

Edinburgh Airport Consultative Committee

Chief Executive's Report

[Provided in confidence]

Meeting date	10 February, 2025
Period covered (Year/Quarter/covering months)	2024, Q4 - October, November, December
Prepared by and date	Robert Fairnie, 31/01/25
Approved by and date	

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1. Traffic figures

- All percentages are reported to one decimal place.
- Any negative figures or decrease in percentages are reported in red.

1.1 Passenger figures

Passenger figures	Oct '24	Nov '24	Dec '24	Q4 '24 Total	Q4 '24 % of Total	Q4 '23 % of Total	% change '24 vs '23
Domestic	411,226	406,144	419,503	1,236,873	33.3%	33.7%	6.4%
International	1,056,942	685,021	734,411	2,476,374	66.7%	66.3%	8.3%
Total	1,468,168	1,091,165	1,153,914	3,713,247	100.0%	100.0%	7.7%

1.2 Aircraft movements

Aircraft movements	Oct '24	Nov '24	Dec '24	Q4 '24 Total	Q4 '24 % of Total	Q4 '23 % of Total	% change '24 vs '23
Domestic	4,025	3,844	3,765	11,634	41.0%	43.5%	-3.5%
International	7,008	4,696	5,018	16,722	59.0%	56.5%	6.6%
Total	11,033	8,540	8,783	28,356	100.0%	100.0%	2.2%

1.3 Aircraft traffic mix

Passenger traffic mix	Oct '24	Nov '24	Dec '24	Q4 '24 Total	Q4 '24 % of Total	Q4 '23 % of Total	% change '24 vs '23
Scheduled	1,461,907	1,088,522	1,148,642	3,699,071	99.6%	99.6%	7.7%
Charter	5,235	1,385	3,870	10,490	0.3%	0.3%	9.5%
Other	1,026	1,258	1,402	3,686	0.1%	0.1%	5.0%
Total	1,468,168	1,091,165	1,153,914	3,713,247	100.0%	100.0%	7.7%

1.4 Day v night aircraft movements

Day vs night aircraft movements	Oct '24	Nov '24	Dec '24	Q4 '24 Total	Q4 '24 % of Total	Q4 '23 % of Total	% change '24 vs '23
Night (0000-0559)	587	219	263	1,069	3.8%	4.6%	-16.9%

Day (0600-2159)	9,777	7,834	8,009	25,620	90.4%	89.0%	3.8%
Evening (2200-2359)	669	487	511	1,667	5.9%	6.4%	-5.7%
Total	11,033	8,540	8,783	28,356	100.0%	100.0%	2.2%

1.5 Traffic commentary

- Between October-December 2024, 3.71 million passengers used Edinburgh Airport – that’s 7.7% higher vs Q4 in 2023.
- Overall aircraft movements are up 2.2% vs 2023, primarily driven by international traffic.
- A slightly higher share of aircraft movements were in daytime hours compared to Q4 2023, with fewer aircraft movements in evening hours.
- Overall, 2024 passenger numbers finished at 15.79 million, an increase of 9.6% vs 2023 and 7.1% vs 2019 – a record-breaking year at Edinburgh Airport.

2. Capital Investment

2.1 Key Projects in development, design and delivery

Project / Initiative Name	Stage	End Date
TIE RNEX Ph1	Development	Jun-28
TIE SEPEX Ph1	Design	Feb-27
FEX	Development	Jan-34
Major Runway Rehab	Design	Mar-26
Security Futures	Delivery	Sep-25
East Access Road	Development	Jan-28
TIE PHASE 1 - Airfield Enabling Works	Delivery	Feb-26
Water Quality	Development	Jan-27
Car Rental Futures	Design	Jan-27
Fuel Capacity	Design	Sep-25

2.2 Summary of key projects

TIE RNEX Ph1

This element of the Terminal Infrastructure Expansion (TIE) programme is a long-term project to address gate capacity, departure lounge space and the retail commercial offer.

TIE SEPEX Ph1

This extension will see additional gates constructed to address gate capacity.

TIE - FEX

This element of the Terminal Infrastructure Expansion (TIE) programme is a long-term project to address operational capacity issues across check-in.

Major Runway Rehab

The major Runway Rehabilitation project will re-life the runway. A resurfacing exercise will be undertaken in winter 2025-26.

EAST Access Road

The EAST Access Road project will provide resilience to the airport, creating a 2nd access from the Gogar Roundabout interchange. The project has restarted and EAL are working with CEC on the planning application and approval.

Security Futures

The Security Futures project commenced construction in June 2023. The project will complete in early 2025 and provide enhanced security control within the passenger search area.

