

Aberdeen International Airport Consultative Committee

Friday 7th March 2025

Present

A Stewart	AIACC Chairman
G Mason	AIAL Airport Support Coordinator/AIACC Secretary
M Beveridge	AIAL Managing Director
R Paterson	AIAL Head of Operations
K Douglas	AIAL Terminal Operations Manager
L McCann	AIAL Communications Manager
G Morrison	AIAL Sustainability Manager
M Glen	AGS Head of Airspace and Noise
N MacGregor	Aberdeen City Council
Y Chou Turvey	Aberdeenshire Council
R McKail	Aberdeenshire Council
J Cox	Aberdeenshire Council (On behalf of J Gifford)
W McPherson	British Travel Agent/Scottish Passenger Agents Association
K Bannerman	Bridge of Don Community Council
M Bochel	NESTRANS
P Finch	NESTRANS (On behalf of R Dickson)
J Wood	Passenger Representative
J Urquhart	Prosper
E Mechie	Police Scotland

Apologies

G Al Samarai	Aberdeen City Council
J Gifford	Aberdeenshire Council
A Barclay Scarry	Accessibility Forum Co-Chair
H Morrell	AGCC
I Elrick	Bucksburn & Newhills Community Council
B Forbes	Dyce & Stoneywood Community Council
K Smith	GA (Light Aircraft/Flight Training)
A Heseltine	NATS
R Dickson	NESTRANS
G Skinner	OEUK
C Foy	Visit Aberdeenshire

Agenda

1. Introductions (Alan Stewart)
2. Minutes from last meeting (Alan Stewart)
3. Awareness - Police Scotland
4. Update from AIA (Mark Beveridge)
5. AOB

Welcome and Introductions.

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

G Mason noted apologies.

Minutes from last meeting

A Stewart asked the committee for feedback relating to the AIACC minutes held on 29th November 2024. There were no queries raised, or corrections required.

An update was requested about the concerns raised from the previous AIACC relating to fly parking, pavement parking and abandoned cars within the vicinity of Offshore Helicopters (Farburn Terrace area of Dyce). R Paterson confirmed OHS were contacted and will follow this up again. The City Warden was contacted by J Cumming and the outcome that there was the City Wardens will continue to give passing attention and enforce when required and any potential abandoned vehicles, that fit the strict criteria will be dealt with.

W McPherson had queried if some destinations were excluded from using the British Airways self-service kiosks due to passport checks? K Douglas will respond directly to W McPherson to confirm if there are any passengers travelling to certain US destinations who cannot use the kiosks.

Awareness – Police Scotland

Sargent Ewan Mechie provided the AIACC with an insightful overview of Police Scotland's role at Aberdeen International Airport Ltd and answered any questions that the committee had.

Update from AIA

M Beveridge briefed the committee regarding the newly appointed AGS CEO Kam Jandu and the Transition "kick-off" team. The supporting presentation slides provided, along with the minutes, provide the full overview of Avi Alliance for the committee's perusal.

R McKail queried if the acquisition would benefit AIAL in the short term. M Beveridge advised, there is a 3-month transition period currently underway, and updates will follow at future AIACC meetings.

A rundown on 2024 passenger volumes were discussed and looking forward into 2025 there is aspirations for a 6% growth, taking passenger numbers to just under 2.5million.

K Douglas provided an insight into the Summer 2025 schedule which will commence from Sunday 30th March until Saturday 25th October. Noting that TUI's flights to TFS will end in April but will recommence for the Winter Schedule. In addition, all TUI flights will be operated directly by the airline and there will be no subcontracting.

Ryanair have increased their schedule for summer with Faro up to 3 x weekly, Alicante 3 x weekly, Malaga 3 x weekly and introduction of new route to Krakow x 2 weekly.

Aer Lingus Regional and Loganair will increase schedules up to 22 per week to Dublin (4 daily on peak days)

Air Baltic twice weekly flights to Riga have been suspended due to the ongoing issues with P&W engines. AIAL are not the only airport to be affected, there were 18 other Air Baltic routes from other airports too.

J Wood asked if there was any word on Air France returning to ABZ? K Douglas confirmed there was no update.

The self-service Bag Drop Kiosks for BA now fully operational, which is in addition to those available to TUI, EasyJet and Wizz air customers. K Douglas highlighted the number of passengers using this will increase during the summer schedule.

AIAL are introducing a Digi Airport Assistant “Hello Aberdeen” shortly. The Digi Assistant uses data from the website among other sources to answer any questions a passenger may have.

An update on assisted travel confirmed that in 2024, Special Assistance passengers increased 26% compared to 2023. 2025 YTD, increase has been 48% in January and 25% in February.

There will be an additional Ambulift available to cover peak periods where 2 can now operate simultaneously. Resourcing and equipment under review.

K Douglas outlined the DfT lead working group “The Aviation Accessibility Task and Finish Group” chaired by Baroness Grey-Thompson. The group brings together industry and consumer representatives to: Assess existing and emerging evidence on key issues and barriers to air travel for disabled and less mobile passengers – identifying priority areas. AGS are represented in the working groups and updates to be provided as available.

