

Aberdeen International Airport Consultative Committee – 2nd December 2022

Present

A Stewart	Chairman AIACC
M Beveridge	AIAL Operations Director
G Mason	AIAL Administrator/AIACC Secretary
L McCann	AIAL Communications Manager
K Douglas	AIAL Terminal Operations Manager.
G Morrison	AIAL Sustainability Coordinator
B Forbes	Dyce & Stoneywood Community Council
C Foy	Visit Aberdeenshire
W McPherson	British Travel Agents/Scottish Passenger Agents Association
K Smith	GA (Light Aircraft / Flight Training)
G Wildgoose	OEUK
J Crawley	Aberdeenshire Council
Y Chou Turvey	Aberdeenshire Council
R McKail	Aberdeenshire Council
G Al-Samarai	Aberdeen City Council
N McGregor	Aberdeen City Council
J Wood	Passenger Representative
J Urquhart	SCDI

Apologies

M Rhodes	Bristow and helicopter operators.
H Gordon	ATPI
J Gifford	Aberdeenshire Council (J Crawley in attendance as replacement)
R McDonald	NATS
L Simmons	Bridge of Don Community Council

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 if there were any comments from previous meetings minutes. No queries raised.

R McKail, thanks and congratulates the success of the ABZ Propeller Fund event held on 1st December 2022 at the Aberdeen Science Centre.

3. Update on GA eviction at AIA, GA Jets noise / relocation? (MB)

M Beveridge provided an update on the GA confirming that the proposed eviction has been revoked. Signature will run GA operations at AIA as the company sees fit.

K Smith, comments that he is glad the decision has been overturned and appreciates the support from AIAL.

MB advised the GA jet noise concerns are currently being reviewed and discussed with airlines. Loganair plan to increase capacity at AIA by 30%. MB looking into how the airline and Heli operators' growth will work. Update to be provided in Q1.

4. Baggage issues on BA flight / Delayed baggage (MB)

A Stewart asked for feedback on the recent BA aircraft which returned to LHR complete with bags due to issue with offloading belts. Commenting an offshore worker, didn't receive bags for a week.

M Beveridge advised it was a one-off incident. The handling agent have purchased an additional piece of equipment to avoid this type of issue in the future. Advising that decision to return the aircraft complete with bags was made by BA LHR. The appointed BA station manager recognises underperformance at AIA and will be looking into improvement of equipment etc.

G Wildgoose question to MB, as per previous discussions only having one handling agent at a single point failure and a reputational hit to AIAL. MB advises AIA is working towards a solution with an established ground handler in the future.

M Beveridge highlights that KLM and BA have a QR code at the ticket desk and baggage claim for passengers to enter details for tracking and allow carriers to reunite bags.

L McCann notes that there can be a lack of understanding how airport is run. A meeting is due to take place with reporters to provide an oversight.

5. Update from AIA (MB)

M Beveridge provides an overview on current passenger volume. Figures in Q2 and 3 impacted due to capping on BA/KLM flights for example. Q4 has an increased rotation in BA flights to LHR plus the introduction of the new LCY route.

Passenger forecast is expected to take a long gradual climb over the next few years, due to an uptake in energy sector.

AS explains there has been a reduction business traffic etc due to companies selling and no major projects proposed in Aberdeen soon. A refocus on leisure could have a potential significant impact on future passenger figures.

C Foy, comments that there have been positive discussions with AGS GLA looking at options for new leisure routes. Data has helped support.

MB provides an overview on the winter schedule with EasyJet commencing flights to Geneva from 10/12/22. KLM will have 3 flights on Christmas Day.

Flybe have delayed launch until Q1 of 2023, with the first route daily to BHX from 9/2/23.

Positive discussions have taken place with other airlines regarding additional flights and capacity for 2023. MB to provide more information on Loganair increased capacity in Q1.

K Douglas provides an overview of PRM service and continues to be lower than anticipated. Possibility due to reduced passenger confidence to fly post pandemic.

Feedback received from passengers note, that airlines have different processes for booking. However, there will be a focus on how to improve and make more user friendly. CAA looking into and will provide update in 2023.