TIE – Airfield Enabling Phase 1

This element of the Terminal Infrastructure Expansion (TIE) programme is a long-term project to address operational capacity issues across the airfield. The project will be delivered in multiple phases.

Water Quality

EAL is working closely with SEPA on the Water Quality project which provides an enhanced ability to capture de-icing runoff, it will improve the water quality across all adjacent watercourses.

Car Rental

The Car Rental Futures project aims to provide the necessary capacity and infrastructure to facilitate the growth of Car Rental to 2028+ and deliver the associated revenue.

Fuel Capacity

The Fuel Capacity project aims to provide the necessary storage capacity and infrastructure within the existing fuel farm to meet the requirements of airline demand and forecast traffic growth.

2.3 Projects commentary

- In 2023 the final year capital expenditure figure was £31m, an increase of £14m from 2022. A total of 131 separate capital projects were underway in the period.
- In 2024 the final year capital expenditure figure was £52m, an increase of £21m from 2023. A total of 148 separate capital projects were underway in the period.

- In 2025 the number of projects will be 132, the forecast capital expenditure increases by £28m to £80m.
- The team continue to future proof the airport and map out projects to improve the airport longer term but are also heavily involved in solutions to immediate issues when and where they require input.

3. Community Investment

- *The Community Fund budget is generated from the drop off fee and increases in line with passenger numbers.*
- *The Community Fund board meet three times a year and is chaired by Alex Cole-Hamilton, MSP for Edinburgh Western.*
- *Application information can be found at edinburghairport.com/community*

3.1 Community Fund

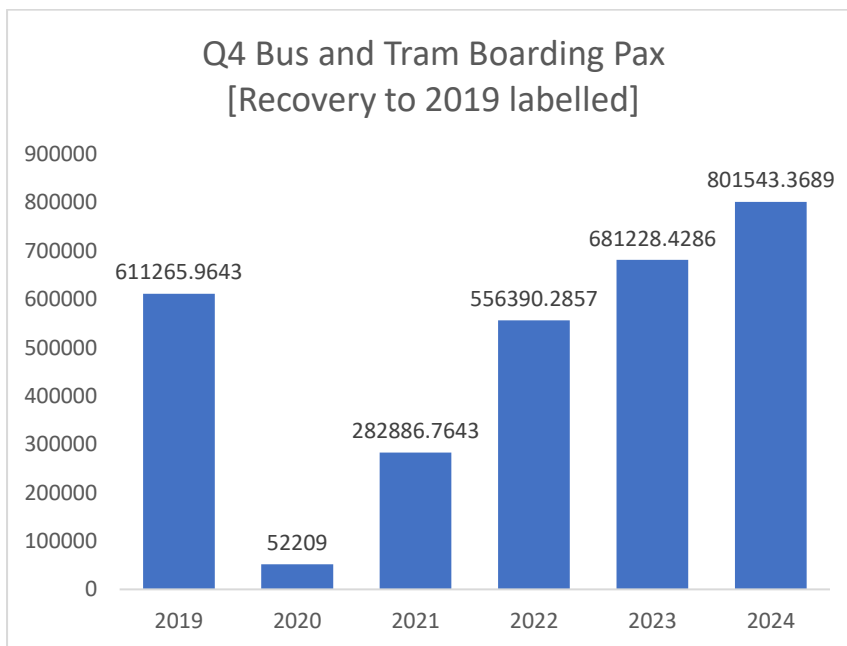
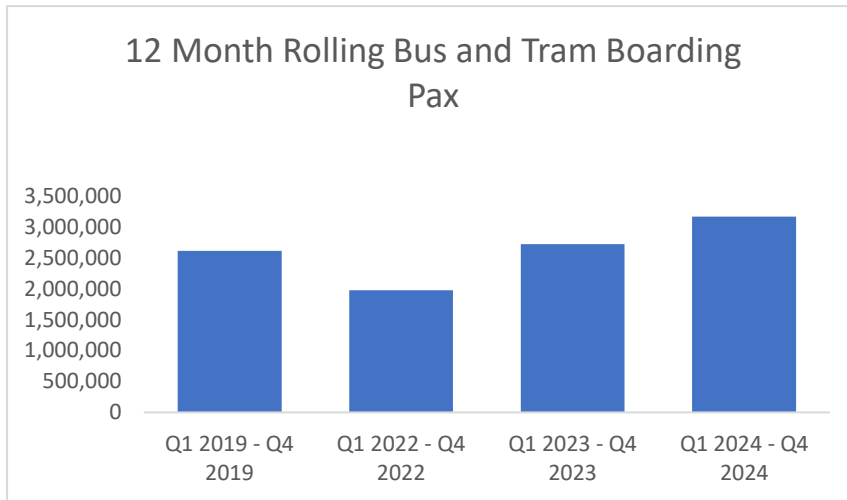
- The November Community Fund saw 95 applications, similar to the total received in August (93) and greatly up on the number received at this time in 2023 (77). The number of projects supported was 21.
- Successful projects covered a variety of topics across the airport's Greater Good pillars: Zero Carbon, Enhancing Scotland, Scotland's Best Business, Trusted Neighbour.
- Projects supported in the November round of funding included:
 - Accessible outdoor learning space
 - Cargo bike to replace delivery vehicle
 - Cerebral palsy running frames
 - Solar panel installations
 - Communal bikes for primary pupils
 - Cost of living payments to foodbanks and similar organisations
 - Gala day support for several communities
- In the first meeting of 2025, in April, the Community Fund will have £80,000 available to groups.

