

ABERDEEN INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE

QUARTERLY MEETING – 6 DECEMBER 2019

Our next quarterly meeting will be held on Friday 6 December 2019 at 11.00 in the Fire Training Group headquarters, Montrose Way, Aberdeen International Airport – near the long stay car park. There is plenty of parking in the FTG grounds. We look forward to seeing you there.

If you are unable to attend, please let our Secretary, Maggie Mackenzie, know at margaret.mackenzie@aairport.com or on 01224 725788.

The agenda on this occasion will include our normal quarterly reports, a presentation by Robert Light, Head Commissioner, and Stuart Dick, Analyst, of the Independent Commission on Civil Aviation Noise, and the formal handover of the Chair from Peter Smart to Alan Stewart.

Lunch on this occasion will be provided at **to be inserted please Maggie**

AGENDA

- 1. Welcome** of visiting guest, new members and **apologies** for absence
- 2. Minutes** of our meeting held on 6 September 2019 – Annex 1
- 3. Matters arising** not elsewhere on this agenda
- 4. Managing Director's presentation and quarterly update**
- 5. Noise issues**
 - a. Quarterly noise report** – Annexe 2
 - b. Independent Commission on Civil Aviation Noise:** presentation by Robert Light, Head Commissioner, and Stuart Dick, Analyst, of ICCAN, questions and discussion
- 6. Chairman's quarterly report** – since the previous meeting of AIACC the Chairman has attended the annual British Airways 'Flying Start' charity ball (at own expense) on 13 September; met with Steve Szalay on 11 October; met with Jenny Brown of Aberdeen Museum and Art Gallery staff to view some original 1930s films of Eric Gandar Dower; had lunch with Steve and Derek Provan (CEO, AGS) on 30 October and chaired the agenda planning meeting on 14 November

7. Government and related consultations and reports:

- a. **Aviation 2050: UK government Green Paper:** to note any updates on the progress of *Aviation 2050* beyond the consultation stage that finished in June 2019;
- b. **UK airspace modernisation programme:** to receive any Aberdeen-related updates on the UK airspace modernisation programme;
- c. **Airspace Change Planned Permanent Redistribution:** to note that the implementation date for the CAA's new decision-making process for PPR proposals, as discussed at our June meeting, has been postponed from 1 November 2019 to 1 February 2020;
- d. **Recognised assistance dogs: CAA call for evidence (CAP 1851):** to note and consider any appropriate response to the CAA call for evidence on the carriage of recognised assistance dogs in the passenger compartment of scheduled air services (see <https://consultations.caa.co.uk/corporate-communications/assistance-dogs-call-for-evidence/>). Paper on suggested response to follow;
- e. **Dundee – Stansted PSO service:** to note that the UK and Scottish governments and Dundee City Council have extended the current PSO service to the whole of 2020. The contract has been awarded to Loganair, who plan the use a 48 seater aircraft on the route from May 2020 in substitute for the 36 seat SAAB 340;
- f. **Drones** – to note that the CAA registration of drones commenced in November.

8. **Any other competent business:** please notify any items of other competent business to secretary and/or Chair by 2 September if at all possible

9. Handover of the Chair

10. **Dates of future meetings:** to note the agreed dates for meetings in 2020 as Fridays 6 March, 5 June, 4 September and 4 December.

ABERDEEN INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE

Minutes of the Aberdeen International Airport Consultative Committee held on 6 September 2019.

Present

Peter Smart	Chairman
Alan Stewart	Chairman-elect
Gary Hance	Passenger Representative/Co Vice-Chair
Dan McFarlane	Passenger Representative/Co Vice-Chair
Vanessa Wilhelm	Aberdeen and Grampian Chamber of Commerce
Chris Foy	Visit Aberdeenshire
Cllr Gill Al-Samarai	Aberdeen City Council
Cllr Neil MacGregor	Aberdeen City Council
Mike Simon	NATS Aberdeen
Bill Harrison	Dyce and Stoneywood Community Council
Trevor Stapleton	Oil and Gas UK/Helicopter Operators
Ian Armstrong	Scottish Council Development and Industry
Steve Szalay	Managing Director, Aberdeen International Airport
Martin Stubbs	Aberdeen International Airport

Welcomes

The Chair welcomed the following to their first meeting of the AIACC: Alan Stewart, his successor-elect; Dan McFarlane, newly appointed Passenger Representative and Co Vice-Chair; Vanessa Wilhelm, representing Shane Taylor, AGCC.

Apologies

Apologies have been received from Andrea Barclay, Representative for Passengers with Reduced Mobility; Shane Taylor, AGCC; Cllr Avril Mackenzie. It was noted that as Maggie Mackenzie, Secretary, was on leave, there may be other apologies to add.

