

Minutes of the 212th EACC meeting held on Monday 5th May 2025
at the Novotel at Hermiston Gait – Edinburgh

Present Robert Carr (Chair)
 Janice Hogarth (Secretary)
 Gordon Dewar (CEO Edinburgh Airport)
 Gordon Robertson (Communications Director EAL)
 Greg Maxwell (Head of External Media and Corporate Affairs)
 Adam Cumming Edinburgh Airport Amenities Group
 Cllr Dave Dempsey Fife Council
 Stephen Robb Fife Chamber of Commerce
 Donald Spencer The Consumers Association
 Cllr Kevin Lang City of Edinburgh Council
 Peter Scott Cramond & Barnton Community Council
 Jimmy Martin ABTA
 Clare Johnston Passenger PRM Representative
 Cllr Tom Conn West Lothian Council
 David Dunphy Frequent Flyer Representative
 Ken McNab SPAA
 Elspeth Gray Ratho & District Community Council
 Agnes Rothney Kirkliston Council
 Caroline Flynn Police Scotland
 Kate Nowakowska Edinburgh Chamber of Commerce (ECOC)

Apologies_ Cllr Carol Hamilton Scottish Borders Council
 Carrie Binnie Unite
 Cllr Colin Cassidy Midlothian Council
 Cllr John McMillan East Lothian Council
 Blake Cushnie Edinburgh Airport Noise Advisory Board
 James Birch AOG
 Ken McNab SPAA
 Rachael Murphy Sestran

1.Welcome

Robert Carr welcomed all members attending the meeting as well as the two observers. He also welcomed Elspeth Gray to her first meeting who had replace Kate Watt as the representative from Ratho & District Community Council.

2. The minutes of the previous meeting

The draft Minutes of the Meeting on 11th February were approved

3. Other matters arising from the Minutes

Robert Carr reviewed the items from the last meeting and noted that the Noise Action Plan and East Access Road would be covered in the CEO Report together with an update on the scanners.

The Annual Report had been finalised and sent to all members of EACC and it was suggested that any comments or amendments should be forwarded to Janice Hogarth within the next 14 days before it was published on the website. Thanks were given to Gordon Dewar, Gordon Robertson, Greg Maxwell and Janice Hogarth for their contributions in putting this report together.

Robert Carr added that the word “confidential” had now been removed from the front of the CEO Report.

4. Chief Executive’s Report (EAL)

Traffic figures

Gordon Dewar spoke about the continued strong performance of the Airport which was currently showing over a 6% increase in passenger numbers, and he added that the busiest day last year would not appear in the top ten this year.

Aircraft movements continue to rise mainly driven by international traffic.

Capital Investment

Gordon Dewar was pleased to announce that the work on the scanners in security was now complete and that there were now 8 fully operational scanners creating no need for liquids to be taken out of a passenger’s luggage. The maximum of 100ml remained as defined by UK Government. The result of the new scanners meant that travelling through security was much more efficient, much easier and a much better experience.

Gordon Dewar reported that the road access had received outline approval and a detailed plan was due to be submitted and then due process would follow but he added that it was looking positive.

A major investment over the next few years would be the airport’s ongoing ambitious programme around the terminal and surrounding area expansion which would need to be carefully managed by keeping disruption to a minimum. New stands would be built opposite Gate 20 with 6 becoming operational this year and the Southeast pier would be extended.

Community Investment

Gordon Robertson spoke of the large number of applications that EAL had received

He added that the Edinburgh Children’s Hospital Charity activities were doing extremely well and that they were looking to continue working with them on some projects going forwards. The team at the airport had now raised £100,000.

Gordon Robertson suggested that community groups should consider applying to this fund

Surface Access

Gordon Robertson advised that the level of public transportation was now sitting at 42% which was higher than most other airports. EAL was still looking at ways to increase this further.

This had been helped by a new bus from Aberdeen as well as buses from Dundee, Glasgow and Stirling which were all performing well. Through-ticketing from Aberdeen and St Andrews for travel via rail would be a benefit.

Discussions had been held with City of Edinburgh Council and there was also talk of increasing the capacity for the buses to Glasgow as well as Oban and St Andrews.

It was noted that passenger traffic from Ayrshire was growing but there was no bus from there, Livingston or Wester Hailes. Kirkliston was suggested as a route with pick-ups also in Broxburn. Perhaps a solution would be to divert some services via the airport and there was a suggestion of reviewing the West Lothian area links.

Consideration should be given not just to the east of the Airport but also the west utilising Lothian Country Services. Gordon Robertson agreed that the airport was continuing to work with all the bus operators.

Finally, Gordon Robertson advised that there had been a change in the fare structure on the 200 and 400 service as it had been considered that affordability was very important for these services.

Noise

Gordon Robertson advised that work on a new noise monitor at Craighall barracks had started and that the noise monitor at Dalgety Bay was now working and giving stats although he added that it fed in the stats differently as it was mobile.

Gordon Robertson advised that EAL had created an enhanced noise team which was working with the Scottish Government on the processes and website to give more communication before the Noise Action Plan ("NAP") is launched.

The consultation on the NAP had closed and the final report will be presented to EANAB and then circulated to the EACC.

Action: Gordon Robertson to circulate NAP Report

Route Development

Gordon Dewar commented that there was still plenty of good news on destinations such as Beijing going year-round and Washington extending its seasonal flying to almost year-round. This all resulted in increased capacity on top of all the new destinations.

Transatlantic was particularly strong with new routes such as Boston, Philadelphia and Montreal.

Passenger satisfaction

Gordon Robertson advised that EAL were looking at trends on customer experience and looking to see if there is a better way to do this.

