

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE

**MINUTES OF THE ONE HUNDRED AND TWENTY FIFTH MEETING HELD
AT THE QUALITY HOTEL EDINBURGH AIRPORT ON MONDAY 11TH
AUGUST 2003**

PRESENT:

Alastair S O'Neil (Chairman)
Tom Wright (Secretary)
Donal Dowds Managing Director Scottish Airports Ltd
Tom Howe Operations Director EAL
Bryan Brownlie Airline Operators Committee
Brian Gall Passenger Interests
Sarah Boyack MSP The Consumers Association
Jack Munro Edinburgh & Lothians Tourist Board
John Pennycook Community Police Officer
Bob Armour Edinburgh Airport Amenities Group
Joe Henderson Kirkliston & Ratho Districts Community Council
John Henry Scottish Trades Union Council
Keith Meakin General Manager NATS
Malcolm Robertson Parliamentary Affairs Manager SAL
Cllr Alastair Campbell Clackmannan Council
Cllr David Costello East Lothian Council
Cllr James Dunsmuir Midlothian Council
Cllr Shami Khan City of Edinburgh Council
Cllr David King West Lothian Council
Cllr James Philip Fife Council
Clive Brown City of Edinburgh Council

APOLOGIES:

Richard Jeffrey Managing Director EAL
Mark Johnston Terminal Manager EAL
Hamish Stears Edinburgh Chamber of Commerce
James Price Fife Chamber of Commerce
Cllr Gordon Edgar Scottish Borders Council

WELCOME:

Chairman Alastair O'Neil welcomed Donal Dowds Managing Director SAL. He explained that Richard Jeffrey was attending another meeting and that Tom Howe Operations Director was deputising for him. He also welcomed Cllr James Philip from Fife Council and Cllr Shami Khan City of Edinburgh Council who were attending their first meeting of the Committee.

MINUTES OF MEETING HELD ON 19TH MAY 2003.

The Minutes of the One Hundred and Twenty Fourth Meeting held at the Hilton Hotel Edinburgh Airport on Monday 19th May 2003 were approved.

MATTERS ARISING: There were no matters arising.

THE EFFECTS OF WIND FARMS ON RADAR: This subject was raised at the last Committee Meeting and Keith Meakin General Manager NATS gave a report on the matter. He advised that NATS acted as advisors to BAA and that there were currently no wind farms within the Edinburgh ATC area. However it is anticipated that there will be a number of planning applications in the near future. These structures with the blades turning can be 120 metres in diameter and can show up on the radar. The Safety Regulation Group look at the safety implications and if they were to decide to reroute aircraft away from the structures this would cause great problems to the airlines, NATS and not least to the communities which would be affected by these changes. Work is currently going on to develop a modification to radars which would recognise wind farms and it is felt that a solution to these problems will be found in the near future.

MANAGING DIRECTORS QUARTERLY REPORT: Tom Howe reported as follows:

Planning and Development: The New Air traffic Control Tower has now received statutory approvals and negotiations with the CAA over the lease are progressing. It is expected that construction will be completed by September 2005.. The Spitfire Memorial will be moved to a new site on the other side of Jubilee Road. It is expected that piling work on the Car Parking Project will start shortly and completion is scheduled for November 2004. The Ecumenical Centre was officially opened on 11th June and this facility has been welcomed by passengers. The Flood Prevention Project is ongoing and the works to bund the Gogarburn are now substantially complete. Design of a flood prevention scheme for the River Almond continues to be developed. Work is continuing to evaluate the options for a long term solution to water quality issues and the airport will report back to SEPA. The new Noise and Track Keeping System will become operational in early September 2003. Full length parallel Taxi Ways to Runway 06 and 24 will be constructed and completed by the Winter of 2004. This will increase the present peak aircraft movements of 28-32 to 34-40.