There was a summary of baggage delivery times, with the average First Bag being 15 minutes and the last bag 18 minutes. Noting, the delivery times can be affected by flight delays, for example, as the ground handler plans resources based on schedule.

K Douglas presented a snapshot of customer feedback and confirmed the largest number of complaints related to aircraft de-icing, which account for 14 of the 55 complaints received YTD. R Paterson commented that only 1 out of the 3 de-icing rigs were available during the adverse weather in early January 2025, which significantly impacted the flight schedule and passenger experience.

Taxi Availability accounted for 2 of the complaints. It was highlighted that AIAL currently has the highest number of taxi drivers since the pandemic, and by continuously monitoring the last flights, the waiting times have been reduced dramatically.

R McKail complimented the improvements to the taxi service. M Beveridge commented that the change in the commercial model will benefit the taxi service long term and increase its availability to meet demand.

The committee discussed Uber and the challenges with recruiting new taxi drivers to Aberdeen City due to the knowledge test.

A Stewart queried, what did the security compliment relate to. K Douglas replied the complaint was based on perception and there was no trend, or a particular issue recorded.

A Stewart also asked for details of the safety complaint, K Douglas shared the details of the complaint which in effect related to a minor hygiene safety observation to A Stewart.

W McPherson queried the current liquids process. K Douglas advised the 100ml rule remains.

Action: K Douglas to provide details of the complaints and compliments at AIACC meetings moving forward.

AIAL has received 3 compliments YTD which related to staff and the KLM baggage drop service.

M Beveridge outlined the capital projects for 2024 which totalled £8.4Million and highlighted several projects which were completed including Runway Pavement Works, Hangar redevelopment and Next Gen Security compliance. Looking ahead into 2025 several projects are scheduled and there are plans to accelerate through the 10-year programme including the runway rehabilitation project.

M Glen has recently joined AGS as Head of Airspace and Noise was introduced to the committee.

An update on the noise action plan, confirmed the public consultation concluded in October 2024. The results of the public consultation were reviewed, and a few minor amendments made. Respondents were supportive of the plan and the Noise Insulation Scheme proposal. A final draft was submitted to the Scottish Government and the final version is currently in progress. It's due to be submitted to the ministers late March 2025. M Glen to provide progress updates as available at upcoming AIACC meetings.

The Noise Insulation Scheme has been enhanced and is on offer based on 60dB summer 24 contours. It offers a grant of up to £5,000. The committee were provided with a brief overview on the application process for residents applying for the Noise Insulation Scheme.

A Stewart queried if the surveyors appointed to assess homes for eligibility were independent. M Glen confirmed, it's an independent acoustic surveyor that's appointed to survey the applicant's property and provide a report on additional insulation that might be effective to reduce internal noise levels.

M McGregor highlighted there has been an increase in noise at the east side of the airport since the Hangar was demolished and queried if there were any short-term solutions such as a barrier to reduce the noise? M Beveridge confirmed there are no plans for this, and there are discussions underway referencing the site being developed into a commercial entity.

G Morrison confirmed that 2024 finished with 50 noise complaints, which is 29% down in comparison to 2023. Noise was the main cause of complaints 76%, low flying 12% and Other 12%. Note, "other" relates to grass cutting on the airfield, Gama etc. Dyce and Bridge of Don accounted for the largest number of complaints, which was 58%. These were spread across the day with early morning (0000-0600) having the fewest complaints.

HVO has been introduced at Aberdeen Airport. The hydrotreated vegetable oil (HVO) is a fossil-free, renewable alternative to mineral diesel. The product offers up to a 90% reduction in greenhouse gas emissions which makes it a cleaner and more sustainable fuel option. AIAL recognise this is a stepping stone on our journey to net zero. HVO is an alternative to diesel whilst AIAL continue swap out vehicles to electric options.

L McCann gave a summary of upcoming awards and events which includes AIAL entering several categories at the Scottish Transport Awards. AIAL will continue to sponsor the “Going Global award” at the Northern Star Business Awards and a category at the Aberdeen City and Aberdeenshire Tourism Awards.

L McCann extended Thanks to everyone that helped celebrate AIAL’s 90th campaign which was a huge success.

ABZ Propeller Fund returns for 2025 and the amount available is £30,000. The committee meets quarterly and has representatives from Aberdeenshire Council, ACVO and local MSP Jackie Dunbar.

The Charity partnership with AberNecessities continues into 2025 with several events planned within the airport campus. This is year two of the partnership with work in background to appoint new charity partner for 2026/2027.

AOB

J Wood thanked G Mason for emailing the UKACC bulletin on a weekly committee.

A Stewart advised there is currently no representation by the Heli-Operators at consultative committee. Action with M Beveridge engage with Heli-operators and appoint a new point of contact.

A Stewart thanked Sargent E Mechie for providing an informative brief on Police Scotland.

Should there be any queries relating to the AIACC, contact G Mason in the first instance.
(gemma.mason@aairport.com)

Date for next AIACC to be confirmed.

A Stewart brought meeting to a close.