**GLASGOW AIRPORT CONSULTATIVE COMMITTEE**

Minutes of the 195th Quarterly Meeting held in the Concorde Meeting Room, Glasgow Airport on Monday 22 January 2024 at 10:00 am

**Present**

The Chairman welcomed all to the meeting which, due to the severe weather, was now a Teams meeting.

The Chairman advised that North Lanarkshire Council no longer wished to have a representative on this committee but [ ] has agreed to be a Passenger Representative from North Lanarkshire.

**Minutes of the last meeting**

The Minutes of the last meeting held on 23 October have been circulated. [ ] referred to [ ] concern that there wasn’t much provision for Halal. The Chairman confirmed that he had circulated information to the committee at the weekend regarding this and confirmed that some provision was made. He advised that he is continues to have discussions with the airport to see if we can improve on the awareness of this.

The reports from the Airport have been circulated.

**Route development**

The Chairman was delighted to have [ ] join the meeting to talk about Route Development.

[ ] said that 2023 was a bit of a slow year for Glasgow in terms of growth compared with some airports. Demand for flights into Edinburgh is now beginning to fall. We should see a stronger rate of growth at peak times in the morning for the airport. There is an additional flight from Jet2 in May, TUI have added two and Easyjet have also announced another aircraft in the leisure segment. Our focus now is on established base carriers. There has been an impact on supply chain in terms of aircraft. The top route we would like to establish would be a service to USA. We would like to connect Glasgow to city routes there. We are working collaboratively with the Chamber, Universities etc. We would hope to have a New York services from Glasgow in 2025 – an aspiration more than anything.

[ ] feels the growth will be quicker. People are not even searching for flights from Glasgow but Glasgow Airport is now a bit more on the map. We have promoted the new campaign “Go For It” including on STV – trying to target areas specific to build awareness. He believes there will be some big announcements in September.

[ ] asked if there has been an update on people flying out to Germany in June and Mr [ ] confirmed that we do get charters from Glasgow and this is very positive for the airport but we have nothing in place yet.

[ ] said it was interesting to hear of the activity going on in the local area and asked if we had done anything for people searching from USA.

[ ] advised that we have to spend our money on an outward bounds market. Inbound is where Glasgow has a slight weakness compared to Edinburgh.

[ ] said Edinburgh Airport are starting direct European flights this year. Any change to get BA to do them from Glasgow? [ ] said London City is closed from Friday to Sunday.

There was discussion on marketing and the steps being taken to encourage more flights from Glasgow.

The Chairman thanked [ ] for his very helpful and interesting presentation and wished him all the best in getting the flights that the airport needs.

**Traffic Report and General Updates**

***Traffic***

[ ] advised that we are slightly down on where we had expected to be in the international market. We had just over 7.3m passengers in 2023 which was better than in 2022 but we are expecting further growth in 2024.

The Chairman asked if the Lufthansa flight to Munich was for winter only or if it would continue over the summer. [ ] advised that there were aircraft issues and the airline has had to cut back on flights. They would like to be back to year round service but not this year.

[ ] asked if there was still a daily A380 flight. [ ] confirmed this was the case but advised that we would like to be back to two flights a day. [ ] said he and his team are talking to Emirates on a regular basis.

**Birdstrikes**

Nothing of any significance to report in terms of bird strikes

**Noise**

The new system is not up and running yet. [ ] is leading on this. The Chairman said that [ ] had advised they were going out to see properties affected. [ ] advised this has now happened and we are now looking at the next stage for some of the properties concerned.

**Runway Incursions and Safety Events**

[ ] reported that there were no runway incursions or runway safety events in the last quarter of the year. Some pavements works are being done in March. There was discussion on the cost of de-icing aircraft which is ‘greener’ than previously.

**Security**

Queue performance times are improving and it was noted by the committee that all targets were being met in this regard.