3.2 Charity work

- Edinburgh Children's Hospital Charity (EHC) is a local charity with a national reach. They impact almost all aspects of the patient experience at the Royal Hospital for Sick Children and Young People – from wellbeing support to specialist services, arts classes to funding life changing equipment.
- Q4 saw a total of £27,792 donated or raised for the charity through a variety of raffles, foreign coin collections, fundraising events, gifts in kind, and colleague running challenges.
- By the end of 2024, the partnership saw a total of £100,824 raised, our most successful year in charity partnership yet with much more planned throughout 2025.

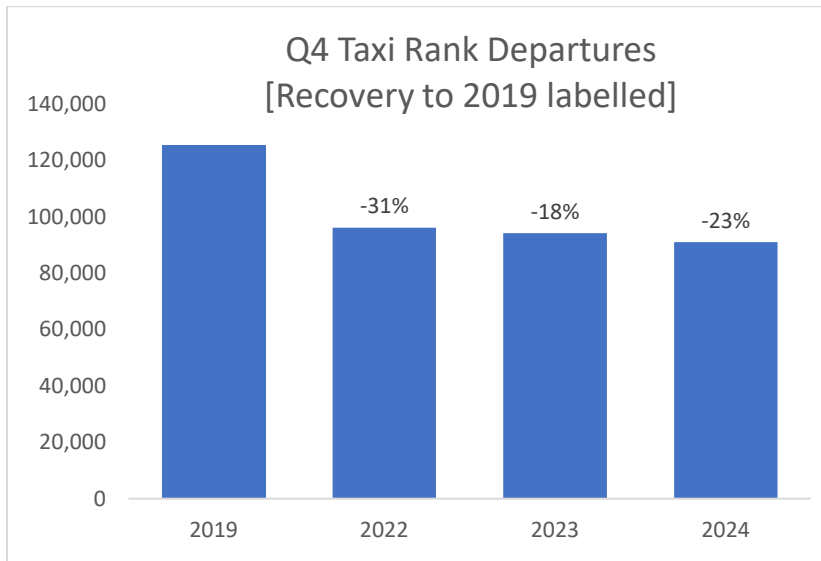
4. Surface access

4.1 Bus and tram services



- Public transport market share for Q4 2024 total pax was 42%
- X90 Dundee service added journeys to their FLY service from December to increase capacity over peak times.
- Ember launched new route from Edinburgh to Aberdeen in October, the new route also means that the frequency from Dundee to Edinburgh will be doubled.

4.2 Taxi services



4.3 Yearly Mode Share

Year	Month	Car Parking	Public Transport	Taxi	Coaches	Car Rental	Other
2019	Total	40.6%	33.7%	11.0%	7.1%	6.7%	0.9%
2023	Total	39.7%	36.6%	8.9%	6.3%	5.5%	3.0%
2024	Total	39.6%	38.9%	6.6%	6.6%	5.5%	2.6%

5. Aircraft noise

- Our Service Level Agreement (SLA) is to respond to noise complaints within five days.
- All percentages are reported to one decimal place.
- Any negative figures or decrease in percentages are reported in *red*

