

Aberdeen International Airport Consultative Committee

Friday 9th Feb 2024

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
G Morrison	AIAL Sustainability Coordinator
R Paterson	AIAL Airfield Operations Manager
J Cumming	AGS Head of Travel Services & Commercial Products
N Spence	AGS ACP Technical Lead
I Keir	UKBF
W McPherson	British Travel Agent/Scottish Passenger Agents Association
G Al-Samarai	Aberdeen City Council
I Davidson	Aberdeenshire City Council (On behalf of Y Chou Turvey)
R McKail	Aberdeenshire City Council
J Gifford	Aberdeenshire City Council
A Henderson	Dyce & Stoneywood Community Council (On behalf of B Forbes)

Apologies

M Rhodes	Helicopter Operator Representative
J Urquhart	Prosper
C Foy	Visit Aberdeenshire
K Smith	GA (Light Aircraft/Flights Training)
Y Chou Turvey	Aberdeenshire Council
R Dickson	NESTRANS
M Bochel	NESTRANS
J Wood	Passenger Representative
I Elrick	Bucksburn & Newhills Community Council
B Forbes	Dyce & Stoneywood Community Council
N MacGregor	Aberdeen City Council
A Barclay Scarry	Accessibility Forum Co-Chair
K Bannerman	Bridge of Don Community Council
A Heseltine	NATS
G Skinner	OEUK
H Morrell	AGCC
H Gordon	ATPI

Agenda

1. Introductions (Alan Stewart)
2. Minutes from last meeting (Alan Stewart)
3. Awareness – Border Force (Iain Kerr)
4. Update from AIAL (Mark Beveridge)
5. Awareness – Border Force (Iain Kerr)
6. Airspace Change – ACP (Nigel Spence)
7. Taxi Increases – Overview (Jemma Cumming/Lee McCann)
8. AOB

1. Introductions

A Stewart welcomed the committee and went around the boardroom table and screens for introductions.

Apologies noted.

2. Minutes from last meeting

A Stewart asked the committee for any feedback from previous meetings minutes.

Cllr Gifford advised there were three Aberdeenshire councillors noted in the apologies from October 2023 meeting which are to be removed from future meetings. G Mason noted and will remove from future meeting invitations.

3. Awareness – Border Force

An informative overview by I Keir of Border Force command which provide immigration and custom control for both passengers and goods entering the airport.

I Keir was delighted to offer a tour of both border control at Aberdeen International Airport and Aberdeen Harbour to AIACC members.

Committee members that would like to take part in the tour, please email your note of interest to the AIACC Secretary - gemma.mason@aiairport.com

4. Update from AIAL

M Beveridge provided an overview on passenger volumes, stating the 2024 budgeted passenger numbers of 2.4m which is a 7.15% growth.

Passenger figures now include helicopter passengers as requested by A Stewart at the October 2023 meeting. M Beveridge confirmed, there were 348K passengers in 2023 which was a slight decline since 2022.

M Beveridge advised the AGS Aero team are currently attending the routes conference. The team will share the aspirations for ABZ and are hopeful of connectivity growth within the next 2 years. The re-introduction of the Paris route in 2024 remains work in progress.

W McPherson queried if there had been any update with the return of the Icelandic Air route to Reykjavík. M Beveridge commented this remains in discussion.

Cllr Davidson questioned if information on reliability on airlines is tracked? M Beveridge confirmed the data is recorded and discussed with airlines. Noting airlines with a high regional connectivity have been slower to return to pre-pandemic levels due to the availability of aircraft. However, KLM and BA are expecting to increase their rotations for summer 2024.

K Douglas gave an overview on the summer schedule which commences 31st March 2024. Unfortunately, due to a TUI aircraft no longer being based at ABZ, the twice weekly flight to Tenerife will end 24th April but will restart 2nd October 2024.

Ryanair have scheduled 3 flights per week to Alicante during the summer and its expected flights to this destination will return for Winter 2024.

EasyJet will operate a third Gatwick flight departing at 2105 on Fridays during July and August 2024.

The committee were advised Dalcross Handling has been acquired by Skytanking UK Ltd.

Self Service Bag Drop Kiosks have been installed in the common use check in area. TUI went live from 10th January 2024 with positive feedback received from customers to date. EasyJet testing is in progress with the kiosk provider Collins and British Airways are planning to commence testing during February.

A Stewart questioned if there was a contingency plan in place should the self-service kiosks fail due to technical issues for example? M Beveridge confirmed, there will be no change to resource and 3 check in agents will be there to support.

K Douglas provided an update on PRM, confirming the service continues to meet CAA performance targets following the award of "Very Good Status".

