

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE.

MINUTES OF THE ONE HUNDRED AND FORTY THIRD MEETING HELD AT THE QUALITY HOTEL EDINBURGH AIRPORT ON MONDAY 18th FEBRUARY 2008.

PRESENT: Alastair O'Neil (Chairman)
Tom Wright (Secretary)
David Johnston Managing Director EAL
Kevin Lang Public Affairs Manager EAL
Bryan Gall Passenger Interests
David Law Lothians & Borders Police
Bob Armour Edinburgh Airport Amenities Group
Joe Henderson Kirkliston Community Council
April Fyfe Ratho & District Community Council
Bill Scholes Cramond Community Council
Alan Russell Fife Chamber of Commerce
Graham Birse Edinburgh Chamber of Commerce
Ron Brooks NATS
Cllr Alastair Campbell Clackmannanshire Council
Cllr Neil Rankin East Lothian Council
Cllr Donald Moffat Scottish Borders Council
Cllr Martyn Day West Lothian Council
Cllr Billy Buchannan Falkirk Council
Norman Allan Airside Safety Compliance Manager EAL
(For Presentation)

APOLOGIES: Avril Gray Passenger Interests
Moira Scott ABTA
Cllr Tony Martin Fife Council

WELCOME: Chairman Alastair O'Neil welcomed those present and particularly Cllr Billy Buchannan who was attending his first meeting of the Committee.

MINUTES OF THE MEETING HELD ON 19th NOVEMBER 2007:

The Minutes of the One Hundred and Forty Second Meeting held on 19th November 2007 were approved.

MATTERS ARISING:

Security: In response to a question regarding how the performance target was measured it was advised that customers were monitored in the queues both by staff and by the use of CCTV. 97% of passengers are passing through security within 5 minutes.

Route Development: The BAA Route Development Fund had spent £95m in Scotland over the last 5 years. An airline is supported for a new route over 3 years on a declining basis. EAL to meet with John Swinney of the Scottish Government to discuss future support for route development.

PRESENTATION BY NORMAN ALLAN AIRSIDE SAFETY COMPLIANCE MANAGER:

Norman explained his role in monitoring the Noise and Tracking Equipment at the airport and spoke to illustrations on aircraft movements. The Data collected daily is sent direct to Austin Texas and the next day he is able to ascertain whether there has been any breaches by aircraft. He would then contact the airline asking them for an explanation why their aircraft has transgressed. There are 3 noise monitoring sites at Cramond, Livingston and Broxburn. Norman ably answered questions put to him and advised members of the Committee that he would be willing to welcome them to his office to see the equipment he uses in operation. The Chairman thanked him for his excellent presentation.

MANAGING DIRECTORS REPORT:

TRAFFIC FIGURES: During the quarter to December 2007 Passenger Figures had risen by 4.4% with International rising by 23.1% and Domestic falling by 5.1%. The total passenger figure for the period was 2,135,688. Air Transport Movements are down by 1.0% and the total cargo and mail carried showed an increase of 10.7% on the same period in 2006.

CAPITAL INVESTMENT:

Projects under Construction:

Stand Building:

3 new stands 29-31 are due to be completed by March 2008 with 3 further stands 32-34 to be constructed for completion by March 2009. These stands will be remote to the SE Pier but it is the intention to further extend this Pier and to double its width.

Hold Baggage X-Rays: This project will replace the existing X-Rays that screen hold baggage at the airport. It will be delivered in phases and will be completed by December 2008.

Security Standardisation: This project will standardise passenger security search areas across all seven BAA airports and is due to be completed this month.

With regard to security at Edinburgh new regulations came into force on 7th January regarding hand baggage. Some airlines have a different policy from others but it is the airline's responsibility to advise customers what they can and cannot take on an aircraft. BAA does not act as a watchdog here but new signs have been erected at the entrance to security giving passengers guidance.

Projects Completed: The following projects had been completed:

Airfield Cabling, Mine Workings, Central Search Capacity and the purchase of a New Foam Tender.

Projects Being Developed:

Check In and Domestic Arrivals Configuration: This project will relocate facilities out of the check in hall and into the domestic arrivals area. The domestic arrivals hall will be reconfigured to enhance the security of the domestic baggage reclaim.

Consolidated Car Rental Centre: This will provide a new centre for the car rental operation at the airport.

Departure Lounge and Security Expansion: This project will significantly expand the existing departure lounge to provide new retail and catering outlets and more seating and circulation space. It will also relocate and expand the security area to allow for an increase in screening equipment.

