

EDINBURGH AIRPORT CONSULTATIVE COMMITTEE

MINUTES OF THE ONE HUNDRED AND FIFTY FOURTH MEETING HELD AT THE QUALITY HOTEL EDINBURGH AIRPORT ON MONDAY 22nd NOVEMBER 2010.

PRESENT: Alastair O'Neil (Chairman)
Tom Wright (Secretary)
Kevin Brown Managing Director EAL
Gordon Robertson Communications Manager EAL
Bryan Gall Passenger Interests
Julie Matthews Airline Operators Committee
Jock Millican The Consumers Association
Alan Dunlop Lothians & Borders Police
Gary Reavely ABTA
Bert Scott Edinburgh Airport Amenities Group
Joe Henderson Kirkliston Community Council
Andrew Mather Cramond Community Council
Bill Macrae Special Needs Representative
Alan Russell Fife Chamber of Commerce
Sandy Smart STUC
Cllr Alastair Campbell Clackmannanshire Council
Cllr Neil Rankin East Lothian Council
Cllr Charles Dundas City of Edinburgh Council
Cllr Donald Moffat Scottish Borders Council
Cllr Russell Imrie Midlothian Council

IN ATTENDANCE: From Stansted Airport Consultative Committee.

Stewart Ashurst
Calum Anderson
Rufus Barnes
Richard Boyd
Ralph Gilbert
Andy Jefferson
Peter Odrich

APOLOGIES: Simon Van Heyningen The Consumers Association
Mike Harle Ratho & District Community Council
Cllr Antony Martin Fife Council
Cllr Martyn Day West Lothian Council
Cllr Gordon Mackenzie City of Edinburgh Council

WELCOME: Chairman Alastair O'Neil welcomed all those present especially Cllr Charles Dundas who was attending his first meeting of the Committee. He extended a special welcome to Stewart Ashurst (Chairman) and other members of the Stansted Airport Consultative Committee and looked forward to their participation in the meeting.

MINUTES OF THE MEETING HELD ON 9th AUGUST 2010: The Minutes of the One Hundred and Fifty Third Meeting held on 9th August 2010 were approved.

MATTERS ARISING: Cllr Neil Rankin noted that his views at the last meeting regarding the poor public relations in connection with the drop off charge had not been shown in the Minute. Gordon Robertson advised that BAA had accepted this criticism and that they were aware that at the outset they had failed to get their message over. However he indicated that this had improved as the matter had progressed.

MANAGING DIRECTORS REPORT:

TRAFFIC FIGURES:

Passenger Figures: A total of 2,119,964 passengers passed through the airport during the months July to September 2010 with both Domestic and International at 50%. These figures represent a reduction of 13% over the corresponding period last year. This year has been difficult with such factors as ash clouds, heavy snow and the BA cabin crew dispute affecting performance. It is anticipated that the total passenger figures for 2010 will be in the region of 8.8m rising to 9.2m in 2011. Edinburgh is now the 5th largest airport in the United Kingdom.

Air Transport Movements: These totalled 25311 during the period covered which is a reduction of 11% over the same period in 2009. The figures were split 61% Domestic and 39% International.

Traffic Mix: The figures for July to September 2010 show Scheduled 100% Charter 0%.

Freight Figures: There has been a drop of 18% in the figures compared to the same period in the previous year. Edinburgh is a key base for Royal Mail.

CAPITAL INVESTMENT:

Projects under Construction:

Departure Lounge and Security Expansion: This project is expanding the existing lounge to provide new retail and catering outlets and more seating and circulation space. A new security search area opened in June giving an additional 10 lanes in the area.

Fast Track Drop Off: This project which was completed at the end of October moves the location in which private vehicles can drop off free of charge to the long stay car park and creates a fast track drop off area within the multi-storey car park. This will free up the outer forecourt road for taxi drop off thus taking taxis off the inner forecourt road. BAA has spent £1.2m to enhance the forecourt to facilitate the drop off project and 200 fast track car parking spaces have been lost in the car park. They have also resurfaced all the roads at the terminal.

The system is working well with only 1% of passengers choosing to use free drop off area and there has been a very considerable reduction in traffic congestion around the airport.

Members of the Committee commented favourably on the reduction in congestion and how well the new facility catered for persons with reduced mobility. However concerns were raised regarding the signage to the free drop off area and the Managing Director advised that he would look into the matter.

Additional Winter Vehicles: Although the airport in terms of paved areas on the airfield has grown by 17% in the last 10 years no additions to the winter fleet had been made. New vehicles have been purchased to increase the snow clearing capacity.

Improved Stand Entry Guidance: This project is upgrading the stand entry guidance systems with new technology that is now the international standard. The aim is to upgrade all the stands by 2012.

Terminal Expansion: In order to meet forecast passenger growth expansion of the terminal will be required, particularly in the areas of check in and immigration. Extension of the South East Pier is also being considered. Alternatives to physical expansion are being considered, for example common check in and bag drop systems and immigration processes.