The next Accessibility Forum is planned for 19th March. Noting, the forum is looking for new members to join the group which meets twice a year.

K Douglas advised Manoj Chellingi has replaced Joan Allan as ABM's Special Assistance Manager. Joan has recently retired and worked for 15 years with ABM at the airport.

There is an additional Ambulift due on site soon, which will increase flexibility and support over the busy summer period.

An overview on customer feedback was given, with 29 complaints received over several categories including airlines/handling, baggage delivery and car parks in 2024 to date. There were 6 compliments, which mainly related to thanking the service provided by airport staff.

M Beveridge confirmed the Next Generation Security Project remains the biggest travel challenge 2024. The June 2024 deadline imposed by the UK Government is for airports to install new security technology, which includes X-rays and Body Scanners. Passengers will be permitted to travel with larger sized liquids in cabin baggage and large electrical items will no longer require to be removed from luggage during the security screening process.

Cllr McKail queried if there are plans to recruit additional staff to support the next generation project? M Beveridge confirmed there will be an 25% increase in staff to support the technology.

R Paterson provided a presentation on the planned airfield projects. The Pavement Prioritisation Works, Phase 1 is expected to commence late April/May 2024. AIAL don't anticipate any challenges to operations during the 5 nights of works.

The Runway Rehabilitation Project is planned for late 2025/early 2026, which will replace the existing runway surface, upgrade airfield light fittings to LED along with replacing any lead on the taxiway pavement as required.

G Morrison gave an overview on noise complaints. There were 70 complaints received overall in 2023 which was 18% less in comparison to 2022. Noise sensitive areas remain to be continually monitored by Envirosuite, with no infringements have been recorded to date.

A brief update was provided on the Noise Action Plan, which is required by all airports which is reviewed and published every 5 years. AIAL are expecting the Noise Action Plan to go to public consultation in the second half of 2024.

G Morrison confirmed that both the AIAL Net Zero Roadmap and Sustainability Strategy are in the process of being reviewed and refreshed.

L McCann provided an update on upcoming awards and events which includes the announcement of AIAL's new charity partner to the AIACC.

July 2024 will mark the 90th anniversary of AIAL. The "Granite" anniversary celebrations will kick off early March 2024 through a series events including special visits, retail specials, new signage, and photo collages across the airport.

5. Airspace Change – ACP

N Spence, the ACP Technical lead for AGS provided an update to the committee on the Airspace Change Programme timeline. Confirming if the documents submitted to the CAA were approved. The public consultation will take place between 29th April and 21st July 2024.

A public consultation for the Noise Action Plan will take place in August for a period of 8 weeks with the first pass pre-engagement with the AIACC in June 2024 for 3 weeks. Further information will follow in due course.

The noise installation grant scheme has been launched and provides the opportunity for eligible properties to apply for a noise insulation grant. In accordance with the DfT policy, properties which are to be situated within the 63dB, 16-hour summer day LAeq noise contour area may apply.

Cllr McKail was interested to find out further information on the compensation. G Mason to re-share the ABZ Noise insulation scheme presentation slides with the AIACC.

Cllr Al-Samarai asked if AIAL hold discussions with the developers of major new housing development situated close by regarding noise. M Beveridge confirmed information is shared with those developers that do engage.

6. Taxi Increases – Overview

J Cumming joined the meeting and provided an insight into the dedicated airport taxi fleet. Noting there's been a 40% reduction of the fleet since the covid pandemic but the demand for taxi's remains static.

An overview of the taxi model was shared, and the committee were made aware that there will be changes for 2024. The driver's weekly fee for access to the Terminal and Heliport ranks will be replaced with a departure fee charge instead. The aim being to allow additional flexibility to both full and part time drivers along with attracting new drivers into the airport fleet.

The initial target is to increase taxi driver numbers across the city by 100 new drivers by end of 2024.

Cllr Al-Samarai is the chair of the Aberdeen City Council licensing committee and confirmed the current Hackney test is under review to encourage new drivers to the city.

7. AOB

The committee were advised that the Express Drop Off charge would increase from £5.00 to £5.50 from 13th February 2024. Noting, a free drop off facility available at the long stay carpark which has a on demand EV shuttle service to the airport terminal. The free stay in the long story car park will increase from 30 minutes to 60 minutes. It was mentioned that money raised is used to invest in connectivity and airport infrastructure.

Cllr Gifford commented the long stay carpark is a good system and passengers requiring assistance dropped off by the shuttle bus closer to the terminal.

Proposed date for next AIACC is expected to be June 2024. Exact date to be confirmed.

AS brought meeting to a close.