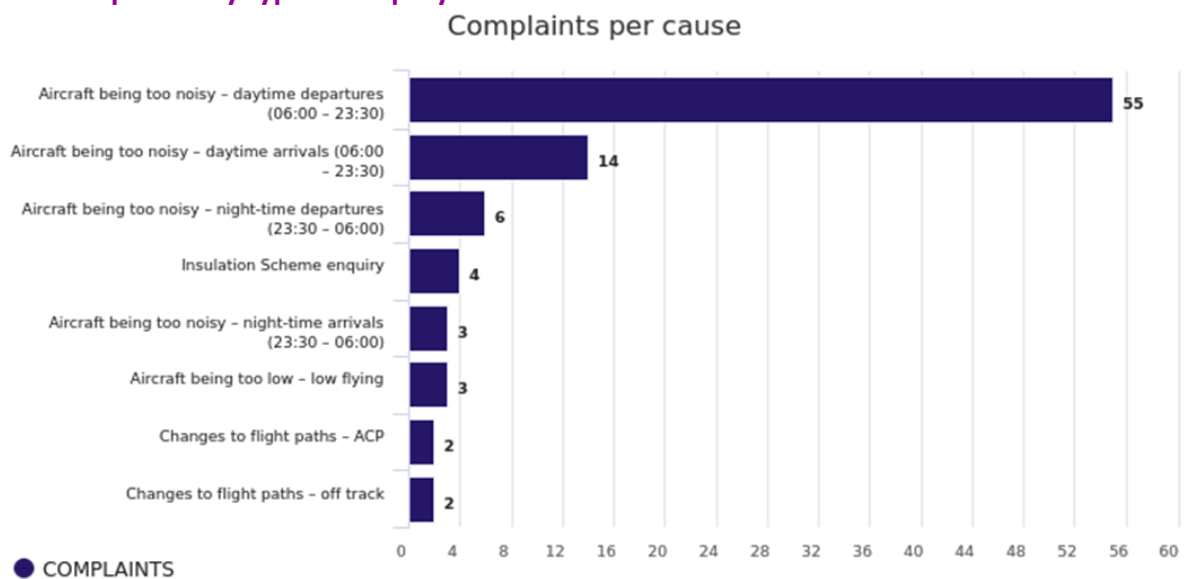
5.1 Noise complaints received

	Oct-24	Nov-24	Dec-24	Q4/2024 total	Q3/2024 total	% change Q4/2024 v Q3/2024	% change Q4/2024 v Q4/2023
Noise complaints	58	9	22	89	203	-56.2%	-59.7%
Complainers	15	7	11	28	37	-24.3%	7.7%
Answered in SLA	94.8%	88.9%	54.5%	84.3%	76.8%	9.7%	-6.4%

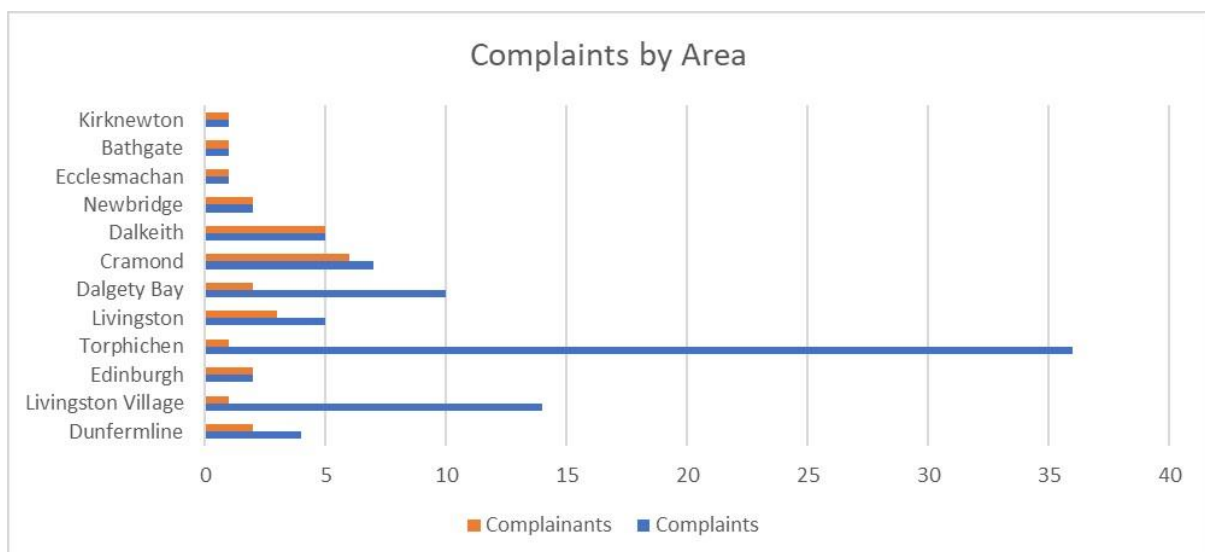
5.2 Runway use

	Period	Oct-24	Nov-24	Dec-24	Q4/2024 total	Q3/2024 total	% change Q4/2024 v Q3/2024	% change Q4/2024 v Q4/2023
Runway 06	Day	2855	627	1194	4676	9110	-48.7%	-49.3%
	Night	259	35	64	358	718	-50.1%	-42.1%
Runway 24	Day	7406	7585	7154	22145	22975	-3.6%	33.0%
	Night	472	259	301	1032	1721	-40.0%	2.3%