Tram Enabling Works. Although the tram is not now expected to operate before 2013 various projects are on-going to enable the tram at the airport, including road realignments and passenger walkways.

Surface Water Quality Improvements: In order to comply with the EU Water Framework Directive due to come into force in 2015 Edinburgh Airport needs to treat surface water runoff that contains aircraft and pavement de-icers. At the same time the opportunity to reduce the risk of flooding to the terminal building and other important infrastructure from the Gogar Burn is being investigated. The best solution is to divert the Gogar Burn and install a pollution control system in order to achieve these objectives. It was emphasised however that there are no immediate plans to do so.

Arrivals Anti Back Track Doors: This project will ensure compliance with Dft security requirements whilst reducing operational costs. Security staff can be freed up for other duties. It will reduce the need for terminal security evacuations and will also provide the opportunity to show the benefits of Edinburgh and the surrounding areas.

International Arrivals Reconfiguration: This project will greatly improve the area and provide a better meet and greet facility. The opportunity will be taken to give arriving passengers a sense that they are arriving in Edinburgh by providing images of the City and what it has to offer.

Terminal Refurbishment: Work is on-going to tidy up the terminal by redecoration, removal and replacement of broken tiles and to replace fixtures and fittings in the toilets across the terminal.

COMMUNITY PROJECTS:

Airport Community Board: This Board which includes members of staff and members of the public meets regularly to discuss requests received from local organisations for financial assistance to carry out projects. At its meeting in October it agreed to assist 10 organisations .

Twinning of Towns : The airport was asked to consider becoming involved in the twinning of towns with those in Europe as many of the exchange visits involve people travelling through the airport.

SURFACE ACCESS:

Bus Services: All services are operating satisfactorily and passenger numbers continue to increase. The proposed new link bus stop at Ratho is still on-going.

Roads : Edinburgh Airport continues to work with other agencies to identify future local road capacity improvements.

Rail: Planning consent has been granted for the new station at Gogar which was expected to be operational by September 2011. However work has yet to commence and is linked to tram works in the area.

Taxis: A new taxi contract became effective on 1st January 2010 when a 3 year agreement came into place and the barrier charge was set at £2. It is now planned to increase the charge to £2.10 with effect from 1st January 2011.

Surface Access Strategy: The public transport modal share reached 28.9% at the end of September. The Strategy set a target of 27% of public transport share by 2011.

NOISE COMPLAINT ANALYSIS:

Edinburgh Airport Noise Insulation Scheme: Only two residents have taken up the option for funding. Phase 3 will be launched in January.

General Update: A Community Newsletter had been sent out to 16000 households at the end of August. During the period July –September Edinburgh Airport received 35 complaints relating to aircraft noise from 16 individuals. This represents an increase of 3 over the same period in 2009. Of the complaints 14 were regarding aircraft which were perceived to be off track but none of these complaints were found to be correct.

PASSENGER SERVICES:

Route Development: 26 new routes have come into operation during the year.

Edinburgh Airport is continuing its efforts to attract new routes and operators to Edinburgh.

Customer Complaint Analysis:

For the period July –September 2010 Edinburgh Airport received in Internal Feedback ie Security, Cleaning and Retail 225 complaints, 27 compliments and 12 suggestions. During July 118 complaints were received the bulk of them pertaining to the proposed drop off charges.

For External Feedback ie Handling Agents and Special Assistance 54 complaints were received together with 10 compliments and 3 suggestions.

With relation to First Bag Last Bag performance 90% of the bags are being delivered to passengers within 15minutes.

The Special Assistance figures are monitored daily and the system is working well. Members of the Committee were very complimentary regarding the service being provided. The main difficulty is that only 70% of passengers requiring this service pre-book and this causes problems as there is therefore not the assistance available immediately for such passengers.

A.O.C.B:

Air Passenger Duty: Concern was expressed that the Government continue to increase this tax. At present the target is £1.9Bn and they intend to increase this to bring in £3.8Bn. It was felt that aviation has been singled out and was being treated unfairly.

As a result airlines are moving their aircraft to other countries which either charge a lower rate of tax or no tax at all. These taxes will have a detrimental effect on the aviation industry in the UK and could lead to loss of jobs and future investment.

Edinburgh Airport supports 1500 jobs and put in £2.5m into the local economy.

Edinburgh Airport Masterplan: The present 5 year Masterplan is due to expire shortly and Edinburgh Airport is preparing a new Masterplan which will look at how they see the airport develop over the next 15-30 years. They wish to consult widely and with the Consultative Committee in particular. This may require a special meeting of the Committee in the New Year.

Dates of Meetings for 2011: 21st February, 9th May, 8th August and 21st November.

Date of Next Meeting: 21st February 2011.

**VISIT BY MEMBERS OF STANSTED AIRPORT CONSULTATIVE
COMMITTEE:**

At the close of the formal meeting the an interesting discussion took place with the representatives of Stansted on the different styles and make up of the respective Committees.