

Aberdeen International Airport Consultative Committee
Friday 2nd August 2024

Present

A Stewart	AIACC Chairman
M Beveridge	AIAL Managing Director
G Mason	AIAL Airport Support Coordinator/AIACC Secretary
L McCann	AIAL Communications Manager
K Douglas	AIAL Terminal Operations Manager
G Morrison	AIAL Sustainability Manager
B Wallace	AIAL Security Manager
J Cumming	AGS Head of Surface Access Delivery & Ancillaries
W McPherson	British Travel Agent/Scottish Passenger Agents Association
J Urquhart	Prosper
B Forbes	Dyce & Stoneywood Community Council
G Skinner	OEUK
R Dickson	NESTRANS
M Bochel	NESTRANS
S Treasurer	Skytanking
J Gifford	Aberdeenshire City Council
N MacGregor	Aberdeen City Council
K Bannerman	Bridge of Don Community Council

Apologies

R Paterson	AIAL Head of Operations
M Rhodes	Helicopter Operator Representative
A Barclay Scarry	Accessibility Forum Co-Chair
C Foy	Visit Aberdeenshire
J Wood	Passenger Representative
R McKail	Aberdeenshire Council
Y Chou Turvey	Aberdeenshire Council
G Al-Samarai	Aberdeen City Council
K Smith	GA (Light Aircraft/Flights Training)
I Elrick	Bucksburn & Newhills Community Council
A Heseltine	NATS

Agenda

1. Welcome & Introductions
2. Minutes from last meeting
3. Awareness – Skytanking
4. Update from AIA (Inc Taxi Issues & Next Gen Issues Update)
5. AOB

1. Welcome & Introductions

A Stewart welcomed the committee and went around the boardroom table then screen for attendees' introductions.

2. Minutes from last meeting

A Stewart asked the committee for any feedback from previous AIACC minutes, no queries were raised.

3. Awareness – Skytanking

S Treasurer provided an informative overview of Skytanking UK Ltd which acquired Dalcross handling in October 2023. Skytanking provide a one stop shop providing ground handling, de-icing, and aircraft cleaning services to ABZ.

There was a general discussion around First Bag / Last Bag wait times. S Treasurer confirmed performance is measured by the targets set by the airlines. TUI's target being 25minutes for the first bag and 40minutes for the last bag from aircraft arriving on blocks for example.

A Stewart queried if Skytanking recruit seasonal staff to support with additional TUI and Ryanair Flights. S Treasurer confirmed, the 180 staff are kept all year round and the down time during winter is beneficial as it allows for staff training for summer scheduling.

4. Update from AIA (Inc Taxi Issues & Next Gen Issues Update)

M Beveridge provided a rundown on passenger volumes, stating it was a budgeted 7.5% growth of passenger numbers of 2.4M however the latest F1 forecasted figures was 2.316M passengers due to a reduction in the Loganair footprint. Loganair are focusing on Scottish Business and have cancelled flights from GLA to SOU for example to allow this to happen.

K Douglas gave an update on the upcoming winter schedule commencing 27th October 2024 which included a table of flight rotations and number of flights per week. Highlighting TUI flights to Tenerife will return. Although there will be no flights scheduled to Alicante during the winter, there have been positive discussions with ABZ for the future.

An update on Self Service Bag Drop kiosks confirmed that due to TUI and easyJet passengers using the kiosks, efficiency has increased, resulting in a reduction of queue times. British Airways haven't gone live yet, due to several factors including the complexities around restrictions for document, visa checks and not all passengers are travelling only point to point destinations.

W McPherson asked if the restrictions would affect passengers travelling to the United States for example. K Douglas advised SSK usage may be restricted to passengers travelling to Europe for example to begin with due to document and visa requirements for entry to USA.

K Douglas confirmed the Cleaning and Special Assistance services across all 3 AGS airports are currently being tendered, with the start date being 1st February 2025 for the chosen supplier.