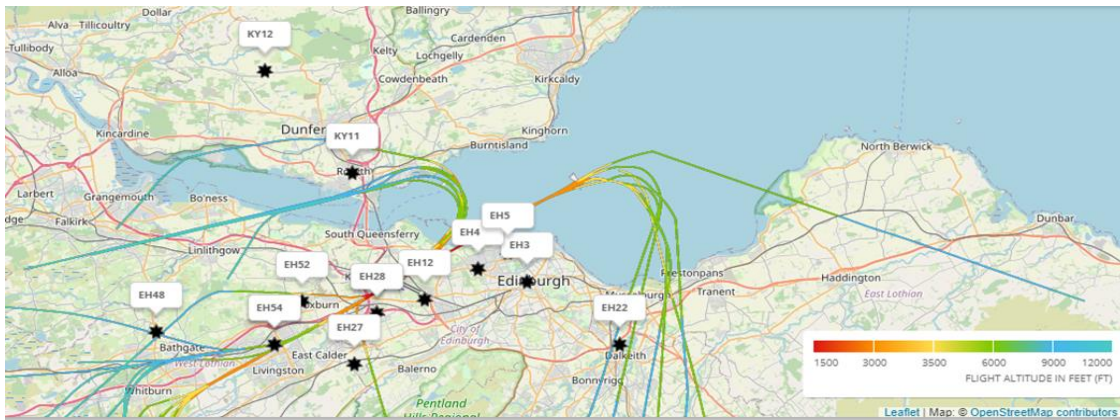
5.3 Complaints by type of enquiry



5.4 Complaints by area sorted by number of complainants



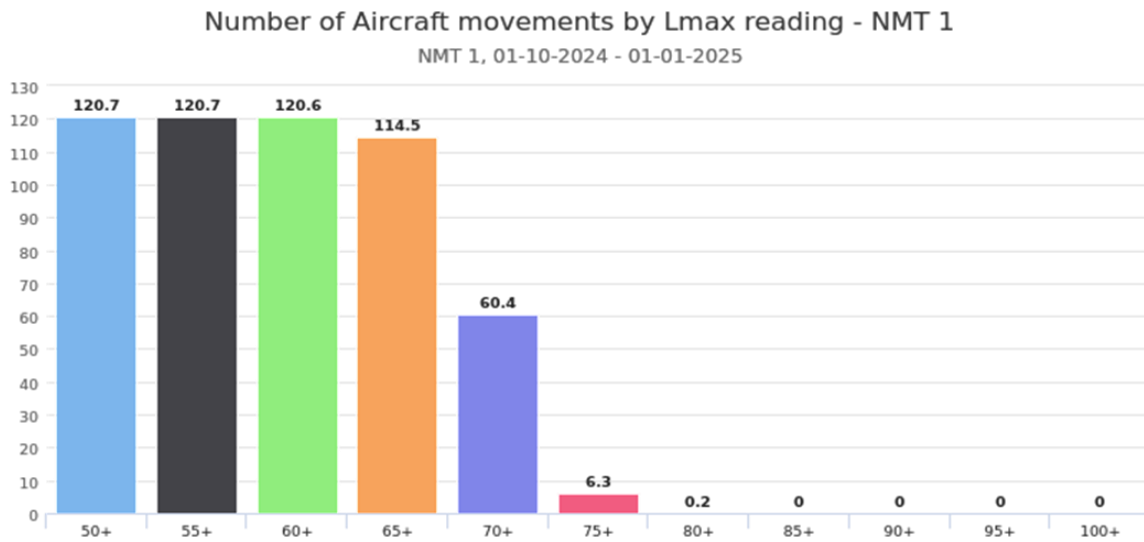
Heat map detailing location of complaints and altitude of aircraft:



5.5 NAX

The NAX charts below detail the number of aircraft that exceeded the noise level detailed on the X axis, at that monitor during the quarter

