

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE.

**MINUTES OF THE ONE HUNDRED AND TWENTY FOURTH
MEETING HELD AT THE HILTON HOTEL EDINBURGH
AIRPORT ON MONDAY 19th MAY 2003.**

PRESENT: Alastair S O'Neil (Chairman)
Tom Wright (Secretary)
Richard Jeffrey Managing Director EAL
Mark Johnston Terminal Manager EAL
Sarah Boyack MSP The Consumers Association
Bryan Brownlie Airline Operators Committee
Ian Dickson ABTA
Bryan Gall Passengers Interest
John Pennycook Community Police Officer
Bob Armour Edinburgh Airport Amenities Group
Hamish Stears Edinburgh Chamber of Commerce
Joe Henderson Kirkliston & Ratho Districts Community
Council
John Henry Scottish Trades Union Council
James Price Fife Chamber of Commerce
Cllr Alastair Campbell Clackmannan Council
Cllr David Costello East Lothian Council
Cllr James Dunsmuir Midlothian Council
Cllr John Longstaff City of Edinburgh Council
Trond Haugen Fife Council
Bryan Yates The Consumer Council as Observer.

APOLOGIES: Donal Dowds Scottish Airports Ltd
Tom Howe Operations Director EAL
Keith Meakin General Manager NATS
Malcolm Robertson Parliamentary Affairs Manager SAL
Clive Brown City of Edinburgh Council

WELCOME: Chairman Alastair O'Neil opened the meeting and welcomed those present. He particularly welcomed Sarah Boyack MSP representing the Consumers Association, Bryan Brownlie from the Airline Operators Committee and John Pennycook the Community Police Officer. He also welcomed as an observer Brian Yates Chairman of the Consumers Association and a member of the Heathrow Consultative Committee.

MINUTES OF MEETING HELD ON 10th FEBRUARY 2003.

The Minutes of the One Hundred and Twenty Third Meeting held at the Quality Hotel Edinburgh Airport on Monday 10th February 2003 were approved.

MATTERS ARISING: There were no matters arising.

MANAGING DIRECTORS QUARTERLY REPORT:

Traffic: Growth continues to be strong with growth of 13.1% for the year to the end of March. Allowing for World conditions at present this is a very strong performance driven by the low cost carriers. There has however been a strong recovery by the traditional carriers. New routes are in operation to Barcelona, Prague and Cologne but further new services supported by a strong local economy will be required if growth is to be maintained at the present level. Talks are still taking place with Continental regarding a direct transatlantic service from Edinburgh and a decision will be made in October 2003 with a view to the service commencing in the Spring of 2004.

Customer Service: It has been decided to concentrate on the following 5 areas. **Catering:** Problems are being experienced with both the landside and airside catering and every effort is being made to improve matters. The design of the terminal places restrictions on the expansion of the airside catering but new facilities will be provided in the near future and it is hoped to extend the serving area in the Wedderspoon bar. A major problem is the recruitment and retention of good staff due to the poor wages and unsocial hours.

Cleaning: There have been major problems over the past 18 months and a new contractor has now been appointed. The cleaners will be better paid and they will qualify for a bonus if their area is maintained to a high standard. If standards are not met however the contractor is liable to pay a penalty.

Smoking: 3 new units for smoking have been installed in the terminal and these have been very successful. They are restricted for passenger use only and staff are not allowed to use these new facilities.

Wayfinding: A new project has been started to improve wayfinding both inside and outside the airport.

Public Announcements: It had been hoped to introduce a uniform type of announcement but this had been difficult to implement as each airline has its own criteria. Further discussions will take place with the Airline Operators Committee.

Trolleys: The QSM scores have been excellent.

The Future Development of Air Transport in Scotland:

A copy of the Booklet 'Enabling Responsible Growth' which is BAA Scottish Airports response to the Governments consultation document to The Future Development of Air Transport in the United Kingdom : Scotland was given to each member of the Committee for their perusal. In their executive summary the need to safeguard land at both Edinburgh and Glasgow Airports was stated so that a choice can be made between them when it becomes necessary to do so. BAA Scottish Airports is willing and able to make the necessary investment in a new runway.

Five Year Development Programme:

It is proposed to spend £200m over the next five years with £40m to be spent during this financial year compared with £8m last year. The new control tower will cost £9m. and approval for this has been given by the CAA.

Taxis: The service has been operating well for the last 6 months but further meetings are planned with the City of Edinburgh Council.

Car Parking: The multi storey car park which will be for short use only will be completed by the Autumn of 2004. During its construction some 600 spaces will be lost but these will be replaced by relocating the car hire return, the taxi back up area and staff car parking to the long stay area. There will be ample provision for disabled parking within the new building. Land has been safeguarded for the proposed rail and tram links to the airport.

BAA AIRPORTS VOLUNTARY COMMITMENT ON AIR PASSENGER SERVICE:

Copies of the Performance reports for October – December 2002 and January – March 2003 had been distributed to the Committee and Mark Johnston Terminal Manager reviewed the latter report and answered questions from members of the Committee. The Committee endorsed the reports subject to Item 3 'Assistance during periods of significant delays or disruption'. It was agreed that a schedule of standards by the carriers and BAA of their plans in this respect would be produced for the next meeting of the Committee.

AOCB:

Rail Link: Richard Jeffrey was part of a steering group of TIE which is examining ways of progressing the project. BAA are funding the Rail Study to the extent of £1.5m. It is anticipated that a White Paper will be published by the end of the year.

Wind Farms: A query was raised as to whether wind farms posed a danger to aircraft. It may be that they create a radar blackspot. It is hoped that Keith Meakin of NATS will be able to clarify matters at the next meeting.

EACC Web-Site: The Chairman and the Secretary had held meetings with BAA Edinburgh. It was the Chairman's intention to raise the matter at the next meeting between the Chairman of BAA and the BAA Consultative Committee Chairmen with a view to the setting up of a web-site to cover all the BAA Consultative Committees.

Ecumenical Centre: This project has been completed and will be officially opened by the Moderator of the Church of Scotland on June 11th. It is proposed that members of the Committee be given the opportunity to view the Centre and to have a tour of the airport after lunch at the next meeting.

DATE OF NEXT MEETING: The next meeting will be held on the 11th August 2003 in the Quality Hotel Edinburgh Airport.