

Aberdeen International Airport Consultative Committee – 3rd March 2023

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
M Rhodes	Bristow & Helicopter Operators
B Forbes	Dyce & Stoneywood Community Council
I Elrick	Bucksburn & Newhills Community Council
W McPherson	British Travel Agents/Scottish Passenger Agents Association
J Urquhart	SCDI
C Foy	Visit Aberdeenshire
K Smith	GA (Light Aircraft/Flight Training)
M Bochel	NESTRANS
R MacDonald	NATS
N McGregor	Aberdeen City Council
G Al Samarai	Aberdeen City Council
Y Chou Turvey	Aberdeenshire Council
R McKail	Aberdeenshire Council
J Crawley	Aberdeenshire Council
J Wood	Passenger Representative

Apologies

G Morrison	AIAL Sustainability Coordinator
J Crawley	Aberdeenshire Council
J Gifford	Aberdeenshire Council
L Simmons	Bridge of Don Community Council
G Skinner	OEUK
S Barclay	Business Passenger representative
V Wilhelm	AGCC (Left company, new representative tbc)
G Berry	Private Traveller
A Barclay Scarry	Accessibility Forum Co-Chair

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 for comments and feedback from previous meetings minutes. No queries were raised.

3. Cllr. Avril MacKenzie

A Stewart extended condolences to colleagues of Cllr. MacKenzie, a member of the consultative committee who sadly passed away recently.

4. Baggage issues on BA flight / Delayed baggage Further Question

N McGregor raised further concern regarding the delayed baggage incident raised at the previous committee meeting.

A Stewart confirmed, the decision to return the aircraft to LHR complete with bags was a decision made by British Airways and was out with the control of AIAL.

Unfortunately, the baggage was further delayed as due to the helicopter operator flying to the installation only twice a week.

N McGregor was grateful of further clarification.

5. Update from AIA (MB)

M Beveridge made the committee aware of Graham Robbie (Property Manager) who was due to join AIAL on 1st March 2023 had sadly passed away.

M Beveridge provided an overview on passenger volumes which are on track for the January 2023 forecast.

The loss of Flybe in February will cause an impact of approximately 60K pax. The routes are unaffected as Loganair had stepped in to cover these previously.

K Douglas gave an overview of the upcoming summer schedule which will commence at the end March. Note, that not all services will be fully available by April/May. Overall, the schedule is similar to 2022 but there has been an increased growth with Loganair.

British Airways were initially pleased with the load factors of 60-62% to LCY during the 3 months that an additional aircraft was available. However, the route has been seen as not viable in 2023 but may be reviewed in 2024.

W McPherson commented there had been positive feedback received regarding the LCY route and was disappointed that the service will be lost.

M Beveridge advised AIAL is still engaged with carriers reference a route to CDG, which might be possible 2024.

A Stewart asked if AIAL could foresee the same issues experienced TUI last year for summer 2023. K Douglas confirmed, after discussions with the TUI operational contact, there has been a change to the structure which will support operational requirements to reduce issues for 2023.

M Beveridge advised of the summer readiness programme which includes a job fair to recruit for 60 vacancies across the AIAL campus including airlines.

R McKail asked if the route from ABZ to NQY will continue. K Douglas confirmed it is available with the connection's being via MAN.

K Douglas provided an overview of PRM services confirming 73.6% were pre-notified. The CAA issued report for PRM assistance for 1/4/22 to 31/10/22. AIAL were rewarded with the highest available rating of “very good”. The full year report due to be issued mid 2023 and the results will be provided at a future committee meeting once available.

The final feedback figures for 2022 were, 12 complaints and 11 compliments. The feedback was diverse, and no trends had been noted.

A Stewart, asked if there was a quick interactive method to provide feedback such the “smiley face” method. K Douglas confirmed this option is being investigated.

W McPherson commented on the high non notified PRM figures. K Douglas explained the process for PRM bookings. Ryanair had the best notification as its clear where to book assistance online. The CAA will be focusing on airlines to standardise process, which will make it easier for the passenger.

K Douglas provided information on the Access Aberdeen Forum, held twice a year has and has recently appointed independent joint chair.

In addition, the NHS forum is scheduled for 14th March which provides the opportunity for pax, nurses NHS travel bookers for Shetland/Orkney along with Loganair to participate and provide feedback on services and areas to be improved. It had been raised PRM were not being notified of flight delays or cancellations if booked via NHS. This issue has now been resolved.

An overview of customer complaints/compliments for January/February was provided. The average response time was 6hrs and resolution within 16hrs. The breakdown of feedback included 8 for airlines which related to delayed baggage which is handled by the airline rather than AIAL.