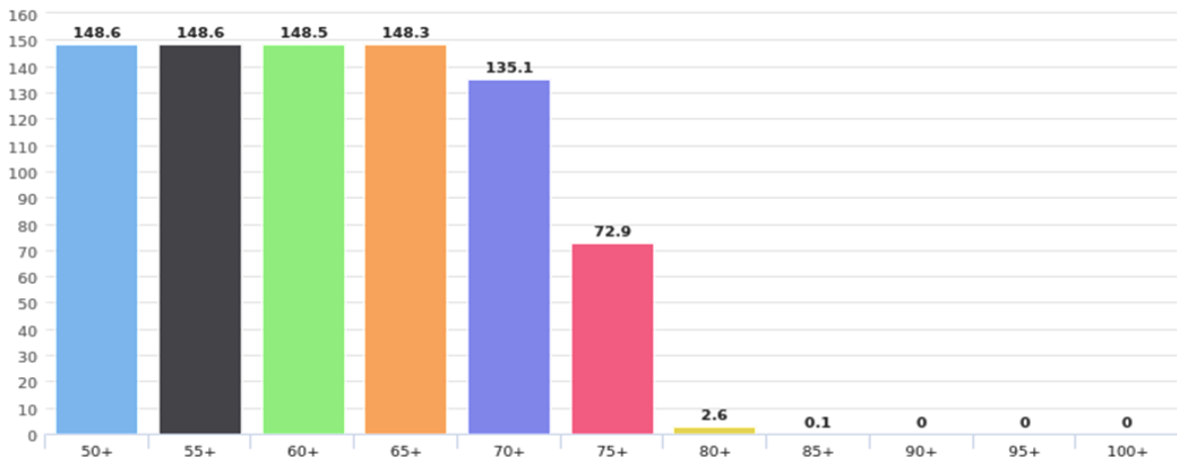
Monitor 1 - Livingston



Monitor 2 – Bathgate

Number of Aircraft movements by Lmax reading - NMT 2

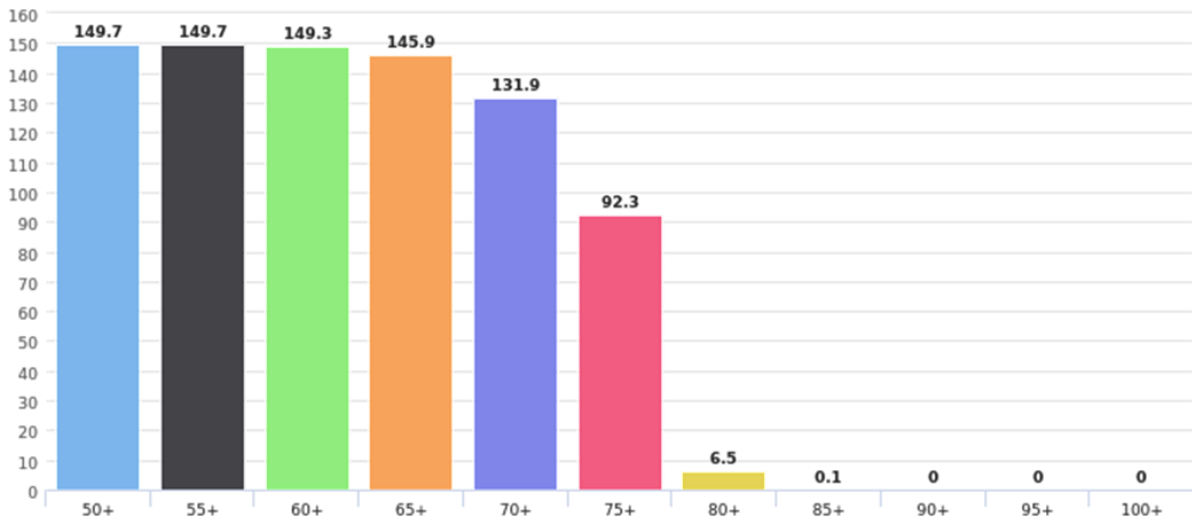
NMT 2, 01-10-2024 - 01-01-2025



Monitor 3 – Cramond

Number of Aircraft movements by Lmax reading - NMT 3

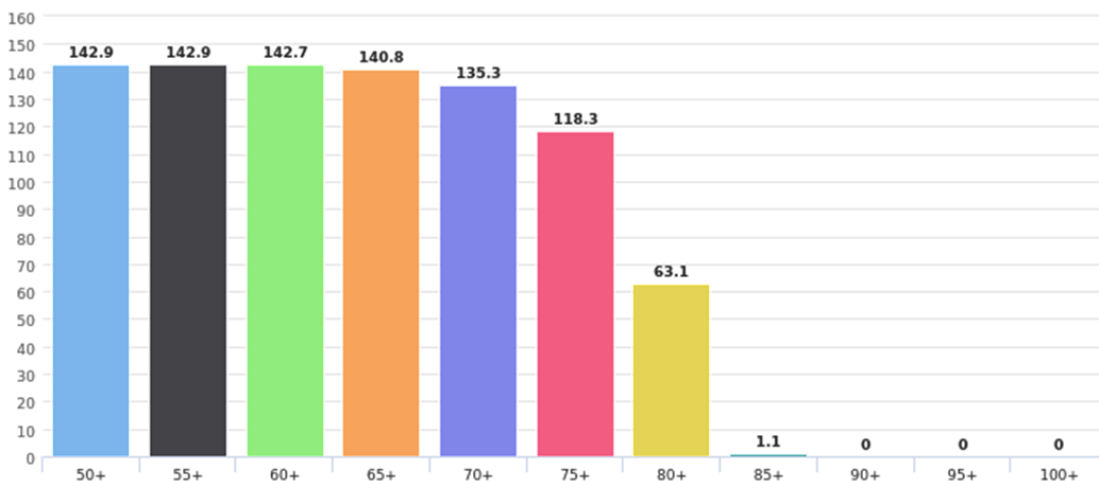
NMT 3, 01-10-2024 - 01-01-2025



Monitor 7 - Cramond primary school

Number of Aircraft movements by Lmax reading - NMT 7

NMT 7, 01-10-2024 - 01-01-2025



5.6 Complaints

The table below details any complaints found to be justified and the reason for the diversion from SID or any other issue and provides or any other relevant details. Standard Instrument Departures or SIDs are the technical term for departure flight paths.

EDI Day Quarterly complaints (06:00 - 23:30)									
Date complaint made	Date/time of disturbance	Area	Cause	Aircraft Type	Departure Airport	Destination Airport	SID	Valid Y/N	Reason
2024-12-01 12:24:05	2024-12-01 12:17:22	Broxburn	Changes to flight paths – off track	A320	EGPH	EGBB	GOSAM-24	Y	Weather
2024-12-02 17:38:30	2024-12-02 17:31:00	Bathgate	Aircraft being too noisy – daytime departures (06:00 – 23:30)	HAWK	UNK	UNK		Y	Military Aircraft
2024-12-31 14:01:00	2024-12-31 14:00:00	Kirkcubright	Aircraft being too noisy – daytime departures (06:00 – 23:30)	B738	EGPH	GCRR	GRI3C	Y	Weather

EDI Night Quarterly complaints (23:30 - 06:00)										
Date complaint made	Date/time of disturbance	Area	Cause	Aircraft Type	Departure Airport	Destination Airport	SID	Valid Y/N	Reason	

N/A	N/A	N / A	N / A	N/A	N/A	N/A	N / A	N/A	N / A
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5.7 Noise commentary

- An update of fixed and mobile noise monitoring stations was carried out week beginning 2nd December 2024. Each unit received updated modems, calibrated Sound Level Meters (SLMs) and 5G sim cards and power units. There was a short period where each monitor was offline however this was for a maximum of 2 hours.