As regards Next Generation Security Checkpoint, there is a supplier delay on manufacturer and delivery of the new C3 x-ray machines. We are in conversation with the DfT regarding changes to planning and deployment of the equipment against the compliance deadline of June 2024. An additional 4 SAMDEX shoe scanners will be deployed in the early part of Q1 2024. We are moving to the next stages of the Image on alarm trial in central search with the trial lane operating in “shadow mode” during a data collection phase before moving to “operator assist” in Q1 2024.

[ ] asked why staff turnover was so high. [ ] explained that the job entails long hours, early starts and a high level of performance. Other jobs with better hours and better pay become available and people go for them. He explained that it is an issue right across the UK and it has become worse since COVID. Basically there are easier ways to make money. [ ] added that Brexit didn’t help us either.

[ ] referred to a two-page report in a travel magazine which was highlighting comparisons between airports but Glasgow didn’t get a mention. He felt we should put the record straight. [ ] asked [ ] to share this article with the committee.

**Disruptive Passengers, Laser Incidents and Drone Events**

There was a discussion on the above but there was nothing current to report.

**Terminal**

[ ] advised that we were delighted to make permanent two of our fixed term ambassador team. We have also extended a third temporary ambassador until May 2024.

At the end of 2023 a desk was opened on Central Pier which can be used in times of disruption by handling agents and airlines. This provides a dedicated area where passengers can be taken during times of extensive flight delays and cancellations. There is space and equipment to rebook passengers or issue light refreshment vouchers with ease and it encourages a more organised approach during these unfortunate times.

In December 2023 the new TUI SSK machines went live with the introduction of 12 devices which will enhance passenger experience and make the process of checking in much quicker.

The Parent Pod on Central Pier is almost completed and will hopefully launch at the end of Q1.

**Retail**

[ ] advised of significant changes in Duty Free where work began in the main World Duty Free store to upgrade most of the concession fixtures. Pret a Manger opened in October. The Glasgow Store extended their temporary contract from end October 2023 to beginning January 2024. There have also been contract extensions for Accessorise, Sunglasses Hut and Celtic. Tinderbox Express bar will be operating during summer 2024. There will be a pop-up shop from Swarovski.

**Public Affairs**

The Chairman and Mr D Grant attended the UKACC meeting at the end of November. Glasgow is doing comparatively well in comparison to other airports. There is growth in the number of people looking for PRM assistance. [ ] said Glasgow is passionate about this. We try to pride ourselves on what support is needed and what we can do to help. There has been a significant increase at Glasgow for PRM assistance. The Chairman asked if we were managing to recruit people for this to meet demand.

The Chairman advised that he had attended the year-end round up in November of the Glasgow Airport FlightPath Fund. He said it was a fantastic experience. People are really appreciative of the support they receive from the airport. He asked if the Globes were still in the airport and if we are looking at paying by ‘sum up’ machines. [ ] said that the Globes were still there although there have been problems of theft recently which is being dealt with. He also advised that it was our intention to bring in some kind of ‘tap’ machine and [ ] is looking at this.

The airport is continuing to support the FlightPath Fund in 2024 and are giving it a further £100,000.

**Media highlights**

The Airport’s Jobs Fair took place the previous week. There were over 600 jobs on offer and the Fair was attended by 2,000 people.

**Any other business**

[ ] highlighted that on a recent visit to the airport the gents’ toilet had five basins but only two hand dryers – he thought one has possibly been removed. He asked if there were any sanitisation bins in the gents’ toilets and [ ] advised there were.

There was a discussion on the lounges and on their offerings. The Chairman thought that the advertising of the Lomond Lounge could probably be improved but it depended on what people were looking for when they are there.

[ ] asked about booking process for the two lounges. [ ] advised him to go on to the website and select the one required from there. The Lomond Lounge is a bit more upmarket.

[ ] asked if the Banks offer a card for the lounges but it looks as if they no longer do.

The Chairman thanked everyone for attending.

**Date of next meeting**

The next meeting is on Monday 22 April and there will be an Airside visit The Chairman will continue to send out weekly update. It is going to be a busy year for airspace change.

[ ] congratulated [ ] and his team for returning so strongly after COVID and assured him that those in the political world would give support.