

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE.

**MINUTES OF THE ONE HUNDRED AND THIRTY FOURTH MEETING
HELD AT THE QUALITY HOTEL EDINBURGH AIRPORT ON MONDAY
21st NOVEMBER 2005.**

PRESENT: Alastair O'Neil (Chairman)
Tom Wright (Secretary)
Richard Jeffrey Managing Director EAL
David Lister Customer Services Director EAL
Rachel Cameron Public Relations Manager BAA Scotland
Bryan Gall Passenger Interests
John Pennycook Community Police Officer
Roger Magurran Airline Operators Committee
Margo MacDonald MSP The Consumers Association
Bob Armour Edinburgh Airport Amenities Group
Hamish Stears Edinburgh Chamber of Commerce
Joe Henderson Kirkliston & Ratho Districts Community
Councils
Keith Meakin General Manager NATS
Sandy Smart STUC
James Price Fife Chamber of Commerce
Cllr Kate MacKenzie
Cllr Alastair Campbell Clackmannanshire Council
Cllr R Gordon Edgar Borders Council
Cllr David King West Lothian Council
Cllr James Muirhead Midlothian Council
Cllr James Philp Fife Council
Cllr John Longstaff City of Edinburgh Council
Clive Brown City of Edinburgh Council
Alastair Clyne Fife Council

APOLOGIES: Donal Dowds Managing Director SAL
Ian Dickson ABTA
Trond Haugen Fife Council

WELCOME: Chairman Alastair O'Neil thanked Tom Wright for acting as Chairman at the last meeting and Rachel Cameron for deputising as Secretary. He welcomed in particular Margo MacDonald MSP representing the Consumers Association and Roger Magurran representing the Airline Operators Committee who were attending their first meeting of the Committee.

MINUTES OF MEETING HELD ON 15th AUGUST 2005: The Minutes of the One Hundred and Thirty Third Meeting held at the Quality Hotel Edinburgh Airport on Monday 15th August were approved.

MATTERS ARISING: Problems are still being experienced with the Noise and Tracking equipment with the microphones picking up noises which are not matched by aircraft tracking. A solution to this problem is being sought. A new freephone number is being installed shortly which will be widely publicised whereby members of the public can contact the airport on matters which are

concerning them. All calls will be recorded and whereas at present most responses are made by telephone to the complainant it was felt by the Committee that these responses should be in writing. With regard to the complaints received by the City of Edinburgh Council regarding noise coming from the cargo facility at Turnhouse Clive Brown is to provide the Managing Director with more details in order that this matter can be further investigated.

MANAGING DIRECTORS REPORT: Donal Dowds Managing Director Scottish Airports Ltd had been appointed a Director of Planning within BAA based in the South East of England with responsibility amongst other things for the new runway at Stansted Airport. His successor at SAL with effect from 1st January is Stephen Baxter presently Managing Director Glasgow Airport.

Traffic Figures: The rate of growth increased from 6.2% last quarter to 8.6% this quarter. The traffic mix was 46% Low Cost, Full Service 54% . Charter 7.1% Scheduled 92.9%. International growth is now 12% whilst there is some evidence of a softening of the growth in domestic traffic. It is expected that the passenger numbers for the financial year 2005 will be 8.6m with the figure for the 2006 financial year to be in the region of 9.1m. The high oil price is not having a detrimental effect on passenger numbers due to factors such as pricing and competition but there is concern amongst the airlines for oil prices in the future. Freight traffic continues to rise and these figures will be included in the next Managing Directors Report. Outside London only East Midlands is bigger than Edinburgh for mail and cargo. Royal Mail now have 6 aircraft based at Edinburgh.

Planning and Development:

Masterplan: The consultation period for the draft Masterplan has now concluded and there had been 75 responses. The size and scale of the responses had been greater than anticipated and as a result the Masterplan will not now be published until early Summer 2006. The majority of the responses showed that the public were more concerned with current issues particularly noise rather than the future expansion of the airport. Cllr J Longstaff wished to compliment BAA and Richard Jeffrey for the way the consultation process had been handled particularly at local meetings. Bob Armour, Kate MacKenzie and Joe Henderson were also appreciative of the way the Managing Director had interacted with the public and members of their organisations.