Minutes of previous meeting

The minutes of the meeting held on 28 June 2019 were agreed as a true record of the meeting, subject to the addition of Bill Harrison's name to the list of those who had been present.

Matter arising

There were no matters arising not elsewhere on the agenda.

Managing Director's Quarterly Report

Steve Szalay presented his quarterly report. The following were the main items covered:

- the impact of the industrial action which was settled shortly after the previous meeting;

- to note that the Key Performance Indicators (KPIs) for safety and security were very good, and that, following a routine inspection of safety and security by the CAA, there were no significant issues raised;
- delight that the terminal transformation project was completed, as planned, to be fully operational by the start of Offshore Europe, which had been held 3 – 6 September at TECA. Now that this major refurbishment had been completed, it was hoped that a budget would be approved by the AGS board, to permit improvements to the flooring at gate level and for new seating that could be given a ‘terrace’ feel rather than set out in straight lines as now. There were also plans to relocate Costa to give more space at gate 5 and for another coffee outlet airside;
- efforts were still continuing to persuade easyJet to reinstate the Aberdeen to Gatwick service at an early date, and Lufthansa to return the Frankfurt service to Aberdeen. Both were essential to the business and leisure traveller and it was hoped that the signs of growth in the Aberdeen economy would be the trigger to get these routes back. Information on the new corporate approach by Connect Air of the current Flybe brand was also awaited;
- passenger numbers for this year were forecast to slide marginally below 3 million, to 2.98 million, with a similar throughput of passengers anticipated for 2020. The continuing grounding of the new Boeing 737 MAX series was causing Ryanair, in common with a large number of operators, to re-assess their services, and there was a danger that some of their weekly services might be lost if they choose to close bases, such as Malta and Faro. The route development team were keen to encourage more winter sun flights and to ensure an increased number of summer holiday flights. The opening of TECA, with its big name concerts and events, and the start of cruise ship operations when the new south harbour is completed in 2020, could also have a beneficial impact on the airport. The Chamber of Commerce and Visit Aberdeenshire were working hard to ensure an increase in in-bound tourism;
- the airport’s ASQ scores, which are based on an international system of passenger questionnaires, had improved from 3.8 (out of 5) in April 2018, to 3.9 in Apr 19, to 3.99 in July 2019. It was anticipated that these would improve further once the terminal transformation has been in operation for a complete year. It was noted, that as in previous years, in the annual Which? survey of UK airports, Aberdeen was near the bottom of the list, based on the reported views of just 48 of the airport’s 3 million passengers. It was noted that the sample on which the Which? assessment is based is self-selecting and therefore probably not based on any conventional statistical method. Furthermore, the survey was conducted in April and only published in September – in the meantime the terminal transformation project has delivered major changes.

Noise Issues

The Committee received the quarterly report on noise complaints. It was noted that there had been a slight increase in the number of complaints, with a number of multiple complaints from the same complainants. Mike Simon explained that he personally reviews all the complaints received. In relation to some of those logged, none was in breach of air traffic

procedures. Complainants had, for example, misjudged the actual level at which helicopters were flying, and in the case of one complaint, about jet noise at 06.08 hours, he had reviewed the track of the aircraft concerned and at no point was it less than 5 miles away from the address of the complainant.

The Committee accepted this professional advice. Gill al-Samarai asked whether the airport's website contained a list of FAQs on noise, as she had suggested at a meeting some time ago. (**Note:** there is a series of relevant FAQs, which can be found at <https://www.aberdeenairport.com/about-us/community-matters/noise/>)

Chairman's quarterly report

The Committee noted the chairman's quarterly report.

Aviation 2050: UK Government Green Paper

The committee noted the response from Transport Scotland to the letter sent by the chairman to the Secretaries for Finance and Transport, Scottish government, explaining the committee's concerns about market distortions between Aberdeen and Inverness and Dundee, including exemptions from APD and public subsidies to operations and capital programmes.

The letter failed to answer any of the issues raised in any positive way. However, the committee noted the reference in the letter to EC regulations that permit the making of public subsidies to airports with fewer than 1 million passengers a year, into which group Inverness currently falls. On the other hand, Inverness has been growing steadily over recent years, to a throughput in 2018 of 909,000 passengers, and the committee wondered whether this could lead to the withdrawal of subsidies in the relatively near future, when the throughput tops 1 million.

The committee noted that Steve Szalay was due to meet Michael Matheson, Secretary for Transport, within the following couple of weeks and it was agreed to await a report back from him before the committee decides on any further action to take.