Onward Travel: The taxi booking system currently logs 1200 to 2000 vehicles movements per day from the airport. There are 45 public licence taxis and 142 private hire vehicles operating from the airport and Skycab Edinburgh Ltd continues to work with the city based taxi companies with regard to invited vehicles during peak times. During the period from 2nd June to the present 2331 city taxis have been invited into the passenger pick up compound to assist with any passenger queuing during peak periods. Six new buses have been introduced on to the Airlink Bus service. Talks have taken place with several bus companies to introduce services from West Lothian to the airport but these are not considered viable at the moment.

Passenger Services: Passenger figures in the period showed an increase of 9% when compared to the figures for the same period in 2002 whilst flight movements during the period showed a decrease of 2% on the 2002 figures. With regard to new routes it is expected that there will be further announcements in the Summer of 2004. It had been disappointing that the service to Cologne had been withdrawn for the Winter but it is hoped that it will be restored for next summer.

Customer Feedback: During the period 95 complaints had been received together with 49 compliments, 17 enquires and 12 suggestions. Comments were passed that passengers sitting in the Costa Coffee Bar in Domestic arrivals could not see the information screens and it was agreed that this matter will be investigated. In answer to a query it was felt that the baggage system had adequate capacity to cope with demands.

VOLUNTARY COMMITMENT ON AIR PASSENGER SERVICES:

Persons with reduced mobility: BAA continues to publicise the services it offers for assisting passengers with reduced mobility through its brochure 'Easy Access at Edinburgh Airport'. The BAA Group training package will be used in Edinburgh Airport's training programme for security staff and induction programmes for new staff. There are no direct charges for assisting passengers with reduced mobility prior to check in and a new motorised seat has been purchased by the airlines' handling agent which allows passengers to be taken into the aircraft in a safe and dignified manner. Two telephone Help Points are in place in both UK And International Arrivals areas for passengers to request assistance, as well as in the short stay and one hour car parks. The Disabled Persons Transport Advisory Committee has now published a companion guide 'Access to air travel guidance for disabled and less mobile passengers' which can be seen/downloaded in various formats at their web site

www.dptac.gov.uk/pubs/aviation/access/index.htm . Hard copies can be obtained from DPTAC, Zone1/14, Great Minister House, London SW1P 4DR.

Assistance during periods of significant delays or disruption: BAA Edinburgh has and implements a written contingency plan which sets out its responsibilities during periods of significant delays or disruption. The contingency plan was developed in conjunction with the Airline Operators Committee. A copy of the Contingency Plan Activation Matrix will be sent out with the Minutes of the Meeting.

Airport Access and Ground Transportation: All targets for the airport 'Surface Access Strategy' for 2002/2003 have been met. If the airports growth potential is to be achieved there is a need for a direct motorway access to the airport from the M8. The second stage of the study into the proposed rail link will be completed by September/October 2003.

Cleanliness: The new cleaning contractor has brought in new cleaning equipment and is working with the terminal management team to revise cleaning schedules and working practices to deliver improved standards of cleanliness. The average cleanliness QSM score for the last quarter remains at 4.10.

Trolley Management: Passenger's opinions of this service are monitored through QSM. The average trolley QSM score for the last quarter is 4.5.

Customer Comments: In the quarter to June 2003 193 comments had been received of which 49 were positive and 95 negative with a positive to negative ratio of 1.2. The new ecumenical centre has been well used and had received good comments from customers.

ANNUAL MEETING OF CONSULTATIVE COMMITTEES: The Chairman advised that a national web site for Consultative Committees is being set up and EACC could participate with its own link . We would place the names of the Committee Members, the Minutes of the Meetings and any other relative information on the web site.

Amongst subjects discussed were The Future Development of Air Transport in the UK, Support for the role of Airport Consultation Committees, EU Directives and Wind Farms. A copy of a summary of the AGM will be sent out with the Minutes of the Meeting.

AOCB: Brian Gall advised that figures produced for 2002 showed Edinburgh as 128th in the World and 38th in Europe.

BAA although it has helped East Fortune Airfield in the past will not be involved in the recent planning applications there.

The Secretary asked for the assistance of members by informing him by lunch time on the Friday before the meeting whether they intend to attend the Meeting.

DATE OF NEXT MEETING: The next meeting will be held on the 10th of November in the Quality Hotel Edinburgh Airport.