**GLASGOW AIRPORT CONSULTATIVE COMMITTEE**

Minutes of the 189th Quarterly Meeting held in the Sanderling, Glasgow Airport

on Monday 18th July 2022 at 10.00 am

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The Chairman welcomed everyone to the 189th GACC meeting but expressed disappointment that so few members were in attendance.

There are a significant number of consultations, and the Chairman would appreciate more interaction and feedback from the committee to allow for a balanced view.

[ ] requested regular communications, at least once a month.

Action: Chairman to circulate an abstract of CCUK newsletter once a month

**Membership**

[ ] suggested a change of delegates from the Council to someone who would interact with the Airport

[ ] opined that it should always be a Councillor

The Chairman met with [ ] and [ ] to discuss membership and ways in which to encourage the public to join the committee to ensure we are covering all market groups within the demographic of airport users. The Chairman asked members to consider nominations to make the committee more inclusive to allow the ACC to move forward with relative effectiveness.

[ ] is on the mobility committee, however, there is a diversity deficit of women, young people, and representatives of other groups.

The Minutes of the meeting held on April 2022 were circulated and after amendment approved

**Traffic Report and General Update**

[ ] advised domestic travellers were 792,214 and international 1,076,044, 81% load factor totaling 1,868,258 passengers for Q2.

[ ] advised that the Skyscanner link on Glasgow Airport website didn’t include Paris Orly, only Charles de Gaulle

**Airside**

[ ] advised there has been sixteen recorded birdstrikes in the last 3 months. Nine were confirmed strikes with three recorded as a High / Medium strikes

**Noise**

We had a total of 22 noise complaints since March 22 mostly due to the increase in air traffic following covid restrictions.

Approximately half of the complaints were from the Bearsden and Clydebank area, with many of these residents querying night flights. We are a 24/7 operation and the runway in use is based on prevailing wind conditions.

The Committee had a lengthy discussion on noise issues and it was agreed that we would have a presentation at the next meeting.

**Runway Incursions and Safety Events**

There was one very low level (no safety implications) runway incursion over the last three months Full investigation has taken place. Root Cause determined a misunderstanding between tractor driver and ATCO which led to the incursion. Mitigation actions are being progressed with all parties with a focus on Radio Transmission skills

**Airside Developments/Works Streams**

We are preparing for 2022/23 winter operations.

**Security**

ICTS are continuing to recruit officers and are taking advantage of the DfT alleviations. Glasgow Airport ID team are supporting the wider airport campus to enable right first time ID applications.

Glasgow Airport and AGS staff continue to support security during peak times.

Next Generation Security Trial ofnew x ray technology will allow passengers and staff to keep liquids and large electrical items in their cabin baggage.  The trial will start at the end July for 3 months.

Glasgow Airport have now deployed Insider Threat training and Cyber Security training for all AGS staff which is especially important as companies struggle to recruit and utilise alleviations.

There were49 disruptive passengers, 38 were outbound passengers with 19 related to alcohol. This is not related to early morning serving of alcohol at bars

**Terminal Update**

[ ] advised we had received 527 complaints via our website between April and June, the highest being car-parking at 144, followed by baggage delivery at 109.

We have a challenge with baggage waiting times and misplaced bags due to industry wide challenges in recruitment. The airport has employed an agency to help baggage handling and the airlines are also looking at self-handling to avoid reputational damage.

Due to UK wide press coverage on airport disruption at non AGS airports Car Parking has seen a significant challenge with passengers arriving up to 5 hours before their departing flight. This has eased due to the long stay car park reopening and our own media campaign to remind passengers check in times of 3hrs for international and 2hrs for domestic.

In January 2022, we established a multi-agency governance group working with our campus partners to focus on the recovery of operations and protect the customer journey. Glasgow Airport has faced challenging media coverage which in most cases has been inaccurate and we have challenged the press.

We launched a priority service at immigration between the hours of 1200-1600 and 0000-0400 at a cost of £6.99, giving pax the ability to get to the front of the queue. We don’t oversell the product thereby we don’t dilute the market. [ ] advised we are looking into a trusted traveller scheme similar to TSA clearance.

**Retail**

[ ] advised we have opened 23 new units in the past year the biggest challenge being recruitment.

All partners pulled together during May to provide extended opening hours and pop-up facilities to accommodate the huge upturn in traffic from Rangers fans travelling to Seville.

Building Warrants and works have commenced on JD Sports who are moving to a larger unit, previously housed by The Fashion Place and The Bird & Signet bar & Kitchen, run by SSP to be housed in the space previously home to JD Wetherspoon.

The ATMs are back in operation and Travelex have opened in Domestic Arrivals.

Elliot Johnston, Head of Retail for AGS, joined the team in June.

**Community**

The communications team has been pro-active with the message to travellers to:

* Be on time
* Be organised
* Be patient

The FlightPath Fund has awarded approx. £40k to more than 25 local charities and community groups. Which includes helping a local Scout group install new kitchen equipment in its hall, funding a community food larder that supports 165 families per week and funding for a charity called Bikes for Refugees Scotland.

Glasgow Airport is part of a multi-billion-pound bid for an ambitious air, sea and rail economic zone on the River Clyde to become one of Scotland’s two Green Freeports

**Car Parking/PUDO**

Presentation by [ ]

[ ] advised a commercial decision was made to increase PUDO from £2 to £4 as we don’t make as much as we previously did from the airlines and money goes back to build infrastructure.

We offer long stay, short stay, valet parking and there is always a one-hour option available.

There are grace periods as we have a swap over challenge. We are looking at a product where people can input their flight details so we can match the booking with the flight so there are no penalties for a delayed flight. We give people comfort behind the scenes as every booking is amendable. Blue badge holders no longer have to get out their car and validate their parking they can now simply roll down their window and show their badge on camera.

Electric vehicles are allowed 10minutes free parking, this does not extend to commercial vehicles.

The new barrier system is moving away from cash as there is a charge for cash handling, however there will always be a cash option.

There is no charge for someone who has entered the CP in error.

[ ] asked what other options were available other than arriving in a vehicle.

[ ] advised the First 500 linked the trains to the airport and the airport were looking at a more direct bus service from Paisley

**Airspace Change Programme**

[ ] from TRAX presented ACP (Presentation attached)

There are 21 airports affected by the redesign of Airspace which are divided into north and south of Birmingham. Each sponsor is dependent on one another when engaging with groups, shareholders and representatives. The process restarted in May 2021 and at the end of stage 2 we will begin the commencement of public consultation Q4 2023.

**Any other business**

Derek Provan will be leaving the business March 2023

[ ] queried the reduced capacity of flights.

[ ] advise airlines had looked at ground handling and staffing issues as there are not enough people to turn aircrafts around. Airlines decided to drop flights. The result at Glasgow Airport is 600 less flights amounting to 100k passengers between now and October 2022.