

GLASGOW AIRPORT CONSULTATIVE COMMITTEE

Minutes of the 194th Quarterly Meeting held in the Sanderling Meeting Room, Glasgow Airport on Monday 23 October 2023 at 10:00 am

Present

Chairman
Vice Chairman

Passenger Representative
Passenger Representative (Teams)
Glasgow City Council
Passenger Representative
North Lanarkshire Council
Passenger Representative
NATS
Argyll & Bute Council (Teams)
West Dunbartonshire Council
ABTA
East Dunbartonshire Council
Inverclyde Council (Teams)

NATS
Swissport
Terminal Operations Manager
Director of Communications and Sustainability
Head of Security
Airside Safety and Standards Manager
Head of Aerodrome Operations

Secretary

Apologies

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

The Chairman welcomed all to the meeting and in particular [] attending his first meeting as a Passenger Representative.

In an attempt to expand the membership of the committee the Chairman advised that he had reached out to the Mumsnet group in the hope of encouraging a younger person with children to join the committee but so far, he has had no response. He is keen for wider representation on the committee including younger members and if anyone has any suggestions for new members he asked them to contact him.

Minutes of the last meeting

[] said he was still awaiting information from the last meeting. The Chairman apologised that he had not received this and agreed to chase it up on his behalf.

Traffic Report and General Updates

In [] absence, [] updated the committee on the above.

Traffic

There has been an improvement in quarters 3 and 4 in growth recovery. Wizz Air is moving its operations from Edinburgh to Glasgow with two new routes to Bucharest and Budapest from November. EasyJet will launch new routes to Hurghada, Egypt and Southampton. They will also continue Lisbon, Jersey and Barcelona routes from the Summer period to Winter for the first time.

Bird Strikes

There have been twenty recorded bird strikes in Q3. Fifteen were confirmed strikes with one classed as a medium/high strike. Five were unconfirmed.

Noise

There were 19 noise complaints in Q3 one of which was escalated. We continue to engage as best we can.

Runway Incursions and Safety Events

There was one Category E (no safety implications) runway incursion in Q3 when a light aircraft attempted to depart in the opposite direction to the runway in progress. The runway was clear of vehicles and aircraft at the time. Investigation is currently in progress.

Airside Developments/Work Streams

A380 Pushback Contingency Trial was completed. Now looking to push back into cul-de-sac.

Airside Campus Safety Event was held on 11 October.

Winter Ops planning and training is in progress.

Security

[] advised that all of the Q3 security queue targets had been met.

He made reference to the recent escape of a prisoner which caused a lot of problems in all UK airports. Glasgow had a one-and-a-half-hour queue which lasted for around 45 minutes.

Continuing to work with ICTS to recruit.

We are currently developing the programme to deploy both next generation x-ray machines and body scanners into central search as well as the west and east access posts. .

The Chairman is keen for the committee to see the new equipment and [] would be happy to arrange this once things are in place.

There were 42 disruptive passengers from July to September. There seems to be customer service-related issues with one airline in particular.

[] referred to previous comments that disruptive passenger problems were due to drugs rather than alcohol. He asked for more information on this. [] said it is mostly

cocaine. Drugs are harder for us to detect. The body scanner picks this up. He advised that we report any findings from Central Search to UK Border Force, otherwise to the Police. He does expect that more will be found when we are scanning everyone.

With the new equipment's capability and the likelihood of passengers' belongings being confiscated (e.g., bottles of alcohol), [] said that we need to make information available to everyone. We may have to make it clear to people that they need to be aware this can happen on airside.

[] said that presumably the airport was anticipating a reasonable degree of adults going to the football in June and asked when they would start preparing for this.

We use a forecasting tool for this. [] advised that we will work with the Risk Advisory Group to find out who should and shouldn't be travelling. We will ensure it is as smooth as possible. He said we are likely to see flights picking up in November after the draws are made.

[] asked how effective the dogs are at finding things to which [] replied that they are very effective, particularly with cannabis. Unfortunately they are a scarce resource.

In response to [] question about increased security due to the Middle East crisis, [] said nothing had changed at the moment but he would expect to see an increase in the UK threat level at some point.

Terminal

[] advised that Q3 was very busy. Twilight check-in with Jet 2 was introduced as well as night before check-in for other partner airlines and this continues to grow. In August the UCI was held in Glasgow and this was a great success for the airport despite the challenges that came with it.

Approximately 9,000 students arrived in September which involved working closely with UKBF to ensure that processes were put in place for the arrivals journey to be as slick as possible.

It is hoped that the 'babyzone' will be opened early in the new year. This will involve an exclusive airport baby feeding/changing zone and it is hoped we will be the pioneers for this for other airports to look on and follow.

The disruption desk at the bottom of Central Pier is now complete and ready to use for handling agents/airlines during times of disruption.

The October week was very successful.

[] asked if there was a sensory room at the airport. [] advised that we don't have one as yet, but it is something we are looking at. He also asked about a Prayer Room. We have two, the main one being in Central Search and the other at Gate 30. The Chairman commented that it is not particularly well signposted and perhaps this could be looked at. [] advised that it is on the cards to review all signage.

[] asked if there was a children's play area in the airport for young children. [] advised that there isn't at the moment.

Retail

A one-year extension with both Sunglass Hut and Accessorize has been agreed as both contracts were expiring. A three-year extension has been agreed with the Celtic store.

