

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE

MINUTES OF THE ONE HUNDRED AND THIRTIETH MEETING HELD AT EDINBURGH AIRPORT ON MONDAY 15th NOVEMBER 2004

PRESENT

Alastair S O'Neil (Chairman)
Tom Wright (Secretary)
Richard Jeffrey Managing Director EAL
Rachel Cameron Public Relations Manager BAA Scotland
Bryan Gall Passenger Interests
Jack Munro Edinburgh & Lothians Tourist Board
John Pennycook Community Police Officer
Bryan Brownlie Airline Operators Committee
Bob Armour Edinburgh Airport Amenities Group
Hamish Stears Edinburgh Chamber of Commerce
Joe Henderson Kirkliston & Ratho Districts Community Council
Cllr Kate Mackenzie Cramond Community Council
James Price Fife Chamber of Commerce
Keith Meakin General Manager NATS
Cllr Alastair Campbell Clackmannanshire Council
Cllr David Costello East Lothian Council
Cllr James Philp Fife Council
Trond Haugen Fife Council
Clive Brown City of Edinburgh Council

APOLOGIES:

Donal Dowds Managing Director SAL
Ian Dickson ABTA
Cllr Shami Khan City of Edinburgh Council
Cllr John Longstaff City of Edinburgh Council

WELCOME:

Chairman Alastair O'Neil welcomed those present and in particular Cllr Kate Mackenzie who is representing Cramond Community Council.

MINUTES OF MEETING HELD ON 16th AUGUST 2004: The Minutes of the One Hundred and Twenty Ninth Meeting held at the Quality Hotel Edinburgh Airport on Monday 16th August 2004 were approved.

MATTERS ARISING:

Richard Jeffrey advised that EAL and the Airline Operators Committee had contacted the Licencing Authority to place a condition on the Entertainment Licence for the Royal Highland Showground where more than 5000 people were involved whereby they would be obliged to involve the Police regarding traffic control as problems had arisen with road access to the airport due to congestion being caused by large events such as Truckfest. However when the Police had been approached they had advised that they did not wish to be consulted. Disappointment at this decision was expressed by members of the Committee and John Pennycook is to try to ascertain the reasons why the Police have taken this course of action. Compliments

were made regarding the new Multi Storey Car Park which the Committee agreed was an excellent facility but reservations were made regarding the signposting to the new building. Richard Jeffrey undertook to look into the matter.

MANAGING DIRECTORS REPORT:

Traffic Figures: The final year to date passenger figures at 4,306,616 showed an 8.13% increase on last year. The traffic mix shows low cost at 34% (31% in 2003) and full service 66% (69%in 2003). Charter traffic was 10% (11% in 2003) and scheduled 90%(89%in2003). Edinburgh is therefore very predominately a scheduled airport and airlines have indicated their willingness to use Edinburgh.

Planning and Development: £200m is due to be spent on various projects with £70m currently being spent on ongoing works. Some £10m had been spent during August and September of this year.

Route Development: 5 new routes will commence during the period October 2004 to March 2005 and Globespan is to increase its frequency on a further 8 routes commencing March 2005. It is the intention that these new frequencies will be on a year round basis. It is still hoped that other airlines will pick up the former Duo routes but it is unlikely that the route to Milan will be reinstated.

Onward Travel:

Taxis: A workshop is to be held on 8th December which will be attended by the Chairman of the EACC when proposals for the future of taxi operations at the airport will be put out for consultation until February 2005 with implementation by January 2006. Four to Five complaints per month have been received following upon the relocation of the pick up point for pre booked taxis to the ground floor of the new MSCP. The aim of this relocation was two fold, to improve the road access for traffic routing around the airport road system which has been successful and to increase the pick up area for pre booked taxis which has seen significant growth in terms of passengers using this service. It is hoped that provision of better weather protection facilities will help to alleviate the problem. The figures outlined in Section 4 1.1 were explained and the taxi manager to be asked to provide information on every occasion when the waiting time for a taxi exceeds 20 minutes.

Rail Link: The proposals for the proposed Rail Link are to go out for local consultation and it was felt that it would be helpful if the Consultative Committee could make a response. It was felt that it is likely that this project will go ahead and that the cost estimate of £500m is a reasonable figure.

Tram Link: BAA supports this project in principle but has objected on 3 grounds. The location of the tram halt at the airport, the crossing of Eastfield Road which would cause major traffic problems and the pressure on the land at the Gogar Roundabout which could affect any new road from the airport from that area. BAA are due to appear before a Parliamentary Committee on 17th November to explain the reasons for their objections.

NOISE ROUTING COMPLAINT ANALYSIS:

8 complaints had been received in July (8 in July 2003), 13 in August (5in August 2003) and 2 in September (9 in September 2003) These figures would indicate that there is not a great problem but there is a major shift in the public's attitude towards noise and it is

much bigger issue than it was two years ago. Although aircraft are now much quieter the aircraft movements have shown a great increase as the airport has become progressively busier. It is therefore considered essential that the airport will have to make more effort to communicate with the local communities and to this end more resources will require to be put into the Community Relations Team. It was advised by members of the Committee that houses were being build in Cramond directly under the flight path to the airport and that there was no indication from the builders to prospective purchasers as to the problem with aircraft noise. Questions were raised as to what action could be taken by the planning authorities with regard to the building of such properties.

NOISE AND BLIGHT CONSULTATION DOCUMENT:

This document as outlined in the Minutes of 16th August has now been issued and to date the response has been muted. Whilst the respective Community Councils represented on the Committee will be making their own representations it was felt that the Consultative Committee should also respond. A small sub committee will be formed to deal with this matter.

CUSTOMER FEEDBACK JULY-AUGUST 2004:

General UpDate: Two new duty managers will commence duties in mid November and in addition two Service Delivery Officers have been recruited whose aim will be to improve the customer experience and actively manage the floor.

Quality Of Service Measure: The Quality Service Monitor rates the responses of passengers on a one to five scale. (1=very poor, 5=excellent)

The overall scores for departures and arrivals remained at 4.0 and 4.1 respectively and during the period the highest scores of 5 were trolleys, Flight Information Screens, Security waiting time, immigration queues and waiting to use toilets.

Feedback: The ratio of complaints to compliments in July was 5.1, in August 1.4 and in September 3.1.

BAN ON SMOKING: Following upon the Scottish Executive's decision to ban smoking in all public places by 2006 there is no question of the airport seeking an exemption. However in view of this announcement it is not proposed to undertake any further expenditure here as some £300000 has already been spent to help smokers and non smokers. There is no immediate plan to introduce a smoking ban at the airport but it almost certain that BAA will not wait until the last moment to implement such a ban.

AOCB: The next meeting will be held in the Quality Hotel Edinburgh Airport on Monday 14th February 2005.