUI will no longer have an aircraft based at ABZ in 2024, its relocating to GLA. Resulting in the loss of early morning departures and flights to RHO and TFS in the summer. TUI will continue to recruit local ABZ based cabin crew to support with flights.

British Airways and KLM have both suffered ad-hoc last-minute cancellations due to operational issues.

Discussions are taking place regarding a potential route to CDG by Loganair, further information to follow once available.

Eastern Airways have discontinued flights to NCL at end of June, this route will now be solely operated by Loganair.

Y Chou Turvey commented the last-minute cancellation of BA and KLM flights causes difficulties for families returning from LHR to ABZ. M Beveridge advised its challenging and due to high load factors it isn't always possible to book onto the next flight.

Passengers on a Sunwing flight in June made their way to GLA after being cancelled from ABZ. TUI had communicated it was a AIAL bag issue rather than due to a delay in working out the fuel load, by the time this had been calculated the aircraft had been overfuelled and was overweight. This led to slot issues and crews being out of hours and the empty aircraft being flown to GLA.

N McGregor commented that hopefully the changes to TUI in 2024 will be sustainable and will reduce the current operational issues being experienced.

M Beveridge gave an overview on Airport Services highlighting PRM is meeting the CAA required performance standards. Within the last 2 months, passengers using assistance at ABZ has increased by + 14% for arrivals and departures + 12.5% in comparison to the same period in 2022.

J Gifford, praised the PRM services provided by AIAL.

It was highlighted that Loganair are working with the NHS to add customer contact phone number which informs the passenger directly of delays. Previously this communication would have been sent to the NHS travel booker.

An overview on customer feedback was given and a recent complaint relating to the Northern Lights Lounge advised a passenger felt that it was not value for money. The current table service isn't productive. The lounge is now looking to re-open the catering style.

Compliments received related included the assistance received following a flight disruption.

A Stewart, queried the "enquiries" section. L McCann confirmed it related to a broad range of queries including visa enquires, airline questions etc.

I Taylor asked if there was a helpline to contact if passengers encountered any issues with the new ticketless carparking system? M Beveridge confirmed APCOA's customer service are onsite 24/7 to assist. Travel services have updated the AIAL website and social media accordingly.

M Beveridge provided feedback on the recent AvSec Security audit; result was >96% compliance. Noting, AIAL has been recommended as the first airport for the audit to be carried out every 2 years rather than yearly.

I Elrick asked if there is a direct link to Southampton. It confirmed there are flights via Newcastle however there are discussions around additional flights, based on demand.

An update on Project Airfield was provided, the phase 1 works was completed. AIAL continue to invest in the infrastructure and re life areas for 2-3 years before rehabilitation.

M Beveridge estimated it would be around March 2025 for works to be carried out for 6 weeks of extensive works for the resurfacing of the runway to be completed.

R Paterson commented that AIAL doesn't envisage the works will impact passengers.

L McCann provided an update on terminal projects. The Park & Depart has re-opened on the east side and providing the cheapest airport car parking option.

Passengers using the free 30 minute drop off parking at the Long Stay Carpark will be able to use the recently introduced zero emission electric bus for free. The EV bus runs first flight to last flight and is estimated that around 30 tCO2e could be prevented by the introduction.

ABZ Hotel Hoppa operated by Premier Coaches/Luxe Scotland is launching on Monday 10th July. The service will provide a pre-booked transport connection between the airport and Hilton TECA, Aloft TECA, Moxy Hotels and the Hampton by Hilton. The shuttle service potentially will reduce taxi queues at the airport and free up taxis for passengers travelling into the city and shire. A link to the Dyce Railway station will be added soon.

A massive thank you to Alan Findlater at Premier Coaches for his vision and dedication to bringing this to fruition. C Foy highlighted, Alan's energy and drive has been the key to this.

I Elrick queried if kids go free, what is the cost to adults? L McCann confirmed prices set by Luxe. It's a minimised cost and is cheaper in comparison to taxi charges.

R Dickson, welcomes the Hotel Hoppa and would be happy to help promote with Scotrail. The service will support with gaps and improve transport connections.

C Foy comments, it's a brilliant initiative and is being promoted on the visitaberdeenshire website and their social media.

J Gifford replies it's a good idea and long overdue. Could the charge have been buried within the hotel charge? Can offshore workers parking at Dyce Rail use the Hoppa Service for transfer to AIAL? M Beveridge to discuss Luxe however their QR code will identify hotel guests. It is a robust service and is digitally controlled.

R Dickson commented Scotrail are aware of station carpark issues where the uncontrolled car parking of offshore workers is utilising spaces. It has been looked at a potential extension to carpark and for the existing carpark restriction of a 24/36hr stay.

N McGregor commented, it would be good to see issue could be addressed and resolved.

An update was given on the Gerard Burns Project. The print is due to be delivered to Aberdeen within next 3 weeks. Further information on the launch to follow.