Immigration Hall Expansion: A new immigration holding facility will be delivered and the existing immigration staff offices will be relocated.

It is anticipated that £267m will be spent on Capital Projects over the next 11 years with £100m being spent over the next 2 years.

COMMUNITY ISSUES:

Runway Resurfacing Project: On 30th March Edinburgh Airport will commence a major £16m project to resurface the main runway which will renew its life by 10 years. Work will be carried out at night, which will require the closure of the main runway between the hours of 23.00 and 5.45 on each night Sunday evenings through to Friday mornings. During these times aircraft will have to operate from the secondary runway. The project is expected to last until November 2008. The closure will affect some 45,000 households who are not used to aircraft noise. A major community information programme has been launched to ensure that as many of the affected households as possible are made aware of the project. This will involve information newsletters, media advertisements and information meetings. Briefing meetings have already been held with MP's, MSP's, local councillors and representatives from community councils.

It was pointed out that during the project it will be necessary to downgrade the runway lighting from Category 1 to Category 3. This would have the effect of closing the airport in the event of adverse weather conditions

SURFACE ACCESS:

Bus: All bus services are operating satisfactorily. It was pleasing to note that there had been an improvement in the luggage capacity on the No. 35 bus service. The use of public transport by passengers has risen from 22% to 24% and Edinburgh has the highest use of public transport for any airport without a rail link. EAL are keen to attract a bus operator to provide a service to Kirkliston and to this effect have been in discussions with Stagecoach to have the No 747 Service from Fife go through the area.

The local Community Council to make direct representations to Stagecoach on this matter.

Roads: Discussions are taking place regarding a link road from the A8 and the Scottish Government are completing a transport appraisal for West Edinburgh and they are looking at the feasibility of a link from the M8 to the airport.

Rail: Following upon the decision by the Scottish Parliament and Scottish Government not to proceed with EARL, BAA has made it clear its commitment to engaging with stakeholders in the alternative scheme now being proposed.

Tram: All legal agreements are now in place.

Taxi: As from 7th January Forward Travel Scotland Ltd took over the operation of the taxi rank. Only cabs from this company can operate from the rank although other cabs can still drop off at the airport.. The pre booked taxi operation continues as before. A dedicated taxi marshal is in place and the operation is going well with a maximum waiting time of 10 minutes. In addition there has been a considerable improvement in the flow of traffic in the forecourt area.

Forecourt Security: Following upon the attack at Glasgow Airport the unsightly concrete blocks are still in place. Talks have taken place with the police regarding future barrier systems and it is anticipated that there will be a requirement at considerable cost to make large infrastructure changes.

NOISE COMPLAINT ANALYSIS:

Actual Noise Monitoring: The results of the actual noise monitoring carried out by consultants AAD at Lennymuir are expected to be published in mid February.

General Update: For the 3 month period to December Edinburgh Airport received 31 complaints relating to aircraft noise from 28 different individuals. This represents a decrease of 14 from the 55 complaints received during the corresponding period in 2006. 16 of these complaints related to the use of the crosswind runway and it is anticipated that these will increase during the closure of the main runway. With regard to the 5 complaints regarding engine testing these were from one individual whose practice was to phone if testing was taking place. The tests are limited to a 30 minute period and engine testing is not seen as a significant problem at Edinburgh.

PASSENGER SERVICES:

Route Development: 12 new services had commenced during the period from October to December 2007 and 14 new services have been announced but are yet to commence. It was pleasing to note that Delta are to reinstate their service to Atlanta on a seasonable basis commencing in June. Three services were withdrawn during the period.

CUSTOMER CARE ANALYSIS:

For the 3 months October to December the airport received a total of 40 3rd party complaints, 17 compliments, 31 compliments and 27 suggestions. The airport compliments to complaints ratio has continued to remain at approximately 1 complaint to 1 compliment. BAA Edinburgh has remained best in the BAA Group, finishing the year at 2 complaints: 1 compliment.

A large number of complaints received were in the handling of Persons with Reduced Mobility by PAL the company used by airlines to deal with this category of passenger.. Following upon a tender process a new company Transit Handling Services has been successful and the feed back on their service to date has been very positive. The new legislation whereby the airport will be solely responsible for the service comes into force on 1st July.

Complaints continue to be received regarding the performance of Ground Handling Agents specifically with regard to the length of time passengers have to wait in baggage reclaim. The number of complaints have greatly reduced in recent months following upon the introduction of monthly performance reviews between BAA Edinburgh and the Ground Handling Agents.

AOCB: The next meeting will take place on Monday 12th May.