- An issue arose with the power supply to the monitor in Cramond. This was resolved and power was restored but does mean the monitor was offline for periods between 2-4 December.q
- The Dalgety Bay mobile monitor is back online after completion of maintenance and update of the noise monitoring stations. The monitor will remain on site until the end of May 2025.
- Edinburgh Airport’s Noise Action Plan 2024 – 2028 public consultation opened to the public and will remain open until February 14.
- Of the 89 complains made in Q4, 59 (66.3%) were made by 3 frequent complainants.
 - 36 (40.4%) by a complainant in Torphichen
 - 14 (15.7%) by a complainant in Dalgety Bay

6. Route development

6.1 Route commentary

Overall Market Update:

- Q4 performance finished strong following a positive Q1-Q3. Our strong performance continued as we moved into winter months, with demand levels high. Q4 passengers were 7.7% ahead vs Q4 2023.
- International recovery continued to drive overall recovery rate in Q4, with international passenger volumes growing 8.3% vs 2023.
- Each month saw an increase in passengers vs the same months in 2023. October’s growth was 6%, November was 10% and December 8% ahead.
- Edinburgh Airport had a record-breaking 2024, with overall passengers finishing at 15.79 million, an increase of 9.6% vs 2023 and +7.1% vs 2019.
- Looking forward, headwinds continue to the present surrounding both delivery of new aircraft and technical issues with some aircraft types in service.
- As we will soon be approaching the end of the winter months, the uptick for the summer season will start to be present, where we are expecting another strong summer driven by increased demand.

