

GLASGOW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the 198th Quarterly Meeting held in the Boardroom, Glasgow Airport on Monday 21 October 2024 at 10:00 am

Present

Apologies

The Chairman welcomed all to the 198th meeting and was pleased that so many people were attending in person and via Teams.

Minutes of the last meeting

The Minutes from the July meeting were circulated. There were a number of points raised at the meeting for which we have responses.

In response to [] query regarding what is happening at Gatwick with only one flight per day at around 7:00 am, it was advised that there are no current plans for BA to end its LGW service and we are in constant dialogue with BA about its London offering. The flight has a high rate of connectivity to US and Caribbean markets for which the morning flights connects well.

[] said that flights were cancelled the previous day (due to storm warnings) but this was strategic in order that people could be in the right place today.

[] advised that we had looked at queue times and since April this year. 15-20 minutes queueing is significant for passengers using Glasgow Airport. We aim to get them through in 10 minutes. We looked at this impact from customer feedback. We are looking to going back to 10 minutes from 1 November. Now starting to recruit more staff over the next 4 – 6 weeks. This queuing time not only has an impact on security but also for Terminal Operations and Retail. Our client base wants 10 minutes, not 20. We don't have the right staff at the right place and time. People are presenting themselves early at security. Mr M Beveridge said we will be going back to 10 minutes, hopefully within around 6 – 8 weeks.

[] said there was a knock-on effect from other airports having new scanners, specifically Bristol and Newcastle. Passengers using them are able to put liquids in their bags and this caused a lot of delay while people had to remove them from their bags here.

Every airport in the UK has to remove liquids from bags over 100 ml.

[] advised that we are still struggling with short term absence. Staff training for the new process has been done.

The Chairman talked about a problem he had on 4 October regarding the length of time he had to wait in the Upper Deck which was very busy.

[] advised that on going through the airport in late September there were no plastic bags available. [] confirmed they should have been there.

[] advised that he came through the airport on Friday within 10 minutes without any problems. He had used a security slot which had worked well for him and asked if we would be using it at Glasgow airport. [] believed this was beneficial and an important product which gives us an idea of people going through which tries to cater for everyone.

[] asked about scanning boarding pass and buying from duty free – are there any stats from that? [] advised we can tell what the queue time has been.

The Chairman asked if Valet Parking is popular – yes, it is very popular. [] advised that CP1 is going to be demolished, hopefully before Christmas and building will start on a new valet product. We are expanding this threefold to 2,500 spaces for valet parking which shows how popular it has become.

The Minutes were agreed. The Chairman will put these on the website now.

Traffic Report and General Updates

Traffic

Showing movements are up almost 11% on passengers from 2023. Looking at potential of another 800,000 for 2025.

There was no new aero activity in Q3.

We had a good October with 17/18,000 passengers. Going forward there are discussions for more base aircraft coming into Glasgow airport. More will follow shortly.

Jet2 will launch 2 new Christmas and 2 winter routes. EasyJet will launch 4 new winter routes. Loganair will extend the Donegal route from the summer to winter period. Aer Lingus will launch a new route to Cork from winter 2024.

The Chairman asked if there was any chance the KLM flight could be slightly earlier.

[] said there was a lot of PR around Aer Lingus to Nashville. In fact it is Glasgow to Dublin then Nashville and they have been asked to make this clear.

Airside

Bird strikes

There was a significant increase in bird activity over the summer, not just in Glasgow but in UK airports generally. Of the 20 confirmed strikes, 6 of the species were of the medium risk category, the vast majority being juvenile gulls. This takes the total of high/med strikes to 8 to date which is 3 more than for the whole of 2023.

We have 2,500 geese. We are continually moving them on and continue to use numerous bird scaring techniques to disperse the birds from both on and off airfield.

Noise

There were a total number of 18 complaints in Q3. A few enquiries also came in regarding possible changes to flightpath.

Runway incursions

Nothing to report.

Emirates arrived with one damaged and one significantly damaged tyre but no damage here.

Airside developments

- Airside Driving Permit Applications through ID Gateway (same as ID passes) completed.
- Pavement Classification Number (PCN)/Pavement Classification Rating (PCR) conversion in progress.
- Progressing Assessment for Global Action Plan for the Prevention of Runway Incursions (GAPPRI) for Flight Safety Members
- Winter Operations Training in progress
- Electric Vehicle Charging Points project in progress

We will move to PCR when region is harmonised. [] thinks we will have PCR within a year.

Winter Ops training in progress. We have hired tractors. [] said what we do at the airport is excellent.

Electric vehicle charging point – [] said they will be surface mounted and 30 feet/10 metres from a building. The Chairman said with electric vehicles being heavier, how will this work going in multi storey car park? [] said he was comfortable with CP2.

Security

Most of queue times in Q3 will be the same for Q4. Working really closely with ICTS.

[] asked a question about incident response, [] replied Civil Contingencies Act.

[] asked why ICTS continues to present problems with staff attendance. [] advised that we continue to work with them but we see a lot of staff leaving. We are doing everything we can and we are recruiting. Impact by this is seen by so many passengers. He said we are looking at other options and we are always looking how to improve this.

The Chairman said that on 10 October it was 35 minutes before his bags arrived. [] said the time for the first bag is 40 minutes with all airlines and we have no means to change it.

[] advised [] that the queuing at Glasgow Airport as one of the best compared with other airports. The work the people do here is great.

