**Aberdeen International Airport Consultative Committee – June 4, 2021**

**Present**

**A Stewart Chairman AIACC**

**G Hance Vice-chairman AIACC**

**D Macfarlane Vice-chairman AIACC**

**I Elrick Bucksburn and Newhills Community Council**

**Cllr J Gifford Aberdeenshire Council (On behalf of Cllr M Roy)**

**Cllr J Cox Aberdeenshire Council**

**Cllr A Mackenzie Aberdeen City Council**

**Cllr N MacGregor Aberdeen City Council**

**L Simmons Bridge of Don Community Council**

**R Dickson NESTRANS (On behalf of M Bochel)**

**T Stapleton Oil and Gas UK**

**J Wood Passenger Representative**

**S Taylor AGCC**

**R Macdonald NATS**

**G Cleaver SCDI**

**F Bain AIAL Airport Duty Manager**

**L McCann AIAL Communications Coordinator**

**K Douglas AIAL Terminal Operations Manager**

**M Beveridge AIAL Operations Director**

Apologies

C Foy VisitAberdeenshire

Cllr M Roy Aberdeenshire Council (Cllr J Gifford attending on his behalf)

M Bochel NESTRANS (R Dickson attending instead)

Cllr G Al-Samarai Aberdeen City Council

H Gordon British Travel Agents/Scottish Passengers Agents Association

B Harrison Dyce & Stoneywood Community Council

A Barclary-Scurry AccessABZ representative

Cllr G Blackett Aberdeenshire Council

Cllr R MacGregor Aberdeen City Council

Agenda

• Introduction / Round the table

• Updates from AIA/PRM

• AOB

1. WELCOME/INTRODUCTION/ROUND THE TABLE

A Stewart welcomed all present and noted apologies from the meeting.

1. ROUND TABLE

Members in attendance were given a brief chance to explain who they were and who they were representing today.

1. UPDATES FROM AIAL/PRM – M Beveridge (Operations Director)

M Beveridge went through a comprehensive presentation giving an update to operations including;

Passenger figures including 2.9m in 2019 1m in 2020 with forecast for 2021 around 1.1m passengers.

An update was given on current airlines and the route development currently taking place to recover and offer more leisure options to passengers.

A rundown was given of current retail offerings and planned reopenings both airside and landside including Costa, Granite City and Discover Aberdeen.

M Beveridge also gave an update on annual airport charges which were postponed for 3 months due to current situation.

F Bain gave an update on the airports PRM services including passengers needing services in 2020 down 75% when compared to 2019. AIAL is providing reassurances to passengers that it is safe to travel through the airport with safety measures in place. A new PRM provider has started at the airport with ABM who were already on-site providing cleaning services.

K Douglas giving an update on customer feedback including enquiries being up due to covid but enhancement work for the website was ongoing for frequent questions. Main complaints were due to baggage delivery times but situation has improved and continues to be monitored.

M Beveridge continued to provide updates including;

Ground handlers – Engagement is ongoing with new ground handler ABM Aviation following Swissport pulling out of AIAL leaving Dalcross as only handler. However, ABM Aviation not expected to enter AIAL until next year.

Aberdeen City Council licencing committee has committed to keep split licence areas which was welcomed for AIAL to provide dedicated fleet.

Car parking – occupancy at long stay is around 70% as energy sector looks to discourage car sharing before going offshore. Park and Depart was converted to NHS Testing site last year and will continue until at least September.

Covid-19 – AIAL has purpose built testing facility offering PCR and lateral flow testing with TAC Healthcare Group and ICTS. Mark Beveridge told members of a testing discrepancy where in England passengers can attend private clinics to take tests when arriving back into the country and this is not the case in Scotland. Engagement with Scots Gov ongoing.

Airfield projects – Echo taxiway repair works conducted in March with engagement with local residents which finished on time with no complaints was highlighted and the current ongoing Delta taxiway will finish end of June with a £1m investment by AIAL. The NHS Lounge has temporary closed as part of the works with relevant stakeholders notified.

N Macgregor asked about icing works degrading airfield with Mark noting it does impact but not to large extent. M Beveridge told members of new deicer being trialled at AIAL which is more environmentally friendly.

AGS updates – M Beveridge noted new appointments to AGS including Lena Wilson has chair of AGS Airports ltd, Matt Hazlewood as Commercial Director and Gillian Burton as Chief Financial officer. M Beveridge also covered AIAL and AGS commitment to Women In Aviation charter and noted the successful runway extension application at sister airport Southampton.

Noise – noted noise was always a challenge and engagement with community ongoing. AIAL in 2020 did see increase in complaints as more people worked from home but has steadily declined in 2021. A new local noise working group with helicopter companies has met for first time recently.

N MacGregor noted that usual complaints had been received on noise and some may still be outstanding.

J Gifford noted good responses to noise complaints and asked if flights were tracked for height when complained.

R Macdonald said noise complaints were followed up by NATS on behalf of AIAIL with height tracked to spot anything usual.

Community engagement – M Beveridge told members more than 1,200 people had been helped with donation of food items to Aberdeen Cyrenians in ongoing project to save food waste. More than 30 organisations were helped by donation of café equipment from closure of former landside café Joes.

Awards and event – AIAL received 5 star rating from sustainability company GRESBY and was ranked 2nd within UK and EU transport. Former AIAL MD Roger Hunt was also recognised as Top cHeRry at awards for HR sectors. AIAL also engaged with events company to hold Parking Lot Social.

A Stewart thanked AIAL for update.

1. AOCB

S Taylor happy to hear of community engagement and noted APC consultation ends June 14 for members who wish to make comment. S Taylor asked of engagement with Scots Gov on testing discrepancy and what impact Portugal moving to amber list may have with Faro.

M Beveridge noted better engagement with Scots Gov than previous and noted no opportunity was available by Scots Gov for green watch list but would look to do in the future. On testing it was noted that current four nations approach for countries has seen devolved approach for returning passengers.

S Taylor asked what we needed to do to get connectivity right post covid

M Beveridge said meaningful engagement had taken place with AGCC and VisitAberdeenshire which is great but also other airports are talking to each other directly about connectivity to help each other.

A Stewart noted complaints from energy workers about vantage card process for changing flights due to weather delays. The process appears to be there but lack of knowledge of the process/procedure by the ground handling company’s customer services is causing workers to pay for full fares rather than a change fee. Mark to feed back to T.Stapleton of O&G UK

A Stewart brought the meeting to a close and said an agenda would be set in September for next meeting. Any queries were asked to contact A Stewart directly to feedback to airport.