

Aberdeen International Airport Consultative Committee

Friday 29th November 2024

Present

A Stewart	AIACC Chairman
G Mason	AIAL Airport Support Coordinator/AIACC Secretary
R Paterson	AIAL Head of Operations
K Douglas	AIAL Terminal Operations Manager
L McCann	AIAL Communications Manager
J Cumming	AGS Head of Surface Access Delivery & Ancillaries
Y Chou Turvey	Aberdeenshire Council
R McKail	Aberdeenshire Council
J Gifford	Aberdeenshire Council
N MacGregor	Aberdeen City Council
G Al Samarai	Aberdeen City Council
W McPherson	British Travel Agent/Scottish Passenger Agents Association
B Forbes	Dyce & Stoneywood Community Council
C Butler Madden	Gama Aviation
M Rhodes	Helicopter Operator Representative
M Bochel	NESTRANS
R Dickson	NESTRANS
J Wood	Passenger Representative
J Urquhart	Prosper
C Foy	Visit Aberdeenshire

Apologies

M Beveridge	AIAL Managing Director
G Morrison	AIAL Sustainability Manager
A Barclay Scarry	Accessibility Forum Co-Chair
H Morrell	AGCC
K Bannerman	Bridge of Don Community Council
I Elrick	Bucksburn & Newhills Community Council
K Smith	GA (Light Aircraft/Flight Training)
A Heseltine	NATS
G Skinner	OEUK

Agenda

1. Welcome & Introductions
2. Minutes from last meeting
3. Awareness Gama Aviation
4. Update from AIA
5. Query on Blue Badge Holder Car Park Time
6. AOB

Welcome & Introductions

A Stewart welcomed all to the AIACC and went around the boardroom table and the screen for introductions.

Minutes from last meeting

A Stewart asked the committee for feedback from the previous AIACC. There were no comments and minutes were agreed.

Awareness – GAMA

An interesting presentation was provided C Butler Madden from Gama Aviation which operate out of AIAL supporting hundreds of medical flights per month from islands to the mainland and facilitate the expansion of Scottish Ambulance Service.

The committee discussed the restrictions currently in place regarding the landing of SAR Aircraft at Aberdeen Royal Infirmary.

R McKail, thanked C Butler Madden for the presentation and celebrated the service which is provided by Gama Aviation.

Update from AIA

R Paterson provided the committee with an overview on the recent sale of AGS airports sold for £1.53bn to AviAlliance which are a leading private airport investment company headquartered in Dusseldorf, Germany. It is a wholly owned subsidiary of the Public Sector Investment Board (PSP), a Canadian pension fund.

A rundown on passenger performance was discussed and showed 1,999 million passengers forecast YTD and London Heathrow accounting for the highest number of departing passengers by route, followed by Schiphol. K Douglas highlighted Wizz Air departing load factors are almost 100%.

K Douglas provided an update on the winter flight schedule which commenced 27th October 2024, including the return of the weekly EasyJet flight to Geneva between December 2024 and March 2025.

Ryanair have announced a new direct route from AIAL to Krakow, Poland beginning 2nd April 2025. The twice weekly service will operate on Wednesday's and Saturdays. The airline has increased flights to Faro to three times per week for Summer 2025.

AIAL are fully compliant with Next Gen security equipment and from January 2024, departing passengers were able to leave large volumes of liquids and electrical items in cabin passenger. However, on 9th June 2024, the DfT reverted to the 100ml regulation. A new date has not been given to when the temporary restrictions will be lifted.

There was a general discussion by the committee reference benefits of a re-introduction of a Paris route would bring. A Stewart highlighted the CDG is the key hub to connect flights to Africa. L McCann commented, a Paris route remains in discussions.

R Paterson provided an update on recent works to improve surface access and the passengers journey through the airport, which included the following.

- Upgraded pavements and lighting.
- Relocation of the priority parking exit.
- Lowered kerbs at APCOA cabin for accessibility access.
- Enhanced signage at ABT doors.