The Chairman spoke about using the re-opened Lomond Lounge recently. He thought it had a good offering but was not well advertised. With Priority Pass you get into the Upper Deck and he wondered if this allowed access into the Lomond Lounge also. [] advised it was only for the Upper Deck.

Valet Parking has now opened and seems to be performing well. [] said he had used the valet parking and was very happy with it. The Chairman agreed it was a good facility.

[] asked if there were any electrical charge points at the airport. [] advised that, following the recent fire at Luton Airport, this has been temporarily disabled. We are looking at electrical vehicles and how we deal with this now. We are considering options.

Pret a Manger and James Martin have both opened. Good facilities and seems to have been well received by passengers.

[] said there wasn't much provision for Halal. [] agreed to look at this and come back to the committee with more information. The Chairman said there was also a lack of gluten free etc. [] asked what provision there was in the lounges for Halal.

Public Affairs

More than £105,000 has been awarded to 61 groups, clubs, charities and organisations since the beginning of the year from the FlightPath Fund. The last meeting of 2023 is being held on Friday 3 November at the Clydebank Community Sports Hub which was a recipient of an award. Other award recipients have been invited along and it gives people a chance to learn more about the work of the FlightPath Fund.

Wizz Air is returning to Glasgow with flights going to Budapest and Bucharest which previously departed from Edinburgh. The routes will take off from Glasgow in November and replace the services from Edinburgh the same week. There will be two flights per week for both destinations.

Glasgow Airport received the highest 'Very Good' rating from the UK Civil Aviation Authority's (CAA) annual Airport Accessibility Report.

Glasgow Airport's Sustainability Strategy

In February the Connected Places Catapult announced a five-year partnership with Glasgow Airport to create the UK's first Connected Airport Living Lab. This partnership will put Glasgow Airport at the heart of testing a diverse range of innovations aimed at addressing challenges facing the aviation sector. The 'Connected Airport Living Lab' will play host to technologies, systems and processes designed to enhance passenger experience, boost productivity and accelerate the decarbonisation of ground and air operations including supporting zero emission flight.

The following six programme pillars have since been identified and work is underway to agree the next steps:

Automation
Accessibility
Energy
Surface Access
Digital/Data
Future Flight

[] suggested we invite the Project Manager to come along in January or March to update the committee on this.

[] advised that we are working very closely with the team working on the Glasgow City Region Investment Zone. This is one of two new Investment Zones in Scotland (the other is in the North East) following a joint selection process by the UK and Scottish governments. This will see the region supported by up to £80M in targeted investment, tax reliefs and other incentives over five years. The City Region is currently working with government to develop the detail around the Investment Zone. The airport, which was a key component of the city's green freeport bid, is engaging with this process to understand how it, together with the surrounding cluster, can form part of the City Region's proposals.

[] advised that sustainable aviation fuel is 4-5 times more expensive. The UK Government will introduce a SAF mandate in 2023 which will require jet fuel suppliers to blend SAF into jet fuel thereby reducing CO2 emissions. There is an opportunity for Scotland to take a lead on this.

[] asked [] if he could keep him up to date on accessibility in case there are any changes to passenger routes and [] agreed to do so.

[] asked if the increase in the cost of fuel would increase passenger fares and [] said that it would. It will cost a lot to de-carbonise. The price of SAF is starting to drop.

[] talked about the different scopes and what was involved in each one. He advised that in 2022 Glasgow Airport's carbon footprint was 110k carbon. We are now focusing on Scopes 1 and 3 over which we have some control. We know what our carbon footprint is, we are carbon neutral. Mid 2030s is our aim but looking like an investment of £50-60m for Scope 1.

There is no political start for the Metro.

Glasgow Airport has been ranked by the 2023 GRESB as the third best performing airport in the UK and received a five-star rating for its sustainability performance. [] was very pleased with this – we are making progress.

[] advised that we will now be presenting a sustainability report which we have to do every year. He spoke about how we can help with the community in terms of training, employment etc. He agreed to come back to us next year with an update.

Project Caelus medical drone flights testing process was due to take place shortly – delivery of medicines remotely to remote communities. [] advised that this would be done during the night when there were no flights.

Any Other Business

[] asked if the flying car was fantasy or a possibility. [] advised that a number of companies in the UK are looking at this.

The Chairman advised that he and [] were planning to attend the UKACCs annual meeting in November. They have asked committees what three things are discussed most and it was agreed that for GACC it was sustainability, surface access and flightpaths.

The Chairman was keen to have more behind the scenes visits and referred to the visit to GAMA in April which was a great facility. It was also very informative to see what goes on there. He is looking for ideas for other visits. [] suggested revisiting some of the earlier places we have done as newer members won't have seen them and all agreed this was a good idea.

The Chairman asked those who attend this committee to encourage those who don't. We are looking for the next generation coming forward to get them involved.

The Chairman wished everyone a happy Christmas and thanked all for attending.

Date of next meeting

The next meeting will be held on Monday 22 January 2024.

Following the meeting the following information was received from [].

“Question reference the NIS was raised at the initial chair's summary, but then never returned to by the chair so I had no opportunity to add []'s feedback forwarded on by text. [] had sent on the following update summary for the committee regarding the NIS scheme roll out:

I expect to write to a handful of houses in the 2022 contour within the next week. We are currently reviewing summer 23 contours and aim to open that up in January.”