

GLASGOW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the 193rd Quarterly Meeting held in the Sanderling Meeting Room, Glasgow Airport on Monday 24 July 2023 at 10:00 am

Present

Chairman (Teams)
Vice Chairman

Glasgow City Council
North Lanarkshire Council (Teams)
Passenger Representative
NATS
Argyll & Bute Council (Teams)
West Dunbartonshire Council
ABTA
East Dunbartonshire Council
Ground Operations – Glasgow Airport

Operations Director – Glasgow Airport
(Teams)
Group Head of Aerodrome Strategy AGS Airports (Teams)

Secretary

Apologies

Passenger Representative
Inverclyde Council

As the Chairman was participating via Teams, the Vice Chairman took the chair and welcomed all to the 193rd GACC meeting.

Minutes of the Previous Meeting

The Minutes of the meeting held on 24 April 2023 were circulated. These were provisionally agreed – [] asked that any comments on them should be fed in by close of play today.

Noise Insulation Scheme Update

The Chairman and Vice Chairman were very grateful to [] who joined by Teams from holiday to update the committee on the Noise Insulation Scheme. She was joined (also via Teams) by [] who is supporting her in this project.

To recap, [] advised the committee that it had been agreed that going down the grant route would give us the best options for helping home owners up to a maximum of £5k per property. Eligibility for grants is in line with DFT guidelines. We would do replacement windows, doors and loft insulation. A survey of each property would be carried out to recommend the best approach for each one. COVID held things back and it was revisited in

2022. [] explained that the contour shape changes each year. Data from 2021 was used for 2022 which showed nothing within the contour was eligible for help – hardly surprising as there were much fewer flights. Using data from 2022 for 2023 showed there were a very small number of homes within the contour.

[] asked for copies of [] presentation to be sent to him in order that he could understand all the information contained therein and [] agreed to do this. He was puzzled about the 2022 data not showing any homes in the Clydebank or Whitecrook areas which were under the contour. [] advised that once we have this year's summer data, we will look at the scheme again in January and try and re-open it. It is anticipated that the contour will grow.

[] asked [] what determines eligibility and she confirmed that it is the Aviation Noise Policy. [] agreed to provide the link for this which will be included in the Minutes (to follow). [] advised that we will look to be pragmatic when dealing with individual properties but we have to stop somewhere.

[] referred to coverage on national TV involving the action groups and he believes that a pragmatic approach is the right one. He asked if we knew if these areas were previously within the contours and if we were likely to get reasonable discussion/co-operation with these people. [] confirmed that particular areas of Whitecrook and Clydebank were in the contours in 2018/19. Night time noise is different – we have never committed to not having night flights. We are doing two trials and providing data to the DFT and this will form a policy on night time noise.

[] said there is a 'scattergun' approach just now. He explained that we had to delay the Noise Insulation Scheme because we had virtually no aircraft flying due to COVID. He believes we will eventually get there. The airport is committed to the Noise Insulation Scheme and has funds allocated for it but we need to do this relying on the data. We are working to DFT policy. We are looking for support from the GACC and we are keen to provide help where it is most needed. [] said the Action Group just wants help and information. [] said she appreciates the need to give guidance but we need the data to back it up.

The Chairman said that, as [] says, this is a dynamic process. Over the last three years this has changed. A lot of the older, noisier aircraft have been taken out. Both he and [] are involved with UKACC, a lot of which relates to DFT on noise.

[] advised that it is a SEPA requirement to update the Noise Action Plan every 5 years. We have a draft available but SEPA have now updated what is required. We can't move on this yet and may not be able to until April 2024.

A facility for people to watch almost live aircraft was available but it became apparent the noise was measured on the ground which was not really suitable. [] advised that a tool had been found in the US which was more reliable and which would hopefully be more helpful to people - she hoped it would be launched within the next month. [] asked if it would be possible to have a link to this and [] agreed to provide this (to follow).

[] asked if there were many planes going over Argyll & Bute and if we will have the data for this on the air space change programme. [] agreed to go back to him with this information.

[] thought this was a very interesting tool but suggested it may require some colour amendments for ease of understanding.

[] said that weather conditions hadn't been mentioned. [] assured him that atmospheric conditions are taken into consideration and that the model takes everything into account.

[] confirmed that we have not yet changed airspace routes.

[] asked if the airport gives better commercial rates to aircraft to incentivise them for a reduction in noise. [] advised that this was not yet in place but it will be considered.

It was agreed that the GACC was the right body to oversee this process and if need be, a sub committee could be formed.

[] thanked [] and [] for their time and update on this project.

Traffic Report and General Update

Traffic

Some highlights for Quarter 2 – Lufthansa increased its Frankfurt hub flying, reaching full double daily by peak summer. Seasonal EasyJet base routes to Venice, Pula and Marseilles did not return this summer however, the airlines are replacing this capacity with more seats to volume leisure destinations.