UK Airspace Modernisation Programme

Martin Stubbs made a presentation on the impact that the UK government's airspace modernisation programme would have on Aberdeen. The CAA had identified all those UK airports that would be required to submit a change proposal, within the process set down in CAA publication CAP1616. The UK had been divided into two geographical areas for this purpose, Future Airspace Implementation South and North (known by the acronyms FASI(S) and FASI(N)). The UK's current airspace management, based on air-lanes dog-legging across the country, was now several decades old. The modernisation programme would permit more flexible routing using GPS and satellite technology. All the UK's airspace is inter-related and therefore the proposals from each of the airports affected would need to be synchronised to ensure smooth transition between on airport's airspace and the next.

Although Aberdeen's foreseen changes are relatively minimal, they will be covered by CAP1616, which is a seven-stage process, including consultation with ACCs and the wider

community at prescribed stages. And although the consultations are not scheduled until 2020/2021, the item had been put on the agenda for this meeting by way of forewarning and because of the specific requirements to consult with ACCs.

Martin Stubbs indicated that he would make regular updates on FASI(N) to the committee.

CAA Publication CAP1821: *Airport Accessibility Report 2018 – 2019*

The committee formally noted the publication of this report, which assesses and ranks the UK's main airports for their services to, and performance standards relating to, the provision of services to passengers with special assistance needs. In particular, they noted that Aberdeen had received the highest rating, 'Very Good', for the second year running, this year against more stringent criteria than in the past.

Annual meeting of UKACCs

The committee received the minutes of the annual meeting of UKACCs, hosted by Inverness airport 12 – 14 June, and noted that the annual meeting in 2020 would be hosted by Bristol airport, 17 – 18 June.

Independent Commission on Civil Aviation Noise (ICCAN)

The committee noted that ICCAN has accepted an invitation to make a presentation at the meeting on 6 December 2019.

Any other competent business

There were no items of any other competent business raised.

Dates of future meetings

It was noted that the final meeting for 2019 would be held on 6 December.

The Committee confirmed that dates for 2020 as Fridays 6 March, 5 June, 4 September and 4 December.

Aim of Report

This report outlines the key results required to be reported from Aberdeen's Noise Action Plan, which aims to manage and where possible reduce the impact of noise from aircraft at Aberdeen International.

This action plan seeks to manage noise from Aberdeen Airport's operation, including terminal and airfield.

Action Point

We will continue to log all complaints relating to aircraft operations and publish the statistics through the Airport Consultative Committee.

Action Point

We will seek to respond to at least 95% of all complaints and enquiries within 5 working days of receipt and publish our performance to the Airport Consultative Committee.

Month	No. of noise complainants	Area	Event Type	Respond within 5 days	Response to issue
Sept	1	Newmachar	Low level arrival of TUI Tenerife flight (according to flight radar app) directly over my house. Not the normal route into airport, short cut turn in over Newmachar? Guessing 1000ft max.	Yes	Communication advising of investigation and compliance with regulations
Oct	7	Aberdeen	Noisy jets landing	Yes	Communication advising of investigation and compliance with regulations
		Unconfirmed	Can you tell me why there has been so many night flights arriving recently? For example, there was planes arriving last night at 11:30, 02:15 and 02:45. The previous night there were arrivals at 11:50, 00:30, 02:15 and 02:45. None of these flights appear to be listed as scheduled arrivals. Can you explain please?	Yes	Communication advising of investigation and compliance with regulations
		Dyce	Very loud noise measuring near 200 decibels in my upper floor of house?? My windows are actually moving. Constant jet like roar. I have a DB meter app and it is near 200	Yes	Communication advising of investigation and compliance with regulations
		Bucksburn	Flying very low over Bucksburn village causing vibration and excessive noise	No longer responding, this complaint is considered nuisance	

		Dyce	Idling over 45 minutes(individual)	Yes	Communication advising of investigation and compliance with regulations
		Bucksburn	Flying to low with vibration and TV INTERFERENCE over built up area rising lives when a safer approach is readily available	No longer responding, this complaint is considered nuisance	
		Bucksburn	Low flying helicopters over Bucksburn causing noise and vibration when there is a safer route over the River Don.	No longer responding, this complaint is considered nuisance	
Nov (to date)	2	Dyce	West Atlantic aircraft was reversed and parked in front of our house and started up before moving off towards terminal. This has happened before and we were told by Mr Torpey it wouldn't happen again, but here we are with same issue. Additional note: apu and or main engines switched on	Yes	Communication advising of investigation and compliance with regulations
		Bucksburn	Low flying helicopters over Bucksburn causing noise and vibration when there is a safer route over the River Don. (actual date recorded on submission: 25/08/1946)	No longer responding, this complaint is considered nuisance	