[] said we want people to perform but they have a lot of scrutiny on them. They are under consistent evaluation for the work they do and it is a fairly low paid job with a lot of responsibility.

[] asked [] if he would say that the outsourcing has delivered all the benefits, i.e. going to ICTS. He feels we haven't realised all the benefits.

The Chairman said getting people to turn up for work is a real challenge. [] said our biggest challenge is short term absence. [] reported that we had a very successful October week with no absences.

ID Centre – the ID team are gearing up for the CEM v 12 upgrade which will improve both the ID pass process and the access control management across the airport campus.

Disruptive passengers – the number is going down and [] is not overly concerned about the numbers. It is not necessarily alcohol fuelled, fighting etc. Anything really bad would be reported. [] said we know where the issues are and processes have been set in place to deal with this.

[] said there are procedures for staff to deal with conflicts regarding baggage etc. [] said the Police do a good job here along with the Security and Terminal Operations teams. We want people to come back to Glasgow and we want to give them great customer experience.

[] said Campus Watch broadly works. [] advised that Campus Watch was started at Glasgow Airport and has now been taken to several other airports and not just within the UK. It is team work and we are all working for the same thing.

Terminal

[] said Q3 were the busiest months. The East Pier had the carpet tiles replaced throughout. The overspill seating area was opened in August which has flight information screens and vending machines. The front Taxi Rank received a refresh with new signage and new barriers to improve the look for customers.

We welcomed approximately 8,000 students into the country during September and this went well.

[] was pleased to advise that we will be extending the career development of our two Terminal Support Officers until December. She explained that they are invaluable over the summer and they will be trialling them for another part of the business for November and December. We will then take a decision on whether they should be made permanent and not just employed for the summer.

Retail

[] advised that the retail team has gone through a structure change. There are two vacant roles currently being interviewed for and all in all this will allow the opportunity for more support in the team to deliver on new projects and initiatives.

[] advised that World Duty Free have seen growth after a number of new brands were introduced. Tortilla opened in mid September and is offering something new. Tinderbox worked well as a pop up through the summer during the works taking place in Caledonia, Beardmore and Tortilla.

[] commented on the large box on central pier outside BA lounge which covers about a third of one of the large TV screens. [] advised that this should be away before much longer.

[] joined the meeting.

Airspace Change Programme

[] advised that we have submitted our strategy to CAA and we will hear back in 5/6 weeks. Unable to set our consultation date yet but we anticipate it will be at the end of the year or early in the New Year.

Noise Action Plan

The consultation for Glasgow was 12 August to 6 October. Two webinars were held, letters sent to MPs, MSPs, fliers dropped, contact with anyone subscribed, social media campaign, press releases. Social media was very good. There was a drop in engagement from Bearsden and Clydebank. [] advised that it was felt that an appropriate number of people joined the webinar.

[] advised that they are currently reviewing all the responses they have received. This will be sent to Scottish Ministers by the end of the year. We will then have to wait for approval from Scottish Government to proceed. [] said we will start to implement things before then.

[] thanked [] and said it is appreciated by the community.

[] said we have asked for specific data and we can see if individuals are submitting more than one consultation point. [] offered to share anything specific and [] said that would be helpful.

[] had asked for details of commercial flights which go over Argyll & Bute some months back. [] agreed to provide this information.

The Chairman was disappointed that there was limited response to the consultation by Local Authorities. People are not engaging and communications are important. It is important people have a chance to say what they think now.

[] advised that we have recruited [], Head of Airspace Change who will work across the three airports. She thinks he will be an excellent addition to the team.

[] asked what the next step is for the report.

[] said we will come back and update this committee of any final changes to the document when it is being submitted to the Scottish Government which will probably be early next year.

Any other business

The Chairman advised that the CAA has set up a communication information forum which is being held on 18 November. [] has agreed to be the representative for this committee to find out what is happening. It meets every 6 months for 2 hours. [] will feedback to our next meeting.

We need to try and get SPAA to attend meetings more often.

The Chairman would welcome representation from some of the airlines using the airport, from retail operators and the AOC. It would be helpful to understand their issues. He is also keen to see more representation from passengers who are younger, e.g. a female with children – their requirements are important.

[] advised he asked for feedback from Helensburgh and Argyll – no response so people must be happy.

[] is looking for clarity in terms of what the committee's response would be to an invitation to an airline to attend committee meetings. The Chairman said part of the difficulty is finding somebody who is of sufficient seniority. Representation has to be more inclusive but doesn't have to be a Glasgow based person. [] said the problem with this is that each airline operates differently. A lot of this is not as robust as it used to be. It might be hard to get them to speak or if we picked a specific issue to get them to respond to that.

[] asked if we are just looking for an airline to come along and give us an update but not covering operational matters – would that support [] point. The Chairman agreed that he and [] will meet and discuss this.

[] asked why pre-booked taxis are no longer to use the long stay car parking. [] said this was not true.

[] advised that the night service bus frequency is being look at.

[] asked about the availability of assistance to families arriving into the airport with several children. [] said the best route was to contact the airline they are flying with and they will be able to help.

[] asked if there was any progress with the Metro. The Chairman advised there was an article in the press recently saying it has been postponed. [] suggested asking [] of SPT to come and give us an update.

[] asked if there was any update on the meeting with [] held on 19 October. [] said he would get an update from [] and if there is anything we will feed it back.

The Chairman encouraged people to come along to all the meetings. He also advised that our 200th meeting would be held in April.

Date of next meeting

Monday 27 January 2025.