In Quarter 3 Loganair launched a new twice weekly route to Donegal offering the only link to the Irish airport from the UK. After WestJet exiting the Glasgow-Toronto market in 2022, Air Transat will backfill this lost demand increasing their frequency to daily flights and up gauging to wide body aircraft.

In Quarter 4 Lufthansa will launch a new weekly flight to Munich in winter from December until March in addition to its Frankfurt route. easyJet will launch a new twice weekly route to Hurghada, Egypt, throughout the winter, the second longest route in the easyJet network at over 6 hours each way. easyJet will launch a twice weekly service to Southampton from November until March and will extend both the Lisbon and Barcelona route from the summer period to winter also.

Airside

Bird strikes – still a huge challenge with birds but no major concerns.

Noise

From 1 April to 30 June there were 25 noise complaints the majority of which came from the Bearsden/Milngavie area. With the warm weather at the time, windows were open in the evening, people were sitting outside and departing aircraft were perhaps slightly more noticeable in terms of noise. Several residents believed that the flightpath must have changed

but this is not the case. This cannot happen without a full consultation process involving the CAA.

There were also a few enquiries regarding the track of GA aircraft - companies such as the Flying Club and Leading Edge were taking advantage of the good weather.

Aircraft Related Incidents

There have been two aircraft related incidents which have resulted in damage in the second quarter of this year. Both incidents are being fully investigated by the respective handling agents and airlines to determine root cause and implement any mitigating controls to prevent re-occurrence

Airside Developments/Work Streams

March Runway and Pavement works were completed with all identified areas being addressed. Further works will be undertaken in Quarter 4.

A new Airside Operations Duty Manager started in May.

The Health and Wellbeing event took place in May and was hugely successful.

Security

There was a dip in performance in May but a very strong performance in June.

ICTS continue to recruit during the summer as staff retention continues to be a challenge.

It is hoped that the new next generation x-ray machines and body scanners will be installed in October. There will be a focused training period before they go live. Central search installation will start in the first quarter of 2024.

Disruptive Passengers

There was a higher number of disruptive passengers in May and June but a dip in July. It was pointed out that a situation can occur if, for example, a passenger's bag doesn't fit and they have to pay extra for it but this can be handled in a sensitive manner and the situation can be diffused.

The biggest problem facing us now is drugs and this is not something we can deal with on our own. Police dogs now patrol the building and are used if necessary.

Terminal

Improved changes have been made to the Central and East piers with the completion of new carpet tiles within both areas. Additional seating has been added in the IDL

The CAA board visited the airport in order to understand what is being done across the aviation sector around passenger safety, passenger experience, innovation and what is being achieved to try and create a more sustainable future. This was a successful visit as various departments came together in order to showcase the airport.

In June we had the unveiling of the long awaiting Gerard Burns artwork entitled "One world, our world". Commissioned by AGS Airports, the three paintings are to be displayed in each of the group's three airports.

Glasgow Airport won “Airport of the year” at the Scottish Transport Awards.

Preparation is being made for the UCI in August, SSK’s for TUI September/October time and twilight check in for our passengers is being looked into.

Retail

Stack and Still opened in the middle of May and are proving very popular. The Glasgow Store opened in May and is popular with visitors.

FlightPath Fund

For the year to date the FlightPath Fund has awarded approximately £80k to more than 40 local community groups and charitable organisations.

[] referred to Play Airlines and asked [] if it was only possible to contact their customer service via WhatsApp. [] confirmed this and advised that they are ‘new and hip’! He said this is a very different airline and he believes it is a clever move and cost effective, a very different product.

[] confirmed that we are almost there with twilight baggage. This would mean checking in luggage the night before and the following day going straight to security.

[] said there are a lot of helicopters in his area and wondered if they were from Glasgow Airport. [] said he thought that helicopters in Cardross were more likely to be those serving the Navy.

Referring to bag sizes, [] said that customers don’t always realise the wheels are included. [] said that all the airlines are different.

The Chairman referred to the last GACC meeting which was held at GAMA Aviation. He commented on the incredibly interesting tour of the premises and the medical facilities based there.

Regarding disruptive passengers, [] asked what the airport did around Mental Health Week. [] advised that the airport had “Health at work week” which looked at mental health at work and outside work. The airport Chaplaincy helps with this. We will continue to work with local colleagues and Council groups for training, e.g. de-escalation and conflict management training.

[] said that he believes WhatsApp is the way to go. He thinks customer service at Glasgow Airport is excellent. Going through security check is excellent and he believes the airport has done a great job. It is getting better, quicker and more efficient.

Matters Arising

[] referred to an article in The Times about ghost flights which stated that Glasgow and Aberdeen airports have around 300 ghost flights. He said the airlines can’t afford to run these flights and nobody is flying to protect slots. He advised that the media team have been briefed and will reply.

Any Other Business

The Chairman advised that [] will give a presentation on sustainability at our next meeting.

Date of Next Meeting

The Chairman and Vice Chairman thanked everyone who had attended this meeting. The next one will be held on Monday 23 October 2023. Dates for 2024 will follow shortly.