

GLASGOW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the 192nd Quarterly Meeting held at GAMA Aviation, 180 Abbotsinch Road, Paisley on Monday 24 April 2023 at 10.00 am

Present

Chairman
Chaplain - Glasgow Airport
Passenger Representative
North Lanarkshire Council
Passenger Representative
Argyll & Bute Council
ABTA
AOC
East Dunbartonshire Council
Inverclyde Council

Glasgow Airport
Operations Director – Glasgow Airport
Secretary

Apologies

Vice Chairman
SPAA
Terminal Compliance Manager – Glasgow Airport
Airside Operations Manager – Glasgow Airport
Ground Operations – Glasgow Airport

The Chairman welcomed all to the 192nd GACC meeting which was hosted at GAMA Aviation.

Minutes of the Previous Meeting

The Minutes of the meeting held on 23 January 2023 were circulated. There were no comments on them and they were agreed.

Glasgow Brand Campaign

The Chairman welcomed [] who gave a very interesting presentation on the Glasgow Airport Marketing refresh.

[] explained that the brand was created ten years ago. The aim of the Brand Campaign is to raise awareness and remind people what we have to offer in terms of airlines and destinations. We also want to win back central belt demand. The updated brand is much more colourful and is instantly recognisable and attributed to Glasgow Airport. The new slogan for the Airport is ‘Go for it!’ and this will shortly be all around the Airport Terminal.

[] said that we work closely with travel agents in Scotland. The question was raised as to why there is such a move to Edinburgh from Glasgow for travel and fundamentally it is believed this is due to the direct routes available. Where an airline has more volume in an airport, the flights are cheaper. [] said that his family favour Edinburgh Airport due to better parking options.

[] thanked [] for his presentation and said that the purpose of this campaign is to 'remind' people we are here. A huge amount of work has been done for this within the Airport. It was important we did this rather than sit back and do nothing. From data analysis and looking at website demand we were able to acquire more flights.

The Chairman advised that [] had suggested drop off baggage the night before early morning flights. Is there any scope for looking at this with airlines? [] advised that discussions are ongoing on this.

Having seen it at other airports, the Chairman suggested a machine in the terminal which can print out personalised banner – it is a way of making money! He also thought there was an opportunity for us to sell Glasgow Airport merchandise and raise brand awareness.

[] wondered if there was a market for history and ancestry here. Could an advertising campaign be looked into for this sort of thing?

The Chairman said it is impossible to book the Lomond Lounge on the app. [] advised it doesn't open until 1 May and will be available on the app then.

The Chairman thanked Mr M Findlay for his presentation and he agreed to come back to a meeting again next year to update the Committee on how things have gone following the refresh.

Traffic Report and General Update

In view of the Boardroom space available for this meeting and rather than bring several others, [] advised that he would update on all of this.

Traffic

There has been a significant jump in load factor from last year.

Quarter 1 has been very strong. Flybe entered administration in February. EasyJet launched a 3 times per week flight to Belfast City.

Some highlights for Quarter 2 - Jet2 will base its 7th aircraft in Glasgow increasing frequencies on core routes and launching a new destination from Glasgow to Girona. A further base unit will come in summer 2024. Icelandic low cost carrier, Play Airlines, will launch a 4 x weekly flight in competition with Icelandair to Keflavik from May with onward connections to North America.

In Quarter 3 Aer Lingus will increase its Belfast flight to 3 x daily. Loganair will launch a new twice weekly route to Donegal.

Airside

There was one medium/high bird strike. A huge amount of work has been done in this regard and continues. Local farmers are being encouraged by the Scottish government to plant trees for the environment but this will give us a real problem. [] advised that we have opened up discussions with NatureScot and Scottish Government regarding this.

Noise

In the first quarter we received a total of 5 noise complaints. On 26 March the Emirates A380 returned to Glasgow with no noise complaints being received to date in connection with this.

Runway incursions

There have been no runway incursions or runway safety events in the first quarter of this year.

Security

There has been an improvement in performance from 2022 for the same period. ICTS continue to recruit staff as there are still retention issues. The move to increase contracted hours has been successful and has reduced the daily no show number.

A programme is currently being developed to deploy both next generation X-ray machines and body scanners into central search as well as the west and east access posts. Currently on track to install the new equipment in the access posts starting in October 2023 with a focused training period before they go live. Central search installation will start in the first quarter of 2024.

Laser and Drone incidents

We continue to work with other airports on this.

Terminal

A great first quarter for 2023 with a fantastic number of attendees at the Airport's own Jobsfair. With 500 jobs on offer and over 1,000 people attending, most organisations were able to source their recruits from this. It was a huge success and will hopefully be repeated next year.

March saw the return of the A380 to Glasgow Airport and was very well received.

Self Service Kiosks have now gone live.

Retail

After refurbishment Spinning Jenny Bar and Kitchen reopened on 18 March. Greggs opened on 7 March.

There are other ongoing projects and there will hopefully be new unit openings in the next quarter.

FlightPath Fund

This is still going strong with an increase in the funding given to it by the Airport. Where appropriate, organisations receiving an award are encouraged to give acknowledgement to the Glasgow Airport FlightPath Fund by way of displaying our logo.

Any Other Business

[] advised that we don't have control over 'Click and Collect' as Brexit took it away. There is a 'Reserve and Collect' but you have to take it out the country with you and bring it back.

The Chairman advised that we will have an update in July on the Noise Reduction Scheme for Housing.

There was detailed discussion on Pick-up and Drop-off. Consultation took place before PUDO was introduced. Thereafter it was a commercial decision for the Airport.

The Chairman thanked GAMA Aviation for hosting the meeting and their kind hospitality.

Date of Next Meeting

The Chairman thanked everyone who had attended this meeting. The next one will be held on Monday 24 July 2023. He will continue to send out weekly updates. If anyone has any comments on anything please feed them back.