Capital Expenditure Programme: BAA had embarked on a long term development programme in the 80's with Phases 1 2 and 3 having been undertaken. Phase 4 costing £90m over 3 years included the parallel taxi ways, new control tower, stand 7 development, new car park, south east pier project and extension to the baggage areas. Subject to approval Phase 5 will proceed over the next 3-4 years at a cost of £100m. This phase will include further extensions to the departure lounges and the international arrivals hall together with the 2nd stage of the south pier extension.

Air Traffic Control Tower: This is now fully operational and as a result the aircraft movements from the main runway will be increased from 30 to 38 per hour.

Forecourt remodelling: Work has commenced on the new forecourt lay out whereby the inner forecourt will be for buses and taxis and the outer forecourt for members of the public. These works should greatly improve the traffic flows.

SE Ramp Pier : This project comprises the construction of a two storey pier to serve the south east apron, with passenger facilities at first floor level and lettable ramp accommodation on the ground floor. The pier will be linked to the terminal departures lounge by a high level connector. The first phase is being constructed in a location which safeguards for the future construction of the rail link.

Route Development: Edinburgh is still an airport where airlines want to do business and it is particularly pleasing that Delta have decided to operate a direct service to Atlanta starting in May 2006. Globespan are to introduce summer services to Faro and Ibiza and to reinstate their Rome service.

Onward Travel:

Taxis:The new rank for city black cabs will come into effect from the beginning of January.

Tram: EAL resolved all its outstanding objections prior to an appearance in Parliament and therefore did not appear.

Train: The Parliamentary Bill is due to go before the Parliament on 9th January 2006.

Noise/Routing Complaint Analysis: Of the 23 complaints received in September 20 had been from Cramond concerning the operations of an RAF VC10 on a Sunday morning. On investigation the aircraft was found not to have followed the published Noise Preferential Routing for Runway 06 and had flown directly over Cramond registering over 100DbA on the Cramond noise monitor. The RAF had offered their sincere apologies and subsequent VC10 operations have all followed NPR . The Committee asked the Managing Director to investigate whether RAF aircraft could be banned from the airport.

Customer Feedback: Edinburgh is now part of a Service Monitor Group known as AETRA which involves some 70 airports and the survey produces valid and robust figures on a quarterly basis. The participating airports are split into groups of similar size and Edinburgh is in a group of 10. In the quarter to March Edinburgh was 8th, in the quarter to June 2nd and in the last quarter 5th. The aim is to be in the top three of the group and a detailed promotion on AETRA will be prepared for the next meeting. There has been a strong rise in the percentage of people scoring the airport experience as excellent. Against the same period last year departures has risen from 13.7% to 15.3% and arrivals from 14.7% to 16.5%.

Concerns were raised by members of the Committee regarding the standard of the public address system and Richard Jeffrey admitted that despite training programmes the standard was poor. It may be that a fully automated system will be used with a pre recorded message or as an alternative a silent airport relying on the screens to provide the passenger with the required information. Some members of the Committee were unhappy with this alternative and suggested that the possibility of a single person making all the announcements be considered.

Kate MacKenzie raised the matter of passengers wheel chairs being damaged in transit and the airline refusing to accept any liability. Details to be sent to the Managing Director in order that the matter can be investigated.

Membership of the Committee: Chairman Alastair O'Neil advised that we do not have a Constitution and he felt that it was time that this was achieved. He had concerns that the Committee would become too large and that he would not wish to see it grow much more than at present. It was his intention to form a sub committee comprising of himself, the Secretary, Bob Armour, Kevin Lang and Cllr Alastair Campbell to take the matter forward. It was hoped that a draft Constitution would be available by the next meeting in February. He asked any members who had opinions on the matter to contact him.

AOCB: The Secretary advised that the dates for the meetings in 2006 would be Monday 20th February, Monday 15th May, Monday 14th August and Monday 20th November.