5. Duncan MacLennan Report – presentation by Gordon Robertson

Gordon Robertson presented on the Report "Future Flying: Up in the Air? – Better Connections for Growing Edinburgh" authored by Professor Duncan MacLennan.

This Report looked at the importance of Edinburgh Airport and looked at the way other airports have seen development with their regional and national governments. It was commissioned by EAL but was an independent hard-hitting review looking at comparisons of airports in Canada and Australia.

The Report considered urban space usage and asked how cities have engaged with airports such as Toronto and Sydney and their reliance on an airport and aviation. The Report was started in mid-2022 and it was benchmarked against 4 other airports.

The importance of global warming and the move to net zero was seen as extremely important and the report concluded that aviation had been slower to decarbonise driven by metropolitan growth and this was complex and difficult for Government to trade off prosperity against lowering greenhouse gases.

Edinburgh Airport was seen as tackling this well whereas Sydney and Toronto had been slower to react. Scotland was very good at emphasising accessibility needs against a lack of national aviation strategy on how to deal with net zero and this is coupled with a lack of evidence-based information.

Edinburgh Airport was assessed as doing well with decarbonising the airport and public transport but Duncan MacLennan commented on the need to consider the wider area and metro policies.

He added that there was a need to focus on a transport hub, hydrogen and then add housing.

He talked of the need to decarbonise fuel wherever possible with fast carbon strategies and to create an industrial policy (EG a SAF production solution at Grangemouth)

There was a need to reset the approach for carbon strategies so not just collaboration. There was a need for evidence to back things up and not to base it just on theoretical science. The evidence would need to be explicit and have tighter links to the economy.

There was a need for regional infrastructure such as in Sydney which was better organised and planned infrastructure. A great deal of work needs to be carried out to create a framework for a surface access strategy.

A discussion followed the presentation.

Kevin Lang noted that the arrangements envisaged by Professor MacLennan needed to be embedded into the city region and nationally.

Freeports were already looking at things with Forth Ports looking to create a framework across the area and not just the immediate airport area.
Evidence would be needed across all of these issues.

The Edinburgh and South-east Scotland City Region Deal was an example of collaboration between the six local authorities and the public, private and third sectors with the Regional Prosperity Framework creating a collaborative strategy.

EAL was playing its part in all this.

6. Resilience for travellers when problems occur

Gordon Robertson advised that EAL have dedicated teams to deal with any form of issues to cover all eventualities from weather to technology etc. They regularly carry out tests to cover any potential issues

Passenger perspective – David Dunphy gave a presentation on the things that can potentially go wrong when there is disruption and ways that things could be improved with the main theme running throughout that the most important solution across all aspects of the problems was down to being able to provide up to date, accurate and ongoing communication which was easily and readily accessible across all channels.

It was noted that there was a need to learn and work with both the airlines and the passengers as the question of who owns the passenger and who is responsible for what is often an issue for them.

Communication is essential and particularly for passengers with disabilities. There needs to be more sources of information for them i.e. a deaf passenger cannot hear a tannoy and there are reports of passengers with mobility issues being taken to an area and just left with no updates.

Travel agency perspective – Jimmy Martin gave the travel agency perspective on resilience and disruption. He explained the role of the travel agent including in being proactive in trying to sort

out problems for their customers and keeping in contact with updates whilst, if necessary, getting the passenger rebooked onto alternative flights.

Travel agents were on 24-hour call and they took on the responsibility for rearranging their customers' travel arrangements or getting them home. Passengers who book direct would be left to sort themselves out which was often difficult when they would be unable to speak to someone as they had booked online and airline help was often difficult to obtain.

There was also the issue of where a passenger stands when they had not booked a package holiday through a travel agent and a flight is cancelled resulting in the passenger missing an onward connection and having to pay out again to enable them to complete their holiday/journey.

7. Air Space Change Update

Gordon Robertson advised that EAL were resubmitting plans which would lead to consultations in October with the stakeholder groups.

8. Report from on Aviation Accessibility Task Group

Clare Johnson reported that the latest meeting of the Aviation Accessibility Task Group had highlighted the following main areas for consideration

- Standardisation of airport, airlines processes including IATA codes
- The need for additional free text to assist bookings to be passed on to people in charge
- Battery issues for example when batteries have changed with mobility equipment and knowledge is needed for wet/dry batteries as they cannot just be swapped over.
- Same information is requested over and over again so better processes required
- There should be respect when handling mobility equipment and realisation of the cost and special requirements required.
- There are many hidden disabilities so can this be coded on a boarding card
- Stand allocation should include consideration to use air bridges
- New e gates not accessible for passengers with mobility issues
- No recognised compensation given for failure of assistance process
- Involuntary boarding failure of provider and process for compensation

9. EANAB Report

In the absence of Blake Cushnie who was overseas, Gordon Robertson advised that the next EANAB meeting was scheduled for 7th May when EANAB would discuss the current project on the angles of take-off and issues arising from a steep angle of climb.

Air Space Change project continues. The Noise Action Plan results will follow.

10. UKACCs Update

Robert Carr advised that the UKACC AGM would take place on the 27th/28th November in Bristol and that he would be attending with Janice Hogarth.

Robert Carr advised the meeting of CAP3041 and the Guidance for Airports on Community Engagement and Complaints Handling around Environmental Sustainability. Gordon Robertson advised that he would take this to EANAB and will report back.

Robert Carr noted that the next CAA Community Information and Feedback Forum was scheduled for 19th May and Adam Cumming would be in attendance for this as representing the EACC.

11. Review of Rolling Action Plan

This had already been covered at the beginning of the meeting by Robert Carr.

12. AOCB

There was no other business, and the meeting closed at 12.30 with the next meeting scheduled to take place on Monday 4th August at 10.30 at the Novotel.