G Morrison provided an overview on noise complaints. AIAL have received 37 complaints year to date, compared to 41 for the same period last year.

Noise sensitive areas continue to be monitored by Envirosuite. To date there have been no infringements.

The Noise Action Plan (NAP) is mandatory for all airports and is reviewed every 5 years. It's currently being drafted for AIAL but awaiting confirmation from SEPA on the guidelines of what must be contained within it and will go out to consultation once complete.

An update on Sustainability included single waste stream bins have been replaced to double bins with a recycling and general waste side. Which will improve the waste generated throughout the car parks

Carbon footprint for 2022 has been published. AIAL continue to be carbon neutral for 2022 for direct emissions.

AIAL are applying to renew the Airport Carbon Accreditation, Level 3+. By having this accreditation means AIAL are carbon neutral and actively engaging with stakeholders to collectively reduce carbon emissions.

An educational piece on water quality has been issued to all teams and third parties at the airport. The presentation detailed surface water systems and how our actions influence this.

The CAA have recently written to several airports regarding their noise complaints process. A Stewart queried with the UKACC why there wasn't any Scottish airports considered. The UKACC has contacted the CAA to seek clarification on their methodology. An update will be provided in due course.

The UKACC sent out a communication requested examples of any new housing developments have been permitted under flight paths which is to be shared with the DfT. Refer to attached email.

I Elrick commented there is a large new development of 3000 houses planned from Northfield and Kingswells heading towards Bucksburn which would fall under the flight path.

J Gifford queried if AIAL are consulted regarding new property development? It was confirmed its only wind turbine projects which AIAL are included in the consultations.

B Forbes queried the new AIAL infringement policy on East Apron and asked if this could be expanded upon. M Beveridge explained, the rules in place are enforced through infringement policy. It allows AIAL to issue points and fines to third parties and individuals.

AIAL were made aware of an aircraft which was on the East Apron for 85 minutes with the APU running. The response to the complaint was the aircraft used the APU for 40 minutes, switched down for 10 minutes and started again until departure. The clarity of the APU usage agreement will be reviewed.

It was queried if the relocation of business jets to ATC reduce noise at East side is being considered? Have AIAL looked at every option to reduce noise?

I Taylor asked for an indication of the numbers of taxis currently available? It was confirmed there are currently 79 Airport Taxi's. APCOA are constantly recruiting drivers and a dedicated back shift has been introduced to help support late and leisure flights.

L McCann provided an overview on AIAL Awards and Events, including the recent Runway Run raised £42,000 and runners included MSP's Liam Kerr and Douglas Lumsden. A marketing campaign is planned to bring in new runners for 2024.

Dates for the diary include, NHV hosting a family fun day on 12th August.

Offshore Europe 2023 is taking place 5th – 8th September. Associated events by SCDI and AGCC to be attended by AIAL.

An amendment to the Energy Bill could be called to Westminster as early as w/c 10th July 2023. It would secure a price stability mechanism for Sustainable Aviation Fuel. MP's across the North East have been contacted, asking them to register their support to the amendment.

4. Feedback from AIA on recent fog delays 6th/7th May where a number of aircraft were delayed/diverted and how airport managed with multiple delayed departures etc (MB/RP)

R Paterson provided an overview on delays due to fog. Explaining both aircraft and offshore helicopter operations were not only affected on 6th/7th May. There had been 21 separate fog warnings issued during the period 5th to 13th May with visibility being less than the AIA operating minima. Due to fog impacting operations during this period, it wasn't until 16th May until flights caught up and normal scheduling resumed.

A Stewart asked how AIAL managed increased passengers in the departure area due to the delays as there is limited seating. M Beveridge advised AIAL are looking into opening empty retail units to accommodate additional seating on the upper lounge.

R Paterson advised that AIA were entertaining an airside visit for a locally based aircraft spotters group.

5. Airside Visit (AS)

AIAL are delighted to offer an airside tour to AIACC members. The tour will either be incorporated into the next AIACC or a separate date.

Please email your note of interest to gemma.mason@aairport.com

6. AOB

A Stewart advised the annual ACC AGM will take place at LHR in November 2023. Alan will be attending and may contact L McCann/M Beveridge for support once topics have been published.

Changes have been made to the roundabout at the airport entrance, this is to reduce the possibility of blocking the car hire return. However, it was observed that a coach had stopped on the roundabout to pickup/drop off causing traffic to stop flowing. MB to investigate

I Taylor, queried if there was an opportunity for the TUI aircraft which had been over fuelled to be decanted back into the tanker. It was confirmed this wasn't possible. North Air do not provide a de-fuelling service.

B Forbes commented buses are being parked on pavement at OHS T1 is causing issues and a causing obstruction. M Beveridge to discuss with Police Chief inspector G Tough and will respond to B Forbes directly.

It's been noted that Signature have been parking their tanker close to fence line for extended period. R Paterson to review risk assessment in place.

Proposed date for next AIACC meeting September 2023.

AS brought meeting to a close.