Productive and positive feedback received from recent Access ABZ Forum. The forum has recently appointed 2 independent chairpersons. The meeting will take place 3 times a year.

The PRM performance report by CAA for the first 6 months of the year to be issued shortly. Update will be provided at the next meeting.

An overview on customer complaints/compliments is given which shows PRM in a good place. The insight shows the highest complaints were against the ground handler at the start of 2022, but improvements have been seen since.

Several compliments have been received relating to special assistance. Praising a good service and positive feedback.

Complaints received regarding airport taxi availability which is currently running at 60% which is still higher than city. APCOA have been proactive in scheduling to ensure availability.

G Wildgoose comments on the high number of complaints received regarding the lounges. KD confirms these are mainly NLL complaints were due to restricted opening hours. MB has investigated issue and will add slide into next meeting to show the improvement to the service throughout the year.

MB confirms AIAL was recently achieved the British Safety council 5* plus merit. Sword of honour awarded.

Wildlife management, an off-airfield bird hazard assessment has been carried out. MB confirms additional equipment has been purchased and thermal imaging upgraded in reaction to missed KPI.

An overview is provided relating to the projects currently being carried out in the terminal. MB confirms that Gate 7 refurbishment mentioned in the previous meeting has been completed.

Improvements are being carried out to the multi storey carpark, including contactless payment, and installing new barriers. Priority parking will be enhanced from 90 to 120 bays.

Blue badge holders will be relocated to inside parking by early January 2023.

AS comments regarding no EV charging. MB confirms this is only short term and APCOA have a solution while work takes place.

G Morrison provides an overview on noise complaints, there has been an overall decrease in complaints in 2022 to date, however comparing Oct-Nov from 21-22 there has been an increase, from 17 in 2022 compared to 11 in 2021. With 51% relating to helicopters, 17% fixed wing and remaining 32% includes APU and engine testing.

Envirosuite continues to monitor noise sensitive area in Bridge of Don, confirming there has been no infringements issued since last meeting as helicopters haven't flown below 500ft.

B Forbes requests update on noise notice policy. MB confirms infringement policy will commence January 23.

MB confirms AIAL is moving forward with noise installation scheme. Update to be provided at next AIACC meeting.

L McCann advised that AIAL continue to support with charity partners through various fund-raising events – ABZ bake off, end of year raffle and world cup predictor.

The ABZ Propeller fund held its final meeting of the year with £25,000 being donated among 18 projects and organisations in 2022. The fund is looking to build on the success for 2023.

L McCann extends thanks to G Mason for support and organisation of the ABZ propeller fund event.

6. Annual ACC meeting in Birmingham Update (AS)

A Stewart was unable to attend due to flight delay. Update will be shared once minutes received from annual ACC meeting.

7. Ryanair Alicante route time/day changes (info)

A Stewart gives an overview on time and day changes to the Alicante which causes a risk to ABZ passenger figures as they may choose to fly from EDI for better flight times. The departing flight from AIA has moved from Sunday morning to Monday evening. Causing issues to those passengers requiring car hire as the car rental desks shut before 11pm.

8. AOB

A Stewart asks what the thoughts are on the recent "Which" report about AIAL. L McCann responds advising the results based on 2020 and 2022 doesn't compare. As there is no context to dates etc. It was a haphazard survey based on a small demographic (60 people) isn't a true reflection.

Y Chou Turvey asks if there was a planned Liverpool route for Eurovision? M Beveridge comments there may be possible charters but no long-term plans to restart this route.

K Smith, asks if AIAL are aware of the proposed Hill of Fare Wind Farm. AS confirms AIAL will be represented via NATS at the Flight Operators meeting and will request a statement.

G Wildgoose, thanks committee for extending meeting to 2 hours, it's been useful and beneficial. This will also be Grahams AIACC last meeting. As he is moving on from OEUK but will provide G Mason with details of the representative moving forward.

Proposed date for next AIACC meeting is Friday 3rd March 2023, 10:00 - 12:00hrs.

AS brought meeting to a close.