Airline updates:

easyJet:

- In December, easyJet brought its 10th based a/c to support festive flying and top-ups on VFR routes including domestics. Some of the additional capacity went onto the following markets: Madrid, Milan, Krakow, Munich and Belfast.
 - More recently, it has been confirmed that the additional aircraft will also be based in summer 2025.
- It launched Gran Canaria in W24 – meaning another destination for some winter sun.
- It also launched new routes for summer 2025, including Zurich, Enfidha, Dusseldorf, Olbia and Marrakech.

Emirates:

- Emirates launched its daily service to Dubai in November, with performance strong since the service started.
- At the start of January, we saw the brand new A350 arrive at Edinburgh Airport, offering passengers a choice of three cabin classes.

JetBlue:

- After a successful first year of operations serving JFK, JetBlue has announced it will be extending this route for summer 2025.
- It has also launched Boston as a new route for Edinburgh Airport, both flights will operate from May to October.

Delta:

- Looking forward to Summer 2025, Delta will be starting its Atlanta service early. This service will now start operating in the middle of April rather than the end of May.

Air Canada:

- Air Canada will be starting its Toronto service in April, a month earlier than originally planned.

Jet2:

- Jet2 started flying its new, modern, more fuel-efficient A321neo aircraft.
- Also announced new routes to Girona, Kalamata and Kefalonia for Summer 2026.

Austrian:

- Austrian will be launching a 3x weekly service to Vienna from May to September. This now means that Edinburgh Airport has all five Lufthansa Group Airlines flying at the airport.

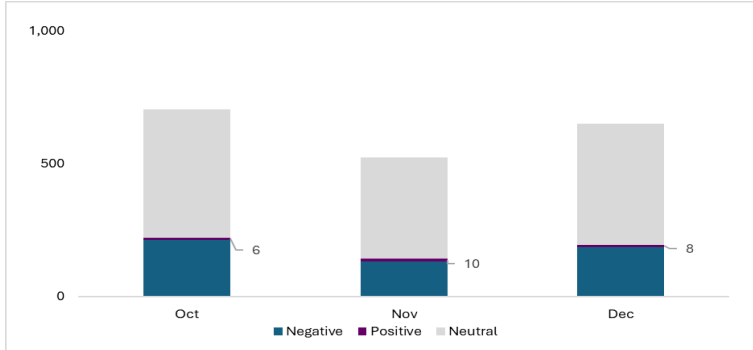
Loganair:

- Loganair have launched Guernsey for summer 2025, operating weekly on Saturdays.

7. Passenger satisfaction analysis

7.1 Complaints, compliments, enquiries and suggestions

Received via email, phone call, webform, letter and live chat.

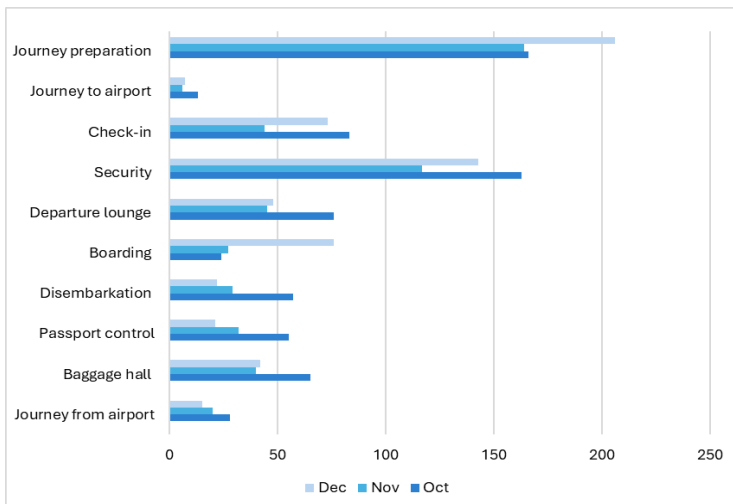


7.1.2 Commentary

	Oct-24	Nov -24	Dec-24	Total Q4 2024	Q4 vs Q3 % Change	Total Q4 2023	Q4 2024 vs Q4 2023 % CHANGE
Complaints	214	133	186	533	-29%	425	25%
Compliments	6	10	8	24	-61%	31	-23%
Neutral	483	379	456	1,318	-63%	1362	-3%
total	701	522	650	1,875	-65%	1,818	3%

- During Q4 the average satisfaction score was 85%, this has remained the same as Q4 2023
- Q4 closed with an average of 1.43 complaints per 10,000 passengers.
- 97% of customers received a first response to their case within the SLA of 8 working days (95% target)

7.2 Passenger Satisfaction



- In Q4 the area with the most enquiries and feedback is 'journey preparation' as we have seen previously. This is in line with what we would expect as passengers plan their journey prior to traveling to the airport.