J Wood queried, the registration of electric vehicles for free drop off. Despite registering, it did not work. It was confirmed that electric vehicles are required to re-register every 6 months.

M Beveridge advised of the carpark barrier upgrade will be in place by April, which will improve number plate recognition and will include contactless payment.

A Stewart commented on change to layout of short stay carpark. M Beveridge confirmed it had been reviewed and additional signage will be put in place to make more straight forward. Noting, positive feedback for taxi pre bookings and blue badge parking being moved inside.

W McPherson was surprised no more complaints relating to taxi waiting times. M Beveridge advised that taxi availability has increased 2022. In addition, AIAL are looking at hopper bus service for local drop offs to hotels etc.

W McPherson commented hotels would be keen for this service. M Beveridge to look to possibility of extending service to Dyce Train Station.

R McKail queried the process for raising complaints. K Douglas confirmed complaints can be raised text, email, letter or completing the online form. Details can be found on the AIAL website.

M Beveridge advised that AIAL are constantly recruiting for taxi drivers and during peak times a “green light” system was in place which allows all taxi companies to pick up from the airport. Additionally, AIAL are currently looking into a system which can provide pax with waiting times for bookings.

J Wood asked how often is the “green light” on? Data to be provided at next committee meeting.

K Wood asked if the Echo 1 bottle neck, could be discussed at the next committee meeting. A Stewart confirmed this will be raised in the FLOPSC group. Action for A Stewart to raise this with M Simon.

M Beveridge provided an overview of AIAL services performance along with the ISO audit results.

NAP consultation was held on 7th February with discussions around APU timings etc. It's expected a 5-year plan will be in place by September/October 2023.

Projects Airfield will commence 10th April. The main works will take place at the terminal side of the campus, but the programme of works will be confirmed. Those impacted will be informed accordingly. Works will take place twice a year April then September. over next 2 years to allow for full runway rehabilitation.

M Beveridge advised that AGS's recently retired CEO Derek Proven, commissioned artwork Glasgow based artist Gerard Burns named “one world our world” for each of AGS's 3 airports – Aberdeen, Glasgow and Southampton. The plan is to install the ABZ image to the decompression space outside World Duty Free. Details on the unveiling ceremony will be follow.

Projects Terminal – FEGP, it will be regulation on 24th July 2024 for all passengers to be body scanned and the metal detector will become obsolete. AIAL looking into additional body scanners and how this will work. Recruitment of approx. 80 additional security staff at ABZ will be required to support.

It was queried if there would be a dedicated fast track body scanner. M Beveridge confirmed this will be available.

An overview was provided on the car parking projects. Including the multi-story carpark undergoing several improvements.

Electric bus charges are being installed March, with bus's due for delivery April/May 2023.

The long stay carpark is being promoted to encourage passengers to use the Free drop off and pick up. Which will improve safety throughout the campus.

W McPherson asked if there were plans to re-open the carpark at Wellheads? M Beveridge confirmed it will reopen April 2023.

M Beveridge, provided the noise overview, in absence of G Morrison who had noted apologies.

There have been 19 complaints received to date, which compared to 13 at the same period last year.

Envirosuite is continuing to monitor the noise sensitive areas. There have been no infringements issued since last meeting.

A Stewart mentioned it had been raised in previous meetings reference the possibility of moving business jets closer to the control tower? M Beveridge commented this is ongoing and still being reviewed.

L McCann provided an overview of the events planned for 2023. Which included the "Runway Run" on 24th June which is set to be the biggest one yet. It will be open to 400 runners and the distance will be extended to 4km. Further information to follow.

AIAL's partnership with Kayleigh's Wee Stars and WeeToo! is in place until end of 2023. Various fundraising events have been planned throughout the year.

The ABZ Propeller fund is returning 2023 with £25,000 of funding available to group.

Border Force will strike on 15th March which isn't expected to impact ABZ but it will be monitored.

J Urquhart advised of an upcoming business breakfast with the transport minister at end April. Further information to follow once available.

6. AOB

W McPherson, noted the carpark at Teca Hilton has been permanently closed due to uncontrolled parking of offshore workers? G Al-Samarai advised the area wasn't owned by Aberdeen City Council but will investigate this further.

M Beveridge advised a meeting is due to be held with heritage Scotland on 29th March reference the control tower becoming a listed building. Further information to follow, once the expected 6-month process has been completed.

Proposed date for next AIACC meeting is Friday 2nd June 2023, 10:00 - 12:00hrs.

AS brought meeting to a close.