The next Accessibility Forum is scheduled for 8th October, with the co-chairs looking for new members to join the group which takes place biannually.

Special assistance passengers have increased by 10% in the first 6 months of 2024 in comparison to the same period in 2023. There is now an additional Ambulift at ABZ which will allow 2 to operate simultaneously during peak periods.

An update on customer feedback was discussed, with 163 complaints year to date which covers several areas. The number one complaint related to car parks, which were due to the initial teething issues with upgrading the entry/exit barriers to ANPR. In comparison, 20 compliments have been received relating to good customer service provided by staff and helping in difficult situations.

M Beveridge confirmed ISO accreditations for AIAL are complete for 2024. The AvSec Security audit was completed in May 2024 which involved the CAA auditor reviewing 300 areas of NASP. The performance results for AIAL were >96% compliance.

W Wallace provided an update on Next Gen, advising AIAL were fully compliant ahead of the June 2024 deadline. 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.

A Stewart queried; the reason why liquid restrictions were reintroduced. W Wallace advised its to enable further improvements to be made to new checkpoint systems.

The committee were provided with an update on protestor activity which includes increased security and patrolling measures by AIAL, Security, Police Scotland, and stakeholders.

Runway Rehabilitation project remains on target to commence late 2025/early 2026 with the project duration of 4 months.

An overview on noise complaints. G Morrison confirmed 19 complaints has been received in 2024 to date, which is 53% less compared to the same time in 2023. Noise sensitive areas are continually monitored and there has been no infringements to date.

AIAL's Noise Action Plan has been updated with feedback from the AIACC and Scottish Government and is going out to public consultation 12th August – 6th October. Information flyers will be sent to households within the 60dB contour.

There are two online webinars during the consultation, taking place on Thursday 5th September at 5pm and Wednesday 2nd October at 5pm. Results of the public consultation will be considered and then the final Noise Action Plan will be drawn up.

The carbon footprint for AIAL has been completed and can be found on the sustainability section of the Aberdeen Airport website. G Morrison confirmed AIAL has continued to reduce Scope 1 emissions and Gold Standard carbon offsets for the remaining direct and business travel emissions have been purchased.

L McCann provided an update on awards and events and confirmed this years Runway Run had the most participants since the event launched and raised more than £50,000 split between AIAL's Charity partner Abernecessities and Forget-Me-Not Club.

AIAL's 90th celebrations are well under way including old imagery on social media and events planned to include an exclusive behind the scenes tour for Chamber of Commerce members and a Civic Reception at the Town House, hosted by the Lord Provost.

J Gifford commended AIAL for a great Runway Run event and asked if its possible to transfer entry from runners that have pulled out to another participant? L McCann advised it isn't possible to transfer due to security restrictions however possibly spaces couldn't be increased which will counterbalance any no shows.

J Cumming provided an update on taxi's and confirmed the current airport driver number is 74 which is the highest number of active drivers since pre Covid. As of June 2024, the £7.00 charge for customers (previously £5.00) was implemented, this has resulted in a £0.00 fee to Airport drivers. The new model allows more flexibility for part time drivers. Previously there was a higher weekly fee, no matter how many journeys. The aim of the changes is to enhance the service and grow driver numbers.

AOB

B Forbes advised there has been a car abandoned on Farburn Terrace and despite raising it with the council, the car has been there for 8 weeks. K Douglas to enquiry locally with police.

B Forbes noted the following, noise issues which G Morrison will investigate and a response.

1. GAMA flights using E4 after 2200hrs
2. Private Heli on East Apron recorded at 99.9dB
3. Increase of Heli's hovering at E3.

R Dickson, Thanked J Cumming for taxi update and requested if an update can be provided on buses and public transport at the next AIACC. It was also queried if an airport access strategy survey had been completed. K Douglas to investigate and advise.

Date for next AIACC to be confirmed.

A Stewart brought meeting to a close.