M Rhodes queried when did the free access for EV vehicles cease. L McCann advised it ended 2023 however those already registered were given a 6-month grace period.

The committee discussed the recent winter ops events from w/c 18th November 2024. R Paterson commented it was challenging but a great opportunity to show case the snow fleet and the re-routing of any aircraft had been avoided during the adverse weather.

K Douglas advised self-service bag drop kiosks now included Wizz Air in addition to TUI and EasyJet. The testing of the three British Airways kiosks has been completed with a planned go live date of 2nd December 2024.

W McPherson queried if some destinations were excluded from using the British Airways self-service kiosks due to passport checks? K Douglas to advise reference US destinations.

The committee were provided with a performance update on PRM passenger assistance figures for 2024 which has increased by 23.94% in comparison to the same period in 2023. The increase is due to several factors, including promotion of the sunflower lanyards, improved points of reference along with heightened knowledge of the assistance available.

AGS Airports have been invited by the UK Government to join a new expert group which aims to “break down barriers” for disabled passengers travelling by air. The groups focus is reviewing how to tackle problems which disabled passenger’s experience. Several area’s will be focused on including training, complaint handling and use of services as a few examples.

An update on customer feedback was discussed, with 265 complaints year to date which covers several areas including baggage delivery wait times and taxis. In comparison, there has been 29 compliments received YTD relating to good customer service provided by staff and helping in difficult situations.

W McPherson asked how many taxi drivers are currently on the AIAL fleet? R Paterson confirmed its currently 74, which is an increase since January ’24 when there was 59.

J Wood queried if Uber will be able to pick up/drop off passengers form the short stay carpark? J Cumming advised a meeting is planned with the provider to discuss surface access and any technicalities.

An overview on noise complaints stated these have 41 been received in 2024 to date, which is 39% less compared to the same time in 2023. Envirosuite, continues to monitor the noise sensitive areas and no infringements have been recorded to date.

R Paterson provided a brief update on AIAL's Noise Action Plan public consultation which has now closed, confirming 36 responses had been received. The next steps are to review all feedback and a final noise action plan will then be drawn up and submitted.

L McCann confirmed the 90th Celebrations across the year are now being wound down as it now approaches the end of the year. As part of the 90th, a Civic reception was held at the Aberdeen Town and County Hall hosted by councillors Neil MacGregor and Gill Al-Samari. It was a well-attended event and a great celebration of the airport.

L McCann concluded AIAL have raised >£60,000 in 2024 for the charity partners Abernecessities.

Query on Blue Badge Holder Car Park Time

The committee discussed the recent article in the newspaper reference the free parking for blue badge holders in the carparks.

J Cumming confirmed, there is 30 minutes complimentary free parking in the multistorey carpark and 1 hour in the long stay.

L McCann highlighted complimentary parking for blue badge holders is for personal use only and doesn't include taxi's which would be commercial gain.

AOB

B Forbes queried the plans for the hangar 1 site once the demolition is completed. R Paterson confirmed it will be offered as landside or airside commercial entity.

B Forbes highlighted continual parking on both sides of the pavement around OHS which is causing an obstruction. J Cumming to contact City Warden and R Paterson to contact OHS.

B Forbess noted fixed wings on the East Apron running for longer than the permitted 45minutes on 21st, 23rd, 24th and 27th November. R Paterson to investigate and will provide a response.

R McKail, congratulated AIAL for a successful Civic Reception and the fundraising efforts of AIAL's charity management group.

N MacGregor, echoed R McKail words and enjoyed hosting the Civic Reception with G Al-Samari.

A Stewart, extended thanks to M Rhodes contributions towards the AIACC. Matt has stepped down from the AIACC and will no longer be able to represent the helicopter operators due to a change in role.

A Stewart thanked L McCann and R Paterson for the supporting the ABZ Airport spotters and hosting a spotter's day.

Date for next AIACC to be confirmed.

A Stewart brought meeting to a close.